



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

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Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director  
(919) 733-3055

June 2, 2010

### **DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

### **ATTENTION: Work First Program Managers and Supervisors**

### **SUBJECT: County Responsibility for Investigating Payment Errors**

This letter is to emphasize county responsibility to investigate any possible payment errors and correct all errors identified. Payment errors may result in overpayments as well as underpayments. Payment errors may be found by many methods, including but not limited to, citizen reports, recipient reports, automated matches, second party reviews by county staff and reviews by the Work First Program Consultant during any onsite county visit. Error elements cited may require a Program Improvement Plan if deemed appropriate.

Section 263 of the Work First manual requires counties to take prompt action to collect any overpayments. When an overpayment occurs because of a county error in complying with policy and the overpayment cannot be collected from the client, the claim must be keyed into EPICS as an Agency Error.

Furthermore, Section 263 of the Work First manual states counties are required to repay any underpayment to current recipients and those who would be current recipients if the error had not occurred. Counties must promptly reimburse recipients for all county and state responsible underpayments.

Refer to Section 263 for additional instructions concerning overpayments and underpayments.

Please contact your Work First Program Consultant if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief  
Economic and Family Services Section

DS/wr  
EFS-WF-18-2010

cc: Sherry Bradsher  
Jack Rogers  
Sarah Barham  
Hank Bowers  
Charisse Johnson  
Work First Local Support  
Local Business Liaisons