



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

November 15, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: Automation of DSS-4567 (Letter Regarding 18-Year-Old Still in School)

Effective December 9, 2019, the Automated Collections and Tracking System (ACTS) will be modified to automatically generate the document titled "Letter Regarding 18-Year-Old Still in School" (DSS-4567) ninety days before a child's 18th birthday. Following the change, DSS-4567 letters will print out for both the custodial parent/caretaker and the noncustodial parent at the State Print Shop unless the letters are manually generated.

As part of this ACTS modification:

- An **RLCL** event will be created when the DSS-4567 is generated for the custodial parent/caretaker and for the noncustodial parent;
- The **RLCL** event for the custodial parent/caretaker and the noncustodial parent will need to be dispositioned with one of the following codes:
 - **RCSS** – Child still in school
 - **RCNS** – Child not in school
 - **NRSS** – No response school status;
- Thirty days after the DSS-4567 is generated, an **RLCL** worklist will be sent to the responsible worker to follow up on the DSS-4567; and
- Sixty days after the DSS-4567 is generated, if there is no disposition on both **RLCL** events, an **RLCL** worklist will be sent to both the responsible worker and to the responsible worker's supervisor.

The DSS-4567 will not auto-generate in the following situations, but a CHEM worklist will be created 90 days before the child's 18th birthday:

- The date of death field is populated for the child;
- The case type is "IVE" or "SFHF";
- The case is Interstate Responding; and/or
- The case does not have a current support obligation.

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

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Caseworkers will still be able to manually generate the DSS-4567. However, the DSS-4567 cannot be manually generated in the following situations:

- If the case is a foster care case coded either "IVE" or "SFHF"
- Interstate Responding cases

More details about this new process will be discussed in a webinar scheduled for December 5th and 6th. Webinar registration information will be emailed soon.

If you have any questions, please contact the Policy and Training Unit at (919) 855-4755 or your Regional Program Representative.

Sincerely,



Carla L. West, Chief
NC Child Support Services

cc: IV-D Regional Program Representatives
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