

**Child Support Services  
Quarterly Narrative  
State Fiscal Year 2020 3<sup>rd</sup> Quarter Ending 03|31|2020**

The purpose of this report is to provide a general overview of North Carolina's statewide performance in accordance to General Statutes 110-129.1(a). The performance report can assist in identifying opportunities of improvement for child support offices.

**CHILD SUPPORT PROGRAM/ENHANCED STANDARDS  
SECTION 10.46. G.S. 110-129.1(a):**

**"(a) In addition to other powers and duties conferred upon the Department of Health and Human Services, Child Support Enforcement Program, by this Chapter or other State law, the Department shall have the following powers and duties:**

...

**(9) Implement and maintain performance standards for each of the State and county child support enforcement offices across the State. The performance standards shall include the following:**

- a. Cost per collections.**
- b. Consumer satisfaction.**
- c. Paternity establishments.**
- d. Administrative costs.**
- e. Orders established.**
- f. Collections on arrearages.**
- g. Location of absent parents.**
- h. Other related performance measures.**

**The Department shall monitor the performance of each office and shall implement a system of reporting that allows each local office to review its performance as well as the performance of other local offices. The Department shall publish an annual performance report that includes the statewide and local office performance of each child support office."**

*It is important to note – while this report reviews and summarizes numerical data from the "County Quarterly Report", it does not consider various obstacles that the State or counties may face –employee longevity, judicial obstacles, or county budgets – to name a few. **It also does not address cost per collections, consumer satisfaction, and administrative costs as this information is not available at this time.***

# SFY 2020 | MAR 2020

## NC CSS STATEWIDE STATISTICS | GOALS | TRENDS

When the  
**WHY** is  
big enough the  
**HOW** is  
easy!

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
STATEWIDE	201803	\$516,611,443	98.11%	85.21%	67.78%	62.95%
STATEWIDE	201903	\$514,003,775	98.27%	84.97%	67.96%	63.16%
STATEWIDE	202003	\$517,571,013	98.70%	85.01%	68.34%	63.54%
STATEWIDE	Change	\$3,567,238	0.43%	0.04%	0.38%	0.38%
STATEWIDE	SFY2020 GOALS	\$695,566,315	100.00%	86.17%	67.98%	67.39%
CQI +/-		74.41%	-1.62%	0.50%	0.00%	0.50%
ON TRACK?		NO	YES	NO	YES	NO

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Caseload	Average CSUP Obligation	Average Payment Per Order	Average Payment Per Cash Order	Total Cases w/Arrears	Total Arrears Due
STATEWIDE	201803	406610	\$ 287.39	\$ 1,470.33	\$ 2,052.99	301,595	\$ 1,880,210,298
STATEWIDE	201903	400975	\$ 292.95	\$ 1,487.71	\$ 2,091.27	296,537	\$ 1,755,648,977
STATEWIDE	202003	394439	\$ 300.50	\$ 1,522.00	\$ 2,153.50	289,647	\$ 1,730,995,404
DIFFERENCE		-6536	\$ 7.55	\$ 34.29	\$ 62.23	-6890	-\$24,653,573

Report Month	Number of Cases Under Order	Cases W/Cash Order	TOTAL \$ DIST	Number of Cases w/Pymt	Monthly CSUP Due	Total Cases w/Pymt to Arrears	Total Arrears Distributed
201803	346,457	248,129	\$509,405,330	225,813	\$64,895,788	189,853	\$115,909,436
201903	340,696	242,368	\$506,856,403	219,630	\$64,339,577	187,280	\$115,081,590
202003	335,315	236,987	\$510,350,346	213,847	\$64,260,442	184,040	\$118,283,526
DIFFERENCE	-5,381	-5,381	3,493,943	-5,783	-79,135	-3,240	\$3,201,936

