

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 4-2012
(Work First)

TO: COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: Work First Program Managers and Supervisors

DATE: June 7, 2012

SUBJECT: National Directory of New Hire Access Update

EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

The National Directory of New Hire (NDNH) is a national database of employment information, which provides employment information on all employers, including multi-state employers, out of state employers, the Federal government and the military. Since the Work First program began matching data files in 2007, there have been changes in procedures and personnel as it relates to processing NDNH data. In an effort to ensure continued compliance with the security safeguards required by the Federal Office of Child Support Enforcement, the North Carolina Division of Social Services (NCDSS) receives a weekly report of NDNH access and usage. Upon review of the reports, it was determined changes are needed to the current NDNH process. The purpose of this letter is to update the current audit and monitoring procedures for the NDNH.

II. POLICY PROCEDURES

Work First staff with access to NDNH match results (electronic and paper files) must participate in security training at initial employment and receive annual training. At minimum, the annual training must occur between October 1 and September 30, which is the Federal Fiscal Year (FFY). As part of the initial and annual security trainings, all Work First staff must sign the Agreement to Safeguard Confidential Data. Keep the signed forms on file at the local department of social services. Access the updated form via [Work First 140 – Automated Inquiry and Match Procedures](#).

Only one person per county (designated as the Control person) may access the TANF-NDNH data stored in Client Services Data Warehouse (CSDW). The Security Officer at the local county department of social services continues to be the primary point of contact for staff requesting access to data in CSDW. The Security Officer must submit an e-IRAAF form when requesting initial access, deleting access and updating access to the TANF-NDNH for the Control person. A copy of the Agreement to Safeguard Confidential Data must be submitted to dss.data.management@dhhs.nc.gov or fax to NCDSS Data Management at 919-334-1052.

User access to the NDNH data and match results expires on September 30 of each year which is the end of the Federal Fiscal Year. To maintain access to the TANF-NDNH data stored in CSDW, a new Agreement to Safeguard Confidential Data for the Control person must be submitted to the Division. The agreement must be received by September 15th for the upcoming Federal Fiscal Year which begins on October 1.

III. IMPLEMENTATION INSTRUCTIONS

Review current security and training procedures to make certain all staff (including the Control person) with access to NDNH data (either electronic or hard copy files) received training at initial employment and annual training. The Participant Log(s) for both trainings and all signed Agreement to Safeguard Confidential Data must be on file at the local DSS agency. Also submit a copy of the signed agreement for the Control person to dss.data.management@dhhs.nc.gov or fax to NCDSS Data Management at 919-334-1052. If there is not a

current agreement on file at the Division, the CSDW access for the Control person may be revoked. Have all documents available for review as part of the annual NDNH monitoring process. The Division will contact counties to address areas of noncompliance. Please email any questions regarding this letter to WorkFirst.Support@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Dean Simpson". The signature is written in a cursive, flowing style.

Dean Simpson, Chief
Economic and Family Services
Division of Social Services

DS/sdm

cc: Sherry S. Bradsher
Jack Rogers
Hank Bowers
Kathy Sommese
Kevin Kelly
Work First Program Consultants
Local Business Liaisons