



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

January 23, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Parents and Worker Portals Enhancements

REQUIRED ACTION: Information Only Time Sensitive Immediate

NC Child Support Services (NCCSS) customers with a registered account on the NC Child Support Parents Portal can now complete multiple surveys. They can complete a survey regarding their experience using the website and regarding their experience with their case manager, program and services received, etc. Customers can select their county and enter their case number in the survey for feedback on their case(s).

Managers and supervisors will have access to the survey results for their county on the Child Support Services Worker Portal (CSSWP).

A Demographic Update Report has been added to the statistical reports drop down menu on the CSSWP. It provides information on updates to demographic information completed by users via the Parents Portal. The report is available to Managers and Supervisors. Managers and Supervisors must use the customer's MPI number to retrieve information from this report.

If you have any questions, please contact the Policy & Training Unit at 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 Human Services

Cc: Regional CQI Specialist
CSS_23_06

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER