



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

September 24, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Parents' Portal Enhancement - New AI Virtual Assistant

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

Effective October 1, 2026, a new AI-powered Automatic Virtual Assistant (AVA) will be available to assist visitors to the North Carolina Child Support Services website (<https://ncchildsupport.ncdhhs.gov>). This new feature of the NC Child Support website is designed to improve customer experience.

AVA will appear in the bottom-right corner of the NC Child Support website, providing customers with easy access to general child support information. AVA is designed to answer general child support-related questions using information available on the NC Child Support website. The virtual assistant does not access or process case-specific information and is intended to provide general guidance based on publicly available website content. AVA does not provide legal advice.

AVA will respond in the same language used by the customer. Currently supported languages include English, Spanish, Arabic, Tagalog, Korean, Russian, Vietnamese, Greek, Chinese, Deutsch, and French.

This enhancement is intended to provide customers with convenient, self-service access to child support information while reinforcing the importance of safeguarding personal data.

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

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly". The signature is written in a cursive, flowing style.

Verna Donnelly
North Carolina Child Support Deputy Director

cc: Regional CQI Specialist
CSS_26_33