



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 26, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Parents Portal Tutorial Video and Infant Formula Shortage

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective August 1, 2022, the following updates will be made to the North Carolina Child Support website, (<https://ncchildsupport.ncdhhs.gov>):

- A Parents Portal Tutorial video link in English and Spanish will be on the homepage menu bar. The video demonstrates how to navigate the portal, shows quick links for registered users, informational videos, and other information available on the site.
- A new a link to information concerning the infant formula shortage has been added. It provides information on the actions being taken by the federal government and key suggestions for families.

Should you have any questions or need additional assistance, please contact the Policy & Training Team at 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 CQI Specialist

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

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