



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

October 16, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Incentive Goal Report and Dashboard

Attached is the Incentive Goal report and the Dashboard for September 2019 (State Fiscal Year 2020).

The Incentive Goal report provides each county's Incentive Performance measures and Total Collections for the SFY as of the month indicated on the report. The incentive performance measures are obtained via data warehouse queries. The total collections information is obtained using the IV-D Collections report in XPTR.

The Dashboard provides county and statewide information regarding Incentive Performance measures, Total Collections and Self-Assessment scores in all categories (NOTE: Case Closure Self-Assessment is only measured quarterly, therefore data is not available for this measure each month). A new element is shown on the Performance measures indicating whether the county is on track to meet the SFY 2020 goal. The Child Support Services Dashboard is an interactive PDF which allows users to view each measure and current benchmark for the SFY as of the month indicated on the PDF. Where appropriate, users have the ability to analyze possible future outcomes with the use of sliders and gauges to assist in identifying areas that may need further resources, training and review.

If you have questions, please contact Debbie Henderson or Carla West at 919-855-4755.

Sincerely,

A handwritten signature in cursive script that reads 'Carla L. West'.

Carla L. West, Section Chief

Attachments

cc: IV-D Regional Program Representatives

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**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES**

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