



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

August 2, 2021

Dear County Directors of Social Services

Attention: Work First Program Administrators, Managers and Supervisors

Subject: Work First Program Performance Monitoring

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 years for medium and small counties. The large counties for the Work First Program are Cumberland, Forsyth, 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, 200% Services at or below 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 most frequent monitoring findings for State Fiscal Year (SFY) 2020-2021 and the Monitoring Tentative Schedule for SFY 2021-2022 are include with this DCDL.

During the national emergency concerning the COVID-19 outbreak, Work First Program Performance Monitoring for SFY 2021-2022 may be completed using desktop monitoring instead of onsite monitoring.

If you have questions, please contact the Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

Carla West, Senior Director of Economic Security

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Attachment (1):

EFS-WF-05-2021