



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations
for Human Services

March 17, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: Federal Parent Locator Service (FPLS) State Services Portal (SSP) Communication
Center

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective March 25, 2022, the Communication Center application is accessible via the Federal Parent Locator Service (FPLS) State Services Portal (SSP). This application allows a secure two-way messaging system with document exchange capabilities in the SSP between states, employers, and the Office of Child Support Enforcement (OCSE). The Communication Center allows authorized users to initiate, receive, respond, forward and close communication received and sent to employers and states.

To access the Communication Center application, use the following steps:

- Access the FPLS State Service Portal located at <https://fplssp.dhhs.state.nc.us/Login.aspx>
- Login using your North Carolina Identification (NCID) and password
- Choose the "Select Application" dropdown menu and select the Communication Center option

Detailed instructions for accessing and using the Communication Center features are provided in the attached handout. This handout is also available on SharePoint.

If you have questions or need additional information, please contact the Policy and Training unit at cse.training@dhhs.nc.gov, or your Regional Continuous Quality Improvement Specialist.

Sincerely,

A handwritten signature in cursive script that reads 'Carl A. West'.

Senior Director for Economic Security
North Carolina Child Support Director

Attachment

cc: Regional Continuous Quality Improvement Specialists
CSS_22_14

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

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