



North Carolina Department of Health and Human Services
Division of Social Services
Child Support Enforcement

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Telephone (919) 255-3800

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

January 20, 2011

Dear County Director of Social Services and CSS Program Managers,

Program Representatives County Assignments

The North Carolina Child Support Program Representatives have experienced staffing changes. Effective February 1, 2011, the Program Representatives' county assignments will change. Attached is a map and assignment listing, indicating the program representative name, phone number, email address, and the county in which the program representative is assigned. During this time of change, the Child Support Central Office remains committed to providing an excellent level of customer service to our partners. As many of you are aware, with the state to county transition, their positions are titled Child Support Program Representatives.

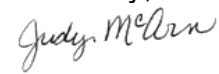
The Program Representatives are critical to each county. The Program Representatives conduct all county consultations on-site or by telephone and complete any State Monitoring. Duties will also include addressing all areas that impact program services for Child Support. The Program Representatives will contact counties for technical support needs and to schedule monitoring based on the States' Monitoring Plan. In addition, they provide strong Child Support Program knowledge and consulting to each county that they are assigned to. The Program Representatives are required to conduct IRS Security Inspection audits and assist the IV-D Program Managers with successfully completing the audit. They are required to complete case record reviews on a monthly basis, assist in setting goals and provide performance reporting. The Program Representatives are a critical vehicle to communication between the Child Support Central office and your county.

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.

We are hopeful that these assignment revisions will be beneficial as we work together to assure that the children received the support that they deserve.

Sincerely,



Judy McArn
Assistant Chief of Program
Operations

Attachment: Child Support Program Representatives County Assignments

CSE-4-2011

Cc: Jack Rogers
Daisie Blue
Michele Tart
Local Business Liaisons

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