



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
WAYNE E. BLACK • Director

July 11, 2018

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: NC Child Support Portal

Effective July 16, 2018, the worker portal and database, The North Carolina Child Support Portal, is available to store child support services application information on-line. Child Support staff will access the website at the following address: css.dhhs.state.nc.gov.

As indicated in the previous Dear County Director Letter dated June 1, 2018, when the applicant submits the application on line to request services from the designated county, the following steps are taken:

- The case initiation (INIT) worker whose profile matches the applicant's last name in the Automated Collection and Tracking System (ACTS) receives an OLAP – Online Application worklist as an alert.
- The INIT worker must determine whether a fee is required, whether the participants and case already exists in ACTS, and the proper case type.
- The worker searches the database, compares participants and cases already in ACTS, and then either updates or builds new participants and cases in ACTS as needed.

Participant and case events are created in ACTS once the case is built or updated through the worker portal. Since a non-public assistance case is not to be opened in ACTS until the application fee is received, the Request for IV-D Application Fee has been revised and given a new DSS number – DSS-4452. This letter is also available through SharePoint.

Until the case is opened in ACTS, the case status is coded as INCO (incomplete). Once the application fee has been received and the FEE field updated, the worker codes the case as OPEN and case processing continues in ACTS as usual.

Step-by-step instructions for use of the worker portal and database are located in SharePoint.

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The policy reflecting the Child Support Services Online Application are found in the Child Support Basics chapter of the Child Support Services (CSS) Policy and Procedures Manual. If you have questions, please contact the Functional or Policy Unit at (919) 855-4755, or contact your Regional Program Representative.

Sincerely,

A handwritten signature in cursive script that reads "Carla West".

Carla West, Section Chief
Child Support Services

cc: IV-D Regional Program Representatives
IV-D Policy and Training

CSS_18_43