



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

August 9, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Custodian Memorandum of Understanding and Child Support FAQs on Parents Portal

REQUIRED ACTION: ☒ Information Only ☐ Action Needed  
☐ Time Sensitive Action Needed ☐ Immediate Action Needed

Effective August 19, 2024, the Custodian Memorandum of Understanding will be included in the online child support application, the fillable PDF child support application on the Parents Portal, and the application printed in the Automated Collection and Tracking System (ACTS). The memorandum allows the applicant to indicate whether there are any concerns about the inclusion of the custodial parent and child(ren)'s address in child support orders that establish or modify child support.

When completing the online child support application, applicants will be able to read and sign the Custodian Memorandum of Understanding. It has been added to the noncustodial parent details page and must be completed in order to submit the application online. The memorandum will appear on pages 16 and 21 of the printed child support application.

Also, effective August 19, 2024, the Parents Portal will include a new link for Child Support Frequently Asked Questions (FAQs). Customers will be able to utilize this link to find questions and answers for different areas of Child Support including general questions, custodial parent questions, noncustodial parent questions, and employer questions.

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

Sincerely,

Verna Donnelly  
North Carolina Child Support Deputy Director

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

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