



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor  
KODY H. KINSLEY • Secretary  
CARLA WEST • Division Director, Human Services

July 10, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Enhancements to Customer Satisfaction Survey and Survey Report

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective July 12, 2024, enhancements will be made to the Customer Satisfaction Survey and the Customer Satisfaction Survey report.

The Customer Satisfaction Survey on the Parents Portal will be updated to include the county name as a required field for a customer to submit a survey.

The Customer Satisfaction Survey report in the Worker Portal will be enhanced to include two new columns, the date of the submitted survey and the county to which the report was submitted.

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 blue ink that reads 'Verna Donnelly'.

Verna Donnelly  
North Carolina State Child Support Deputy Director

cc: Regional Continuous Quality Improvement Specialists

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