



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

July 11, 2019

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

SUBJECT: Foster Care Referrals

The issue of foster care referrals coming from NC FAST to the Automated Collection and Tracking System (ACTS) and containing multiple children with one ACTS Referral ID has been resolved.

Effective July 15, 2019, each foster care child will be referred to ACTS on a separate case with a unique ACTS Referral ID. The ACTS Referral ID for each child will be displayed in NCFAST on a tab labeled "ACTS Referral ID" on the Product Delivery Case (PDC).

Attached are instructions for viewing individual ACTS Referral IDs for foster care children in NC FAST.

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

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West".

Carla L. West, Chief
NC Child Support Services

Attachments
CC: Regional Program Representative

CSS_19_34

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

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