


County Scotland
Department of Social Services

Submitted By April Snead

Title Director

Address 
1405 West Boulevard
Laurinburg, NC 28352
United States

Phone Number (910) 277-2525

Email asnead@scotlandcounty.org

Project Title Child Support Most Wanted

Category Innovations in Services to Customers
(Please select one)

Project Description and Summary

What did you do?

Describe your program or project. What did you do? What is the history behind the program/project? What did you hope to accomplish? What was your timeline? Your budget? How did you identify your objectives? How well did you use available resources?

During previous fiscal years, the child support unit struggled to locate absent parents and establish paternity for many cases. This had direct effect on state and federal child support goals. To make an impact on these goals the unit decided to involve the community and other county agencies to locate hard to find persons. The unit hoped to begin slowly and eventually find a large percentage of those people other efforts to find had failed. To begin the project staff identified 79 hard to locate

individuals that had not been tested for paternity. Usual methods to locate absent and prospective parents continued to be unsuccessful. In May 2015 the unit used a vacant display board in the DSS lobby to create a "Locate Board." The board displays a color picture and name of each person and who to contact with information to locate. Collaboration with the Sheriff and Police Department was necessary to obtain photographs that were not available in other systems. The collaboration has contributed to the success of identifying information the Department did not have at its disposal, making it a critical piece of the display. To generate as much publicity as possible the Child Support unit reached out to the Sheriff's Department, county library and other offices within the court house to display the same information. In the county court house each individual is displayed on television through a revolving power point. The Sheriff's Department displays each individual on their web page as well with links for the public to report information. There required very little budget for the project, as the mechanisms for display of the information were readily accessible

Project Success and Impact

What was the outcome?

Was your program/project a success? What was the impact? How did you measure the impact? How widespread is the impact of your program/project? How were you able to overcome obstacles and challenges? Did your program/project meet your established objectives?

The objective for the project was to locate those "most wanted" for non support and/or paternity testing. While 79 people were originally identified as the most wanted, 187 have been located, tested, or are now under order for support. These were people with a high probability of not being located without the help of other community agencies and the public. Finding these people has had a direct impact on the child support goal of paternity and establishment and will assist in collection of more incentive money for the county allowing for other projects. Finding "extra" time to maintain the various locate boards throughout the county and keep information current on the Sheriff Department website and other location sites has been a challenge. Staff realize the effectiveness of the program and the incentive to continue. The child support unit consists of 12 staff members. These staff are dedicated to the project and to ongoing

collections for citizens. The child support locate boards, work with community agencies, and involvement of the public has proven to be beneficial in child support cases and ultimately child support collections.
