



CHANGE NOTICE FOR MANUAL

DATE: July 31, 2008
MANUAL: WORK FIRST MANUAL
CHANGE NO.: 06-2008
TO: County Directors of Social Services
EFFECTIVE: August 1, 2008

I. BACKGROUND

The changes addressed in this notice are designed to provide clarification, correction and incorporate new policy into the Work First Policy Manual. The sections of the manual affected by this change notice are 105 and 140. Language has been updated throughout the aforementioned sections to ensure policy consistency and to reflect program updates. For ease of use, 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. This change also includes National Directory of New Hire (NDNH) policy, which obsoletes DSS Administrative Letter FSCWS 05-2007. In addition, information regarding Online Verification was included in manual section 140.

II. SPECIFIC CHANGES:

Throughout the manual sections, references to Food Stamps have been replaced with the updated phrase, Food and Nutrition Services. Also all references to the Work First Appendices were changed to "Work First User Manual". Where appropriate, figures were given form numbers and hyperlinked to the DHHS Online Publications web site. In addition, cited manual sections and forms have been hyperlinked to the applicable online site. References to application and application/recertification have been changed to application/review workbook. Where appropriate, the broad term "case file" has replaced the more specific requirement to "document the application workbook". The term "applicant" has been replaced with the term "individual", where appropriate. Finally, manual sections 140, XII- XV were re-ordered to include new policy.

Work First Manual Section 105

A. Section I

1. Economic Independence Section was replaced with Family Support and Child Welfare Services Section.
2. The reference to Work First Employment Services was deleted.
3. I.B, the term "benefits" replaced the term "services".

B. Section III

1. III. A, the specific references to Welfare to Work and Success for Families at Risk were removed and replaced with Workforce Development agency and the phrase "other local initiatives designed to assist such families".

2. III. B, the reference chapter for assessment was changed to include Section 117.

C. Section IV A

A note was added regarding the provision of reasonable accommodations to individuals with disabilities.

D. Section VI

1. The title Qualified Substance Abuse Professional was changed to Qualified Professional in Substance Abuse.
2. Section VI.A, a family may receive more than one hearing delay if it is related to the provision of reasonable accommodations for individuals with disabilities.
3. Section VI. B, references to the DSS-1660 and DSS-8213 were removed and replaced with a reference to the DSS- 8228 (hyperlink) or comparable instrument.

Work First Manual Section 140

A. Section I

1. The term all potential recipients were replaced with individuals applying for assistance. The National Directory of New Hire (NDNH) was added to the list of required automated inquiry and match procedures.
2. The information regarding IEVS was relocated to Section I.A.

B. Section II

1. Section II, A .2, “all reported ssn’s” was changed to “ssn’s of individuals applying for assistance”.
2. The phrase “all recipients age 16 and older” has been revised to read “all adults”.

C. Section III

1. OLV information has been added.
2. The term “entitlement” was replaced with the term “payment”.

D. Section IV

1. Reference to using the checklist in the application workbook has been deleted.

E. Section VII

1. VII. A, the addition of Internal Revenue Code Section 7213A, which was previously omitted.
2. Section VII. B, the reference to the Security Control Officers Handbook was updated to NC Division of Social Services – Information Security Manual.

F. Section XI

1. Reference to vehicles was removed and replaced with countable resources.

G. Section XII

1. Was added to incorporate Online Verification instruction.

H. Section XV

1. Policy added to provide instruction and guidance on the National Directory of New Hire (NDNH). In Federal Fiscal Year (FFY) 2005, all State TANF agencies were provided the opportunity to access the National Directory of New Hire (NDNH) Database to identify potentially unreported employment. The NDNH is a monthly computer match initiated by the Division to provided employment information to assist in:

- Proper case processing
- Fraud detection and prevention and
- in increasing the work participation rate

This match will occur in addition to the State Directory of New Hires (ACTS), which is available through OLV.

2. Attachment A is a sample of the tool that will be used to monitor compliance with the NDNH security requirements.

III. IMPLEMENTATION INSTRUCTIONS

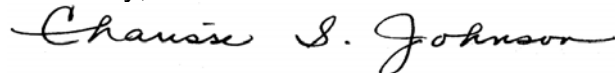
This policy is effective August 1, 2008. FSCWS Administrative Letter 05-07 will be obsolete.

IV. INSTRUCTIONS FOR MAINTENANCE OF THE WORK FIRST MANUAL

Remove		Insert	
Section	Pages	Section	Pages
105	All	105	1-10
140	All	140	1-19

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

Sincerely,



Charisse S. Johnson, Chief
Family Support & Child Welfare Services

Attachments:

[WF105](#)

[DSS-5292](#)

[DSS-5293](#)

[DSS-5294](#)

[WF140](#)

[WF140 fig1](#)

[WF140 fig 2](#)

[WF140 fig 3](#)

[WF140 fig 4](#)

[Attachment A: Report of Internal Inspection](#)

cc: Sherry S. Bradsher
Jo Ann Lamm
Sarah Barham
Hank Bowers
Family Support and Child Welfare Team Leaders
Work First Program Representatives
Children's Programs Representatives
Local Business Liaisons