



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

Date: February 13, 2024

**Dear County Directors of Social Services**

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

**Subject:** Work First Benefit Diversion and Services for Low Income Families Survey for State Fiscal Year (SFY) 2024-2025

**Priority:** Time Sensitive, Response Required

The North Carolina Temporary Assistance for Needy Families (TANF) State Plan provides county agencies with the option to provide Benefit Diversion to families at application and to select the income limit at which eligibility is determined for Work First Services. County agencies must provide written notification to the Division of Social Services of their intent for service provision each state fiscal year.

County agencies must designate if they will or will not offer Benefit Diversion to Work First applicants. This ensures all applicants are provided an equal opportunity to receive benefits or services under the Work First program.

All counties must provide Work First Services for Low Income Families at or below 200% of the Federal Poverty Level (FPL). Counties must designate which FPL they will utilize to determine income eligibility, 150% or 200%. Other federal poverty levels are not allowed when determining income eligibility for Work First Services. Please refer to Poverty Guidelines / ASPE or Work First Policy 102 IV B 3 for the allowable federal poverty levels.

The Division is requesting the completion of the Work First Benefit Diversion and Services for Low Income Families Survey for SFY 2024-2025 by each county agency. The survey responses serve as written notification of each county's plan for providing services. A response must be provided for both the Benefit Diversion and the Work First Services survey questions.

The county agency's survey response for Work First Services will be stored in NC FAST. When NC FAST processes a Work First Services case, the county's designated FPL will be used to determine income eligibility for services.

Benefit Diversion and Work First Services are part of the Work First program monitoring. If services are provided differently than reported, it will result in a monitoring finding and potential County Responsible Overpayment (CROP).

If you have any questions, please submit them to the Continuous Quality Improvement (CQI) Team at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov)

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

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Sincerely,

A handwritten signature in blue ink that reads "Allison W. Smith". The signature is written in a cursive style and is placed on a light blue rectangular background.

Allison W. Smith, Deputy Director  
Economic and Family Services Section

AWS/gbw

**EFS-WF-01-2024**

**Attachment (1)**

EFS-WF-01-2024 (WF Benefit Diversion Survey)