

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 2-2014
Work First Program

TO: County Directors of Social Services

ATTENTION: Work First Program Administrators, Managers, and Supervisors
Refugee Assistance Supervisors

DATE: April 28 , 2014

SUBJECT: Requests for Replacement of Work First and Refugee Cash
Assistance Checks

EFFECTIVE DATE: May 1, 2014

I. GENERAL INFORMATION

When a state issued check is believed to be lost or stolen, a cash assistance recipient may complete a request for a replacement check. The DSS-8129, Request for a Replacement Check, serves as a request to the Office of the Controller to cancel the lost or stolen payment and reissue a new payment in the same amount.

II. IMPLEMENTATION PROCEDURES

The Office of the Controller will no longer accept requests for or issue replacement checks for periods beyond 12 calendar months. Requests for replacement checks must be made within 12 calendar months from the issuance month of the payment.

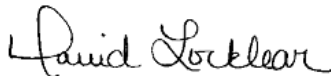
Please continue to follow the instructions regarding the procedure for requesting replacement checks as outlined in your program's policy manual.

Refer to [DSS Administrative Letter No. Economic and Family Services 3-2013](#) for guidance regarding the replacement of benefits issued via direct deposit or an Electronic Benefits Transfer (EBT) card.

III. EFFECTIVE DATE

This policy is effective May 1, 2014. Please email any questions regarding this policy to WorkFirst.Support@dhhs.nc.gov or gail.andersen@dhhs.nc.gov, State Refugee Office.

Sincerely,



David Locklear, Acting Chief
Economic and Family Services

DL/sm