



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

January 6, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Quarterly ACTS User Certification Report

REQUIRED ACTION: \_\_\_ Information Only \_\_\_ Action Needed
\_\_\_X\_\_\_ Time Sensitive Action Needed \_\_\_ Immediate Action Needed

The quarterly ACTS User Certification Report is due Wednesday, January 20, 2021. The purpose of the report is to assist the Child Support Security Team with verifying access to the Automated Collection and Tracking System (ACTS)/North Carolina Child Support Worker Portal and the State Services Portal.

After selecting report month December 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.

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 (handwritten signature)

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

cc: IV-D Regional Program Representatives
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