



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

January 21, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Mobile Optimized Website

NC Child Support Services will launch our mobile optimized website on February 1, 2020. The website is compatible with mobile devices such as cell phones and tablets. The website, [www.ncchildsupport.com](http://www.ncchildsupport.com), will offer the following new features:

- Document Upload for the online application
- Email My Caseworker
- Manage My Personal Information
- Anonymous Tip Form

**Document Upload** allows applicants to upload documents needed to process their application for services.

**Email My Caseworker** allows custodial parents (CPs) and non-custodial parents (NCPs) to email their case manager via the eChild Support portal without having the case manager's email address. Depending on the county, emails will go to the case manager's or the agency's email.

**Manage My Personal Information** allows case participants to update demographic information such as address, phone number, and email address. Additionally, a custodial parent may provide information about non-custodial parents to assist with location efforts. As a result of this new feature, the following worklist, event, and source codes have been created:

- **WBDI** worklist will be sent to the responsible worker when either the CP or NCP updates demographic information.
- **WBDI** participant event will be created when either the CP or NCP updates their demographic information. Notes will appear on the **WBDI** participant event.
- **WCP** source code will display in the address source field on Screen C2A when address information has been submitted by the CP.

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

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- **WNCP** source code will display in the address source field on Screen C2A when address information has been submitted by the NCP.

The **Anonymous Tip Form** is a secure online form that can be used to provide information about a child support case.

More details about our mobile optimized website and its new features will be discussed in webinars on January 22<sup>nd</sup> and January 23<sup>rd</sup>. To register for this Webinar, go to <https://attendee.gototraining.com/rt/2938148361163666946>.

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

Sincerely,



Carla L. West, Section Chief  
Child Support Services  
cc: Regional Program Representatives

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