

**North Carolina Association of County Commissioners  
2007-08 Ralph W. Ketner Employee Productivity Awards Application**

**County:** Hoke      **Employee:** Sheila Beck-Jones      **Email:** sheila.beck@ncmail.net

**County Department:** DSS Child Support Enforcement      **Employee Title:** Child Support Supervisor

**County Phone:** (910) 878-1974      **County Mailing Address:** PO Box 340 - Raeford, NC 28376

**Is this project being submitted on behalf of two or more employees?**      **NO**       **YES**

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 a team):**

<b>1.</b>	<b>Productivity Improvement Title:</b>	Great Minds, Great Improvements Project – Child Support Productivity
<b>2.</b>	<b>Implementation Date (must be between January 1, 2007 and December 31, 2007):</b>	January 2, 2007
<b>3.</b>	<b>Please describe the productivity improvement. (Please limit response to these 2 pages.)</b>	
<p>With the implementation of our Productivity Improvement Projects: (1) each member of our team is now certified to perform Genetic Testing, resulting in our ability to identify and/or exclude Alleged Fathers and prevent attempted delaying tactics; (2) we are able to locate and track more Non-Custodial Parents that have been avoiding their responsibilities through a dedicated Locate Agent, public input from our "Most Wanted" Posters, and through Law Enforcement Authorities across the state after placing local warrants in State Wanted Status; (3) we've succeeded in improving our average turnaround on IV-D court orders from 90 to 120 days or more to less than 60, and (4) we are able to immediately pinpoint the location of IV-D documents traveling between IV-D, Clerk of Court, Attorneys, and Judges as a result of the Lead Agent preparing all IV-D court orders and monitoring the tracking system; (4) we also decreased our IV-D Attorney costs by 20% from 2006 to 2007 with the Lead Agent preparing all court orders and court preparations; (5) we have improved our Self Assessment Scores, exceeding both the state average and federal requirements through training as follows: Case Closure Goal 90%, State Average 98.89%, our 2007 100% (up from 98.25% 2006) - Enforcement Goal 75%, State Average 72.96%, our 2007 73.59% (up from 72.96% 2006) - Establishment Goal 75%, State Average 59.34%, our 2007 80.4% (up from 50.52% 2006) -12 Month Expedited Goal 90%, State Average 95.34%, our 2007 99.35% (up from 99.02% 2006) - 6 Month Expedited Goal 75%, State Average 89.83%, our 2007 95.48% (up from 95.48% 2006) - Interstate Goal 75%, State Average 58.95%, our 2007 90.91% (up from 88.8% 2006) - Review and Adjustment Goal 75%, State Average 82.03%, Goal 75%, State Average 82.03%, our 2007 87.5% (up from 86.17% 2006), 92.2% in 2007 (up from 83.89% 2006); (6) we improved our state ranking from 83 out of 85 statewide in 2006 to 76 out of 85 in 2007, which translates into more Incentive Dollars for our future projects for service improvements and expansion (\$68,885.84 in 2007); and (7) we brought clients closer to the dream of "Economic Self Sufficiency for Children and Families" by increasing our cases under order from 78.2% in 2006 to 83.4% in 2007, increasing our cases with payments toward the arrears from 62.4% in 2006 to 64.8% in 2007, and increasing our collection rate from 61.7% in 2006 to 65.4% in 2007 which translates into collecting \$4,060,305.00 in child support in 2007 (up from \$3,896,961.00 in 2006).</p>		

<b>4.</b>	<b>Please describe why this project was initiated or what problem it addressed:</b>		
	We initiated new office policy and redistributed responsibilities making the most of each individual's talents to better serve to our clients. Alleged Fathers requesting Genetic Testing often failed to appear on the monthly testing date set up through LabCorp, therefore, every agent trained and was certified to perform Genetic Testing. Now if an Alleged Father requests testing, we are able to test on the spot in both the office and court room. We also found we could better locate Non-Custodial Parents by assigning a dedicated individual to the task of monitoring available interfaces and the internet, by producing and distributing "Most Wanted" Posters, and by our Deputy entering individuals in State Wanted status so that warrants can be served by any law enforcement agent across the state if a Non-Custodial Parent is identified by authorities. Also, after scrutinizing our 2006 court clean-up calendar and reviewing preparation and turnaround on court orders, we implemented a new document tracking system monitored by the Lead Agent, who also became responsible for preparing all court orders to insure continuity and timeliness. An added benefit of the Lead Agent preparing all orders is a substantial attorney cost savings which was also enhanced by the Lead Agent taking over court prep responsibilities from the IV-D Attorney. We made training available on all areas of service and self assessment, insuring we meet or exceed federal requirements, which facilitates earning maximum Incentive dollars for funding continued optimum service and additional support programs for individuals served. All projects implemented proved successful in insuring we achieve "OUR MISSION: TO CONSISTENTLY COLLECT AS MUCH CHILD SUPPORT MONEY AS POSSIBLE FOR THE BENEFIT OF NC'S CHILDREN".		
<b>5.</b>	<b>Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided.</b>		
	<i>(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).</i>		
	We provide a higher level of service by (1) avoiding delays by identifying Biological Fathers quickly; (2) locating and tracking more Non-Custodial Parents which allows us to establish (95.85%) and enforce (73.59%) more child support orders; (3) getting court orders completed and filed quicker to allow quicker enforcement actions; (4) being able to locate documents quickly that are traveling between the various agencies involved in the process; (4) improving our services as reflected in our self assessment scores and state ranking in Section 3; and most importantly (5) by collecting more child support for the children of NC (over \$4 Million in 2007). In terms of cost savings and avoidance, we have (1) decreased our attorney costs by 20%; (2) collected over \$68,885.84 incentive dollars in 2007 for our program which offsets county expenses for our agency and allows us to fund new programs and projects for those we serve; and (3) collected in excess of \$4 Million dollars which supports the children of NC through direct payment to their caretakers and through the recoupment of public assistance funds expended on their behalf.		
<b>6.</b>	<b>Please provide any other descriptive information you would like to be considered by the review committee.</b>		
	The entire Child Support Section consisting of Supervisor Sheila Beck-Jones, Lead Agent Patti Skomra, Child Support Agents II Gloria Baldwin, Demetrius Love, Larry Richards, & Sharon Daugherty, Child Support Agent I Beatrix Hamilton, Office Assistant III Cathi Durick, and our assigned Child Support Deputy Sgt. Roy Downing worked hard and contributed to the implementation and success of our Productivity Improvement Plan. Each individual continues to work with the team to formulate new and innovative ways to improve and expand our services while cutting costs wherever possible.		
<b>County Manager's Name:</b>		Mike Wood	<b>Supervisor's Name:</b>
			Della Sweat

Return by **June 2, 2008** via email to [ncacc@ncacc.org](mailto:ncacc@ncacc.org).