



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

Michael F. Easley, Governor
Dempsey Benton, Secretary

Sherry S. Bradsher, Director

March 31, 2008

Dear County Director of Social Services

Reference: Client Communication
Staff Training Resources
QUICK
Income Withholding Document
Invalid Address

The Child Support Enforcement Manual at Chapter B - Program Basics has been revised. Information on staff training resources now includes instructions for accessing the CSE Training web page and a listing of available resources. Information on agency / client communication is revised to clarify both recommended and required information sharing with case participants. For exact locations of this material in the manual, see Chapter Z, Appendix D.
Effective March 24, the state of Washington is now active with QUICK.

Effective April 1, 2008, the new revised Federal Income Withholding for Support, (DSS-4702) formerly known as Order/Notice to Withhold Income for Child Support and Notice of an Order to Withhold Income for Child Support will be in production. The revised Income Withholding document was reorganized but basically has the same information. Space was provided for Tribunal/court information. The OLM has been updated.

Effective April 1, 2008 the Child Support Enforcement Manual at Chapter K - Case Management has been updated to clarify how to handle invalid addresses. If caseworkers receive information that the participant never lived at an address or that address is not a valid postal address, caseworkers must change the address type to invalid.

If you have any questions, please contact the Policy and Training Team (919) 255-3800.

Sincerely,

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

Judy McArn
Assistant Chief of Program Operations

CSE-2-2008

Mission Statement

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