



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 28, 2012

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

Reference: Child Support Performance Goals

As of May 2012, child support collections were \$653,359,983, an increase from May 2011. Congratulations to everyone for their hard work and dedication!

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). An additional goal has been included for the Data Reliability Audit. Attached are the North Carolina performance goals for state fiscal year 2013. There were several factors considered; review of last year's goals, our performance and a sluggish recovery of the economy. 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: Daisie Blue  
CSE-06-2012

**Mission Statement**

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