



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

November 9, 2018

Dear County Directors of Social Services

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

Subject: The Work Number On-Line Employment and Income Verification Service

Priority: Action Needed

Equifax is upgrading the web system of the online verification services that are powered by The Work Number® database.

On December 1, you will see enhancements to the web system in which income and employment verification is delivered. Upgrades will include:

- Search capability to find applicants without a Social Security Number (SSN).
- Improved process workflow with the capability to save, download, and print reports in PDF format.
- One-click access for users and easier account access management for administrators with Single Sign-On capability.

This upgrade will not impact your credentials or how you currently access the service.

Attached is a power point presentation as well as a video recording of the training regarding the enhancements. Please ensure all staff who access The Work Number receive this training prior to December 1, 2018.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

If you have any questions, please contact Amber Perry at Amber.B.Perry@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director

Attachments (2):

[Power Point Presentation Training](#)
[Video Training](#)

EFS-FNSEP-28-2018