NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Social Services

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

May 30, 2018

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

SUBJECT: INFORMATION: NC Child Support Services Online Application and NC Child Support Portal

Effective June 1, 2018, The Child Support Services Application is available in an online format to individuals and entities seeking child support services via the eChildSupport home page at www.ncchildsupport.com. This option is being provided to the public in addition to applying for services in person, or downloading an interactive PDF file from eChildSupport home page or the Division of Social Services Department of Health and Human Services website and submitting a paper application to the agency.

The benefits to the applicant for offering an online version include the availability of the application twenty-four hours a day, seven days a week, as well as the ability to fill out the application in the privacy of one's home.

To utilize the online application, the applicant must register for an individual North Carolina Identity Management (NCID) number. Upon entering the online application portal, it must be noted that the time frames, required information, signatures and format of the questions are the same as the paper version of the application.

Once the application is completed and submitted online to the Child Support Services (CSS) agency, a reference number is provided to the customer. An automated email is sent to applicant as a reminder that the case will not be processed until the required application fee is paid.

A worker portal and database, The North Carolina Child Support Portal, will be created to store the application information on-line. The reference number assigned when the applicant submitted the application is in the portal as well. The worker portal's implementation has been delayed and is estimated to be available July 15, 2018. The delay will give CSS the opportunity to monitor the process and identify any issues before the portal is available statewide.

In the interim, applicants are still able to submit applications to CSS on-line. All applications will be printed and date stamped by central office staff, then mailed to the application county either the same day, or the next business day. A log has been created to track the name of the participants, the date the application was received by the state CSS office, the date mailed, and the application county.

When the worker portal become operational and an application has been submitted to the county office indicated by the applicant on-line, 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 can search the database, compare participants and cases already in ACTS, and then either update or build new participants and cases in ACTS as needed. It must be noted that a non-public assistance case is not to be opened in ACTS until the application fee is received. Once the worker opens the case in ACTS, participant and case events are created. Case processing continues in ACTS as usual.

The public has been alerted of the online application option by flyer, Twitter, and announcements on the eChildSupport website. For child support staff, step-by-step instructions for use of the worker portal and database will be in SharePoint once the portal is operational.

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. Policy reflecting use of the worker portal will be announced upon implementation.

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

Sincerely,

Carla West, Section Chief
Child Support Services

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

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