

## CHANGE NOTICE FOR MANUAL

**DATE:** September 10, 2024

**MANUAL:** WORK FIRST MANUAL

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

**CHANGE NO:** EFS-WF-CN-05-2024

**SUBJECT:** Policy Updates

**EFFECTIVE:** October 1, 2024

### I. BACKGROUND

The purpose of this change notice is to provide county staff with an update to Work First Policy Section 207 – Fraud and Intentional Program Violations Disqualification.

### II. SPECIFIC CHANGES

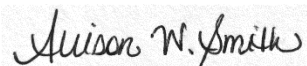
Changes to policy to include clarification to make more user friendly such as:

- Change Recipient and Unit Member to Participant
- Change Caseworker to Case manager
- Included Gender Neutral Language into Policy
- Added acronym ADH for Administrative Disqualification Hearing throughout the policy
- Change Food Stamp to Food and Nutrition Services
- Clarification to policy regarding impartial employee
- Change appellant to participant and appellee to county department
- Change twenty-four months to 24, twelve months to 12; Ten months to 10

### III. IMPLEMENTATION INSTRUCTIONS

These changes are effective October 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 207