



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

August 5, 2019

**Dear County Directors of Social Services**

**Attention:** Work First Program Administrators, Managers and Supervisors

**Subject:** Work First Program Performance Monitoring

**Priority:** Information Only

The Federal Office of Management and Budget Circular A-133 requires pass-through entities to monitor their sub-recipient's 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 (3) 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, Work First 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 emailed to the county. The cases selected for the monitoring will be sent with this information.

The Work First Program Monitoring Most Frequent Findings for SFY 2018-2019, and the Work First Monitoring Tentative Schedule for SFY 2019-2020 are attached for reference.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420  
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

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 written in a cursive style with a large initial "D".

David Locklear, Deputy Director

DL/wf

**EFS-WF-07-2019**

**Attachments (2)**

Work First Program Monitoring Most Frequent Findings SFY 2018-2019

Work First Monitoring Tentative Schedule SFY 2019-2020