

## **SYSTEM OVERVIEW**

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### **INTRODUCTION**

#### **GENERAL INFORMATION**

This chapter contains information on the following topics:

1. [ACTS Application Overview](#);
2. [Participants/cases/caseworkers](#).

### **ACTS APPLICATION OVERVIEW**

#### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [How ACTS helps CSS workers](#);
2. [Case/Participant functions](#);
3. [Financial functions](#);
4. [Reporting/Supervisory functions](#).

#### **HOW ACTS HELPS WORKERS**

NC ACTS (North Carolina Automated Collection and Tracking System) supports all of the functions needed to perform Child Support Services activities. ACTS supports functions at both the county and State levels for case management, financial management, and reporting and supervisory functions. It provides CSS caseworkers with the ability to add new cases and work existing cases, manage financial activities, enter court orders and modifications in the system after the hearing, and perform enforcement activities such as income withholding, assets attachment, and tax intercepts. To assist workers in performing CSS activities, ACTS has the following features:

1. ACTS interfaces with other state and federal systems (such as DMV, DOR, and NC FAST) and supports locate functions as well as employment verification and income maintenance.
2. The ACTS document generation function automatically prints many documents (such as employment, postmaster verification, and appointment letters) and allows caseworkers to manually generate other documents while customizing the text.
3. ACTS maintains a personal calendar for each caseworker and allows caseworkers to schedule administrative appointments and court hearings.
4. ACTS maintains on-line Obligation Calculation Worksheets and allows caseworkers to enter and modify court order information.
5. ACTS handles charging/billing functions and informs the responsible caseworkers when a noncustodial parent (NCP) has become delinquent in his/her payments.

6. ACTS supports and monitors activities for intergovernmental cases along with the Child Support Enforcement Network (CSENet).
7. ACTS supports System Management functions, such as case closure and caseworker data and case referral profile maintenance.
8. ACTS maintains entire case histories on-line through the use of events and notifies caseworkers when activities need to take place by sending worklist items.
9. ACTS maintains a complete record of obligations, payments, and grant amounts for use in recording and distributing collections. It provides a detailed history of all financial transactions and up-to-date arrearage balances.
10. The ACTS financial adjustments function provides an efficient way to modify account balances when an error or new information is identified. ACTS automatically distributes funds based on these account adjustments.

#### **CASE/PARTICIPANT FUNCTIONS**

The case/participant functions of ACTS provide caseworkers with the ability to create, update, and inquire about case and participant data.

#### **FINANCIAL FUNCTIONS**

The financial functions of ACTS provide caseworkers with the ability to create, update/ modify, and inquire about the financial activities for a participant or case.

#### **REPORTING/SUPERVISORY FUNCTIONS**

The reporting function of ACTS provides caseworkers/supervisors with the ability to produce a variety of reports. The supervisory functions allow supervisors (and other workers with appropriate security profiles) to perform a variety of supervisory activities and to control system access and security.

### **PARTICIPANTS/CASES/CASEWORKERS**

#### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [Participants](#);
2. [CSS cases](#);
3. [Responsible caseworkers](#).

#### **PARTICIPANTS**

Each person for whom ACTS maintains information is called a "participant". The information that is associated with that person is maintained in a single participant "record", and the same information

is attached to that record even if the individual is involved in more than one case. Therefore, when a participant record is updated, the new information becomes known and available to all of the cases in which the participant is involved.

## **CASES**

In order to create a case, a custodial parent (CP), a noncustodial parent (NCP) and the child(ren) that the CP and the NCP have in common must be "linked" together. A case has a minimum of three (3) participants. These participants can be "new" (created when the case is created), or they can already exist in the system. New (or existing) participants can be linked to the participants in a case that already exists in the system. Participants can also be part of more than one case.

## **RESPONSIBLE WORKER**

The CSS caseworker who is responsible for working a specific case at a specific point in time is the "responsible worker." ACTS determines the responsible caseworker that should be assigned the case based on the case's processing status, its processing unit assignment, the responsible county, its interstate case type, and the alphabetical referral range corresponding to the noncustodial parent's (NCP's) last name.

END

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