

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 7-2018
EFS_WF_AL-7-2018
(Work First)

TO: County Directors of Social Services

ATTENTION: Work First Program Administrators, Managers, and Supervisors

DATE: July 18, 2018

SUBJECT: Second Party Review Checklists for Work First Program

EFFECTIVE DATE: August 1, 2018

I. GENERAL INFORMATION

In an effort to strengthen program compliance and increase the standardization of the application of Work First Program policy, the Division of Social Services has developed second party review checklists for Work First Cash Assistance, Work First Employment Services and Work First Services. Local departments of social services are required to conduct self-monitoring or second party reviews for Work First cases.

II. POLICY PROCEDURES

The Work First Program Second Party Review Checklists must be completed at application and recertification for no less than 25% of the monthly ongoing Work First cases; unless otherwise approved by the Division. The percentage of cases reviewed must be based on the monthly total caseload size per county. The completed second party review checklist must be maintained in a specific or central location as determined by the county. The Division recommendation is for the completion and upload of these documents in the active Income Support Case. This will ensure easy access for monitoring.

Counties must develop a written protocol each State Fiscal Year (SFY) for conducting second party reviews; which will include a review for all Work First program area (Cash Assistance, Employment Services, and Work First Services). The protocol must outline the persons responsible for completing the reviews and the process for follow-up as required. If second party reviews identify a trend in deficiencies; the county process for providing necessary training must also be outlined in the protocol.

These written protocols must be maintained and on file with current Work First County Plans and available for Work First Program Performance Monitoring. Counties are subject to monitoring findings without current SFY information on file. The checklists are located on the North Carolina Division of Social Services Home Page at:
<https://www2.ncdhhs.gov/dss/county/resource.htm>.

III. IMPLEMENTATION INSTRUCTIONS

The Cash Assistance and Work First Services Second Party Review checklists must be completed for all applications and recertifications based on the established County Work First protocol. The Employment Services Second Party Review Checklist must be

completed when the participant's Outcome Plan and Mutual Responsibility Agreement is updated, no less than every twelve weeks.

IV. EFFECTIVE DATE

This policy is effective August 1, 2018. Please submit any questions regarding this policy to the Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director
Economic and Family Services

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Attachments:

WF Cash Assistance Second Party Review Checklist
WF Employment Services Second Party Review Checklist
WF Services Second Party Review Checklist