

## CHANGE NOTICE FOR MANUAL

**DATE:** May 21, 2024

**MANUAL:** WORK FIRST MANUAL

**TO:** County Directors of Social Services  
Work First Program Administrators, Managers, Supervisors, and Case Managers

**CHANGE NO:** 03-2024

**SUBJECT:** Policy Updates

**EFFECTIVE:** June 1, 2024

### I. BACKGROUND

The purpose of this change notice is to provide county staff with an update to Work First Policy Section 140 - Automated Inquiry and Match Procedures.

### II. SPECIFIC CHANGES

Various changes to form numbers and acronyms to align with program name changes such as:

- Removal of National Directory of New Hire (NDNH) Section
- Removal of Work First User Manual references throughout policy
- Change Online Verification (OLV) to Online Verification System (OVS)
- Change form DSS-8110 to DSS-6244
- Change Caseworker to Case manager
- Change Department of Transportation (DOT) to Department of Motor Vehicle (DMV)
- Change Work First Family Assistance (WFFA) to Work First Cash Assistance (WFCA)

### III. IMPLEMENTATION INSTRUCTIONS

These changes will obsolete Administrative Letter 05-2013 published November 19, 2013. The changes are effective **June 1, 2024**. Please contact your Continuous Quality Improvement Specialist (CQIS) at [DSS.Policy.Questions@dhhs.nc.gov](mailto: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/gbw

**Attachment:** WF 140