



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

CARLA WEST • Division Director, Human Services

May 17, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Search Box Addition to the Parents Portal

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Effective May 17, 2024, the Parents Portal (<https://ncchildsupport.ncdhhs.gov>) will be enhanced with a search feature. Customers will be able to perform quick searches to locate information on the website. A box will appear in the header of the site where customers can enter key words and then click the search button for results. The search feature will appear in the header of each page on the site.

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

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly".

Verna Donnelly
North Carolina State Child Support Deputy Director

CSS_24_22