



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

March 31, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Email Address Field on Worker Profiles in NC Child Support Portal

Effective March 31, 2020, the email address field on the worker profile is a mandatory field for the NC Child Support Portal. When the customer emails the county or caseworker, the email address is pulled from the NC Child Support Portal. This information is required for customers to contact the county or caseworker by email.

If you have any questions, please contact the Policy and Training Unit at (919) 855-4755, or your Regional Program Representative.

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West".

Carla L. West
Deputy Director
Child Support Services

cc: Regional Program Representatives

CSS_20_18