



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

July 21, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Worker Portal Enhancements – Email My Customer & Archived Completed National Medical Support and Termination Notices

REQUIRED ACTION: ☒ Information Only ☐ Action Needed ☐ Time Sensitive Action Needed ☐ Immediate Action Needed
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Effective July 27, 2026, NC Child Support Services will implement new enhancements to the Worker Portal, including the “Email My Customer” feature and a new report for supervisors.

Email My Customer – Secure Messaging within the Worker Portal

A secure email portal is being added to the Worker Portal, allowing case managers to send, receive, and respond to secure customer messages directly through the Worker Portal. This new feature is designed to help improve communication efficiency.

When a case manager initiates an email thread, a new event, WETC (Worker Email to Customer), will be created. A new worklist, WETC, will alert case managers when a customer responds to a message. This supports timely follow-up, maintains organized workflows, and helps prevent missed communication.

All messages exchanged through the Parents Portal and Worker Portal will continue to be automatically documented in ACTS as case event notes.

Key points:

- Customers must have an NCID and be registered on the Parents Portal to use email
- Each email thread is limited to four exchanges
- Documents may be attached
- Case managers must ensure no FTI is included in emails sent to customers
- Emails will purge from the Worker Portal after 15 days
- A report titled “Email Report” will be available to all supervisors and will list all emails sent to customers.

New Report – Archived Completed National Medical Support and Termination Notices

A supervisor report titled “Archived Completed National Medical Support and Termination Notices” will be available in the Worker Portal. This report provides supervisors with the ability to see all National

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Medical Support Notices (NMSNs) and Termination notices that have been archived from the Worker Portal.

If you have any questions about this upcoming enhancement, please contact the Policy and Training Team at csetraining@dhhs.nc.gov or reach out to your Continuous Quality Improvement Specialist.

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly". The signature is written in a cursive style with a large initial "V".

Verna Donnelly
North Carolina Child Support Deputy Director

cc: Continuous Quality Improvement Specialist
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