



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES
CHILD SUPPORT SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

April 16, 2018

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 March 2018 (State Fiscal Year 2018).

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). 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
CSS_18_22