



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

July 25, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Records Retention Schedule

Child Support Services (CSS) case files in which services ended (the case was closed) on or before June 30, 2013 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 questions, please contact the Policy and Training Unit at 919-855-4755 or your Regional Program Representative.

Sincerely,

A handwritten signature in blue ink that reads 'Carla L. West'.

Carla L. West, Chief  
NC Child Support Services

CC: Regional Program Representative

CSS\_19\_38

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

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