



CHANGE NOTICE FOR MANUAL

DATE: February 24, 2009
MANUAL: WORK FIRST MANUAL
CHANGE NO.: 1-2009
TO: County Directors of Social Services
EFFECTIVE: March 1, 2009

I. BACKGROUND

The changes addressed in this notice are designed to provide clarification, correction and incorporate new policy into the Work First Policy Manual. Language has been updated throughout the sections to ensure policy consistency, program updates and to allow for a clearer presentation of policy. References to figures and manual sections have been removed and replaced with hyperlinks to the appropriate form and/or manual section on the DHHS Online Publications web site. Throughout this policy section, the word "you" has been replaced by the term (counties), the word "he" replaced with (recipient or individual) where appropriate. Family Support and Child Welfare Section has been replaced with Economic and Family Services Section. Food Stamps Program has been replaced with Food and Nutrition Services. Throughout the manual sections, language was updated to include current terms and grammatical changes to improve usage. For policy clarification, an example was added to determine the first month of overpayment. Instructions on how to calculate overpayments that occurred after July 1, 1997 and April 1, 2000 was added. Procedure for overpayments of Benefit Diversion and North Carolina Education Lottery interceptions has been added.

II. SPECIFIC CHANGES

Work First Manual Section 263 Part I

A. Section I

1. Responsibility was added to clarify the role of the Department of Social Services and Program Integrity.
2. Collection of Benefit Diversion was added.
3. Clarification on County Responsible Overpayment, Inadvertent Household Error and Intentional Program Violation.

B. Section II

Note was added to review possible over issuance of Medicaid.

C. Section III

1. Clarifying the first month of overpayment, with example.
2. Instructions added to overpayments that occurred after July 1, 1997 and April 1, 2000.
3. Determining overpayment's for Benefit Diversion was added.

D. Section IV

1. Revised language clarification throughout this section.
2. Removed \$4,000 and replace \$5,000
3. Removed "How to Use the Magistrate's Court to Resolve Claims" and replaced with "A Guide to Small Claims Court." Added website for NC Legal Aid
4. Figures removed and replaced with hyperlinks.
5. The words Family Support and Child Welfare replaced with Economic and Family Services. The word stamp replaced with nutrition.
6. North Carolina Education Lottery Interception has been added.
7. Investigator and Program Integrity Supervisor signature has been added.
8. Last two sentences have been removed in C. 3.

E. Section VI

1. Updated instructions on county responsible overpayment by pressing the F9 function key twice.
2. Instruction on IHE claims updated.

F. Section VIII

Collectable from DOR and NCEL added to recipient responsible overpayments.

III. Work First Manual Section 263 Part II

1. Throughout the manual section, language was updated to include current terms and grammatical changes to improve usage. The word appendices were replaced with Work First User Manual.
2. Hyperlinks added

IV. Work First Manual Section 263 Part III

1. The word "he" replaced with the "individual"
2. The word "you" replaced with "the county"

V. IMPLEMENTATION INSTRUCTIONS

This policy is in effect as of March 1, 2009. For ongoing cases, these changes are effective at the next review or change in situation. Apply the changes to applications taken and reviews started on or after March 1, 2009.

INSTRUCTIONS FOR MAINTENANCE OF THE WORK FIRST MANUAL

REMOVE		INSERT	
Section	Pages	Section	Pages
263 Part I	All	263 Part I	1-26
263 Part II	All	263 Part II	1-2
263 Part III	All	263 Part III	1
Figure	263-5	Nothing	
Figure	263-6	Nothing	
Figure	263-7	Nothing	
Figure	263-8	Nothing	
Figure	263-9	Nothing	
Figure	263-10	Nothing	

If you have questions, please contact your Work First Representative.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services Section

DS/mih
Attachments