



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

May 15, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Industrial Commission Interface

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Effective February 29, 2024, the NC Child Support Services interface with the Industrial Commission was discontinued. The Industrial Commission implemented a new system, resulting in the Automated Collection and Tracking System (ACTS) no longer receiving the following worklist and/or event(s):

EDWC - Delinquent -Workmen's Compensation Available

EWC - Worker's Compensation Available

EWCS - Workmen's Compensation Settlement

The interface allowed case managers to investigate possible worker's compensation withholdings and lump-sum settlements for non-custodial parents. Child Support Services (CSS) and the Industrial Commission will devise a new method by which CSS can receive this information. The new method will be a manual process until further notice.

Case managers can still generate the insurance settlement lien notice and insurance lien information letter from Document Generation in ACTS to obtain information and begin collections on worker's compensation information received from other sources.

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

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

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

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