



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
CARLA WEST • Division Director, Human Services

August 2, 2024

Dear County Directors of Social Services

Attention: Work First Program Administrators, Managers and Supervisors

Subject: Work First Program Performance Monitoring

Priority: Information Only

The Federal Office of Management and Budget Circular A-133 requires pass-through entities to monitor their sub-recipient's use of federal funds for the Work First program. Monitoring is conducted to ensure reasonable program performance with federal laws and regulations. The process also confirms the provision of contracts or grants. The frequency of the monitoring process is annually for large counties and every three (3) years for medium and small counties. The large counties for the Work First Program are Cumberland, Guilford, Mecklenburg, Robeson, and Wake. All other counties are identified as medium or small counties.

The objectives of the Work First Program Performance Monitoring are to provide:

- A basis for the program and counties to improve and strengthen program operations and performance by identifying and correcting deficiencies; and
- A continuous flow of information between county, state, and federal partners to develop solutions to problems in program policies and procedures.

Work First Program Performance Monitoring consists of four program categories; Work First Cash Assistance, Work First Employment Services, Work First Services at or below 200% of the Poverty Level, and Child Support Non-Cooperation Sanctions. At least 30 days prior to the monitoring visit, detailed instructions and guidance will be emailed to the county. The cases selected for the monitoring will be sent with this information.

The Work First Program Monitoring Most Frequent Findings for SFY 2023-2024, and the Work First Monitoring Tentative Schedule for SFY 2024 - 2025 are attached for reference.

If you have questions, please contact the Continuous Quality Improvement (CQI) Team at DSSPolicy.Questions@dhhs.nc.gov.

Sincerely,

Carla West
Division Director, Human Services

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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Attachments

Work First Program Monitoring Most Frequent Findings SFY 2023-2024

Work First Monitoring Tentative Schedule SFY 2024-2025