



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

ROY COOPER  
GOVERNOR

MANDY COHEN, MD, MPH  
SECRETARY

WAYNE E. BLACK  
DIRECTOR

September 29, 2017

Dear County Director of Social Services  
Dear Child Support Managers

Reference: Quarterly ACTS User Certification Report

The quarterly ACTS User Certification Report is due Tuesday, October 10, 2017. The purpose of the report is to assist the Child Support Security team with verification of access to the Automated Collection and Tracking System (ACTS) and the State Services Portal. The report that supervisors will need to submit, Child Support Staff or Positions, is in the Client Services Data Warehouse (CSDW). The report is in the Child Support Standard reports under Public Folders in Data Warehouse.

Each supervisor should run the report to verify the access currently provided to each child support case manager that reports to that supervisor in ACTS. The supervisor should review the report from CSDW and note on the report under the "Actions Needed" column if an individual has a role for the State Services Portal (SSP) or Worker Type in ACTS that they should not have. You must select report month, September 2017. Reports should be emailed to [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov) and your Program Representative. Reports must be submitted electronically. Export the Data Warehouse report in Excel format and attach the report to an email message. The email will serve as the Supervisor's or Security Officer's signature.

ACTS Worker Profile forms should be submitted for changes and deletions via email to [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov) or faxed to 919-733-2784.

If you have any questions, please contact Randy Burwell at 919-855-4449.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn  
Chief  
Child Support Services

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

CSS-29-2017