

CHANGE NOTICE FOR MANUAL

DATE: September 10, 2024
MANUAL: WORK FIRST MANUAL
TO: County Directors of Social Services
CHANGE NO: EFS-WF-CN-06-2024
SUBJECT: Policy Updates
EFFECTIVE: October 1, 2024

I. BACKGROUND

The purpose of this change notice is to provide county staff with an update to the Work First Policy regarding Personal Responsibility and Child Support Services. Administrative Letters AL 10-2009: Child Support Enforcement and Quarterly Reporting and AL-03-2015: Past Paid Public Assistance and Child Support Referral Process have also been incorporated into Policy Section 116. Administrative Letters AL-10-2009 and AL-03-2015 are now obsolete.

II. SPECIFIC CHANGES

Work First Section 103

- Section II.C.a.: Failure to Sign the MRA – On-going cases – updated to reflect sending an adequate notice instead of a timely notice.
- Several sections updated to reflect sending an adequate notice for failure to meet MRA requirements and the need to apply a sanction.
- Section IV. A.: Monitoring Child Support Cooperation – updated to add the requirement to run The Non-Cooperation Individuals Without an IV-D Sanction Report. The report is available in XPTR as DHREJ NCFNONCOOP WTHOT IND SANC. This is a high priority report that must be worked weekly to prevent County Responsible Overpayments (CROP).
- Numerous sections edited to clarify which Mutual Responsibility Agreement is being referenced MRA-A (core) or MRA-B/Outcome Plan.

Work First Section 116

- Section II: Assignment of Rights to Child Support – updated any support as a result of a court order will be directed to the North Carolina Centralized Collections.
- Section III: The Rules About Cooperation with Child Support- updated the rules for cooperation.

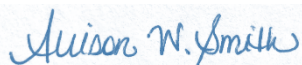
- Section IV: Good Cause for Not Making a Referral- added an example.
- Section V.B: Steps to Follow if the Family Claims to Have Good Cause for Not Making a Referral - The definition of family violence has been updated.
- Section V.C.- Added using the Job Aid: Child Support Enforcement Job Aid
- Section V.E. – updated the steps to notify Child Support Services of Good Cause.
- Section VII: The Affidavit of Parentage – updated to inform that Child Support Services will complete The Affidavit of Parentage
- Section VIII: Making a Referral to Child Support Services – updated with the steps to make a referral in NC Fast.
- Section IX: Failure to Cooperate with Child Support Without Good Cause – Updated to include a Child Support Non-Compliance – Reduce WFFA Payment by 25% sanction instead of immediate termination along with examples.
- Section X: Past Paid Public Assistance – new section to add instructions on providing past paid public assistance to Child Support Services and added the reference to use Job Aid: Request for Past Paid Public Assistance.

Policy language has been updated to change Work First Family Assistance (WFFA) to Work First Cash Assistance (WFCA) and the nouns “worker” to “case manager,” and the nouns “client/applicant/recipient” to “participant.” The MRA- Plan of Action has been updated to MRA-B/Outcome Plan (MRA-B/OCP).

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective **October 1, 2024**. Please note the use of this updated policy and functionality prior to October 1, 2024, could result in county responsible overpayments/underpayments. 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 103 and WF 116