



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

June 23, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Updates to the North Carolina Child Support Website

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective June 24, 2022, the following updates will be made to the North Carolina Child Support Website, (<https://ncchildsupport.ncdhhs.gov>):

- A new Parents Portal Overview Flyer will be added as a drop-down option under “Child Support Brochures” on the Child Support Website to inform customers about activities they can perform and/or review on the Portal.
- A navigation box will appear with instructions for Email My Worker, Upload Documents, Manage My Personal Information and Direct Deposit Electronic Submission on the Parents Portal. The Instructions will advise parents not to use the “back” arrow on the browser as this could cause difficulty navigating within the Portal.

If you have any questions, please contact the Policy & Training Unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or your Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Carla L. West

Senior Director for Economic Security  
North Carolina Child Support Director

cc: IV-D CQI Specialists

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

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