



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

November 29, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Default fields on the Online Application

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective December 3, 2021, specific fields of the online application are changing. When a customer completes the online application and the gender, race, and/or language field(s) are left blank, the blank field(s) automatically default to "unknown". When case managers create the case through the Child Support Worker Portal, and the gender, race, and/or language field(s) are left blank, the blank field(s) default to "unknown" in ACTS.

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

Sincerely,

Carla L. West

Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives
CSS_21_61