



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

July 10, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Enhancements to Customer Satisfaction Survey and Survey Report

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Effective July 12, 2024, enhancements will be made to the Customer Satisfaction Survey and the Customer Satisfaction Survey report.

The Customer Satisfaction Survey on the Parents Portal will be updated to include the county name as a required field for a customer to submit a survey.

The Customer Satisfaction Survey report in the Worker Portal will be enhanced to include two new columns, the date of the submitted survey and the county to which the report was submitted.

Should you have any questions or need additional assistance, please contact the Policy & Training Team at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional Continuous Quality Improvement Specialists

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