

## CHANGE NOTICE FOR MANUAL

**DATE:** February 14, 2024  
**MANUAL:** WORK FIRST MANUAL  
**TO:** County Directors of Social Services  
**CHANGE NO:** EFS-WF-CN-01-2024  
**SUBJECT:** Policy Updates  
**EFFECTIVE:** March 1, 2024

### I. BACKGROUND

The purpose of this change notice is to provide county staff with an update to the Work First Policy regarding family violence. North Carolina has updated the definition of family violence. Case managers must be trained in the Family Violence Option and assure all individuals seeking assistance are given the opportunity and services necessary to address the violence.

### II. SPECIFIC CHANGES

#### Section 104D

- Section I: Family Violence - The definition of family violence has been updated.
- Section II: Overview - Standards and procedures have been developed to notify all Work First applicants and participants about domestic violence, identify applicants/participants with a potential history of family/domestic violence, and to assure county staff are trained in the nature and dynamics of family violence.
- Section III: Local Implementation Plan - Outlines the county requirements for developing a local plan to implement the family violence option including a list of crisis centers and long-term supportive services.
- Section IV: Training – Updated to require Work First case managers to be trained in the Family Violence Option before speaking with participants about the option. The training entitled “Statewide Domestic Violence Training 2023” will be located in the Learning Gateway under Special Webinars and Courses>Domestic Violence Training>Statewide Domestic Violence Training 2023>Webinar.

- Section XI. A. Nature of Waiver – Updated to require family violence evidence to be added to the dashboard if a waiver is granted and references the Job Aid “Processing a Family Waiver for Work First.”
- Section XV. Supportive Services: Updated with a suggested list of long-term supportive services for victims impacted by Domestic Violence.
- Section XXI: Notification to Child Support - Updated for families that have a current child support referral and indicates to the Child Support worker that domestic violence is an issue, the Child Support worker will refer the individual back to the Work First case manager to make a determination of good cause.

Policy language has been updated to change the nouns “worker” to “case manager,” the nouns “client/applicant/recipient” to “participant” and Outcome plan verbiage has been incorporated throughout policy WF Policy Section 104D.

### III. IMPLEMENTATION INSTRUCTIONS

These changes are effective **March 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/peb

**Attachments:** WF 104D