



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MICHAEL BECKETTS • Assistant Secretary for Human Services

February 7, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Program Integrity Supervisors and Investigators
Work First Program Administrators, Managers and Supervisors

Subject: Work Number Usage and Screen Changes

Priority: **Time Sensitive/Action Required**

The purpose of this letter is to provide updates and guidance in the use of The Work Number. The Work Number is not a part of Online Verification System (OVS) and should not be run on every household as a standard practice. The Work Number should only be used to facilitate or expedite the processing of benefits when the household is unable to provide the required verifications. The Work Number is a useful tool but should only be used as needed to avoid unnecessary cost.

Attached you will find a report by county that reflects historical data of county usage. As indicated on the report, many of the time ranges pulled were "3 years plus". Counties must ensure that staff are only obtaining data for the time frame needed to complete the case action.

Examples of appropriate use of The Work Number:

- The household indicates that someone included as a unit member is currently working and does not have sufficient verification of income on hand.
- The household indicates that they are currently working and does not have sufficient verification of their income and request assistance in obtaining the verifications.
- At application or recertification, the household states they lost their job within the base period, but they have verification of their pay. It would be appropriate to run The Work Number only after attempting to contact the employer to verify loss of job.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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Examples of inappropriate use of The Work Number:

- At application or recertification, the household indicates that they lost their job prior to the base period. It would not be appropriate to run The Work Number as the loss of the job occurred outside the base period and verification of income is unnecessary.
- The household indicates someone is currently working and provides the first and last pay stub. It would not be appropriate to run The Work Number because the gross can be determined by using the year to date totals.
- It is inappropriate to run The Work Number on any individual not included in the application/case or designated as not financially responsible by policy.

On Monday, February 18, 2019, an enhancement to the date range view in The Work Number database will be added. The enhancement will allow staff to complete the following actions:

- Select which employment records to order by selecting from a “pay date range” view date range options are 3 previous months, 6 previous months, 1 previous year, 3 previous years, and view all available records.
- Order **only** the records that are required to determine a household’s income according to the eligibility rules for a given program.

Attached is a tutorial provided by The Work Number that includes the updated screen. This update will not impact end-user credentials or how the service is currently accessed.

Sincerely,



David Locklear, Deputy Director

DL/bm

EFS-FNSEP-11-2019

Attachments (2):

State of NC – Record Age Dist. by County

Equifax Verification Services User Training Guide Date Range Enhancement