



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
WAYNE E. BLACK • Director

August 15, 2018

**Dear County Directors of Social Services**

Attention: Work First Program Administrators, Managers and Supervisors

Subject: Work First Program Performance Monitoring

The Federal Office of Management and Budget Circular A-133 requires pass-through entities to monitor their sub-recipients' use of federal funds for the Work First Program. Monitoring is conducted to ensure reasonable program performance with federal laws and regulations. The process also confirms the provision of contracts or grants. The frequency of the monitoring process is annually for large counties and every three years for medium and small counties. The large counties for the Work First Program are: Cumberland, Forsyth, Guilford, Mecklenburg, Robeson, and Wake. All other counties are identified as medium or small counties.

The objectives of the Work First Program Performance Monitoring are to provide:

- A basis for the program and counties to improve and strengthen program operations and performance by identifying and correcting deficiencies; and
- A continuous flow of information between county, state and federal partners to develop solutions to problems in program policies and procedures.

Work First Program Performance Monitoring consists of four program categories; Work First Cash Assistance, Work First Employment Services, Services at or below 200% of the Poverty Level and Child Support Non-Cooperation Sanctions. At least 30 days prior to the monitoring visit, detailed instructions and guidance will be e-mailed to the county. The cases selected for the monitoring will be sent with this information. The top ten Work First most frequent monitoring findings for State Fiscal Year (SFY) 2017/2018 and the tentative monitoring schedule for SFY 2018/2019 are below for your reference.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES**

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If you have questions, please contact the Operational Support Team (OST) at [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director

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**EFS-WF-03-2018**

**Top Ten Work First Most Frequent Monitoring Findings for SFY 2017/2018**

<b>Monitoring Findings</b>	<b>Work First Manual Policy and Guidance</b>
Certification periods incorrect for child only applications. *	Work First Manual Section 201. I. A.
Exemption evidence entered for work eligible individual. (childcare, physical incapacitation, mental incapacitation, health issues) *	Work First Manual Section 103. III. A. and Section 118. IV. B.
Family Strengths & Needs Assessment (DSS-5298) not signed and/or updated timely. *	Work First Manual Section 117 II.; DSS Administrative Letter No. 4-2009 Economic and Family Services Section.
Hours/Time keyed does not correspond to timecards in record. (Job Search/School/Work Experience) *	Work First Manual Section 118 VIII. D. FAST Help: Entering Participation Hours job aid. Learning Gateway: "NC FAST and the Outcome Plan...So How Does This Work?"
IVD referral not completed at application. DSS-8110 Adequate Notice not sent. * Sanctions not imposed accurately/timely/or not imposed and payments released.	Work First Manual Section 103 IV, 104 I. K., and 116. Section 120. II; and DSS Administrative Letter No. 3-2014 and 7-2009 Economic and Family Services. FAST Help: "Child Support (IV-D) Referrals for Medical Assistance, Cash Assistance & MAGI Cases" job aid. "Creating a Sanction" job aid. Learning Gateway: "Work First Sanctions" & "Work First Child Support Referrals and Sanctions" webinar.
Learning Needs Waiver (DSS-5330) not offered, not initialed by participant, and/or completed thoroughly. *	Administrative Letter No. 13-2010 Economic and Family Services Section; Administrative Letter No. 1-2017 Economic and Family Services Section NC Learning Gateway: Work First MRA and Initial Assessment.
No OCP open in NCFast or participation hours keyed. (School, Job Search, Employment) *	Work First Manual Section 118. V. A. & VIII. D. FAST Help: "Work First Outcome Plans" job aid. "Entering Participation Hours" job aid. Learning Gateway: "NC FAST and the Outcome Plan...So How Does This Work?"
No Work Registration prior to Job Search. *	Work First Manual Section 118. III.
OVS not completed at application/review; not run on all assistance unit members; OLV utilized in place of OVS.	Work First Manual Section 104. I. K. and Section 201 I. B. FAST Help: "Requesting and Viewing Online Data OVS" job aid.
Review Workbook DSS-8228 not completed in entirety; wrong version of form utilized. *	Work First Manual Section 104 I. C. and Section 201.

\*Indicates repeat findings from previous SFY

**Work First Monitoring- State Fiscal Year  
2018/2019**

**Counties to Be Monitored  
Tentative Schedule\***

<b>COUNTY</b>	<b>MONTH/YR</b>
Alamance	Dec-18
Anson	Oct-18
Ashe	Oct-18
Avery	Nov-18
Buncombe	Mar-19
Burke	Feb-19
Caldwell	Jan-19
Catawba	Jan-19
Chatham	Jan-19
Cumberland	Jun-19
Davidson	May-19
Edgecombe	Mar-19
Forsyth	Jun-19
Guilford	Jun-19
Henderson	Mar-19
Hoke	Mar-19
Jackson	Sep-18
Johnston	Feb-19
Lee	Jan-19
Lincoln	Dec-18
Macon	Sep-18
McDowell	Feb-19
Mecklenburg	Apr-19
Mitchell	Nov-18
Orange	Sep-18
Person	Apr-19
Polk	May-19
Robeson	Nov-18
Rowan	Oct-18
Scotland	Feb-19
Swain	Sep-18
Vance	Jun-19
Wake	Apr-19
Washington	Nov-18
Watauga	Oct-18
Wilkes	May-19
Wilson	Sep-18

\*Dates are subject to change based on circumstances