



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

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

February 1, 2011

Dear County Director of Social Services and CSS Program Managers:

To better assist local offices with performance measures and tracking, performance reports, including the Incentive Goal Report and the 9 Factor Report, have been revised. We have a new report, the County Quarterly Report, which incorporates the 9 factor (now 5 factors) and several types of data into one central file. This report is a Microsoft Excel Workbook and is located on the Child Support Internal Website, CSE Reports Page – subfolder County Quarterly Report. A narrative which summarizes the data will accompany this file/report. This file/report contains the following worksheets and data:

- 5 Factor Report - caseload, cases/agent, unemployment data, collections per unfrozen staff, and four incentives – % Collection Rate, % Cases Under Order, % Paternity Establishment, % Payment to Arrears. The revised report now has 5 Factors, and includes the following changes:
  - Elimination of the overall ranking, weights, and scores
  - Individual performance categories are listed; the Score column has been renamed SOR (State Office Reference). The results will assist the State Office with federal reporting.
  - Elimination of the top 10%, 25%, lower 25% data
  - Counties are reported in alpha order
- Incentive Goal Report – Four incentives and total net allocated collections with goals established for each.
- Staffing Report – Reported staffing for supervisors, agents and clerks.
- Agent Activity Report – Data from the agent statistical report with per agent activity calculations.
- Self Assessment Scores - Nine categories of self assessment as mandated from the Federal Office of Child Support Enforcement.

We hope that you find this new report more efficient, user friendly and beneficial in achieving performance goals. If you have questions about the data, please contact Ralph Leggett at [ralph.leggett@dhhs.nc.gov](mailto:ralph.leggett@dhhs.nc.gov).

Thank you for your continued cooperation as we strive to Excel in collecting child support for North Carolina's children.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn  
Assistant Chief of Program Operations

CSE-5-2011

Cc: Jack Rogers  
Daisie Blue  
Michele Tart  
Ralph Leggett

**Mission Statement**

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