



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

April 19, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Enhancements to Parents Portal

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Effective April 26, 2024, the following enhancements will be added on the Parents Portal (<https://ncchildsupport.ncdhhs.gov>):

- Google Maps: for location of local Child Support Services and Clerk of Court Offices
Currently, the "Agency Partners" tab and the Locate Local Offices link on the website can be used to search for the addresses of local Child Support Services offices and Clerk of Court offices. The enhancement now includes a map and directions to the searched office.

Upon accessing the search for a specific county office, customers will find the Google Maps icon next to the address. By clicking on the red pin icon, customers will be able to access the Google Maps page to view the actual office address and its mapped location on Google Maps. They can also obtain driving directions, save the location, send the location to their mobile device, or share the location via a link.

- Update to Social Media Icons
The existing Twitter icon is being updated with the new Twitter icon and hyperlink. Additionally, icons and hyperlinks for Instagram, YouTube, and LinkedIn are being added to the website.

If you have any questions, please contact the Policy & Training Team at csetraining@dhhs.nc.gov.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

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