



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

2401 Mail Service Center • Raleigh, North Carolina 27699-2401
Courier # 56-20-25 Fax 919-334-1018

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

June 28, 2010

Dear County Director of Social Services
Dear County Child Support Manager

Subject: Child Support Program Announcements and Transition County Updates

The Division's Child Support program has undergone many changes during this current year. The major change has been the transitioning of the state operated child support program to 28 counties and the Eastern Band of the Cherokee Indians. This change has prompted the Division to assess other child support programmatic responsibilities to ensure that county child support programs have the supports necessary to do the work. A plan has been devised that will ensure State programmatic consultation to all counties with an acknowledgement of the unique needs of the 28 transitioning counties. Some other changes will include the use of the Customer Service Call Center and the provision of competency based child support training. This letter contains specific sections for the transitioning counties and all other county child support programs.

Changes in Reassignment of Child Support Regional Program Representatives to County Child Support Programs

With recent staffing changes in the Division's Child Support Section, an interim plan for county coverage has been devised until a reassignment of territories can be assessed. Effective July 1, 2010, our child support program representatives will be assigned additional counties to make certain that each county has access to consultation and technical assistance. Some of you will keep your same program representative but many may have a different representative during this interim period. Your regional representative will be notifying you if there is a change and the newly assigned representative will be contacting your agency promptly.

Child Support Program Representatives Coverage in Transition Counties

For transition counties, you will continue to receive your consultation and support from the staff that were assigned to you during this transition year. There is a vacancy in the western part of the state and one in the central part of the state that will impact this plan and other staff will be assigned to those counties. Those counties that had been assigned to Teresa Allison will be contacted by a new child support consultant as soon as possible to provide the support needed.

Customer Service Call Center Changes Affecting All Counties

In collaboration with N.C. Association of County Directors of Social Services (NCACDSS), a work group was formed to discuss the use of the Customer Service Call Center. The Interactive Voice Response (IVR) Unit was identified as one of the best services and supports that can be offered to county staff. **It will continue to operate the same way it always has for the clients/customers throughout the state.**

Through this process, it was determined that counties desire to assume a more direct customer service approach working with child support clients by providing the client with an opportunity to speak with their local child support agent as opposed to those calls going the Customer Service Call Center. Effective January 1, 2011, those calls should be managed at the local agency and will not be transferred automatically to the Customer Service Call Center.

To effect this change on January 1, 2011, the Division strongly encourages you now to review your present telephone auto-response system and if needed, plan for a change in your incoming message to make your clients/customers aware of this change in your customer service approach. The message should allow the caller to speak to his/her agent prior to directing the caller to contact the Customer Service Call Center at the toll free number for the IVR specific options for payment information, upcoming court dates, arrears amounts, and appointments. Each agency will need to accommodate a back-up response locally if the agent cannot be reached. This provides your agency advance time to prepare for this change that will enhance customer service.

Customer Service Call Center for Transition Counties

For the 28 transition counties, if you choose to continue this services, **all your calls will be forwarded to the Customer Service Call Center from July 1, 2010 through December 31, 2010.** After that time your agency will need to prepare as the other counties have been instructed to assume responsibility for calls. Because calls to former state operated child support offices were automatically transferred to the Customer Service Call Center, your child support customers have been using the call center but not necessarily accessing it through the toll-free number although many may have been. This call center transition time through December allows you time to educate your customers who may not be familiar with the toll-free number about the value of the call center and benefits of using the toll-free number.

Child Support Training for Transition Counties

The Division is committed to providing competency based training whenever necessary to support your staff in the delivery of child support services. To help meet your training needs, we encourage you to review the attached child support central office training schedule and discuss specific training needs with your program representative. We will make every effort to provide multiple training sites to make access easier and contain travel cost for your agency. If there are specific training courses that your staff is in need of, please make your request to your assigned program representative and provisions will be made to offer the subject matter that has been requested.

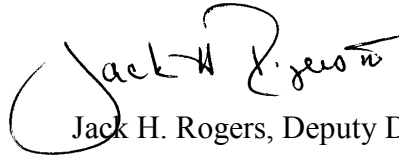
Child Support Section Management

The next year will continue to be a transitioning period for our Child Support Section. With significant retirements in leadership positions within our Child Support Section, we will notify you soon regarding programmatic coverage and oversight in the interim until such time as those positions can be filled.

Within the next year, we look forward to developing a new framework for child support services and engaging each of you in ways to enhance the program and services to children and families. For transition counties, we remain committed to assisting you in every way possible to make a smooth transition in the provision of child support services.

Should you have any questions regarding this letter or other questions, please contact the child support representative currently assigned to your agency.

Sincerely,

A handwritten signature in black ink that reads "Jack H. Rogers". The signature is written in a cursive style with a large, looping initial "J".

Jack H. Rogers, Deputy Director

DIR-02-2010

cc: Sherry Bradsher
Barry Miller, Child Support Chief
Sarah Barham, Budget Officer
CSE Transition Liaison Teams
James Clark, LBL Team
CSE Program Representatives
CSE Transition Support Team
Beth Amos, CSE Local Operations
Judy McArn, Policy and Training
Daisie Blue, User Support
Michele Tart, Distributions and Collections

2010 TRAINING SCHEDULE
(July – December)

MONTH	DATES	MODULE	LOCATION	CAPACITY
JULY	13 – 14	Case Initiation	Central - NC Child Support Raleigh	20
	15 – 16	Case Management	Central - NC Child Support Raleigh	20
	19 – 20	Paternity	Central - NC Child Support Raleigh	20
	21 – 22	Support Establishment	Central - NC Child Support Raleigh	20
	27 – 28	Financials	Central - NC Child Support Raleigh	20
	29 – 30	Accounts Maintenance	Central - NC Child Support Raleigh	20
AUGUST	2 – 4	Enforcement	Central - NC Child Support Raleigh	20
	5 – 6	Interstate Basics	Central - NC Child Support Raleigh	20
	11 – 12	Location	Central - NC Child Support Raleigh	20
	17	Tax Intercept	Central - NC Child Support Raleigh	25
SEPTEMBER	16	Review & Adjustment	Central - NC Child Support Raleigh	25
	22	Military	Central - NC Child Support Raleigh	25
	30	CSENet	Central - NC Child Support Raleigh	20
OCTOBER	13	Medical	Central - NC Child Support Raleigh	25
	18	Teletalk – Deceased Participants	N/A	N/A
	19	Teletalk – Deceased Participants	N/A	N/A
	20 – 21	Interstate – Responding	Central - NC Child Support Raleigh	20
NOVEMBER	3	Guidelines	Central - NC Child Support Raleigh	25
	17 – 18	Professional Skills Development – Phase 2	Central - NC Child Support Raleigh	25
DECEMBER	1 – 2	Financials	Central - NC Child Support Raleigh	20
	8 – 9	Case Management	Central - NC Child Support Raleigh	20
	14	Paternity – Legal / Biological	Central - NC Child Support Raleigh	25