



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEV SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

January 21, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CAP Service for Ontario, Canada

REQUIRED ACTION: [X] Information Only [] Action Needed
[] Time Sensitive Action Needed [] Immediate Action Needed

Effective January 20, 2025, Ontario, Canada joined the Central Authority Payment (CAP) service as a participating foreign authority and discontinued acceptance of child support payments in the form of paper checks drawn on US financial institutions.

Payments processed through the OCSS CAP Service will be transmitted once per week. Payments received by the CAP Service by Monday, will be transmitted to Ontario, Canada on Wednesday of that week.

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

Sincerely,

Verna Donnelly (handwritten signature)

Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
CSS_25_04