



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MICHAEL BECKETTS • Assistant Secretary for Human Services

January 2, 2019

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

SUBJECT: INFORMATION: Quarterly ACTS User Certification Report

The quarterly ACTS User Certification Report is due **Friday, January 11, 2019**. The purpose of the report is to assist the Child Support Security Team with verifying access to the Automated Collection and Tracking System (ACTS) and the State Services Portal. The report titled "**Child Support Staff or Positions**" can be found in the Client Services Data Warehouse (CSDW) under the Child Support Standards reports located in the Public Folders.

After selecting report month December 2018, 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](mailto:CSS.Security@dhhs.nc.gov) and your Program Representative (**reports must be submitted electronically**), your email will serve as the Supervisor or Security Officer's signature.

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. Please put a note on the report under the "Actions Needed" column if any changes need to be made. It is important that each case manager's role for the State Services Portal (SSP) or Worker Type in ACTS is correct.

ACTS Worker Profile forms should be submitted for the noted changes and deletions via email to [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov) or faxed to 919-733-2782.

If you have any questions, please contact Randy Burwell at 919-855-4449.

Sincerely,

Carla L. West, Section Chief  
Child Support Services

cc: IV-D Regional Program Representatives  
Astra Wilson-Kirksey

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