



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

325 North Salisbury Street
2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

April 18, 2011

Re: The Work Number-Employment and Income Verification

Dear County Director of Social Services:

**Attention: Food and Nutrition Services, Work First, Medical Assistance, and
Child Support Enforcement Managers, Supervisors and Staff**

Currently, program staff in local county social service agencies access The Work Number's Standard Service to validate applicant provided employment and income information. Entering the applicant's social security number and employer name is required with the Standard Service and, if a record is found, a faxed verification is sent within five business days.

The Work Number has offered to pilot their Express Service under the current contract with NC DHHS from May 2, 2011 through August 2, 2011. The Express Service allows you to enter the applicant's social security number only and, if a record(s) is found, a printer friendly version of the verification is available immediately.

A power point presentation is attached that outlines the steps for using the Express Service. Please provide a copy of this letter and attachment to all staff who access The Work Number to verify applicant employment and income information.

The cost of utilizing the Express Service will be based on the number of verifications requested during the three month pilot period. Please request verifications on active employment status only. Request verification for inactive employment status if warranted for case disposition. A cost analysis will be done at the end of the pilot to determine feasibility of continuing the Express Service.

If you have any questions, please contact Joan Otto at (919) 334-1131 or via email at joan.otto@dhhs.nc.gov.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services Section

DS/jo

Attachment

EFS-FNSEP-09-2011

CC: Sherry Bradsher
Jack Rogers
Hank Bowers
Carolyn McClanahan
Daisie Blue