



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

Economic Independence Section • 325 North Salisbury Street  
2420 Mail Service Center • Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

September 27, 2002

### Re: **Work First Applicant Survey Results June 2002**

Dear County Director of Social Services:

#### **Attention: Work First Supervisors and Program Administrators**

With your assistance, the Economic Independence Section compiled the results of Work First Applicant surveys completed for the month of June 2002. We shared the findings at the August Employment Programs Committee meeting. The data, in two attached Excel documents, sort the information from each county by alpha, and also counties by teams. While it is difficult to identify trends across the state in all areas, some conclusions can be drawn. The percentage of applicants seeking assistance due to quitting or being fired from a job is high, as is the percentage of applicants affected by inability to find a job. Lack of education or work experience, lack of child support orders or collections, and transportation barriers also rank high as reasons applicants decided to seek assistance, but are consistent with previous applicant surveys. A significant number of applicants experienced multiple causal factors that, when combined, influenced the decision to apply for Work First.

We encourage you to continue to analyze the data from your county in order to evaluate how you provide services. More emphasis may be needed on immediate assessment during the intake process, stronger consideration of Benefit Diversion for those who qualify, intense and supported job search at application, and intense work with Child Support Enforcement. Please utilize your Work First Representative to help you further assess service needs for your agency.

We will send a reminder letter in October to gather survey information once more in November 2002 which will complete the caseload dynamics assessment for a full calendar year. If you have any questions regarding this letter or the attached data, please contact your Work First Representative.

Sincerely,

Wilbert R. Morris, Chief  
Economic Independence Section

JS/sw  
Attachments (2)

**EI-29-2002**