



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

November 8, 2021

Dear County Directors of Social Services

Attention: Work First Program Administrators, Managers, and Supervisors

Subject: Suspended Work First Sanctions

Priority: Action Needed

I. GENERAL INFORMATION

The purpose of this letter is to provide instructions and advise counties that the Work First Cash Assistance Sanction suspension has been extended until 04/01/2022. Counties can refer to the [Work First Cash Assistance Sanctions](#) letter dated September 2, 2021 for more information.

II. POLICY PROCEDURES

Active Work First Cash Assistance suspended sanctions on existing cases must be reassessed and given a new suspended sanction date of 04/01/2022.

III. IMPLEMENTATION PROCEDURES

Active Work First Cases with a Suspended Sanction

NC FAST has generated a report in FAST Help [20211108 Cash Assistance Sanctions Suspension](#) listing identified active assistance cases that currently have a Work First cash assistance suspended sanction with an effective date beginning 12/01/2021. **Case Managers must reassess these cases to accept all on-hold decisions and verify continued eligibility no later than 11/24/2021.** Counties can utilize the "Creating a Sanction" Job Aid for step-by-step instructions to edit the current sanction.

New Applications

The eligibility rules for new applications for Cash Assistance in NC FAST do not capture existing sanctions for individuals. Sanction rules apply when the case is created. Sanctions related to these specific issues must be suspended once the case is created.

Suspended sanctions for new applications must be created and entered in NC FAST by county staff for the appropriate time frame with a future start date of 04/01/2022. NC FAST will modify

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the sanctions created with a future date of 04/01/2022 for the specified reasons to the appropriate sanctions period. NC FAST will update the sanctions to start effective the first of the month following the month in which the COVID-19 public health emergency declaration issued by the Secretary of Health and Human Services is lifted. Using the FAST Help report, counties must review and end date the sanctions appropriately.

New Applications and On-going Cases

Applicants who fail to cooperate with child support or meet the work requirements without an existing sanction in NC FAST will not be sanctioned until the COVID-19 public health emergency period ends.

NOTE: Failure to attend a scheduled appointment/interview is a reason for immediate sanction and termination. Prior to imposing a sanction, case managers should determine if good cause exists for non-compliance of the work requirement.

IV. EFFECTIVE DATE

The Work First Cash Assistance suspended sanctions must be updated immediately to reflect a start date of 04/01/2022. Submit any questions regarding this policy to the Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Carla West, Senior Director for Economic Security
Division of Social Services, Economic and Family Services Section

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