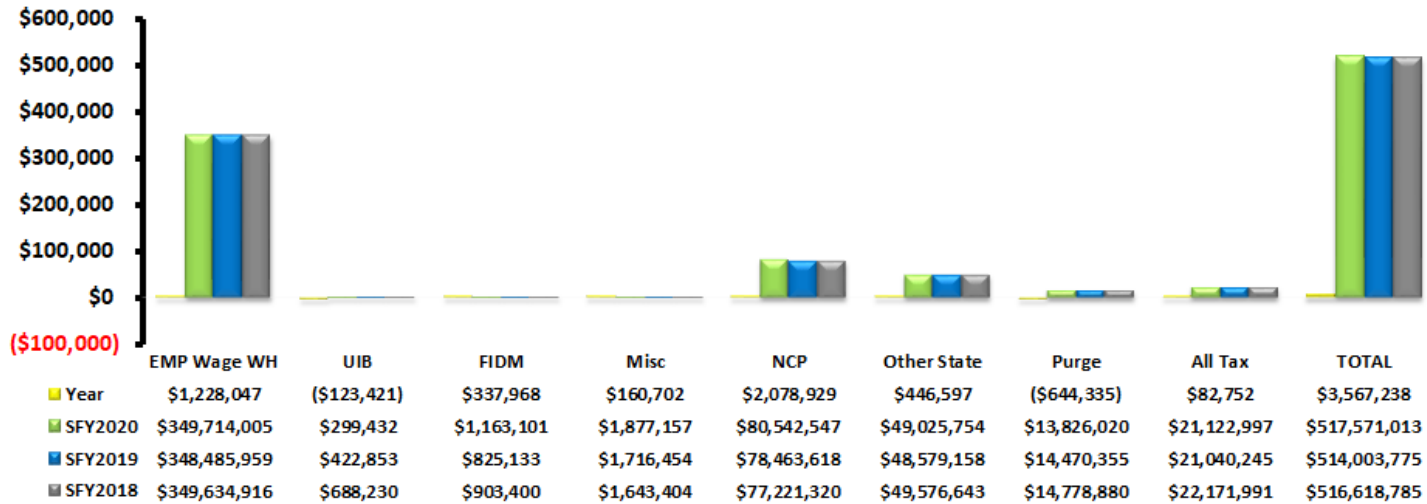
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
open	394439	
Non-Interstate Cases	336822	85.39%
Initiating Interstate Responding Interstate	33152	8.40%
of 03/31/2020	24465	6.20%
	1345	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	14,681	3.72%
ARRF	3,259	0.83%
ARRN	60,902	15.44%
ARRP	8,022	2.03%
ARRS	2,351	0.60%
IVE	6,317	1.60%
MAO	167,900	42.57%
NPA	126,629	32.10%
SFHF	4,378	1.11%

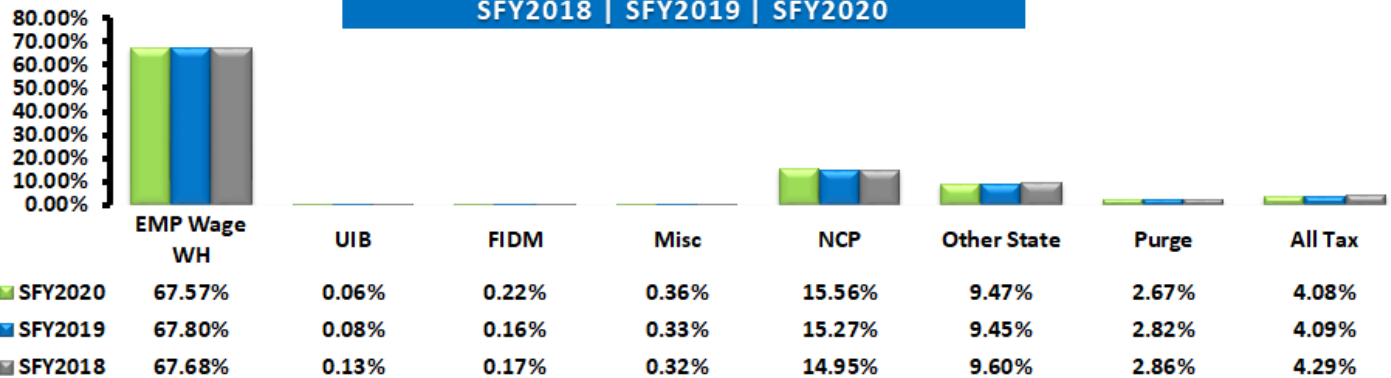
STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	201803	98.85%	78.90%	71.08%	94.46%	88.51%
STATEWIDE	201903	99.14%	79.72%	69.83%	94.23%	87.74%
STATEWIDE	202003	98.99%	80.40%	70.14%	94.77%	88.69%
STATEWIDE	Change	-0.15%	0.68%	0.31%	0.54%	0.95%
STANDARDS		90%	75%	75%	90%	75%

STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	201803	79.03%	84.02%	98.02%	87.84%
STATEWIDE	201903	78.58%	84.19%	98.12%	87.06%
STATEWIDE	202003	80.36%	85.27%	98.36%	88.69%
STATEWIDE	Change	1.78%	1.08%	0.24%	1.63%
STANDARDS		75%	75%	75%	75%

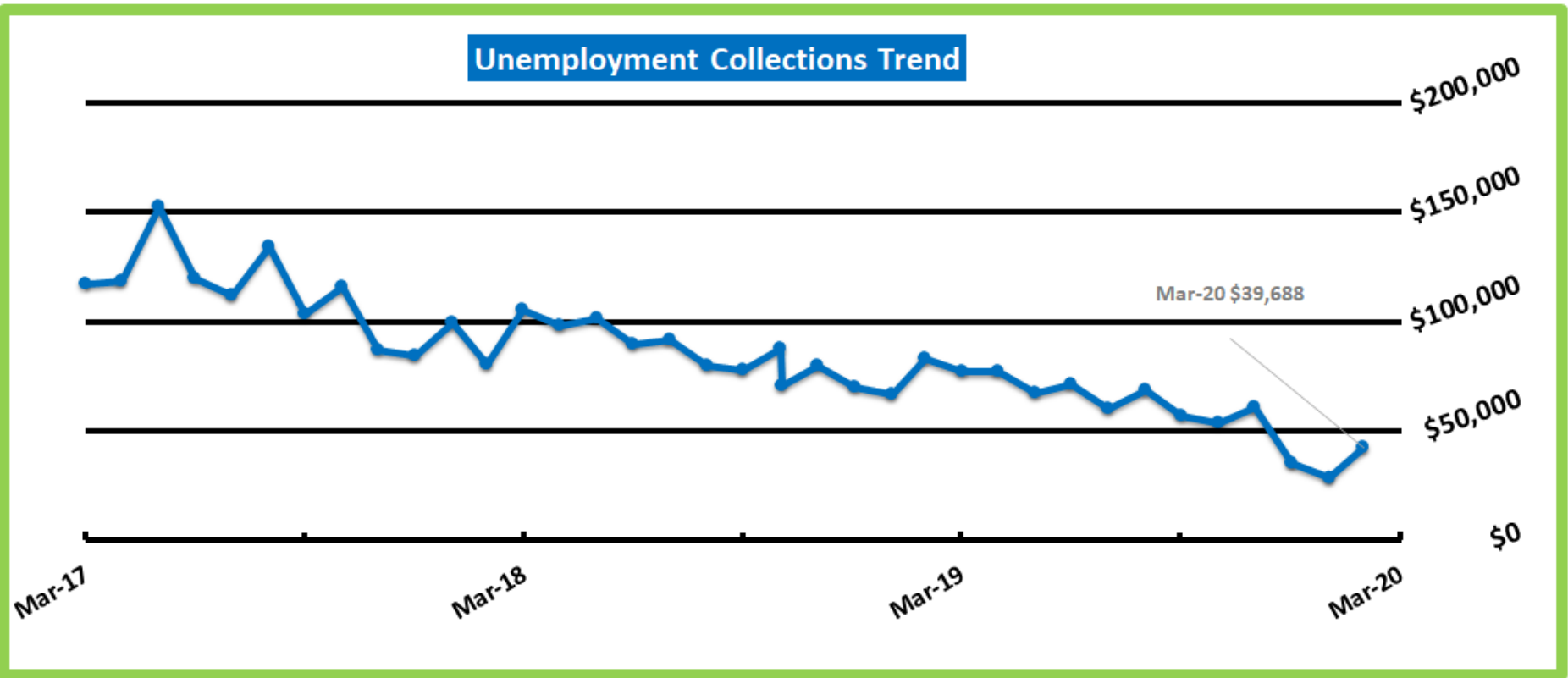
### COLLECTIONS COMPARISON SFY2018 | SFY2019 | SFY2020



