



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

Child Support Services

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12
Telephone (919) 855-4755

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Sherry S. Bradsher, Director

June 21, 2012

Dear County Director of Social Services
Dear County Child Support Program Managers,

Reference: Child Support Program Representatives New County Assignments

Effective July 1, 2012, the Regional Program Representatives' county assignments will change. Attached is the new county assignment listing and map.

The Program Representatives are a critical vehicle for communication between the Child Support Central office and your county. They are responsible for addressing all areas that impact program services for Child Support at the local level. This includes monthly quality case reviews, setting goals for county actions plans, monitoring county performance, county consultations on-site or by telephone and conduct the IRS Security Inspection audits.

There will be an increase in quality case reviews each month. This increase will be determined by county caseload size. The Quality Review form has been revised to capture data that is reported for our federal audit. Attached is a sample that will be utilized effective July 1.

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,

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

Judy McArn
Assistant Chief of Program Operations

Attachments: Child Support Program Representatives County Assignments
Map
Quality Review form

CSE-5-2012

Cc: Daisie Blue

Mission Statement

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