



News Release

FOR IMMEDIATE RELEASE –
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Child Support Department Opens July 6 in Bradford Avenue Location

FAYETTEVILLE – The Child Support Enforcement Office located in Eutaw Village Shopping Center will shut down on June 29 as the agency’s operations transfer from the state of North Carolina to Cumberland County. A few days later, on July 6, the county’s new Child Support Department will open for business on the third and fourth floors of the Mental Health Center’s facility at 109 Bradford Ave.

On July 1, the state will cease funding state-operated Child Support Enforcement offices in 28 counties, including Cumberland. The county decided to set up a separate Child Support Department and will be moving the agency from the state-leased location at Eutaw Shopping Center into the county-owned Bradford Avenue facility.

All county offices will be closed on July 5 for the Independence Day holiday. That leaves four days, June 29-July 2, when clients will be unable to walk into an office and speak with their child support agents. However, clients can call 910-486-1092 or 1-800-992-9457 for assistance.

Child support agents work closely with the court system, which sees about 1,500 to 2,000 new cases each year, said Chief District Court Judge Beth Keever. To assist in the transition from a state-run to a county-operated department, the court system has canceled child support court for about a month. Child support court, which is held two days a week, will resume on July 14.

“We recognize that as we transition from a state agency to a county department, we need some down time. The down time will allow the state agency to bring their work, all of the orders from the hearings held, current. It will also allow the county department to get up and running,” Keever said.

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Austin Keating, the Child Support Department Director, is overseeing both the operational transition and physical transfer for the office.

“A four-day closing to the public during this move and administration change is not unreasonable when you consider the size of Cumberland County’s office, which has in excess of 23,000 cases,” Keating said. The state had already designated June 29 and 30 as possible closure dates, and the statewide computer system that tracks child support enforcement activities will be down July 1 and 2.

“The services provided to the public will not change, and we anticipate that productivity and services will increase with the county adding staffing and enhancing our technology,” Keating said. “We look forward to this new endeavor and know that our customers will in the near future experience the results of everyone’s efforts.”

The department is expected to have 66 staff.

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