



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

November 14, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Enhancements to the Parents Portal

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective November 9, 2023, the following items were added to the Parents Portal (<https://ncchildsupport.ncdhhs.gov>):

- Administration for Children and Families (ACF) “Find Services for Fathers and Families” flyer
 - By clicking on the ACF Flyer slider link, fathers can access the website to view outreach materials and services for fathers and families.
- NC Department of Information Technology (NCDIT) link for NCID Information for Individuals and Businesses
 - Customers can view the NCID information by clicking the link located under “Using the Portal” on the website. This site provides helpful resources and videos for customers.
- NC ePass link for information on applying for NC benefits and services
 - The NC ePass link is under the Additional Resources section of the website. Customers can apply for medical assistance, food & nutrition services, energy assistance or TANF-Work First.
- Finding Case Information
 - The Spanish video is under the NC Child Support Portal Tutorials.

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

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

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

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