

**Child Support Services**  
**Quarterly MOU Benchmark Report Results**  
**(2025 – 3rd Quarter)**

Standard Performance Measure:	State MOU Goal:	State FY Performance Goal:	Guilford's Performance – End of Quarter
Total Percentage of Paternities Established	<b>50%</b>	98.83%	<b>92.12%</b>
Total Percentage of Cases Under Order	<b>50%</b>	82.72%	<b>88.65%</b>
Total Percentage of Current Child Support Paid	<b>40%</b>	70%	<b>71.91%</b>
Total Percentage of Cases with Payments to Arrears	<b>40%</b>	70%	<b>67.43%</b>

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## **PERFORMANCE HIGHLIGHTS**

The Child Support department has collected & disbursed a total of \$24,443,612.10 as of March 31<sup>st</sup>, 2025, which is 73.21% of our annual collection goal for the current fiscal year.

Child Support has served 1,996 walk-in customers and 27,837 customers by telephone for Fiscal Year 2025.

The Child Support Department is exceeding the 75% Performance Measurement in all seven self-assessment scoring 75.35% and higher.

## 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