



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVDDUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

September 11, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Closure Notice to Clerk (DSS-4692)

REQUIRED ACTION: ☒ Information Only	☐ Action Needed
☐ Time Sensitive Action Needed	☐ Immediate Action Needed

Effective immediately, a system update has been implemented to enhance the child support system. When "Y" is selected in the "Protect" field on the Case Update screen within the Automated Collection and Tracking System (ACTS), the custodial parent's address will no longer appear on the Closure Notice to Clerk for Arrears Only Cases document (DSS-4692).

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
North Carolina Child Support Deputy Director

cc: Regional CQI Specialists
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