



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

July 5, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Annual Security Review

REQUIRED ACTION: <input type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input checked="" type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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It is time for the 2024 annual security review. All child support staff with access to the Automated Collection and Tracking System (ACTS) and Federal Tax Information (FTI) are required to complete the training located in SharePoint in the Security folder.

As a reminder, all staff must watch the training videos, read the confidentiality and security documents, and sign acknowledging that they have completed the appropriate steps listed on the Initial/Annual Requirements Certification form.

The IRS now requires that all child support agencies complete specialized training in security, disclosure awareness, and ethics.

Users are now required to complete the following trainings in addition to all previous requirements:

- Cybersecurity & Phishing Scams (video)
- Social Engineering (PowerPoint)
- Cybersecurity While Working Remotely

The 2 forms below must be sent to the Child Support Central Office upon completion of the Annual Security Training:

- **Initial/Annual Requirements Certification**
- **OCSS Agreement to Safeguard Confidential Information**

Along with the above documents, please send in the first page of the FPLS/IRS Sensitive Information Tracking/Destruction Log, a blank copy of your IRS Authorized Access Log and Visitors Sign-In Log.

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

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Per the IRS, the following documents should be completed and kept on file in your local office for **5 years**:

- FPLS/IRS Security Training Exercise
- DES Acknowledgment of Confidentiality of Information
- SSA Data Memorandum of Understanding
- SSA Security Training Form
- Copy of the OCSS Agreement to Safeguard Confidential Information
- Copy of the Initial/Annual Requirements Certification

Please note: The ACTS Worker Profile form is not required at the annual review, and the SMI Confidentiality Agreement does not have to be signed annually. However, staff with access to Smart Image Viewer should review the SMI Confidentiality Agreement and sign off on the Initial Annual Requirements Certification advising the agreement was reviewed. The Child Support Staff or Positions Report does not have to be submitted with the annual certification documentation.

Security forms are due by **Wednesday, July 19, 2023**.

Forms should be scanned and emailed to Child Support Security at CSS.Security@dhhs.nc.gov . Please do not send separate emails for each employee. Send all documents to CSS Security, once all your employees have completed the trainings.

If an employee is unable to access SharePoint, the supervisor should send an email to CSS.Security@dhhs.nc.gov and we will provide the forms and links for the supervisor to forward to the employee to complete the annual security trainings.

If you have any questions, please send an email to CSS.Security@dhhs.nc.gov for assistance.

Sincerely,



Verna Donnelly
North Carolina Child Support Deputy Director

cc: Astra Wilson-Kirksey
Continuous Quality Improvement Specialist

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