



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

December 3, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Mobile Optimized Website Document Upload Feature

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective December 17, 2020, the North Carolina Child Support Services Mobile Optimized Website will have an additional feature for our customers. Custodial and non-custodial parents will be able to upload documents via the Parents Portal on the eChild Support site:

<https://ncchildsupport.com>. This feature is in addition to the current feature that allows the uploading of documents when customers are applying for services using the child support services online application. Document Upload is a safe and secure way to quickly provide documents to case managers without making a trip to the office.

In addition, a Case Management module has been implemented on the NC Child Support Portal: <https://css.dhhs.state.nc.gov>. Case managers will use this module to retrieve documents uploaded by customers using the Parents Portal. Case managers will have access only to view and print documents submitted for their county, except for case managers in multi-county agencies. These workers will be able to see the uploaded documents for all the counties that are linked to their agency. The worker must specify the county to see the documents for that county. Documents will only be available on the portal for 60 days.

When a case is transferred in ACTS to another county, all uploaded documents in the portal will transfer within the portal. The new document transfer feature will be in real time.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Attached is a Document Upload Guide to assist case managers with the retrieval of uploaded documents.

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

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West".

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives

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