



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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

March 6, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Records Retention Schedule

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only	<input type="checkbox"/> Action Needed
<input type="checkbox"/> Time Sensitive Action Needed	<input type="checkbox"/> Immediate Action Needed

Child Support Services (CSS) case files in which services ended (the case was closed) on or before June 30, 2019, 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](mailto:csetraining@dhhs.nc.gov) or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly  
North Carolina Child Support Deputy Director

cc: Regional CQI Specialist  
CSS\_26\_09