



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

June 19, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Annual Security Review

It is time for the 2019 annual security review. All child support staff with access to the Automated Collection and Tracking System (ACTS) and Federal Tax Information (FTI) are required to complete the training located in SharePoint found in the Security folder.

As a reminder, all staff must watch the training videos, read the confidentiality and security documents, and sign acknowledging that they have completed the appropriate steps listed on the Initial/Annual Requirements Certification form.

The following documents must be sent to the Child Support Central Office upon completion:

- Initial/Annual Requirements Certification – the revised form now includes the new video and exhibits
- OCSE Agreement to Safeguard Confidential Information

In addition to the above documents, please send in the FPLS/IRS Sensitive Information Tracking/Destruction Log for your county.

Per the IRS, the following documents should be completed and kept on file in your local office for **5 years**:

- FPLS/IRS Security Training Exercise
- DES Acknowledgment of Confidentiality of Information
- SSA Data Memorandum of Understanding
- SSA Security Training Form
- Copy of the OCSE Agreement to Safeguard Confidential Information
- Copy of the Initial/Annual Requirements Certification

**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

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

**Please note:** The ACTS Worker Profile form is not required. The SMI Confidentiality Agreement does not have to be signed. However, staff with access to Smart Image Viewer should review the SMI Confidentiality Agreement. Quarterly Reports do not have to be submitted with the Annual Certification documentation.

**If your county has turned in the Security and Confidentiality Webinar certificate for staff, it is not a requirement to repeat the training as part of the annual security training. This will be a requirement annually going forward.**

**Security forms are due by Monday, July 8<sup>th</sup>. Forms should be mailed to the following address:**

Child Support Central Office  
PO Box 20800  
Raleigh, NC 27619  
Attn: Laurel Stokes

If you have any questions, please contact [CSS.Security@dhhs.nc.gov](mailto:CSS.Security@dhhs.nc.gov), Laurel Stokes at 919-527-7296 or Randy Burwell at 919-855-4449.

Sincerely,



Carla L. West, Section Chief  
Child Support Services

cc: IV-D Program Representatives  
CSS\_19\_29