



North Carolina Child Support Council Newsletter

Promises to Keep and Miles to Go Before We Sleep

NCCSC Officers:

- President – Steve Garrison, Buncombe/Polk CSE Program Manager
- President Elect – Honorable Kristin Ruth, Judge, Judicial District 10
- Treasurer – Angela Talley, Cabarrus County CSE Program Manager
- Secretary – Patricia Holcombe, Catawba County CSE Supervisor
- Immediate Past President – Lillian Overton, Wake County CSE Director
- Ex-Officio Members – Barry Miller, Chief, NCCSE and John Kennedy, AOC Board of Directors:



Board of Directors:

- Donna Buchanan, State CSE office
- Barry Burger, Assistant Chief, State CSE Office
- Sandra Chestnut, State CSE Office
- Tony Dalton, Attorney-at-Law
- Bunny DeBose, New Hanover County CSE Director
- Pam Hendren, State CSE Office
- John Holcombe, CSC State CSE Office
- Robin Huss, Lincoln County COC
- John Jablonski, Pitt County CSE Director
- Lorraine Jackson, Duplin County CSES
- Gayle Johnston, NC Mental Health Services
- Kimberley Kilpatrick, State CSE Office
- Russell Lee, Sampson County CSES
- Michele McCorkle, Pitt County CSES
- Alice McCoy, State CSE Office
- Pat Stone-Smith, President, CSI
- Diane Thompson, Catawba County CSES

President's Message:

There are just four more months until the annual North Carolina Child Support Council and Attorney's Conference. Can you believe it? I have received a lot of e-mail from our members asking for details about the conference registration, curriculum, Bob McGuire Scholarship Fund, the Roy Godwin Golf Tournament, and more.

In the next couple of months, we are going to be sending you out as much information as possible regarding every aspect of NCCSC and the upcoming activities via our newsletter and the web site. The Board of Directors is very interested in rebuilding our membership and with this in mind, the Board and Committees are working very hard to bring you a conference that we hope you will not want to miss. As we send you updates, please take a few minutes to absorb the information keeping in mind that your participation is integral to the success of the Council and related activities.

I am very excited about our curriculum, business sessions, entertainment and other activities associated with our upcoming conference and I believe that once all the details are made available, you will be too.



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2004 NORTH CAROLINA CHILD SUPPORT and ATTORNEY'S CONFERENCE REGISTRATION FORM

THE SHERATON CAPITAL CENTER HOTEL - RALEIGH, NORTH CAROLINA SEPTEMBER 15-17, 2004

COUNTY _____				
First Name _____	Middle Initial _____	Last Name _____	Title/Profession _____	Agency/Company _____
Address _____				
City _____		State _____	ZIP _____	
Telephone _____	Fax _____	E-mail Address _____	<input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> County <input type="checkbox"/> Private <input type="checkbox"/> Other	

Sheraton Capital Center Hotel
 421 S. Salisbury Street
 Raleigh, NC 27601
 For Reservations Call: 1-800-325-3535
 Web Site: www.sheratoncapital.com

Room Rate: \$93.00 (Identify as a member of the Council to receive this special rate)
 Parking: \$8 per day in the parking lot across the street (McLaurin Parking Lot at 2 Hanover Square)

Return completed form to:

NCCSC
 P. O. Box 20421
 Raleigh, NC 27609-0421
 Attn: Gayle Johnston

PAYMENT

- 1) \$ _____ Full Conference Registration
- 2) \$ _____ CLE credit processing
- 3) \$ _____ Council Membership Only
- \$ _____ Total (please enclose payment)

August 20, 2004 DEADLINE FOR OFF-SITE REGISTRATION (\$5 late fee applies after August 20th)

1) Off-Site Full Conference Registration Fees

(Membership fee **must** be paid to attend conference)

- \$ **60.00** - If membership has already been paid **OR**
- \$ **70.00** - Includes **\$10.00** Membership Fee
- \$ **75.00** - **On Site** Registration (Includes **\$5.00** late charge)

2) Attorneys Please Note

CLE Credit **\$25.00** processing fee
 Required to process CLE credit

3) Membership Only

_____ **\$10.00** each



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Entertainment "Town and Country Style" By: John Jablonski



Nestled deep in the forest, down narrow country lanes, far from the hustle and bustle of city life, lies a place where rolling hills, white washed fences, grazing pastures and ponds blend in with nature to create the perfect "escape". And "escape" we will. On September 16th, 2004 Pinnacle Farm will open wide it's gates and welcome the membership of the North Carolina Child Support Council to celebrate an "evening in the country" complete with a Presidential Reception and Thursday night dance.

