



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

June 17, 2019

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

SUBJECT: INFORMATION: Enhancement to the Federal Parent Locate Services
(FPLS) Child Support Portal

We have been notified that effective immediately staff will be prompted to enter in profile information when they log in to the Federal Parent Locator Service (FPLS) Child Support Portal.

This security enhancement will allow the federal Office of Child Support Enforcement (OCSE) the ability to capture profile information and uniquely identify every person who accesses the Portal. To enable this ability, every user will be prompted to enter their first name, last name, email address, and optional phone number during their initial login.

If you have questions, please contact the Functional Team or Policy and Training Unit at (919) 855-4755 or your Regional Program Representative.

Sincerely,

Carla L. West, Section Chief
Child Support Services

cc: IV-D Regional Program Representatives
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