

**North Carolina Association of County Commissioners
2004-05 Ralph W. Ketner Employee Productivity Awards Application**

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|---------------------------|-----------------------------------|--------------------------------|-------------------------------------|---------------|--------------------------------|
| County: | Wilson | Employee: | Child Support Judicial Team | Email: | Delois.jones@ncmail.net |
| County Department: | Wilson Co. Social Services | Employee Title: | Child Support Agent II | | |
| County Phone: | 252-206-4207 | County Mailing Address: | P O Box 459 Wilson, NC 27894 | | |

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| Is this project being submitted on behalf of two or more employees? | No | Yes | x |
|--|-----------|------------|----------|

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director

EXEMPT: **NON-EXEMPT:** **BOTH (if applicable to team):**

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| 1. | Productivity Improvement Title: | Child Support Judicial Teams |
| 2. | Implementation Date (must be between January 1, 2004 and December 31, 2004) | July 1,2004 |
| 3. | Please describe the productivity improvement. (Please limit response to these 2 pages.) | |
| <p>The Child Support Judicial Team concept was implemented July 1, 2004. The formation of Judicial Teams with specialized functions has resulted in an increase of cases being worked in a more efficient, timely manner. Customers' cases that had not been worked in 2 to 3 years are now being assessed, appropriate documents served by deputies, and more dollars collected and distributed for children. The state child support office monitoring of the quality of the work being produced confirms a 95% accuracy rate. Cases taken to court increased from 450 to approximately 650 per month. The improved, specialized process has resulted in an increase in collections of more than \$150,000.00 for this same time period last year. Total collections this year exceed \$7,000,000.00 as of April 30. The monthly collection rate has increased from 60.2 % to 63.1%. Increased intense monitoring of cases has also resulted in orders for health insurance being enforced resulting in Medicaid savings of \$185,118.12 so far this year.</p> | | |
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| 4. | Please describe why this project was initiated or what problem it addressed: Collections needed to increase and overall productivity | |

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| | and ranking of the child support team needed to improve to meet the state and federal guidelines that had been set forth. | | |
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| 5. | Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided. | | |
| | <i>(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).</i> | | |
| | <p>Monthly collection rate increased from 60.2 % to 63.1% with collections thus far exceeding \$7 million dollars. Enforcement of health insurance orders resulted in Medicaid Cost Avoidance of \$185,118.12 for the period of July 1, 2004 through April 30, 2005. Manpower Utilization has increased from 62% to 89.17%. This improved process was cost neutral to the agency. We utilized reports from data warehouse (a databank with a multitude of information and statistics), contacted other county child support agencies to discuss what means they were using to achieve results, and then compiled the information to form a structure that we felt best suited our needs for success.</p> | | |
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| 6. | Please provide any other descriptive information you would like to be considered by the review committee. | | |
| | <p>This team has worked extremely hard to achieve the results they have accomplished since July 1, 2004. They are motivated and dedicated to improving the lives of the children we serve. More children have received consistent child support payments and health insurance coverage from the non-custodial parent instead of public assistance, resulting in more families being able to achieve self-sufficiency.</p> | | |
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| County Manager's Name: | Ellis Williford | Supervisor's Name: | EvelynScott |

Return by **JUNE 1, 2005** via email Rebecca.Troutman@ncacc.org or fax to (919) 733-1065