



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

March 17, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Hold/Release Audit Stamp

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective March 24, 2021, the Automated Collection and Tracking System (ACTS) is being enhanced with the addition of an audit stamp to capture details of Hold/Release financial transactions. When a financial transaction is placed on hold or released via Screen FHB, (HOLD/RELEASE TRANSACTION) (menu options 5.14), the worker RACF ID, date, time, Batch/Item or adjustment number, hold date, release date, transaction status, and hold reason are captured when the worker presses the F9 key.

Supervisors/Managers can request an audit report by opening a service request with the ACTS Help Desk by calling 1-800-405-9053. The request must include the RACF ID of the responsible case worker, date, and Batch/Item number or adjustment number that is in question.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov, or your Regional Program Representative.

Sincerely,

Carla L. West

Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representative
CSS_21_14

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

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