



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

November 15, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Search ACTS Referral ID in NC FAST

REQUIRED ACTION:  Information Only  Time Sensitive  Immediate

Effective November 20, 2023, workers will have the ability to search (NC FAST) North Carolina Families Accessing Services through Technology using the ACTS Referral ID. The ACTS Referral ID is the EIS Case number that is associated with an ACTS case.

If you have any questions, please contact the Policy and Training Unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly  
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialist  
CSS\_23\_57

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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