

The Child Support Advocate

Quarterly Newsletter of Guilford County CSE

Spring 2009
Volume 2

WEBSITE IS LIVE!

After many months of hard work in a collaborative effort by Denise Lee and Nichelle Shelton, as well as by Gregg Fisher (at the County's Information Services Dept.), the Guilford County Child Support Website is now up and running. The website includes information for custodial parents who receive child support, non-custodial parents who pay child support, employers, & attorneys. Users of the site can access the policy manual, check upcoming court dates, see the Agency's Most Wanted, and compute sample worksheets as well as much, much more! Please visit us on the web at: www.co.guilford.nc.us/cse

IT'S BEEN SAID... TESTIMONIALS FROM OUR PARTICIPANTS

"You can be very proud to have such a diligent, effective employee on your staff, for she truly represents what the NC Child Support Team endeavors to accomplish on behalf of children across the state. She is quite a treasure!"—Karen

"I have a court date for non-compliance of court order due to job loss & hard times. Even with these unfortunate events my agent [sic] has treated me courteously & with respect! Therefore, I can only respect her for the job she has to do"—David



NAME THE NEWSLETTER CONTEST

As you have noticed, the newsletter has a new name! The Agency had an interoffice contest & came up with the following suggestions:

- ◆ The Child Support Chronicles
- ◆ The Child Support Wire
- ◆ The IV-D Gazette
- ◆ The Supporter
- ◆ The Supporter Reporter
- ◆ Kids Care Quarterly
- ◆ The Child Support Advocate
- ◆ Child Support Quarterly Newsletter
- ◆ The CSE Review
- ◆ The CSE Performer
- ◆ The Attribute

Thanks to all who submitted name suggestions: Paul St. Louis, Regina Newton-Sorrell, Sam Soxayachanh, Peggy Levi, Anthony Bethea, Jennifer Jones, Susan Joyner, & Nichelle Shelton. Thanks to Harriett Miller (Director), Denise Lee & Renee Kenan (Managers) for selecting the winner who won a \$10 Gift Card. Congratulations to: Jennifer Jones.

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RUNNING THE NUMBERS



- In the 3rd Quarter of the state fiscal year, (Jan-March 09), Guilford County CSE collected **\$10,256,532.07**
- **\$13,327.00** was collected as a result of levy's placed on bank accounts from Jan-April 2009.
- The Greensboro office tied it's highest ever collection rate of 75.9% in the months of March & April 2009!

What's new in 2009?

As of May 15, 2009, the State of NC is changing its policy regarding passport revocations & reinstatements. North Carolina requires that Non-Custodial Parents who owe \$2,500 or more in child support arrears be required to pay the balance in full in order for their passport privileges be reinstated. This will result in increased collections for families!



Did you Know...

- ♦ The average child support obligation amount for Guilford County's cases is \$285.06 per month.
- ♦ As of December 2008, only 5% of the total of cases with a current support obligation established received TANF (Temporary Assistance to Need Families) benefits from the Department of Social Services. As of April 2009, it was 4%.

The Way We Were...

In June 1998, only 40% of the total cases in Guilford County had a support order established. By June 2001, this rate had increased to 63.5%!

In April 2005 when the Guilford County Child Support Department was created, the total caseload was 23,741 cases for both offices and 79.7% of cases had an order for support established.

In April 2009, the percentage of the cases that have an order established was 85.3% for both offices!

Retirement Announcement

Congratulations to Teresa Kelly, a Supervisor in the High Point office, who will retire on June 30, 2009 after 20 years of service. Farewell & enjoy your retirement! You'll be missed.