



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

September 23, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Electronic Service of Process

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

The North Carolina General Assembly ratified Session Law 2020-46, which allows electronic filing and electronic service of process under specific conditions. The law takes effect October 1, 2020.

At this time, the CSS program is not implementing electronic service of process (email) due to program security issues. This type of service may be allowed in the future as state and county agencies are able to implement technologies that can address confidentiality concerns.

The child support policy manual will be updated to reflect the information in Chapter B, Topic 2, Section L.

If you have any questions, please contact the Policy and Training unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or your Regional Program Representative .

Sincerely,

Carla L. West  
Senior Director for Economic Security  
North Carolina Child Support Director

cc: Regional Program Representatives

CSS\_20\_50

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

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