



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

October 12, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Quarterly ACTS User Certification Report

REQUIRED ACTION: Information Only, Action Needed, Time Sensitive Action Needed, Immediate Action Needed

The quarterly ACTS User Certification Report is due October 27, 2023. The purpose of the report is to assist the Child Support Security Team with verifying access to the Automated Collection and Tracking System (ACTS)/North Carolina Child Support Worker Portal and the State Services Portal.

After selecting report month September 2023, please export the CSDW report in an Excel format, attach that report to an email message, and send it to CSS.Security@dhhs.nc.gov

Prior to sending the report to the State, supervisors must review the access settings for each child support case manager to ensure that it is accurate. If you need to make a change, indicate the change on the report under the Actions Needed column.

The IRS now requires that all child support agencies complete specialized training in security, disclosure awareness, and ethics on a quarterly basis. Users will satisfy this requirement by reviewing the Quarterly Disclosure Awareness Training attached to this email, which is titled Protecting Against Physical Security Threats Training.

ACTS Worker Profile forms should be submitted for the noted changes and deletions via email to CSS.Security@dhhs.nc.gov

If you have any questions, please contact the Security Team at [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov) .

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly". The signature is written in a cursive style with a large initial "V".

Verna Donnelly  
North Carolina State Child Support Deputy Director

cc: IV-D Regional Continuous Quality Review Specialist  
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