



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 29, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: SSA Income Withholding Orders & Terminations - Reminder

REQUIRED ACTION: Information Only Time Sensitive Immediate

According to the Office of Child Support Enforcement (OCSE) State Employer Services Liaisons, Social Security Administration (SSA) income withholding orders and termination of income withholding orders are to be sent to the Social Security field office based on the Noncustodial Parent's (NCP's) mailing zip code. To locate a Social Security field office, enter the NCP's mailing zip code in to the [Social Security Office Locator](#).

If there is an SSA overpayment for an NCP, do not send a refund to the NCP. The refund should be sent to the following address:

Social Security Administration
Mid-Atlantic Program Service Center
PO Box 3430
Philadelphia, PA 19122-0430

When creating the adjustment request for the refund, please indicate that the overpayment is from SSA and include the NCP's Social Security number. The Distribution Unit will ensure that the refund is sent to the correct address and will include the NCP's Social Security number to prevent delays in processing.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Program Representative.

Sincerely,

Handwritten signature of Carla L. West in blue ink.

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives
CSS_21_51

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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