



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

November 25, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Location Resource Changes

REQUIRED ACTION: Information Only Time Sensitive Immediate

On Monday, December 7, 2020, updates to location resources, documents, and screens in ACTS will be implemented. These changes will provide CSS workers the ability to accurately document the current manual location sources used in working their caseload. The following changes affect several areas in the ACTS system:

- Implementation of legislation affecting NCGS 110-139(d) allowing the NC Child Support Services Program to request locate information from electronic communication and internet service providers. The Utilities and Banks Locate letter (DSS-4693) is renamed as the AP Locate Letter and can be used as a general request to the entities listed in statute. There are online descriptions changes associated with generating this document.
- The Manual Locate Sources screen (03.17) and AP Locate Activity screen (03.16) have been revised to reflect current electronic sources of locate, and removing sources either no longer used, no longer exist, or have been renamed. The accompanying events and worklists have also been added, renamed or removed to accurately reflect the automated location services provided by ACTS. New sources include but are not limited to internet searches, web-based applications, and the federal State Services Portal.
- The Social Security Number verification source field on participant screen C2A, employment verification source on screen EHB, and the source field on address screen (03.04) have been designed to accept the new and updated sources and preserve prior codes for historical purposes.
- When printing CSSXPTR reports DHRFKK METHOD OF SUCCESSFUL LOCATE and DHRFKK AUTO LOCATION SUBMISSIONS, the columns containing locate data have been modified by either removing or renaming the sources to reflect these changes. The Agent

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

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Statistical Report and Data Warehouse reports are also being updated to reflect these modifications.

Chapter L (Locate), Chapter U (Events), Chapter V (Worklists) and Chapter W (Document Generation) in the Child Support Services Manual have been revised to reflect these updates.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Program Representative.

Sincerely,

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

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives

CSS_20_59