



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

July 10, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Annual Security Review

REQUIRED ACTION: <input type="checkbox"/> Information Only <input type="checkbox"/> Action Needed
<input checked="" type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed

It is time for the 2026 annual security review. All child support staff with access to the Automated Collection and Tracking System (ACTS) and Federal Tax Information (FTI) are required to complete the training located in SharePoint in the Security folder.

The IRS safeguard videos are currently unavailable due to unexpected maintenance. In lieu of these videos, please review the attached document titled "IRS Preparation," which offers valuable information on safeguarding federal tax information for our employees. All child support staff are required to read the confidentiality and security documents, and sign acknowledging that they have completed the appropriate steps listed on the Initial/Annual Requirements Certification form.

The 2 forms below must be sent to the Child Support Central Office upon completion of the Annual Security Training:

- Initial/Annual Requirements Certification
- OCSS Agreement to Safeguard Confidential Information

Along with the above documents, please send in the first page of the FPLS/IRS Sensitive Information Tracking/Destruction Log, a blank copy of your IRS Authorized Access Log and Visitors Sign-In Log.

Per the IRS, the following documents should be completed and kept on file in your local office for **5 years**:

- FPLS/IRS Security Training Exercise
- DES Acknowledgment of Confidentiality of Information
- SSA Data Memorandum of Understanding
- SSA Security Training Form
- Copy of the OCSS Agreement to Safeguard Confidential Information
- Copy of the Initial/Annual Requirements Certification

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

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Please note: The ACTS Worker Profile form is not required at the annual review, and the SMI Confidentiality Agreement does not have to be signed annually. However, staff with access to Smart Image Viewer should review the SMI Confidentiality Agreement and sign off on the Initial Annual Requirements Certification advising the agreement was reviewed. The Child Support Staff or Positions Report does not have to be submitted with the annual certification documentation.

Security forms are due by **Friday, July 25, 2025.**

Forms should be scanned and emailed to Child Support Security at CSS.Security@dhhs.nc.gov. Please do not send separate emails for each employee. Send all documents to CSS Security, once all your employees have completed the trainings.

If an employee is unable to access SharePoint, the supervisor should send an email to CSS.Security@dhhs.nc.gov and we will provide the forms and links for the supervisor to forward to the employee to complete the annual security trainings.

If you have any questions, please send an email to CSS.Security@dhhs.nc.gov for assistance.

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly". The signature is written in a cursive, flowing style.

Verna Donnelly
North Carolina Child Support Deputy Director

cc: Astra Wilson-Kirksey
Continuous Quality Improvement Specialist

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