

CHANGE NOTICE FOR MANUAL

DATE: 03-10-2026
MANUAL: WORK FIRST MANUAL
TO: County Directors of Social Services
CHANGE NO: EFS-WF-CN-02-2026
SUBJECT: Policy Updates
EFFECTIVE: April 1, 2026

I. BACKGROUND

The purpose of this change notice is to provide county staff with an update to Work First Policy Section 104. The revisions include clarification that all sections of the DSS-8228 must be completed and the addition of guidance on who may apply for assistance. A requirement was added for third-party verification of "Living With" along with acceptable verification methods. Additionally notice information has been updated throughout the document.

II. SPECIFIC CHANGES

Section 104

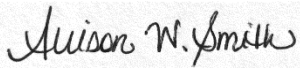
- Section I.C.: If an application is submitted through ePASS, the case manager must complete at a minimum the first three pages of the DSS-8228 to verify basic eligibility.
- Section I.D: Use the 8228 to: Clarified that each section of the DSS-8228 must be completed for all Cash Assistance applications.
- Section I.G: Who May Apply for Cash Assistance has been updated to include authorized representatives are not permitted.
- Section I.H: The Assistance Unit has been updated to provide guidance on who must be included in the assistance unit when both a parent and legal custodian are in the home.
- Section. I.K.2.e.: Third-Party Verifications: added requirement to validate the SSN using on-line verification system.
- Section I.K.2.f: Third Party Verifications: added Enumeration When the Social Security (SSN) is Unknown or Unavailable.
- Section I.K.2.o and I.K.3: Third Party Verifications: added the requirement for third-party verification of "Living With" and acceptable verification methods
- Section I.K.2.p: Third Party Verifications: added the requirement for third-party verification of receipt of assistance in another State.
- Section II.A. Processing Time Standards: Added that application registration in NC FAST must be completed within three business days.

- Section II.A.5: Processing Time Standards: Added required screening and assessments.
- Section II.B. 2: Case Transfer During the Application Processing Period: updated the county transfer process for applications.
- Section III: Documenting the Case Record: updated to include uploading all case documentation into NCFAST case management system.
- Notice information has been updated throughout the document.

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective **April 1, 2026**. Please contact your Continuous Quality Improvement Specialist (CQIS) at DSS.Policy.Questions@dhhs.nc.gov with any questions or concerns.

Sincerely,



Allison W. Smith, Deputy Director
Division of Social Services
Economic and Family Services

AWS/peb

Attachments: WF 104