



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

September 28, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Records Retention Schedule

REQUIRED ACTION: Information Only Time Sensitive Immediate

Child Support Services (CSS) case files in which services ended (the case was closed) on or before June 30, 2015 can be purged by the child support agency.

The Child Support Manual, Chapter B, Topic 09, Section F, has been revised to indicate this purge date.

If you have any questions, please contact the Policy & Training Team at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

A handwritten signature in blue ink that reads 'Carla L. West'.

Carla L. West

Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional CQI Specialist
CSS_21_50