

GUILFORD COUNTY CHILD SUPPORT DEPARTMENT

(Greensboro & High Point Offices)

SFY 2024-2025 Continuous Quality Improvement Goals

As indicated in the Memoranda of Understanding (MOU) for SFY 2024-2025 and SFY 2025-2026, the annual measures were set at the minimum federal performance standard in four areas:

- (1) Paternity Establishment (**Pat/Est%**) – minimum performance measure is 50%;
- (2) Support Order Establishment (**CUO%**) – minimum performance measure is 50%;
- (3) Current Collections (**CSUP%**) – minimum performance measure is 40%; and
- (4) Collection Towards Arrears (**ARR%**) – minimum performance measure is 40%.

Current Fiscal Year MOU Annual Benchmark Results

Guilford County’s Child Support program is on track and exceeding the MOU Goals for every performance standard indicated.

Performance Month	Current Month Pat/Est%	Current Month CUO%	Current Month CSUP%	Current Month ARR%	Current Month Total Collections
July 2025	89.43%	86.80%	71.84%	35.00%	\$2,736,746.01
August 2025	90.33%	86.06%	71.32%	43.87%	\$2,590,154.42
September 2025	91.60%	85.24%	71.53%	51.99%	\$2,803,984.84

All performance metrics indicate that we are on track to achieving the annual goals set for the county by the state.

CHILD SUPPORT SERVICES

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	Percentage of paternities established or acknowledged for children born out of wedlock.	The county paternity establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).	Paternity establishment is an essential component in obtaining and enforcing support orders for children. 45 CFR § 305.33 (b) NCGS 110-129.1	Annual
2	Percentage of child support cases that have a court order establishing support obligations.	The county support order establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).	A court order creates a legal obligation for a noncustodial parent to provide financial support to their children. 45 CFR § 305.33 (d) NCGS 110-129.1	Annual
3	Percentage of current child support paid.	The county current collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).	The current collections rate is an indicator for the regular and timely payment of child support obligations. 45 CFR § 305.33 (e) NCGS 110-129.1	Annual
4	Percentage of cases received a payment toward arrears.	The county arrearage collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).	Collection of child support has been shown to reduce child poverty rates and improve child well-being 45 CFR § 305.33 (h) NCGS 110-129.1	Annual