



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 26, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Interactive Training Videos on Worker Portal

REQUIRED ACTION: Information Only Time Sensitive Immediate

Interactive Training Videos will be available on the NC CSS Worker Portal effective April 12, 2021. These videos and modules are accessed by choosing the new "Training Video" option from the Worker Portal. After choosing this option from the drop-down menu, a list of all available videos and modules is displayed. These are the same interactive trainings previously sent via emails, as they do not function properly when loaded to SharePoint. All previous and upcoming interactive trainings will be loaded on the portal.

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

Sincerely,

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives
CSS_20_16