

CHANGE NOTICE FOR MANUAL

DATE: August 12, 2021
MANUAL: WORK FIRST MANUAL
CHANGE NO.: WF-CN4-2021
TO: County Directors of Social Services
EFFECTIVE: September 1, 2021

I. BACKGROUND

The purpose of this change notice is to address Work First Manual Section 119, Work First Benefits. Program language was updated to provide clarification and incorporate current NC FAST terminology.

II. SPECIFIC CHANGES

A. Section II Cases Subject to Work First Benefits

1. Changed "with an adult" to "work eligible adult".

B. Section III, WFB Payment Method

1. Clarified the process in which WFB payments are issued.

C. Section IV, Initial Mutual Responsibility Agreement (MRA-B)/Outcome Plan

1. Updated language to incorporate current NC FAST terminology.

D. Section V, Timely Notice Requirement

1. Added the MRA-B serves as a timely notice for non-compliance with the MRA-B/Outcome Plan
2. Clarified when a DSS-8110 should be sent to a participant.

E. Section VI, Child Support

1. Added child support language regarding Work First Cash Assistance recipients.
2. Added guidance for case managers to terminate cases timely to allow for Work First recipients to receive child support payments.

F. Section VII, Reporting Participation

1. Added guidance for case managers to document the case record and release WFB payments at any time once participation documentation is received.

G. Section VIII, Issuing Payments

1. Added guidance for case managers to cancel all on-hold payments prior to terminating the WFB case.

H. Section IX, Failure to Comply with MRAs

1. Added language from the 2019-2022 TANF State Plan to clarify the process for when a participant fails to comply with the MRA-A or MRA-B.
2. Added language from the 2019-2022 TANF State Plan to define Good Cause and list the acceptable Good Cause reasons.

I. Section X, Re-applications

1. Changed administrative “re-application” to administrative “re-open”.

III. IMPLEMENTATION PROCEDURES

This policy is effective September 1, 2021. Please email any questions regarding this policy to the Economic and Family Services Operational Support Team (OST) to DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Carla West, Senior Director for Economic Security
Economic and Family Services
Division of Social Services

CW/klg

Attachment: WF 119