



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

April 6, 2020

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 **Wednesday, April 15, 2020**. 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 March 2020, 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 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 or faxed to 919-733-2782.

If you have any questions, please contact Laurel Vick at 919-527-6909 or Randy Burwell at 919-855-4449.

Sincerely,

Carla L. West, Director
NC Child Support Services

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

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

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