



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

June 9, 2021

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

INFORMATION: SFY 2021-2022 Continuous Quality Improvement 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 collections towards arrears. 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 2021-2022 (July 2021 – June 2022) 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. As noted in the DCDL dated May 8, 2020 from Susan Osborne, performance measures under the MOU for SFY 2020-2021 were set beginning January 1, 2021 through June 30, 2022. For child support, those annual measures were set at the minimum federal performance standard in four areas:

- (1) paternity establishment – minimum performance measure is 50%;
- (2) support order establishment – minimum performance measure is 50%;
- (3) current collections – minimum performance measure is 40%; and
- (4) collection towards arrears – minimum performance measure is 40%.

Failure to meet the MOA goals could lead to a performance or corrective action plan as outlined in the MOA once issued.

In order to ensure that our state continues to improve our program for the children and families we serve and maximize our incentive potential as a state (and therefore maximize the incentive potential for the county), continuous quality improvement (CQI) goals will also be set for SFY 2021-2022 based on each County's performance at the end of SFY 2020-2021. These goals are ***not*** subject to a performance or corrective action plan by the state and instead are set as a way to measure improvement in each area. As a reminder, child support goals are cumulative and reset at the start of each state fiscal year on July 1<sup>st</sup>.

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

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Because of the significant barriers counties are currently facing due to the COVID-19 pandemic, there will not be any increases set for our CQI goals for SFY 2021-2022. In fact, the goal is to maintain our performance wherever possible and, in some instances, the goal may be lower than your county's performance at the end of SFY 2020-2021. The attached document outlines the methodology used to determine the goals for SFY 2021-2022. Each county will receive their individualized goals by July 10, 2021.

If you have any questions, please see your Program Representative.

Sincerely,



Carla West, Senior Director for Economic Security

Attachment: Child Support Services Continuous Quality Improvement Goals SFY 2021-2022

cc: IV-D Regional Program Representatives  
IV-D Policy and Training

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