



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

February 5, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Federal Poverty Guidelines

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

The federal poverty guidelines are issued each year in the Federal Register by the Department of Health and Human Services. Updates to these guidelines have been published and are effective January 13, 2021.

The \$25.00 application fee for CSS services can be reduced to \$10.00 if the applicant 's individual gross income does not exceed the federal poverty guidelines. Chapter B, Topic 5, Section C in the Child Support Services Manual has been updated to reflect these changes to assist in determining the appropriate fee.

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

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