



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

February 28, 2014

Re: Work First Family Assistance Compliance Monitoring

Dear County Directors of Social Services

Attention: Work First Program Administrators and Supervisors

The Federal Office of Management and Budget Circular A-133 require pass-through entities to monitor their subrecipient's use of federal funds for the Work First Program. This is to ensure reasonable compliance with federal program laws and regulations and that provisions of contracts or grants and performance goals are achieved. The frequency of the monitoring process is annually for large counties and every three years for medium and small counties. For the Work First program, large counties are Cumberland, Forsyth, Guilford, Mecklenburg, and Wake. Medium counties are Cleveland, Durham, Gaston, New Hanover, Pitt, Randolph and Robeson. All other counties are identified as small counties.

The objectives of Work First Program Compliance Monitoring are to provide:

- A systematic method of assessing program operations;
- A basis for counties to improve and strengthen program operations by identifying and correcting deficiencies; and
- A continuous flow of information between County, State and Federal partners in order to develop solutions to problems in program policies policy and procedures.

Work First Program Compliance Monitoring consists of monitoring four program categories including Work First Cash Assistance, Work First Employment Services, Services at or below 200% of the Poverty Level and Child Support Non-Cooperation Sanctions. Documents explaining the monitoring process along with the cases selected for monitoring will be emailed to the designated county at least 30 days prior to the monitoring visit. A list of counties scheduled for State Fiscal Year 2013-14 is attached with the tentative scheduled month for monitoring. Also attached is a list of the most frequent errors found in Work First Compliance monitoring during SFY 2012-13 for your reference.

Economic and Family Services
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If you have questions regarding this information, please email Work.First.Support@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "David Locklear". The signature is written in a cursive, flowing style.

David Locklear, Acting Chief
Economic and Family Services

Attachments (2)

EFS-WF-05-2014

WORK FIRST COUNTIES TO BE MONITORED SFY 2013-14

Counties	Tentative Review Month
Alexander	March 2014
Beaufort	March 2014
Bertie	June 2014
Bladen	March 2014
Brunswick	March 2014
Carteret	June 2014
Cherokee	May 2104
Chowan	February 2014
Columbus	June 2014
Cumberland	March 2014
Dare	May 2014
Durham	March 2014
Forsyth	April 2014
Graham	May 2014
Guilford	April 2014
Hyde	May 2014
Jones	May 2014
Lenoir	April 2014
Martin	March 2014
Mecklenburg	April 2014
Nash	April 2014
New Hanover	March 2014
Northampton	June 2014
Onslow	May 2104
Pamlico	March 2014
Perquimans	February 2014
Pitt	May 2014
Randolph	May 2014
Rutherford	May 2014
Sampson	June 2014
Stanly	February 2014
Surry	April 2014
Tyrell	May 2014
Wake	March 2014
Yadkin	April 2014
Yancey	April 2014

Work First Compliance Monitoring Errors

State Fiscal Year 2012-13

Cash Assistance Policy and Guidance	Cash Assistance Errors
Work First Manual Sections 103, 104 and 118 DSS Administrative Letter No. Economic and Family Services Section 1-2012	Explanation of Job Quit Policy not addressed or documented at application
Work First Manual Sections 104 and 201	DSS 8228 not completed
DSS Administrative Letter No. Economic and Family Services Section 13-2010	Learning Needs Screening Tool Waiver not signed
Work First Manual Section 114	Income not counted or documented properly
Work First Manual Section 116	Cap Child Errors

Employment Services Policy and Guidance	Employment Services Errors
Work First Manual Section 117 DSS Administrative Letter No. Economic and Family Services Section 4-2009	Strengths and Needs (DSS 5298) Assessment not completed or not completed timely.
Work First Manual Section 118	Errors with Employment Services hours keyed into EPIS (Hours not documented in the case file, scheduled hours on MRA-B do not match scheduled hours keyed)
Work First User's Manual EP 400, EP 500, EP 600 and EP 601	Employment Services Job Coding Errors
Work First Manual 118 DSS Administrative Letter No. Economic and Family Services Section 11-2010	ESC/Job Connector requirement for Job Search not followed, documented or renewed every 90 days.
Work First Manual Section 118	Deeming process not being followed per policy

200 % Services Policy and Guidance	200% Services Errors
Work First Manual Section 102	Ineligible individuals (SSI recipients, adult children in the household) included in the family unit.
SIS Manual: Instructions for the SIS Client Entry Form DSS 5027 Appendix A, B and C Service Code Definitions Work First Manual Section 102	DSS 8225 and DSS 5027 not completed or not properly completed
Work First Manual Section 102	Case not closed timely

Non-Cooperation with Child Support Policy and Guidance	Non-Cooperation with Child Support Errors
Work First Manual Sections 116 and 120 DSS Administrative Letter No. Economic and Family Services Section 10-09	DSS 8110 not sent timely
Work First Manual Sections 103, 116, 120 and 130 DSS Administrative Letter No. Economic and Family Services Section 7-09	Grant released while client was ineligible due to appearing on non-coop report
Work First Manual Sections 116 and 120 DSS Administrative Letter No. Economic and Family Services Section 7-09	Sanction not keyed
Work First Manual Section 116 and 120 DSS Administrative Letter No. Economic and Family Services Section 7-09	Child-Only case required a sanction, instead case was terminated