



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

January 13, 2021

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

SUBJECT: INFORMATION: Incentive Goal Report

Attached is the Incentive Goal report for December 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,

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

Senior Director for Economic Security  
North Carolina Child Support Director

Attachments

cc: IV-D Regional Program Representatives  
CSS\_21\_02