



North Carolina Department of Health and Human Services
Division of Social Services
Child Support Enforcement

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12
Telephone (919) 255-3800

Michael F. Easley, Governor
Dempsey Benton, Secretary

Sherry S. Bradsher, Director

October 9, 2008

Dear County Director of Social Services

Reference: OLM Change Notice

Chapter U: Effective Friday, August 29, a new FCR SSN validity code will appear in ACTS, screen C8R. The new validity code will be "N". This code will indicate that the SSN/Name Combination was unverified by SSA but was identified by the name matching routine as a probable name match. The responsible worker will receive the LFPX worklist with an added description of "UNVERIF SSN/NAME COMBO W/PROB NM".(UNVERIFIED SSN/NAME COMBINATION WITH PROBABLE NAME/MATCH).

Effective September 5, 2008, the Supplemental Data Sheet (DSS-4688) will generate from ACTS with the Application for Child Support Services (DSS-4451) and Cover Letter for CS Services (DSS-4452). ACTS will generate all three documents when a user selects option 9.8.2. One CAAS event will be created for all three documents. The event description is "APPL FOR CS SRV/CVR LTR/SUPP."

A security and privacy change has been made effective October 8, 2008. Only the last 4 digits of the social security number (SSN) will print on the certain documents.

Chapter P: Driver License Revocation and Reinstatement process has been updated.

If you have any questions, please contact the Policy and Training Team (919) 255-3800.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn
Assistant Chief of Program Operations

CSE-7-2008

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.