



North Carolina Department of Health and Human Services
Division of Social Services

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Division Director

July 24, 2014

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
DEAR COUNTY CHILD SUPPORT MANAGERS AND SUPERVISORS

Reference: Child Support Performance Goals SFY 2015

North Carolina's main goal is to collect consistent, reliable family income for the well-being of children. The SFY 2014 has been a busy year. The work that you do is complex casework requiring good judgment, customer service and performance. The SFY 2014 had changes and challenges, but we stayed focused and achieved great results.

Congratulations! It is gratifying that North Carolina has dedicated and hard working professionals to achieve our goals. \$700,556,076.00 was collected for the North Carolina Child Support Program. As child support professionals, you are succeeding in countless ways. Every dime is an accomplishment. We celebrate all achievements, no matter how big or small.

Each year, the North Carolina Child Support Program establishes goals for each county child support agency and the state as a whole, based on standard incentive measurements set forth by the Federal Office of Child Support Enforcement (OCSE). Attached are the North Carolina State performance goals for SFY 2015. There were several factors considered; review of last year's goals, performance, the economy challenges, unemployment benefit changes, tribal changes, right size orders and the Data Reliability Audit. The key is to ensure our goals are not only realistic and challenging, but achievable.

We look forward to a new year with all of our partners, engaging each of you in communications and promoting excellence in the Child Support Program. The SFY 2015 will include strategic planning, business planning, and to identify, prioritize, and implement new projects and initiatives. Working together, we will make a significant leap in efficiency and effectiveness for the Child Support Program. Should you have any questions, please contact Judy McArn at 919-855-4431.

Sincerely,

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

Judy McArn
Assistant Chief of Program Operations

cc: Daisie Blue
cc: Jack Rogers
cc: Regional Program Representatives

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