



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 10, 2020

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, 2014 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,
Senior Director for Economic Security
North Carolina Child Support Director

CC: Regional Program Representative

CSS_20_33

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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