

**Work First Monitoring Findings for SFY 2016-2017**

<b>Cash Assistance Findings</b>	<b>Cash Assistance Policy and Guidance</b>
Case not transferred per policy. ( <i>receiving county</i> )	DSS Administrative Letter No. 2-2013 II. E. Economic and Family Services Section. NC Learning Gateway: Work First County Transfers
IEG not signed at application.	DSS Administrative Letter No. 1-2016 Economic and Family Services Section.
1-DSS-8228 Work First Application & Review Documentation Workbook not completed at review. 2-Not completed in entirety. 3-Not signed at Review.	DSS Administrative Letter No. 1-2016 Economic and Family Services Section and Work First Manual Section 201
Learning Needs Screening Waiver (DSS-5330) not signed.	DSS Administrative Letter No. 13-2010 Economic and Family Services Section.
Time Clocks incorrect. (24m, State 60m)	DSS Administrative Letter No 2-2013 II. B.; Work First Manual Section 105 III
Job Bonus not applied accurately.	DSS Administrative Letter No. 2-2015 Economic and Family Services Section; NC FAST Help: Job Bonus for Cash Assistance Job Aid
Job Quit Penalty not explained at Application.	Work First Manual Section 104 I. M. and DSS Administrative Letter No. 1-2012 Economic and Family Services Section.
Exemption evidence entered for work eligible individual.	Work First Manual Section 103. III. A.
MRA-A not signed by appropriate parties.	Work First Manual Section 103 II.
Benefits released and good cause not documented.	Work First Manual Section 119 IX. B
Benefits released without good cause.	Work First Manual Section 119 IX. B
Voter Registration not offered.	Work First Manual Section 104 I. N.
AUDIT/DAST-10 completed for child only case, when not required by policy.	Work First Manual Section 104B. II
Substance Use Screening Notice (DSS-8218-A) not in file.	Work First Manual Section 104B. II. A.
Family Violence form or documentation not in record.	Work First Manual Section 104D VI
No criminal violations information documented.	Work First Manual Section 104A. IV; Section 104. I. E.; Section 201. I. B.
OVS not completed at Application or Review.	Work First Manual Section 104. I. K. and Section 201. I. B
No family cap evidence keyed or documentation of family cap policy.	Work First Manual Section 106. III. & IV NC Fast Help: Adding Family Cap Exemption Evidence
Updated statement regarding legal guardianship/custody needed at review.	Work First Manual Section 201. I. B.

Living with not verified at review. Collateral/Household composition	Work First Manual Section 201. I. B. and Section 112. IV.
Review not completed timely and no penalty month assessed.	Work First Manual Section 201. III
No verification of immunizations or health check at review.	Work First Manual Section 201 I. B. and Section 103 V.
No verification of school attendance at review.	Work First Manual Section 201. I. B. and Section 103. VI.
Application Certification Period incorrect for child only case.	Work First Manual Section 201. I. A.

<b>Employment Services Findings</b>	<b>Employment Services Policy and Guidance</b>
No documentation in file to support exemption; parent providing care for a disabled family member living in home.	Work First Manual Section 103. III. A.
Exemption evidence entered for work eligible individual.	Same as above
Strengths & Needs (DSS-5298) not signed or updated timely.	Work First Manual Section 117; DSS Administrative Letter No. 4-2009 Economic and Family Services Section.
Strengths & Needs (DSS-5298) not completed in entirety.	Administrative Letter No, 4-2009 Economic and Family Services Section.
MRA B/Outcome plan not signed within five days of application.	Work First Manual Section 118. IV
Keyed participation does not correspond to submitted time sheets. (days/times/total hours)	Work First Manual Section 118. and NC Learning Gateway Webinars: NC FAST and the Outcome Plan... So How Does This Work? Creating and Managing Outcome Plans
Incorrect Federal Component assigned for work activity.	Work First Manual Section 118. V and VII. NC FAST Help: Mapping Action Components Job Aid
Two Parent Family-one Outcome plan (OCP). OCP not clear who is responsible for each activity.	Work First Manual Section 118 Job Aid: Creating an Outcome Plan NC Learning Gateway Webinar: NC FAST and the Outcome Plan... So How Does This Work?
Signed MRA-B does not correspond with activities assigned in NC FAST OCP.	Work First Manual Section 118. & NC Learning Gateway Webinar: Creating and Managing Outcome Plans. NC FAST Help: Creating an Outcome Plan job aid
No open Outcome Plan (OCP) in NC FAST.	Work First Manual Section 118. & NC Learning Gateway Webinar: Creating and Managing Outcome Plans. Job Aid: Creating an Outcome Plan

