



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

August 18, 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 July 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.

As many of you have noticed, the software that was used to develop the Child Support Services Dashboard that has been sent out for the last several years, has become obsolete. Because of that, many of you are no longer able to open the document. We have been looking for a comparable program and are continuing to research options to provide you with this data in the future. Until we find a new program, we will not be publishing the current dashboard.

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_20_44

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER