



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 23, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Ability to schedule Saturday appointments

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective May 3, 2021, Automated Collection Tracking System (ACTS) users will have the ability to schedule Saturday appointments. However, appointments that are made for a Saturday must be scheduled on Monday – Friday. The deposition of the appointment can be done the following business day. Users can view their calendars on Saturdays in Region 26. Region 22 will not be available on Saturdays.

If you have any questions, please contact the Functional Team or 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, Section Chief
Child Support Services

cc: Regional Program Representatives
CSS_21_22