The Entertainment Committee is now engaged in developing the décor and activities to make our "Town and Country" extravaganza the best ever. For starters, check out the "watering hole" where your favorite beverages will be readily available. What better way to enjoy rural North Carolina cuisine than digging into a heaping helping of barbecue from none other than Cooper's Barbecue? If its pageantry you like don't miss the grand entrance featuring this years Council President Steve Garrison, presentation of the North Carolina Child Support Flag and introduction of dignitaries and celebrities. Rumor has it that the "Tipster" will also make a brief appearance as he continues his illustrious but clandestine council association. According to local lore, the spirit of Elvis also haunts the woods surrounding Pinnacle Farm. Don't forget to stop by the "country picture booth" where your image can be captured for posterity. Sign up for the "twilight hayrides" or challenge your buddies to a friendly competition involving "stick horse racing". (Some members have already begun practicing for the race by riding "stick horses" up and down the halls of the state office.) Be sure to sign up for our 2004 "country and western" shirt contest. Best of all be ready to dance the night away to the rocking sounds of one of Raleigh's newest sensations, the band "Switch". "Switch" will delight you with favorites from the 70's and 80/s as well as current Top 40 hits. Don't be surprised when they throw in some Country and Beach music as well.

Transportation will be provided for all members and guests and will run regularly between the two sites throughout the evening. Committee members are also working hard to finalize the decorations and prepare activities for our favorite gathering place the Hospitality Suite. So, start making your plans early to attend the 2004 Child Support conference. Stay tuned to your Council newsletters for further breaking developments. See you at the Conference.



North Carolina Child Support Council Newsletter

2004 NC Child Support Enforcement Council Curriculum Committee



The 2004 NC Child Support Conference will be held September 15-17, 2004 in Raleigh, NC at the Sheraton Raleigh Capital Center Hotel 421 S. Salisbury Street. The Sheraton is located in downtown Raleigh and is convenient to the IMAX Theater at Exploris and the BTI Center for the Performing Arts. The 6th Annual Raleigh Street Painting Festival is Sept. 17 - 19, 2003.

The Child Support Council is made up of Judges, private citizens, Child Support Agents, Clerk of Courts, Sheriff Dept., Attorneys, Legislators and private companies doing business in child support enforcement. There are workshops for everyone. Workshops topics include leadership and management, local case management, strengthening partnerships, safety, Microsoft Office, and much, much more. Workshops are designed to offer education, enjoyment, and rejuvenation. This year there are more than 30 workshops! The curriculum committee received some wonderful suggestions for new and exciting workshops. The committee members met and agreed on many topics from YOU. The members of the 2004 NC Child Support Enforcement Council Curriculum are: Barry Burger (chair), Frances Bryan (co-chair), Lou Hall, Alice McCoy, Sharon Johnson, Terrie Griffin, and Adonica Hampton.

Workshop presenters have been invited. The responses to our invitations were overwhelming! Presenters enthusiastically accepted. They can't wait to get here. Child support professionals will be flocking to Raleigh to enrich our work lives with their varied knowledge and experience. Presenters will arrive from Washington DC, Ohio, Tennessee, Atlanta, Martin County, Catawba County, Ft. Bragg and other locations. The "Feds" are coming with new federal initiatives and federal efforts for improving the interstate process. FIDM, IRS security, and CSE confidentiality will have standing room crowds. Our Journey to Excellence has begun. Don't miss this train. Get on board. Do you have your ticket to ride?

LATEST NEWS

Board Announces Appointment of New Board Member:

During the March Board of Director's Meeting, the NCCSC Board voted unanimously to accept President Steve Garrison's appointment of Donna Buchanan as a Board of Director, filling the slot vacated by Russell Odom who resigned in December. Donna has served as a Program Consultant with the CSE Policy & Training Unit for the past 10 years and has previously served 2 terms on the Council Board. President Garrison stated that it was his desire to appoint someone who had a strong background in NCCSC and demonstrated a desire and zeal to serve the Council as it is a primary focus of the Board of Directors to rebuild membership and increase exposure to potential stakeholders of NCCSC and related activities. In his summation, Donna encompasses these qualities and more.



