

ROY COOPER • Governor KODY H. KINSLEY • Secretary SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

October 12, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Quarterly ACTS User Certification Report

<b>REQUIRED ACTION:</b>	Information Only	Action Needed
X	Time Sensitive Action Needed	Immediate Action Needed

The quarterly ACTS User Certification Report is due October 27, 2023. The purpose of the report is to assist the Child Support Security Team with verifying access to the Automated Collection and Tracking System (ACTS)/North Carolina Child Support Worker Portal and the State Services Portal. The report titled **"Child Support Staff or Positions"** can be found in the Client Services Data Warehouse (CSDW) under the Child Support Standards reports located in the Public Folders.

After selecting report month September 2023, please export the CSDW report in an Excel format, attach that report to an email message, and send it to <u>CSS.Security@dhhs.nc.gov</u> and your Regional Continuous Quality Review Specialist (**reports must be submitted electronically**), your email will serve as the Supervisor or Security Officer's signature.

Prior to sending the report to the State, supervisors must review the access settings for each child support case manager to ensure that it is accurate. If you need to make a change, indicate the change on the report under the "Actions Needed" column. It is important that each case manager's role for the State Services Portal (SSP) or Worker Type in ACTS/Worker Portal is correct.

The IRS now requires that all child support agencies complete specialized training in security, disclosure awareness, and ethics on a quarterly basis. Users will satisfy this requirement by reviewing the Quarterly Disclosure Awareness Training attached to this email, which is titled "Protecting Against Physical Security Threats Training." Supervisors must answer yes or no for each user under the column labeled, "Qtly Awareness Training (Y/N)" in the report confirming that the user has satisfied the quarterly awareness training requirement.

ACTS Worker Profile forms should be submitted for the noted changes and deletions via email to <u>CSS.Security@dhhs.nc.gov</u>.

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619 www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174 If you have any questions, please contact the Security Team at <u>CSS.Security@dhhs.nc.gov</u>.

Sincerely,

Verna Donnelly

Verna Donnelly North Carolina State Child Support Deputy Director

cc: IV-D Regional Continuous Quality Review Specialist CSS\_23\_49