



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

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Division Director

July 19, 2013

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

Reference: Child Support Performance Goals SFY 2014

I want to first congratulate all of our child support professionals for all the hard work and dedication for the SFY 2013. Child support collections for the SFY 2013 were \$709,176,676.00. As child support professional, goals were set on helping children and families throughout 2013 and achieved in countless ways.

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 2014. There were several factors considered; review of last year's goals, performance, unemployment benefit changes, the upcoming implementation of right size orders and the Data Reliability Audit clean-up. We will continue to monitor and evaluate the Data Reliability Audit scores to ensure that state standards are met. 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. 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: Daisy Blue
cc: Jack Rogers
cc: Regional Program Representatives
CSS-03-2012

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