Outcome plan participation hours not keyed.	Work First Manual Section 118. VIII. E. NC Learning Gateway: NC FAST and the Outcome Plan...So How Does This Work?
Study Time verification from educational institution not on file.	Work First Manual Section 118. V. F.
VT Time Card not signed by instructor.	Work First Manual Section 118. V. F.
No projection of employment hours documented.	Work First Manual Section 118. V. A
Benefit released without Good Cause	Work First Manual Section 119. IX

<b>Work Experience Findings</b>	<b>Work Experience Policy and Guidance</b>
Fair Labor Standards Act (FLSA) calculation not correct.	Work First Manual Section 118. V. D

<b>Job Search Activity Findings</b>	<b>Job Search Policy and Guidance</b>
No Work Registration documented prior to assigning activity; no re-verification every 90 days.	Work First Manual Section 118. II.
No random Job Search contact documented.	Work First Manual Section 118. V. B.
Travel time given outside of policy.	Work First Manual Section 118. V. B.
Countable Job Search activity not limited to four consecutive weeks.	Work First Manual Section 118. V. B

<b>200% at or below the Poverty Level Findings</b>	<b>200% at or below the Poverty Guidance and Policy</b>
Open case in SIS and no Work First paperwork on file. (see below)	Administrative Letter No. 1-2017 Economic and Family Services.
Income Eligibility Worksheet (DSS-8225) not completed in entirety.	Work First Manual Section 102 III; Administrative Letter No. 2-2016 Economic and Family Services Section
No Learning Needs Screening offered/waiver signed.	Administrative Letter No. 13-2010 Economic and Family Services Section;
DSS-5271 Individual Criminal Violations Declaration Statement not completed.	Work First Manual Section 104A. IV and Section 104. I. E; Administrative Letter No. 2-2013 II. D.
No Work First Services application keyed in NC FAST.	Administrative Letter No. 3-2016 III. Economic and Family Services Section
Open Cash Assistance and 200% Services Application at same time.	Work First Manual Section 102 III. A.
Client copy of DSS-5027 remains in record.	Services Information System (SIS) Manual II C.
Section C of DSS-5027 not completed correctly.	Services Information System (SIS) Manual III.
Signed DSS-5027 not in record.	Services Information System (SIS) Manual II
DSS-5027 not signed by appropriate	Administrative Letter No. 2-2016

parties.	Economic and Family Services Section; Services Information System (SIS) Manual II. B. & III.
Case not terminated timely.	Services Information System (SIS) Manual III.

<b>Non-Cooperation Child Support Findings</b>	<b>Non-Cooperation Child Support Policy and Guidance</b>
Payment released during non-cooperation period.	Work First Manual Sections 103. IV; Section 116. IX.; Section 120. II; and DSS Administrative Letter No. 7-2009 Economic and Family Services
No Sanction keyed.	Same as above
DSS-8110 Adequate Notice not mailed.	Section 116. IX.; Section 120. II; and DSS Administrative Letter No. 7-2009 Economic and Family Services

<b>Plans, Agreements, Protocols/Procedures/Processes Findings</b>	<b>Plans, Agreements, Protocols/Procedures/Processes Policy and Guidance</b>
No plan/policy on file for review: Exemption of single parents with children under the age of one.	Dear County Director Letter EFS-WF-10-2014
No plan/policy on file for review: Division of Workforce Solutions (NC WORKS Career Centers)	Same as above
No plan/policy on file for review: Local Domestic Violence Agency.	Same as above
No plan/policy on file for review: Emergency Assistance.	Same as above
No plan/policy on file for review: Services for Families or NCP at 150-200% Poverty level.	Same as above
No plan/policy on file for review: Transportation services available to adult included families.	Same as above