



North Carolina Department of Health and Human Services
Division of Social Services
Child Support Enforcement

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12
Telephone (919) 255-3800

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

January 19, 2011

Dear County Director of Social Services and CSS Program Managers,

Policy has been clarified in Chapter G, Topic 2, Section H of the Child Support Manual with regard to the cooperation requirement for public assistance clients. When a client's WFFA (Work First Family Assistance) case is closed due to non-cooperation with Child Support and that client later reapplies for WFFA, the requirement is for the client to cooperate in any Child Support case for which the children included on the WFFA application are "child" participants.

Policy and procedures related to Foster Care cases have been clarified and revised. Additional information has been added regarding the different types of Foster Care cases, including where to get information to determine the correct case type and how to create the case in ACTS.

The Child Support Manual has been updated with these procedures. For more information, please see Chapter G, Public Assistance Cases.

If you have any questions, please contact the Policy and Training Team @ 919.255.3800.

Have a **Great** Day and thanks for all that **You** Do!!

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn
Assistant Chief of Program Operations

CSE-1-2011

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.