NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEVDUTTA SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

January 23, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Records Retention Schedule

REQUIRED ACTION: __X____Information Only	_____Action Needed
_____Time Sensitive Action Needed	_____Immediate Action Needed

Child Support Services (CSS) case files in which services ended (the case was closed) on or before June 30, 2018, 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 any questions, please contact the Policy and Training Team at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina Child Support Deputy Director

cc: Regional CQI Specialist
CSS_25_08