



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

Date: March 5, 2021

Dear County Directors of Social Services:

Attention: Work First Administrators, Managers and Supervisors

Subject: Work First Benefit Diversion and Services for Low Income Families Survey for
State Fiscal Year (SFY) 2021-2022

Priority: Time Sensitive, Response Required

The North Carolina Temporary Assistance for Needy Families State Plan provides county agencies with the option to provide Benefit Diversion to families at application and to select the income limit at which eligibility is determined for Work First Services. County agencies must provide written notification to the Division of Social Services of their intent for service provision each state fiscal year.

County agencies must designate if they will or will not offer Benefit Diversion to Work First applicants. This ensures all applicants are provided an equal opportunity to receive benefits or services under the Work First program.

All counties must provide Work First Services for Low Income Families at or below 200% of the Federal Poverty Level (FPL). Counties must designate which FPL they will utilize to determine income eligibility, 150% or 200%. Other federal poverty levels are not allowed when determining income eligibility for Work First Services. Please refer to [EFS-WF-02-2021](#) for the allowable federal poverty levels.

The Division is requesting the completion of the Work First Benefit Diversion and Services for Low Income Families Survey for SFY 2021 – 2022 by each county agency. The survey responses serve as written notification of each county's plan for providing services. A response must be provided for both the Benefit Diversion **and** the Work First Services survey questions.

The county agency's survey response for Work First Services will be entered in NC FAST. When NC FAST processes a Work First Services case, the county's designated FPL will be used to determine income eligibility for services.

Benefit Diversion and Work First Services are part of the Work First program monitoring. If services are provided differently than reported, it will result in a monitoring finding and potential County Responsible Overpayment (CROP).

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

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The survey must be completed in its entirety and submitted to the Division by **April 30, 2021**. If a county agency does not return the survey by the deadline or does not record a response for either of the questions, the county will be classified as providing Benefit Diversion and their designation will default to 200% of the FPL for Work First Services.

The designations chosen will be effective July 1, 2021, which is the beginning of the state fiscal year.

Contact Leslie Dean at Leslie.Dean@dhhs.nc.gov with any questions regarding the survey.

Sincerely,



Carla West, Senior Director for Economic Security

CW/lmd

Attachment (1)

[Work First Benefit Diversion and Services for Low Income Families Survey](#)

EFS-WF-03-2021