



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Richard O. Brajer
Secretary DHHS

Wayne E. Black
Division Director

April 4, 2016

Dear Child Support Colleagues

Reference: Worker Profiles in the Automated Collection and Tracking System (ACTS)

Effective April 4, 2016 the Automated Collection and Tracking System (ACTS) profiles have been expanded to better align with work responsibilities. The expansion allows staff to work more effectively and efficiently.

A matrix is forthcoming and will identify profiles access and ability in ACTS. If a worker's profile in ACTS should be changed, please have the supervisor submit the ACTS Worker Profile Request/Confidentiality Statement to CSS.Security@dhhs.nc.gov.

The Child Support Services Policy and Procedures Manual Chapter Y, Topic 03 and Section C has been updated. If you have questions regarding worker profiles, please contact the ACTS Functional Team at (919) 855-4755.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn
Section Chief, Child Support Services

cc: IV-D Regional Program Representatives

CSS-03-2016

