

CHANGE NOTICE FOR MANUAL

DATE: December 14, 2023
MANUAL: WORK FIRST MANUAL
TO: County Directors of Social Services
CHANGE NO: EFS-WF-CN-04-2023
SUBJECT: Policy Updates
EFFECTIVE: January 1, 2024

I. BACKGROUND

The purpose of this change notice is to provide county staff an update to Work First Policy regarding separating sibling groups and, provide clarification about telephonic signatures, the use of the Work First Application and Recertification Documentation Workbook (DSS-8228) with ePASS applications and clarify all Work First applications may be taken over the phone and telephonic signatures are acceptable for all Work First applications. The Work First Family Assistance Quarterly Report has been added back to Work First Policy and Income sections updated.

Work First Policy Section 206 has been incorporated into Work First Policy Section 114 and is obsolete effective January 1, 2024.

II. SPECIFIC CHANGES

Section 104

- Section I.B: Acceptance of an Application and Section C: The Application Interview has been updated to clarify the acceptance of telephone applications and telephonic signatures are acceptable for all Work First applications. This section has also been updated to clarify what constitutes a face-to-face interview.
- Section I.D: Use the 8228 to: has been updated to include the DSS-8228 is not required for ePass applications, however, it is strongly recommended that case managers use the DSS-8228 as a supplement during the interview process on ePass applications.
- Section I.H: The Assistance Unit: has been updated to include non-parent caretakers have the option to include half siblings living in the same household when unearned income is received for one of the half-siblings and is not intended for both siblings.

- Section I.J: Rights and Responsibilities: has been updated to remove the requirement to complete the Notice of Your Right to Apply for Benefits (DSS-5094) as this information is included in the Right's and Responsibilities (NCFAS-20009).

Section 114

- Section I: Countable Income of Household Members: has been updated to include non-parent caretakers have the option to include half siblings living in the same household when unearned income is received for one of the half-siblings and is not intended for both siblings. Any unearned income for the half-sibling(s) would be countable if included in the case. The income chart in this section has also been updated.
- Section II. B: Procedures for Applications and On-going Cases: has been updated to reference the Job Aid "Creating Tasks."
- Section V. C.: Evaluating Base Period Income: has been updated to include examples of determining base periods.
- Section VI. B: Changed Income: has been updated to incorporate the requirement to monitor the SSI Termination Report (previously found in WF Section 206). WF Policy Section 206 is obsolete effective January 1, 2024. The requirement to report changes within 10 days of knowing of the change has also been added.
- Section VIII. X: Work First Family Assistance Quarterly Report has been added.
- Section VIII.XI: Job Bonus: has been updated to clarify case manager tasks and procedures.

Policy language has been updated to change the nouns "worker" to "case manager" in Work First Policy Sections 104 and 114. The nouns "client/applicant/recipient" have been updated to "participant" throughout policy WF Policy Section 114.

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective **January 1, 2024**. 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; WF 114