



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

September 24, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Updates to NC Child Support Website

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

As discussed previously starting today, September 24, 2021, the following updates will be made to the North Carolina Child Support Website (<https://ncchildsupport.com>)

- The “Child Support Handbook” link on the website’s home page is replaced with a link titled “Electronic Brochure”. This link has a drop-down menu of helpful resources including the “Child Support Handbook”, “Changing Child Support in Other States”, and “How Does Child Support Work?”.
- A new video titled “NC Child Support Intergovernmental Cases”, which provides information on intergovernmental case processing, is added to the homepage. This video is available in English and Spanish.
- At the bottom of the home page are a new link to the DHHS Facebook page and an update to the current link to the DHHS Twitter page. The Facebook and Twitter pages are denoted by their respective icons.
- The current COVID-19 link is updated to include new Frequently Asked Questions (FAQs) and Child Tax Credit Information. The FAQs and Child Tax Credit Information are available in English and Spanish.

If you have any questions, please contact the Policy and Training Unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov).

Sincerely,

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

cc: Regional Program Representatives  
CSS\_21\_48

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

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