

April In-Person Regional Meeting

Question and Answer

April 2024

Work First

- 1 If a Work First application is received via ePASS, is the DSS-8228 required?

Yes, if eligibility is determined. However, if the application is denied for failure to interview after expiration of the DSS-8146A scheduling an interview, the DSS-8228 is not required because eligibility was not determined. The application was denied for failure to interview, not for not being eligible.

- 2 Are forms in NC FAST being revised to correct verbiage?

Yes, forms are in various stages of revisions. If there are specific forms which counties have questions about, please submit these questions to the dss.policy.questions@dhhs.nc.gov email group.

- 3 Child only case with a grandfather and step-grandmother, grandfather passed away, does the step grandmother have to go to court to get legal custody?

Yes, Work First policy section 112 outlines step-relatives potentially meet kinship when court ordered legal custody or guardianship has been established.

- 4 In the most recent update of training in Learning Gateway states to print a manual notice. NC FAST generates DSS 6244. Why can't we print and send DSS 6244?

The DSS-6244 is an internal document which is housed in the NC FAST system. If the DSS-6244 does not include the appropriate information, including prorated approval amounts, the worker should generate the approval notice outside of NC FAST and scan to the case file.

- 5 Keying hours for WF: Should the projected hours be keyed for each workday for the month or just the 4 weeks?

Projecting hours should only occur for employment hours which does not include a 4 week limit. Workers should refer to the *Entering Participation Hours* job aid for assistance is keying participation.

- 6 Student Evidence: Do we have to keep end dating the Student Evidence at every recertification for all clients?

It is recommended to align with the certification period of the case. The evidence should be dated the last day of the certification period ending month and the new evidence started with the first of the month of the new certification period. Once the evidence has been updated, apply changes and accept the changed decision.

- 7 During recertifications, do we have to get a court order statement each time if there is court order in the case and they are kin (related)?

A statement from the court is not necessary at recertification. However, if kinship was established by legal custody or guardianship at application a statement from the participant that the kinship remains the same must be obtained.

- 8 For recertifications, do we need to complete forms or residency form each time?

No, WF policy 108 II C. outlines residency should be verified at application and only at recertification if questionable. If verification is needed at recertification case documentation should be included to support what why the information was questionable.

- 9 Child Support for WF cases when Domestic Violence is a concern, does child support determine if good cause exists and not the WF worker?

Change Notice 01-2024 updated policy where families with a current child support referral who indicate to Child Support Services that domestic violence is an issue will be referred to the Work First case manager to make a determination of good cause.

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- 10 When entering/updating student evidence at recertification and the child starts a new grade, do we end date and re-enter evidence with new grade if the child attends the same school? Or is it only end dated when the child is moving to a new school?

It is recommended to align with the certification period of the case. The last grade completed should be updated at recertification when the new evidence is entered. The evidence should be dated the last day of the certification period ending month and the new evidence started with the first of the month of the new certification period. Once the evidence has been updated, apply changes and accept the changed decision.

- 11 Child Only cases that have a child that receives SSA benefits and is not a half-sibling, is the income counted? If it does not exceed the resource limit, is the child still eligible to receive WFB or is the child excluded from case? For example, if the child receives \$128 per month survivor benefits.

Yes, the income must be counted. The policy was updated effective January 1, 2024, allowing the caretaker for child only cases to exclude a half-sibling who has unearned income from the Work First assistance unit. As stated in the question, the children in this scenario are not half-siblings.

- 12 Applications that are completed via ePASS. Do we need to send voter registration information if the applicant withdraws the Work First application?

The NVRA requires that individuals, who are U.S. citizens and at least 16 years of age, be offered the opportunity to register to vote or update a voter registration record at application, recertification or when reporting a change to their address.

- 13 Are immunization records still required at review if child is in school since they must be up to date to remain/attend school?

Once a child has entered a public, private or religious school, it is no longer necessary to monitor the immunization requirement. Children must receive all the required immunizations to enter school and stay current on immunizations to remain enrolled in school.

- 14 Since the DSS-8228 is required for determining eligibility is the customer signature required on the DSS-8228 specifically with ePASS?

No, an ePASS application is considered a signed application/electronic signature.

- 15 If there is not a QPSA in our region, how would we process these applicants that need the service?

Due to assessments being unavailable for the time being, the applicant/recipients would have 'good cause' to not meet this requirement.

- 16 When editing evidence for a case that closed and the family reapplies: Does the caseworker have to end the old evidence? How does the county update the student evidence for the period of time when the case was closed?

Student evidence must be current and active for cases which are **actively** receiving payments. If there were no payments received when the case was closed there is no need to update the student evidence. New student evidence should be entered for the date of application when the family reapplies.

- 17 Would you suggest end dating student evidence when we terminate a case?

This is not a current recommendation.

- 18 What do we do if we end date the student evidence when school ends?

The student evidence should not be end-dated when the student is out for breaks, i.e. summer, holidays, etc. If student evidence is end dated a new piece of evidence should be entered with consecutive dates. i.e. student evidence end dated 6/20/2024 the new piece of evidence should

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be entered as of 6/21/2024. When the case recertifies the student evidence should be end dated and new evidence aligned with the new certification period.

- 19** A client comes back in to apply for WFCA after 3 years. Do we create a new PDC & IS or add to the previous closed case and reopen that previous PDC & IS?

If there is an open Income Support Case and the customer is not applying with a different household this is considered a reapplication. The case manager must complete the DSS-8228 and update the evidence dashboard to manage appropriate evidence. (WF 104 I. D.)