



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

August 13, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: SFY 2021 Continuous Quality Improvement (CQI) Goals

The federal goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment, current collections, and arrears collection. The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives. In State Fiscal Year 2020-2021 (SFY 2020-2021) the child support program will separate goals designed to ensure continuous improvement of our program from the goals that are listed in the Memoranda of Understanding (MOU) between the state and the county. Goals for SFY 2021 are based on each County's performance at the end of SFY 2020. As a reminder, child support goals are cumulative and reset at the start of each state fiscal year on July 1st.

The attached document outlines the methodology used to determine the CQI goals for SFY 2021. If you have any questions, please see your Program Representative.

Sincerely,

A handwritten signature in blue ink that reads 'Carla L. West'.

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

Attachments

cc: IV-D Regional Program Representatives
CSS_20_43

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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