



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

May 29, 2026

**Dear County Directors of Social Services**

**Attention:** County Directors

**Subject:** Multi-Role NCID New Functionality Rollout

**Priority:** Information

A new Multi-Role NCID functionality was implemented on May 3, 2026. This feature is currently enabled for State workers and remains disabled for county workers. This enhancement streamlines role management for workers who currently require separate NCIDs to perform different responsibilities (for example, an Eligibility Worker who also serves as a Program Integrity Worker).

With this update:

- Workers will log into NC FAST once using a single NCID.
- After signing in, they can select any of their assigned roles.
- They may switch roles at any time without logging out.
- Full auditing remains intact – NC FAST will continue to track which worker performed which action under which role.
- This enhancement also resolves PBI Dashboard login issues caused by dual NCIDs and supports the future implementation of multi-factor authentication (MFA) for improved security.

NC FAST will work with counties to transition to the new Multi-Role NCID functionality. Five counties, Alamance, Ashe, Forsyth, Johnston, and Lee have already completed the transition and are now using the new functionality.

County rollouts will resume for the next ten (10) counties on Monday, June 1, 2026, and will continue every two weeks thereafter in alphabetical order.

NC FAST will hold mandatory meetings with each group within three days of their assigned rollout date. Counties will be notified of their specific meeting dates and times. All county administrators are welcome to attend; however, participation from at least one administrator per county is required.

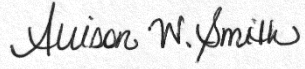
If you have any questions, please submit them to the Continuous Quality Improvement (CQI) Team at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 1915 Health Services Way, Raleigh, NC 27607  
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2401  
www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

A handwritten signature in black ink that reads "Allison W. Smith". The signature is written in a cursive style with a light grey rectangular background behind it.

Allison W. Smith, Deputy Director  
Division of Social Services  
Economic and Family Services  
AWS/ebb

**EFS-FNSEP-10-2026**