

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 2-2019**  
**Work First Program**  
EFS\_ WF\_ AL-2 -2019

**TO:** County Directors of Social Services

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

**DATE:** March 20, 2019

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

**EFFECTIVE DATE:** Upon Receipt

**I. GENERAL INFORMATION**

The purpose of this letter is to provide adjusted policy guidance regarding the timeliness performance measures. The letter also provides policy for the 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 calendar days from the date of application. Timely processing for recertifications is defined as no later than the last day of the current certification period.

To comply with the mandated performance measures, 95% of Work First applications and recertifications must be processed within the specified timelines. This 5% adjustment from the prior directive recognizes there are factors outside of the agency's control which may impact the timely processing of a case. 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); <https://csdwportal.dhhs.state.nc.us/csdlwlogin/>. Locate the reports by using the following pathways.

- CSDW>Public Folders>DHHS Main Document>HB630 Performance Measures>Work First>WF Cash Assistance Application Timeliness for specified month and county.
- CSDW>Public Folders>DHHS Main Document>HB630 Performance Measures>Work First>WF Cash Assistance Recertification Timeliness for Specified month and county.

#### **A. WF Cash Assistance - Application Timeliness Query**

Work First cash assistance applications must be processed no later than the 45<sup>th</sup> day from the date of the application. When the 45<sup>th</sup> 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 the application and recertification timeliness queries are based on the 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 15<sup>th</sup> but processed on May 23<sup>rd</sup> 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 15<sup>th</sup>) will show on the report with a processing date of May 23<sup>rd</sup>.

### **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.

Continue to 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 **upon receipt**. If there are questions, contact the DSS Operational Support Team (OST) via [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is written in a cursive style with a large initial "D".

David Locklear, Deputy Director  
Economic and Family Services

DL/sdm