



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

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

July 25, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Mobile Text Alerts

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective August 1, 2022, child support participants will have the ability to opt-in for text alerts via the Child Support Parents Portal.

Participants will have the ability to customize the type of information they receive by choosing from any of the following categories of text alerts:

- **Case Management alerts** include reminders about upcoming hearings/appointments and returning documentation related to the Notice of Impending Review and the 18-Year-Old Letter
- **Financial alerts** include notifications of disbursed payments and reminders that support is due and of past due support obligation
- **Informational alerts** include notifications of office closures or relocations and Child Support Awareness Month

Text alerts received will come from "NCCS Text Alerts."

Participants can opt-out of text alerts at any time by using their mobile devices.

The Address Maintenance Screen (03.04) in ACTS will be updated with a new field, "Text Alert Phone", to display the phone number of registered participants who will receive text alerts.

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

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Should you have any questions or need additional assistance, 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,

A handwritten signature in cursive script that reads "Carla L. West".

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

cc: Regional Continuous Quality Improvement Specialists

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