



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

September 13, 2022, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Enhancements to Parents Portal

REQUIRED ACTION: Information Only Time Sensitive Immediate

NC Child Support Services announces enhancements to the North Carolina Child Support website, Parents Portal (<https://ncchildsupport.ncdhhs.gov>) that will provide customers easier access to contact information for local county Clerks of Court Offices, local child support agencies, and other state and tribal child support agencies.

Effective September 16, 2022, the enhancements to the Parents Portal will include:

- Changing the current **“Contact”** tab on the Parents Portal to **“Contact Us”**. This tab will provide information on contacting the Central Child Support Services Office, making a payment, providing an anonymous tip, and a customer feedback form.
- A new **“Agency Partners”** tab, which provides options to search for local Clerks of Court, local child support agencies, and other state/tribal child support agencies. By clicking on the specific links under the “Agency Partners” tab, customers can enter search criteria for the above-mentioned agencies to contact those agencies directly for assistance.

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 Specialists

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

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