

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 4-2013  
Work First Program**

**TO:** County Directors of Social Services

**ATTENTION:** Work First Program Administrators, Managers, and Supervisors  
County Security Officers

**DATE:** October 14, 2013

**SUBJECT:** Reporting National Directory of New Hire Security Incidents

**EFFECTIVE DATE:** Upon Receipt

**I. GENERAL INFORMATION**

The purpose of this letter is to update the procedures for reporting a security incident involving National Directory of New Hire (NDNH) information. North Carolina Department of Health and Human Services (NC DHHS) and the Division of Social Services (DSS) are required to have procedures in place to report security or privacy incidents, or suspected incidents involving NDNH information. In response to a recent site review by the Federal Office of Child Support Enforcement (OCSE), it is recommended that updates be made to current reporting procedures.

**II. IMPLEMENTATION PROCEDURES**

NC DHHS is the responsible party in the event of a breach or suspected breach of NDNH information. Immediately upon discovery, but in no case later than one hour after discovery of the incident, DHHS must report the breach to the Federal Parent Locator Service Information Systems Security Officer.

To ensure this timeline is met, county departments of social services must report any incidents involving NDNH information to NC DHHS, immediately upon discovery. The County Security Officer is responsible for reporting all incidents, regardless of severity, to the DHHS Security Office via their web site at <https://security.dhhs.state.nc.us/incidents/security/index.php>. If the web site is not available, send an email to [dhhs.security@dhhs.nc.gov](mailto:dhhs.security@dhhs.nc.gov) or call 919-855-3000. Do not disclose any information related to the possible incident in the email. Only use the email to provide the contact information for the County Security Officer. E-mail discussion of security incidents should be avoided.

This requirement exists in addition to, not in lieu of, any NC DHHS requirements to report to any other reporting agencies.

### III. EFFECTIVE DATE

This policy is effective upon receipt. Please email any questions to [dss.data.management@dhhs.nc.gov](mailto:dss.data.management@dhhs.nc.gov)

Sincerely,



David Locklear, Acting Chief  
Economic and Family Services  
Division of Social Services

DL/sdm

cc: Wayne Black  
Jack Rogers  
Kathy Sommese  
Hank Bowers  
Kevin Kelley  
Work First Local Support  
Local Business Liaisons