



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

August 11, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CSS Worker Portal New Report Releases

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective August 17, 2021, the following three new reports will be added to the North Carolina Child Support Services Worker Portal.

**Parents Portal Document Upload Statistical Report**- This report details the total number of documents uploaded per document type by both the Custodial Parent (CP) and the Noncustodial Parent (NCP). This report is located in the Reports module.

**Online Application Document Upload Statistical Report**- This report details the total number of documents uploaded per document type by the customer completing the online application. This report is located in the Reports module.

**Direct Deposit Data Statistical Report**- This report provides the Applicant Name, MPI#, Direct Deposit Date, Status and Action (Submitted, Completed, Rejected), the Account Type for the direct deposit, and Last Updated By (worker ID). This report is for Electronic Funds Transfer (EFT) workers only and is located in the Direct Deposit Request module.

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

Sincerely,

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

cc: Regional Program Representatives

CSS\_21\_42

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

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