

CHANGE NOTICE FOR MANUAL

DATE: March 28, 2025

MANUAL: WORK FIRST MANUAL

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

CHANGE NO: 01-2025

SUBJECT: Policy Updates

EFFECTIVE: April 1, 2025

I. BACKGROUND

The purpose of this change notice is to provide county staff with an update to Work First Policy Section 201 – Cash Assistance Recertification Process and Procedures.

II. SPECIFIC CHANGES

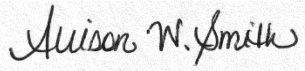
Changes to policy to include clarification to make more user friendly such as:

- Clarification to policy that case managers must verify on the DSS-8189 if appointment will be held in person or through a virtual platform. Examples added.
- Added verbiage that case managers must complete the Learning Needs Screening Tool (DSS-5327) and Waiver (DSS-5330).
- Included clarifying language regarding the completion of the MRA – A by both parents in a 2 Parent case.
- Strengthened kinship language and aligned with other policy section references.
- Removed statement regarding documentation of children’s ages and verifying ages.
- Added language regarding the Verification of Household Composition (DSS-6961) being used to verify collateral contacts.
- Clarification on the use of the DSS – 8228 and necessary signatures.
- Added throughout policy that case managers will upload all recertification documents into NC FAST on income support.
- Added reference to Work First Manual Section 120.
- Added verbiage that telephone signatures are acceptable if completing the recertification by a virtual platform.

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective April 1, 2025. Please contact your Continuous Quality Improvement Specialist (CQIS) at DSS.Policy.Questions@dhhs.nc.gov with any questions or concerns.

Sincerely,

A handwritten signature in cursive script that reads "Allison W. Smith". The signature is written in black ink on a light-colored background.

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

AWS/gbw

Attachment: WF 201