### % of COLLECTIONS BY PAY SOURCE COMPARISON SFY2018 | SFY2019 | SFY2020



### Unemployment Collections Trend



## SUMMARY

- Caseload size has decreased 6,536 cases from March 2019.
- 67.57% of total net collections is received via income withholding, while 15.56% of total net collections are attributed to direct payments by non-custodial parents.

### Self-assessment and Incentives

- Statewide Self-Assessment show the most increase in 'Interstate', a 1.78% rise over last year bringing the score to 80.36%.
- Statewide Incentives show the most significant increase in '%Pat Est', a 0.43% increase over last year bringing the score to 98.70%.

## STATEWIDE SUMMARY

### Staffing

The following compares staffing numbers reported for the same quarter of the respective state fiscal years.

Staffing	Authorized Supervisors	Frozen Supervisors	Unfrozen Supervisors	Authorized Agents	Frozen Agents	Unfrozen Agents	Authorized Clerks	Frozen Clerks	Unfrozen Clerks	Total Authorized	Total Frozen	Total Unfrozen
<b>03.31.2019</b>	197.69	0.00	197.69	947.08	1.00	946.08	206.75	1.00	205.75	1351.27	2.00	1349.27
<b>03.31.2020</b>	191.69	0.00	191.69	947.83	1.00	946.83	207.65	1.00	206.65	1347.17	2.00	1345.17
<b>Difference</b>	-6.00	0.00	-6.00	0.75	0.00	0.75	0.90	-1.00	0.90	-4.10	0.00	-4.10
<b>% of Change</b>	-3.04%	0.00%	-3.04%	0.08%	0.00%	0.08%	0.44%	0.00%	0.44%	-0.30%	0.00%	-0.30%

