DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 8-2018
Work First Program

TO: **County Directors of Social Services**

ATTENTION: **Work First Program Administrators, Managers and Supervisors**

DATE: **July 25, 2018**

SUBJECT: **Work First Application and Recertification Timeliness Reports**

EFFECTIVE DATE: **September 1, 2018**

I.   GENERAL INFORMATION

The purpose of this letter is to provide policy regarding timeliness reports developed for the Work First Program. Work First has performance measures as it relates to the timely completion of applications and recertifications for cash assistance. The timely processing for applications is defined as 45 <u>calendar</u> days from the date of application. Timely processing for recertifications is defined as no later than the last day of the current recertification period.

To comply with the mandated performance measures, 100% of Work First applications and recertifications must be processed within the specified timelines. Work First Application and Recertification Timeliness Reports have been developed to assist in monitoring and complying with the mandated performance measures.

II.   POLICY PROCEDURES

The state sanctioned queries are available in the Client Services Data Warehouse (CSDW); <u>https://csdwportal.dhhs.state.nc.us/csdwlogin/</u>. The reports are in: Documents/Folders/Public Folders/DHHS Main Document/NC FAST/Work First folder. The reports are listed as: WF Cash Assistance - Application Timeliness and WF Cash Assistance - Recertification Timeliness.

A. WF Cash Assistance - Application Timeliness Query

Work First cash assistance applications must be processed no later than the 45th day from the date of the application. When the 45th day is a holiday or weekend, the application must be processed no later than the prior business day.

The query calculates the timely or untimely disposition of an application based on the application's due date. The query also provides application details and the percentage of cases processed timely and untimely.

To run the query, select the County Name and the Report Month. The Application Details Tab displays the County Name, Worker Name, Application Number, Application Program, Application Status, Filing Date, Submitted Date, Due Date, Disposed Date and Timeliness. The Aggregate Data tab displays the County Name, Timely, % of Timely, Untimely, % of Untimely and Total cases for the report month.

B. WF Cash Assistance - Recertification Timeliness Query

Work First recertifications must be processed no later than the last day of the current certification period. When the last day of the current certification period is a holiday or weekend, the recertification must be processed no later than the prior business day.

The query calculates the timely or untimely disposition of a recertification based on the recertification completion date. A timely recertification has a completion date equal to or less than the current certification end date. The recertification is considered untimely if the recertification completion date is later than the certification period end date.

To run the query, select the County Name, Report Month and the First Date of the Following Month. The Recertification Details tab displays the County Name, Product Name, Worker Name, PDC Reference Number, Application Number, Application Program, Application Status, Filing Date, Submitted Date, Due Date, Disposed Date and Timeliness. The Aggregate Data tab displays the County Name, Timely, % of Timely, Untimely, % of Untimely and Total cases for the report month.

Both timeliness queries are based on the application or recertification due date. The queries will capture the actual disposition/recertification date when it occurs in a different report month. For example, an application that is due on June 15th but processed on May 23rd will not appear on the report for the month of May. When the timeliness report is produced for June, the May application (due date June 15th) will show on the report with a processing date of May 23rd.

III.   IMPLEMENTATION PROCEDURES

The queries are updated nightly in CSDW except for weekends and designated state holidays. Queries must be run and reviewed no less frequently than monthly to confirm the accuracy of the data and to monitor program performance. Queries for a given month may be run any time on or after the first of the following month. Running queries for a given month prior to the end of that month may produce incomplete data.

Prior to the effective date of this guidance, review the queries to determine current performance and develop strategies for any needed improvements.

IV.   EFFECTIVE DATE

The guidance provided in this Administrative Letter is effective **September 1, 2018**. If there are questions, contact the DSS Operational Support Team (OST) via dss.policy.questions@dhhs.nc.gov.

Sincerely,

David Locklear, Deputy Director

DL/sdm