



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

May 16, 2019

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

SUBJECT: Cell Phone Numbers and EMAIL Address in Automated Collection and
Tracking System (ACTS)

Effective June 3, 2019, new fields will be added to the Automated Collection and Tracking System (ACTS) to capture cell phone numbers and email addresses. Following this change, child support workers will be able to add a home phone number, cell phone number, work phone number, and email address on Screen C2A (ACTS option 03.06) and Screen AAE (ACTS option 03.04). It will not be necessary to enter phone numbers or email addresses on both Screen C2A and Screen AAE. When this information is entered on one screen the other screen will be updated automatically.

The home phone number and cell phone number fields will require a worker to type a "P" (Primary) beside the participant's preferred phone number. A participant can only have one primary phone number. A work phone number cannot be designated as a primary phone number.

The Automated Dialer uses the home phone number from ACTS to call participants about appointments, delinquency notification, debit card and first-time current support due. Based on the new functionality, the Auto Dialer will call the primary number first and then the secondary number. The Automated Dialer will never call a participant's work number.

If you have any questions, please contact the Policy and Training Unit at (919) 855-4755 or your Regional Program Representative.

Sincerely,

Carla L. West, Section Chief
Child Support Services

cc: Regional Program Representatives
CSS_19_23

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

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