

GUILFORD COUNTY CHILD SUPPORT DEPARTMENT

(Greensboro & High Point Offices)

SFY 2025-2026 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
October 2025	92.93%	84.13%	71.51%	57.85%	\$ 2,749,116.72
November 2025	93.80%	84.79%	70.62%	59.00%	\$ 2,396,919.69
December 2025	94.76%	87.18%	70.89%	62.28%	\$ 2,732,471.38

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