

**Child Support Services
Continuous Quality Improvement Goals
SFY 2020-2021**

The goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment (percentage of cases under order), current collections (collection of current support), and arrears collection (collection of child support arrears). Goals for SFY 2020-2021 are based on each County's performance at the end of SFY 2019-2020.

DEFINITION OF GOALS

MOU Goals – Goals set forth in the Memoranda of Understanding between the state and the county. Those goals will be set at the federal minimum performance standard. Failure to meet the MOU goals could lead to a performance or corrective action plan as outlined in the MOU.

CQI Goals – Goals set by the program to ensure continuous quality improvement (CQI) for our families and that we are maximizing our incentive potential as a state. CQI goals are **not** subject to a performance or corrective action plan.

Paternity Establishment:

- The goal is to maintain the level of performance at the end of SFY 2019-2020, but no goal will be set above 99%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and the MOU goal is 50%, counties falling below the minimum standard will not be eligible for incentives on this measure.

Cases Under Order:

- The goal is to maintain the level of performance at the end of SFY 2019-2020, but no goal will be set above 89%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and the MOU goal is 50%, counties falling below the minimum standard will not be eligible for incentives on this measure.

Collection Rate:

- The goal is to maintain the level of performance at the end of SFY 2019-2020, but no goal will be set above 69%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and the MOU goal is 40%, counties falling below the minimum standard will not be eligible for incentives on this measure.

Payments to Arrears:

- The goal is to maintain the level of performance at the end of SFY 2019-2020, but no goal will be set above 69%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and MOU goal is 40%, counties falling below the minimum standard will not be eligible for incentives on this measure.

The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives. Therefore, the State of North Carolina includes the following performance goal:

Total Collections:

- The goal will be set at the same level as the SFY 2019-2020 goals unless the county total collections is less than the set goal. If the county total collections at the end of SFY 2019-2020 is less than the set goal, then the SFY-2020-2021 goal will be set at the lower of the two amounts. For example:
 - Goal for SFY 2019-2020 is \$2,000,000
County ends the year at \$3,500,000
Goal for SFY 2020-2021 will be \$2,000,000
 - Goal for SFY 2019-2020 is \$2,000,000
County ends the year at \$1,500,000
Goal for SFY 2020-2021 will be \$1,500,000

*Note: When a county increases their overall collections while exercising fiscal responsibility, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state under the federal cost effectiveness performance measure. In addition, the total base collections is the determining factor in the amount of incentives that the state receives from the federal government. There will **not** be an MOU goal for total collections.*