



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

November 10, 2020

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

SUBJECT: INFORMATION: Incentive Goal Report

Attached is the Incentive Goal report for October 2020 (State Fiscal Year 2021). 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.

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

Sincerely,

Handwritten signature of Carla West in cursive.

Senior Director for Economic Security
North Carolina Child Support Director

Attachments

cc: IV-D Regional Program Representatives
CSS_20_57