



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 22, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Direct Deposit Requests via the Mobile Optimized Website

On July 6, 2020, NC Child Support Services will implement a new feature to our mobile optimized website.

Custodial parents will be able to submit requests for direct deposit of child support payments via the eChild Support Portal. In addition, custodial parents will be able to upload supporting documentation and electronically sign the Direct Deposit Authorization form using the newly implemented DocuSign eSignature solution.

We will continue to offer the fillable pdf Direct Deposit form in English and Spanish on our site that can be mailed in for processing.

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

Sincerely,

Carla L. West, Deputy Director
Child Support Services
cc: Regional Program Representatives

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