



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

Pat McCrory  
Governor

Aldona Z. Vos, M.D.  
Ambassador (Ret.)  
Secretary DHHS  
  
Wayne E. Black  
Division Director

October 17, 2013

**Dear County Director of Social Services**

**Attention:** Work First Program Administrators  
Work First Employment Services Supervisors  
Refugee Assistance Supervisors

**Subject:** Resumption of Work First and Refugee Programs

Congress reached a compromise agreement to end the Federal government shutdown and restore federal funding to States. Effective immediately, all Work First programs and services are reinstated. This includes Work First Family Assistance (WFFA), Work First Benefits (WFB), Benefit Diversion (BD), Services at or below 200% of Poverty, TANF Emergency Assistance (EA) and Maintenance of Effort (MOE). In addition, the Refugee Cash Assistance (RCA) and Refugee Medical Assistance programs may resume effective immediately.

The following guidance is effective for Work First, Refugee Cash Assistance and Refugee Medical Assistance.

**Eligibility Determination and Benefit Issuance**

- System edits to prevent checks from being mailed or printed have been removed from the Eligibility Information System (EIS).
- Authorize and activate Work First product delivery cases in NC FAST.
- Counties should continue processing pending applications for all Work First programs, RCA and Refugee Medical Assistance effectively immediately.
- Cases that were approved and the benefits withheld should be released at this time.
- Re-certifications for WFFA should be completed timely and processed per Work First policy.
- Supplemental payments (i.e. addition of household members, underpayments etc.) can be authorized and issued at this time.

Economic and Family Services  
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Location: Hargrove Building/Dix Campus • 820 S. Boylan Avenue • Raleigh, NC 27603  
Mailing Address: 2420 Mail Service Center • Raleigh, NC 27699-2420

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- Application processing time standards are applicable per Work First policy.

### **Employment Services**

Prior guidance stated that participants were not required to complete October work activities. This guidance continues through the month of October; work activity requirements will resume November 1, 2013. Document good cause in the participant's case when releasing October 2013 benefits. Counties will be held harmless for not meeting the required participation rates for the month of October 2013.

Notification to participants regarding the suspension of Work First cash assistance payments for November 2013 will not be mailed as previously stated.

The Division greatly appreciates your patience and cooperation as we return to standard operating procedures. If you have any questions, please contact [workfirst.support@dhhs.nc.gov](mailto:workfirst.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

**EFS-WF-23-2013**