



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

August 26, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Child Support Services 101 Training

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

On Wednesday, August 25, 2021, the CSS 101 Training Course will be available on the NC CSS Worker Portal. The course is designed to introduce a new worker with no child support services experience, regardless of job duties, to the basics of the Child Support Services Program. This course is comprised of nine separate modules in an interactive PowerPoint format. The worker has the flexibility to take all or select modules at their own pace.

The modules are accessed by choosing the "Training Video" option from the Worker Portal. After choosing this option from the drop-down menu, a list of all available videos and modules is displayed. The nine modules are grouped together numerically, beginning with "CSS 101 Module XX" followed by the name of the module.

If you have any questions, please contact the Policy and Training Team at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov).

Sincerely,

Senior Director for Economic Security  
North Carolina Child Support Director

cc: Regional Program Representatives

CSS\_21\_46

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES**

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