NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

October 26, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: New Tutorial Video Available on the Parents Portal

REQUIRED ACTION:	(X) Information Only	( ) Action Needed
	( ) Time Sensitive Action Needed	( ) Immediate Action

Effective October 27, 2026, a new tutorial video will be available on the Parents Portal, https://ncchildsupport.ncdhhs.gov/. The video, "Email My Case Worker," will be available in both English and Spanish and provides guidance for customers on how to email the case manager assigned to their child support case.

Customers can access the tutorial videos under the "Using the Portal" link on the Parents Portal home page.

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

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
CSS_26_37