NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEV SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

May 5, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CSS Policy & Procedure Online Manual

REQUIRED ACTION: __X__ Information Only	____ Action Needed
____ Time Sensitive Action Needed	____ Immediate Action Needed

Beginning May 12, 2025, the Child Support Services (CSS) Policy & Procedure Online Manual will be accessible through the NC Child Support Services Worker Portal at https://css.dhhs.state.nc.us/ecwa/login.htm. On the portal's home page, locate the "Policy & Procedure Manual" link in the header. The manual is available in PDF documents with a table of contents, organized by chapter and topic.

The new PDF format includes the following features:

- Read Aloud: Enables text to be read aloud.
- Zoom: Allows you to zoom in and out for better visibility.
- Jump: Facilitates navigation to specific pages by entering the page number.
- Page View: Offers options to view the manual as a single page or in booklet style.
- Find: Allows you to search for specific words and phrases.

For more details on these features and navigation tips, please refer to Chapter A, Topics 4-5 in the online manual in the NC Child Support Worker Portal. Webinars have been scheduled for May 7 and May 8 to demonstrate how to use the features of the online manual in the Worker Portal. To register, click the following link and select your preferred session: https://attendee.gototraining.com/rt/5164077808627120387 .

The CSS Policy & Procedure Online Manual will remain available in the Automated Collections and Tracking System (ACTS) for a limited time in May. After that, it will only be accessible through the NC Child Support Worker Portal.

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

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina State Child Support Deputy Director

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