



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

Susan Osborne • Assistant Secretary for County Operations for
Human Services

January 14, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: New County Mass Mailing Report

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective January 28, 2022, Child Support Services (CSS) will implement the new County Mas Mailing report on the CSS Worker Portal.

The County Mass Mailing report will display the current "MAIL" address for active NCPs and CPs in all OPEN cases. This report can be used to send mass mailings and will include the following fields:

- Report name "County Mass Mailing"
- Location: CSS Worker Portal CSS ACTS Reports
- Security access will be limited to the ACTS roles:
 - LSUP Local Supervisor
 - LMAN Local Manager
 - SCM2 Case-System Worker 2
- The report will display "Sensitive Tax Data"
- Indexed by County
- Sorted by IV-D case number
- The entire report for a county will be downloadable into Excel
- Each participant (NCP/CP) will be on its own line on the Excel spreadsheet
- Each line on the spreadsheet will contain the following elements in the order shown below:
 - IV-D#
 - RESPONSIBLE WORKER
 - PARTICIPANT FIRST NAME
 - PARTICIPANT LAST NAME
 - MPI#
 - PARTICIPANT TYPE CODE
 - MAIL ADDRESS LINE 1
 - MAIL ADDRESS LINE 2
 - MAIL ADDRESS CITY
 - MAIL ADDRESS STATE
 - MAIL ADDRESS ZIP

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov.

Sincerely,

A handwritten signature in cursive script that reads "Carl D. West".

Senior Director for Economic Security
North Carolina Child Support Director

cc: CQI Specialist

CSS_22_07