North Carolina Child Support Council Newsletter

2004 Roy Godwin Golf Tournament

*"Promises to keep...
and miles to go before we sleep"*



The NC Child Support Council Roy Godwin Golf Tournament is scheduled for Saturday, August 28, 2004 at The Baywood Golf Club in Fayetteville. The Baywood Golf Club is easily accessible from Interstate 95 and there are several hotels within a few minutes of the course. There will be a free lunch served prior to the tournament at 12 noon with play to begin at 1:30pm. Player cost will be \$50.00 per player or \$200.00 per team of 4 players. There will be a closest to the pin and longest drive contest as well as a \$500.00 grand prize for the winning team. Red tees and mulligans will be sold to players the day of the tournament and each player will receive a goody bag. A collar shirt and soft spikes are required at the course. The registration form below should be filled out and returned with payment to: George Shepherd at 317 East Jackson Blvd, Erwin, NC 28339 no later than 8/21/2004. This event will be held “rain or shine”. All profits go to the NCCSC Bob McGuire Scholarship Fund. If you have any questions, just contact George Shepherd at george.shepherd@ncmail.net.

**\$500
GRAND
PRIZE**

PLAYER	ADDRESS	HANDICAP
1.		
2.		
3.		
4.		

***The Tournament is subject to cancellation and refund of fees if less than 20 participants are registered 10 days prior to the tournament date. **



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CONFERENCE KEYNOTE SPEAKER:

Harvey H. Alston, motivational speaker and author of four books, including “Be the Best”.

With a "Number 1" record in this business, managing has given Harvey Alston insight into many aspects of positive customer service. Harvey has spoken literally to millions of people who have benefited not only from his knowledge, but also from his wisdom. And from his traveling experiences, Mr. Alston has authored four books, including: "Be the Best" and "Black Males". Over the years, much recognition has been awarded to Harvey, but none could have more impact than a tear or hug from someone whose life has been dramatically changed.

Winner
Winner

Early Bird Membership

During the March 12, 2004 NCCSC Board Meeting with all Board members present a drawing was held with 158 names representing Early Membership. Pat Stone Smith donated 2 Airline tickets and 3 nights stay and drew the name of John Holcombe as the winner. John is a Child Support State Regional Program Representative. He is an active Board Member of the NCCSC and the editor of this newsletter.

“NCCSCOUNCIL.ORG/, HAVE YOU SEEN US LATELY?!”

NCCSC WEBSITE www.nccscouncil.org/

Are you interested in what’s happening with the NCCSC? This year we are offering a variety of things for everyone!

- Missed last year’s conference or a previous conference due to NC budgeting dilemma? Well, don’t fret...or feel left out! Visit our website and let us take you on a journey back in time with a “powerful pictorial presentation of sites and scenes, which is guaranteed to capture the hearts and minds of many...
- “In the News” Let us keep you informed and updated with all the latest Child Support Council News.... Each quarter we publish hot off the press the CSC Newsletter. And for those of you who’ve missed a few issues...checkout our “archives section”.
- Looking for additional resources to assure that your child or love one can receive a higher education beyond high school? ...The CSC gives a scholarship to deserving seniors each year. Visit our website and check out the criteria.
- And for the Shop-A-Holic, we have NCCSC Paraphernalia. Visit our site and “order” your tee shirt, sweatshirt, mugs, etc....**TODAY!**

After you visit our website, if you have any suggestions email us at webmaster@nccscouncil.org.

Your Webmasters,

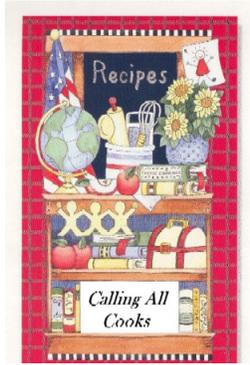
Alice McCoy and Sharon R. Johnson



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"Calling All Cooks"



How to Order:
Visit the NCCS Council website:
<http://www.nccscouncil.org/> complete
order form and send your \$10 check
or money order to:

*North Carolina Child Support
Customer Service Center
P. O. Box 190
Everetts, N.C. 27825
(252) 789.5246*

PROCEEDS FROM THE SALE OF
THE COOKBOOKS IS BEING
DONATED TO THE NCCSC
SCHOLARSHIP FUND

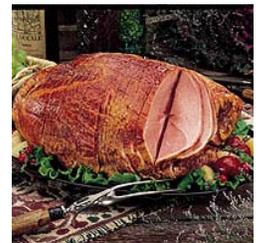
NC Child Support Council Annual Raffle



Coming soon to your Supervisor will be tickets for the annual NC Child Support Council Raffle. Each year the Council has a raffle and the tickets are still only \$1.00. The drawing for the prizes will be held at the Child Support Conference in Raleigh in September. **You do not have to be present to win.** All proceeds from the raffle go to support our Council projects. First Place prize will be a fine digital camera. It is a HP Photosmart 935 with instant photo share, 5.3 MP with 21 X total zoom and 3X optical. What a deal for a \$1.00 ticket! Second prize is a SONY CD/DVD Player with High-resolution video output. You can play your favorite CD while you view your pictures. Third prize is a Country



Ham donated by Angela Talley. Yum good old country ham. You will want to buy a lot of these tickets for yourself. Please help us to make this our most successful fundraiser ever. Tickets will be sent to each county the first week of June. If you have questions or need tickets, contact Diane Thompson, Catawba County Supervisor at (828) 695-5645 or e-mail Diane.Thompson@ncmail.net.





