March 30, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: New Genetic Test Appointment Events, Worklist, Paternity Test Documents, and Interactive Voice Response System

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

On April 3, 2023, NC Child Support Services (NCCSS) will implement changes related to genetic testing appointments, documents, and events in ACTS (Automated Collections & Tracking System).

The changes include:

- Case managers will be able to schedule genetic testing appointments for the NCP, CP, and OTHR (Moth) and each type will have its own event.
- The description for GTAP event has been changed to Genetic Test – (Non-Custodial Parent).
- Two new genetic test appointment events: GTCP (Genetic Test – Custodial Parent) and GTOM (Genetic Test – Other Mother).
- DSS-4464 title will change to Letter to CP/NCP/OTHR-Probability of Paternity on ACTS screens AATMD4 and AATDGB. The supplemental screen AAT408 will be modified to contain one line for optional additional comments for each participant.
- DSS-4458 title will change to Letter to CP/NCP/OTHR-Exclusion on ACTS screens AATMD4 and AATDGB. The supplemental screen AAT407 will be modified to contain one line for optional additional comments for the CP and Other Mother.
- New paternity test letter DSS-4757 – Letter to CP/NCP/OTHR – Exclusion will be generated if an active Other Mother exists on the case with the corresponding PMGT event. A PMGT worklist will be sent to the responsible worker 10 days after the event is created.
- New paternity test letter DSS-4758 – Letter to CP/NCP/OTHR – Probability of Paternity will be generated if an active Other Mother exists on the case with the corresponding POGT event.
- The Interactive Voice Response (IVR) System will make reminder calls to the CP and NCP only for genetic test appointments.
- Custodial parents and Non-custodial parents who opted in for SMS messaging will receive genetic test appointment text alerts. Other Mother case participants cannot receive SMS messages.
Policy related to genetic testing can be found in the Child Support Manual Chapter I, Topic 06, Section E; Chapter K, Topic 13, Section D; Chapter U, Topic 04, Section D & F; Chapter V, Topic 04, Section F & J; and Chapter W, Section 05, Section D. If you have any questions, please contact the Policy & Training Unit at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Connelly
Deputy Director
Child Support Services

Cc: Regional CQI Specialist
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