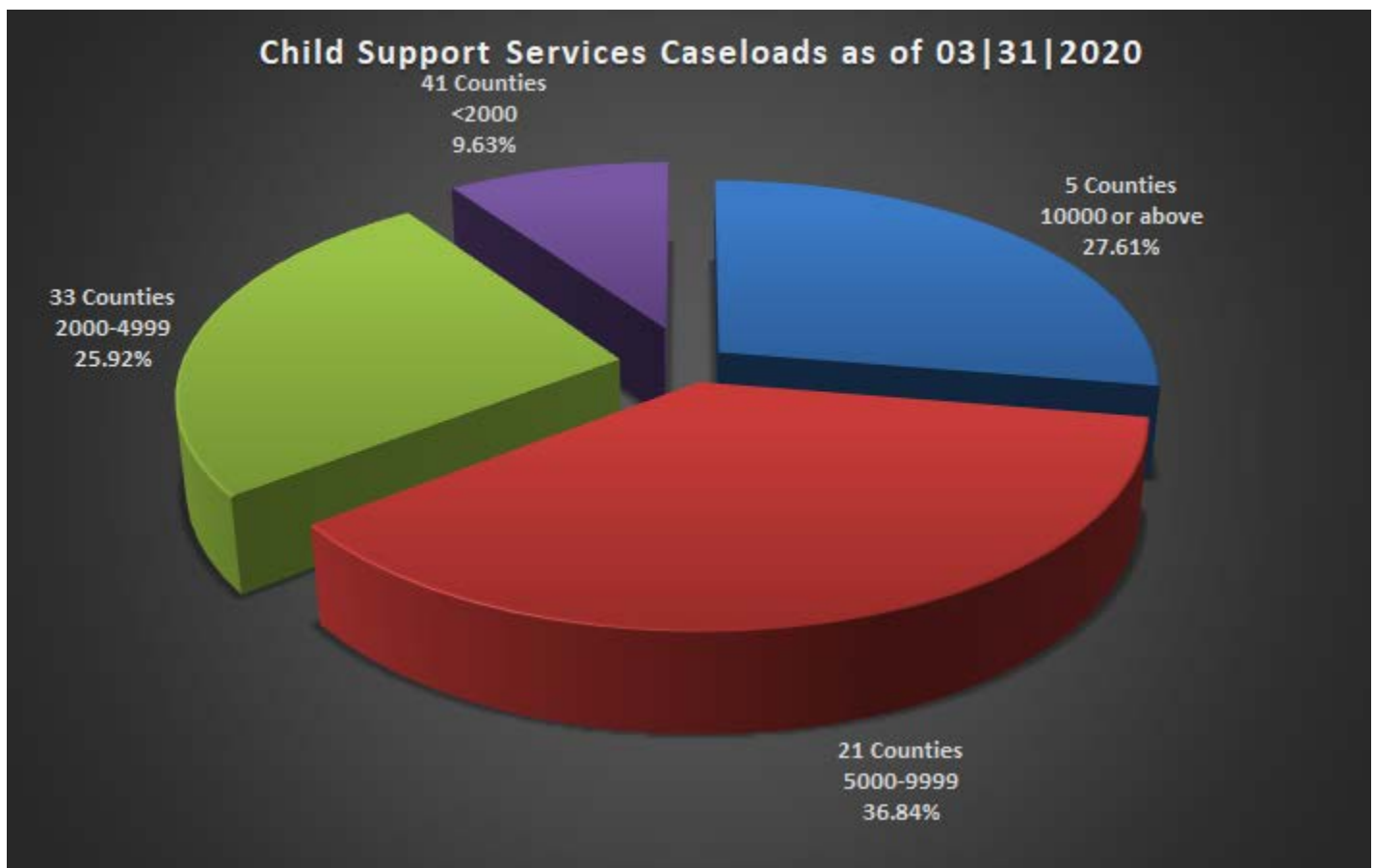
Summary of staffing changes this quarter vs. the same quarter previous year:

- Unfrozen Supervisors – decrease of -3.04%.
- Unfrozen Agents – increase of -0.08%.
- Unfrozen Clerks – increase of -0.44%
- Total Unfrozen Staff – decrease of -0.30%

## COUNTY SUMMARY

One of the tools used in composing this narrative is the Excel file – CSS Master Report which contains Incentives, Agent Activity, Staffing, Self-Assessment scores, as well as a 5 Factor report which reports county performance in the areas of Total Collections per Unfrozen Staff, Percentage of Cases Under Order, Percentage of Paternity Establishment, Percentage of Current Collections, and Percentage of Cases paying towards Arrears. Comparison data in these areas is provided for counties as well as some additional reference information such as case load size, cases per agent, Self-Assessment scores and unemployment data as available from the North Carolina Department of Commerce - Division of Employment Security. Sources of information are the Office of Child Support Enforcement OCSE-157 report, XPTR IVD Collections Report, the Agent Statistical Report, and Self-Assessment scores for all categories by county via Client Services Data Warehouse, as well as staffing as provided by field staff/regional representatives.

### Statewide Caseload – 394,439 cases



## Unemployment data\*

Unemployment rates for counties ranged from 3.20% in Buncombe County to 14.20 % in Hyde County.

The statewide unemployment rate was 3.70% as of February 2020.

*\*Source is the North Carolina Department of Commerce – Division of Employment Security – Unadjusted (not seasonally adjusted) rate. It is normal to report not-seasonally-adjusted data for current unemployment rate.*

Unemployment Rates by County Caseload Size	
10000 and above	4.12%
5000-9999	4.16%
4999-2000	4.81%
less than 2000	5.00%
<b>Statewide Average</b>	<b>3.70%</b>

## Caseload / Agent

Caseloads per agent ranged from 151 in Clay County to 864 in Onslow County. The statewide average caseload per agent was 418.

Average Cases per Agent by County Caseload Size	
10000 and above	439.86
5000-9999	468.87
4999-2000	389.05
less than 2000	413.66
<b>Statewide</b>	<b>418.44</b>