North Carolina Child Support Council Newsletter

ANNOUNCEMENT

The North Carolina Child Support Council will recognize individuals and/or agencies for outstanding achievement or meritorious contribution in the area of child support. A maximum of five awards will be presented.

This year printing them in the Child Support Council Notebook will recognize all nominations. They will also be displayed at the conference. The winning nomination will receive a plaque and be named at the conference.

Achievement at the local level and achievement with statewide significance will be considered for recognition. The factors that will be considered in the selection process include the following:

1. The clear identity of the problem/concern that prompted the need for the project.
2. Innovative approach resulting in more effective delivery of services.
3. Originality.
4. Demonstration of effective interaction and cooperation between the various agencies involved in the child support process.
5. Implemented programs or procedures, which have broad application or could, serve as a model.
6. Activities that provide for the development of legislation or policy.
7. Demonstration of significant improvement in the provision of services to children.
8. Continuing outstanding effectiveness.
9. If you have not already considered entering a nomination this year, the Awards Committee encourages you to assess all good things happening in your agency and submit your nomination.

Nominations must be submitted by July 1, 2004 and mailed to the following:

**The North Carolina Child Support Council
Awards Committee
Attn: Russell Lee
P O Box 879
Clinton, NC 28329**

If you have any questions, please feel free to call Russell Lee at (910) 592-4137 or e-mail Russell.Lee@ncmail.net





North Carolina Child Support Council Newsletter

2004 AWARDS PROGRAM



*Mail Completed forms for receipt
By July 1, 2004.*

*Russell Lee
Sampson County CSE
P. O. Box 879
Clinton, N.C. 28329
(910) 592-4137*

2004 NCCSC “EXCELLENCE IN SERVICE” AWARD ENTRY FORM

- I. NAME OF PERSON OR PROGRAM NOMINATED
- II. NCCSC “EXCELLENCE IN SERVICE” AWARD SUMMARY. (Provide a brief summary of the nomination describing the problem that was addressed, the cost involved, and the results achieved.)
- III. PROBLEM/CONCERN (Describe the problem, need, or concern that prompted the outstanding achievement and contribution in the area of child support.)
- IV. SOLUTION (Describe the steps that were taken by the nominee to remedy the problem or to address the concern. Explain how the achievement impacted the delivery of child support services.)
- V. INDIVIDUAL OR AGENCY ROLE (Describe the specific resources – time, personnel – that were committed to the project and how they were used.)
- VI. COST (Describe the amount and the source of funds used for the project.)
- VII. RESULTS AND BENEFITS (Describe the tangible results of the project/task: cost savings, service improvements, etc. Explain how the project/task was beneficial to the



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Nominee Information _____
Name of Nominee (Person or Program)

Title of Nominee (If Applicable)

Agency/Organization:

Telephone No.:

Address (Street, P.O. Box, City, State, Zip Code):

Submitted By:

Your Name: Title:

Agency/Organization: Telephone No.:

Address (Street, P.O. Box, City, State, Zip Code):

Please list the name and telephone number of one person who can confirm the information above and who can provide additional information on your nominee if requested by the Awards Committee.

Name:

Organization: Telephone No.:

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Guidelines for Submitting Material for the NC Child Support Council News:

"The North Carolina Child Support Council News" is published periodically. Articles will focus on trends, problems, research, and information of interest to child support practitioners. Topics of discussion may include, but are not limited to, child support legislation, case law, related issues and problems. Announcements of related training and programs, which will enhance professionalism in the field, is welcome. Our Editorial Board will review all papers submitted. We will include the article in our next edition if space allows, or we may choose to publish the item at a subsequent time. Opinions expressed in the "N.C. Child Support News" are those of the authors and do not necessarily reflect the position or policy of the North Carolina Child Support Council.

*John. W. Holcombe, Patricia A. Holcombe, Co-Editors
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Telephone: 828-327-0317*