



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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

August 20, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: New Federal Parent Locator Service (FPLS) State Services Portal (SSP) Layout

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective August 19, 2024, the Federal Parent Locator Service (FPLS) State Services Portal (SSP) home page for state users has a new look. After logging into the application, users will notice the following enhancements:

- Dashboards have taken the place of the application box and the welcome message.
- New messages, unviewed responses to Locate of DoD Entitlement requests, and unfinished downloads of EDE responses will all show in their respective dashboards.
- Accessing communications or responses is simple from the dashboard.
- The calendar block is no longer present.
- Guides & Resources and Helpful Links are the new names for the Helpful Information and Quick Links blocks.

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

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

CSS_24_42