



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

October 2, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: New Field Added to Screen IOD

Effective 10/7/2019, a new field (OS Case #) is being added to the Automated Collection and Tracking System (ACTS). When entering court order data for intergovernmental cases on Screen IOD (Option 12.10), this field will be used to store the other state's case number. It is being added to allow the other state's case # to be printed on the revised Notice of Determination of Controlling Order (DSS-4705) that will be implemented in Phase Three of the updated UIFSA Documents.

The OS Case # field on Screen IOD can be:

- Populated as a result of a CSENet (Child Support Enforcement Network) transaction; or
- Manually entered by the caseworker

If you have any questions, please contact the Policy and Training Unit at (919) 855-4755 or your Regional Program Representative.

Sincerely,

Carla L. West, Section Chief  
Child Support Services

cc: Regional Program Representatives  
CSS\_19\_44

