

CHANGE NOTICE FOR MANUAL

DATE: August 28, 2006

MANUAL: Work First User's Manual

CHANGE NO: 3-2006

TO: County Directors of Social Services

EFFECTIVE: September 1, 2006 make the following changes to the Work First User's Manual

I. GENERAL

This change notice transmits revisions to the Work First User's Manual. These changes are outlined below.

II. SPECIFIC CHANGES

A. WF Table of Contents

1. WF310, WF600, WF700, and WF1600 are revised to update the correct title of each section.
2. WF610 is revised to include additional EIS Reports: Application Processing Reports, Caseworker Supervisor Report, Caseworker Supervisor Summary Report, Error and Attention Report, and Notice Register Report.
3. WF800 is revised to include the new section WF800.06 - DATE SCREEN.
4. WF1100 is revised to include new section titles:
 - a. WF1100.04 Disposition Date
 - b. WF1100.05 Making Changes to an Active Case
 - c. WF1100.06 Making Changes to an Inactive case.
5. WF1600 is revised to rename to TDC-TANF Data Collection Report Instructions.

B. WF 300 EIS Inquiries

1. Section 304 is revised to include:
 - a. Information when State and County Issued Checks are posted to Check History.
 - b. Instructions to view Check History using Selection 'CN' and the Check Number for the Key.
2. Section 306 is revised to include Inquiry instructions for the Managed Care Provider Database (MP).

C. WF 600 NCXPTR – Report Distribution System

Section 600 is revised to change the title from X/PTR to NCXPTR.

D. WF 610 Reports

Section 610 is revised to include:

1. Two new sections WF610.01, EIS Reports and WF610.02, IEVS Reports.
2. Additional EIS reports:
 - a. Application Processing Reports
 - b. Caseworker Supervisor Report
 - c. Caseworker Supervisor Summary Report
 - d. Error and Attention Report
 - e. Notice Register Report
3. A new Special Message, 'Citizen/Identity Due MMCCYY' that is displayed on the Case Management Report when Special Review Code 'Z' is used.
4. The IEVS Coordinator contact, Candes Smith to request Manual validations.

E. WF 700 Codes

1. Section 700.01 is revised to include a new Special Review Code 'Z'. When entered, a special message is displayed on the Case Management Report to review the case for Citizenship/Identity documentation.
2. Section 700.02 is revised to include:
 - a. Citizenship/Identity codes that are used to capture the individual's documentation of citizenship/identity.
 - b. Deletion of Job/Work Registration Code "A" (Mandatory Unemployed Parent). This code is no longer valid.
3. Section 701.01 is revised to include a new Denial Code 'H9' – 'You have not provided necessary information to document citizenship and/or identity.'
4. Section 702 is revised to include:
 - a. A new adequate individual deletion change code '6Z' and a new timely individual deletion change code '3Z'. The text for both is 'You have not provided necessary information to document citizenship and/or identity'.
 - b. A new adequate change code '6X' - 'Medicare will pay your prescription drugs'. This is used at the time the Medicare indicator is changed from 'N' to 'Y'. If used without another change to the case, a laser notice is mailed to the client, not the DSS-8110A.

5. Section 703 is revised to include a new adequate termination code '6Q' and a new timely termination code '2Q'. The text for both is 'You have not provided necessary information to document citizenship and/or identity'.

F. WF 800 DSS-8124 Instructions

1. Section 800.02 is revised to include updated DSS-8124 screens and to include instructions on how CLM (Claim) is populated with the value of 'Y' or 'N'.
2. A new section, 800.06 - Date Screen, is added. Instructions are included for completing the Date Screen to exclude days from the application processing time due to obtaining citizenship and/or identity documentation.

G. WF 900 Automated Child Support Referral

Section 900.05 is revised to:

1. Display PF7 and PF8 function keys on the following EIS Inquiry Into Data Sent from ACTS screens:
 - a. Payment Data From ACTS
 - b. IV-D Case/Worker Numbers
 - c. Notepad
 - d. Good Cause/Non-Cooperation
 - e. IV-D MPI Numbers
 - f. Child Data Paternity Data
 - g. AP Data
 - h. Support Order Data
 - i. Participant Name
2. Display PF7, PF8, PF9, and PF10 function keys on the AP Insurance Data screen.
3. Instruct workers that an 'N' is not allowed if the Create Date on the record is the same as the Current Date when answering the questions "Do YOU NEED TO RETAIN THIS INFORMATION ONLINE?"

H. WF 1100 On-Line DSS-8125 Screen Instructions

1. A new Citizen/ID Code and Date field has been created and is at the individual level of the DSS-8125. This code and date is required at the time of approval if the application date is September 1, 2006 or later and is allowed if the date of application is prior to September 1, 2006. This field is allowed at review and change. Instructions for the Citizen/ID Code and Date field are throughout section 1100.
2. Section 1100.03, Benefit Diversion, is revised to indicate Add-On individuals (application type 6) and Inclusions (application type 3) are not allowed to be added to a Benefit Diversion case. Updates are also made throughout section 1100 to clarify current instructions.
3. Section 1100.05 is revised to include instructions as to when to update the Payment Effective Date and the Medicaid Effective Date, Removal of Information, and updates to a case from a keyed Timely Action.

I. WF 1300 Pay After Performance

Sections 1300.03 and 1300.09 are revised to clarify when the WF case is automatically transferred to MAF-C when there are three consecutive months of unissued checks and the check has a Type code 'R'.

J. WF 1600 TDC – TANF Collection Report Instructions

Section 1600 is revised to include the correct section title 'TDC – TANF Collection Report Instructions' and to include the contact information.

The Work First User's Manual has been updated with these changes and is available in PDF format (see below).

III. INSTRUCTIONS FOR MAINTAINING WORK FIRST USER'S MANUAL

To maintain your current hard copy of the Work First User's Manual:

1. Go to the DSS On-Line Manuals website at
<http://info.dhhs.state.nc.us/olm/manuals/dss/csm-96/man/index.htm>
2. Click on Change No. 3-2006
3. Click on the "**CN 3-2006**" and the attachment links at the bottom of the page to print the Change Notice and the attached documents.
4. Open the downloaded files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hardcopy of the manual:

REMOVE		INSERT	
SECTION	PAGES	SECTION	PAGES
TOC	1-7	TOC	1-7
300	1-2, 7-19	300	1-2, 7-21
600	1	600	1
610	1-19	610	1-38
700	1-30	700	1-31
800	1-6, 15	800	1-6, 15-17
900	1-2, 15-25	900	1-2, 15-28
1100	1-38	1100	1-54
1300	1-5	1300	1-5
1600	1-23	1600	1-23

If you have any questions, please contact the DSS Information Support Staff at (919) 733-8938.

Sincerely,

A handwritten signature in black ink that reads "Hank Bowers". The signature is written in a cursive style and is positioned above a thin vertical red line.

Hank Bowers, Chief
Performance Management/Reporting & Evaluation
Management Section

HB:ba
Attachments

- [WF_CN3-2006](#)
- [WFumTOC](#)
- [WFum300](#)
- [WFum600](#)
- [WFum610](#)
- [WFum700](#)
- [WFum800](#)
- [WFum900](#)
- [WFum1100](#)
- [WFum1300](#)
- [WFum1600](#)