



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

October 12, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Records Retention Schedule

REQUIRED ACTION: Information Only Action Needed Time Sensitive Action Needed Immediate Action Needed

Child Support Services (CSS) case files in which services ended (the case was closed) on or before June 30, 2017, 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 and Training Team at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional CQI Specialist
CSS_23_48

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

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