

**DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES 9-2018
Work First Program**

TO: County Directors of Social Services

ATTENTION: Work First Program Administrators, Managers and Supervisors

DATE: December 4, 2018

SUBJECT: Important: Procedures for Potential Unemployment Insurance Benefit Claims

EFFECTIVE DATE: January 1, 2019

I. GENERAL INFORMATION

The Department of Health and Human Services receives unemployment insurance information from the Division of Employment Security (DES). Due to modernization of the DES computer system, benefit data and system access changed on September 28, 2018. DES no longer provides potential eligibility claim information for the Online Verification System (OVS) interface. Counties were notified via Listserv Message (#2018-142) of the change and provided interim guidance. This letter provides definitive policy guidance regarding potential Unemployment Insurance Benefits (UIB) and related procedures.

II. POLICY PROCEDURES

Work First policy requires applicants to file for UIB as a condition of eligibility. If the individual meets the monetary eligibility criteria, the individual will need to file a claim. The worker must use the current wage data in OVS for the last 12 months (four quarters). The monetary determination criteria for potential UIB eligibility are:

1. The individual must meet the minimum 12-month base period requirement.
2. The minimum base period wage requirement is currently \$5,603.46 and is revised August 1st of each year.

The individual may file a claim by using one of the following methods:

1. Register online at des.nc.gov ;or
2. Register by calling the DES Customer Call Center at 888-737-0259; or
3. Register in person at the local NCWorks Career Center.

Use the [DSS-8146A, Notice of Information Needed to Determine Your Eligibility for Work First Cash Assistance](#), to request the individual provide verification of the filed UIB claim. Once the claim is filed, the claimant will receive the NC CLM 550, Wage Transcript and Monetary Determination form. This form may be used to verify the filed claim.

1. The form will be available for access on the individual's Claimant Self Service Portal no later than the next business day after the claim is filed.

2. Individuals, who elect to receive correspondence from DES electronically, will receive an email alert indicating that the form is available to view.
3. Individuals who elect to receive correspondence through regular postal mail, the form will be mailed to the address provided on the next business day after the claim is filed as well as being available on their Claimant Self Service Portal.

If the individual fails to provide the requested verification, refer to Work First Manual Section [104 Cash Assistance Application Process and Procedures](#) for case action when eligibility factors are not met.

III. EFFECTIVE DATE

The guidance provided in this Administrative Letter is effective January 1, 2019. If there are questions, contact the DSS Economic Services Operational Support Team (OST) via dss.policy.questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director
Division of Social Services, Economic and Family Services

DL/sdm