April 5, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Quarterly ACTS User Certification Report

REQUIRED ACTION: _____ Information Only    _____ Action Needed
____ X _____ Time Sensitive Action Needed   _____ Immediate Action Needed

The quarterly ACTS User Certification Report is due Wednesday, April 21, 2021. 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 March 2021, please export the CSDW report in an Excel format, attach that report to an email message, and send it to CSS.Security@dhhs.nc.gov and your Program Representative (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 by noting the change on the report under the “Actions Needed” column. Please do not edit the contents of the spreadsheet. It is important that each case manager’s role for the State Services Portal (SSP) or Worker Type in ACTS/Worker Portal is correct.

ACTS Worker Profile forms should be submitted for the noted changes and deletions via email to CSS.Security@dhhs.nc.gov or faxed to 919-733-2782.

If you have any questions, please contact Laurel Vick at 919-527-6909 or Randy Burwell at 919-855-4449.

Sincerely,

Carla L. West, Senior Director for Economic Security
North Carolina State Child Support Director

cc: IV-D Regional Program Representatives
CSS_21_17