



NC Department of Health and Human Services

Economic & Family Services Regional In-Person Meeting

Continuous Quality Improvement Specialists

April 2024

Work First Agenda

- **Policy Updates and Group Discussion**
- **ACF – 199 Error Trends and Group Discussion**
- **Most Frequently Asked Questions**

Policy Updates

- **EFS-WF-CN-01-2024**
 - **Effective March 1, 2024**
 - **Updated the definition of family violence.**
 - **Developed standards and procedures to notify all Work First applicants/recipients (A/R) about domestic violence, identify A/R with a potential history of family/domestic violence.**
 - **Ensures county staff are trained in the nature and dynamics of family violence.**

Policy Updates Cont'

- **EFS-WF-CN-01-2024**

- **Outlines the county requirements for developing a local plan to implement the Family Violence Option including a list of crisis centers and long-term supportive services.**
- **Updated requirements for Work First case managers to complete training in the Family Violence Option before speaking with participants about the option.**
 - **Statewide Domestic Violence Training 2023 is located in the Learning Gateway under Special Webinars and Courses.**

Policy Updates Cont'

- **EFS-WF-CN-01-2024**

- **Updated policy to require Family Violence evidence to be added to the dashboard if a waiver is granted.**
 - **Job Aid: Processing a Family Waiver for Work First**
- **Updated policy with a suggested list of long-term supportive services for victims impacted by domestic violence.**

Policy Updates Cont'

- **EFS-WF-CN-01-2024**
 - **Updated policy that families that have a current child support referral that indicate to Child Support Services that domestic violence is an issue will be referred back to the Work First case manager to make a determination of good cause.**

Policy Updates Cont'

- **EFS-WF-CN-02-2024**
 - **Effective March 1, 2024**
 - **Clarified that the DSS-8228 Work First Application and Recertification Documentation Workbook is required for applications when determining eligibility.**

Case Scenarios

Case Scenarios

Patty Cakes applied for Work First on March 12, 2024, and a referral was submitted to Child Support Services when the application was approved. Patty disclosed to CSS that the father of her children had hit her and broke her nose. She has an active restraining order preventing him from being within 1000 feet of her and the children. She fears retribution if she files for child support. CSS referred Patty back to the Work First case manager to make a determination of good cause.

What action should the Work First case manager take?

Issue a DSS-8146A requesting documentation to evaluate for good cause. If provided and good cause is granted, update the child support evidence to indicate good cause granted.

Case Scenarios Cont'

Jerry Attrick received Work First as the payee for his 2 great nephews Huey and Duey. He failed to complete a recertification and the case closed effective March 31, 2024. Jerry came back to the local DSS on May 12, 2024, to reapply for Work First for his great nephews.

Does the DSS-8228 have to be completed?

Yes. The DSS-8228 is required to be completed for all Work First applications when determining eligibility.

Case Scenarios Cont'

Harriet Upp telephoned the local DSS agency on March 4, 2024, to apply for Work First for herself and her 2 minor children, Shoot and Scoot. Harriet didn't have time to be interviewed. The case manager secured the date of application by entering the Application PDF in NC FAST with her name, address and Harriet consented to the telephonic signature. DSS-8146-A was issued scheduling the application interview. When the worker contacted Harriet to complete the application interview, Harriet decided she wanted to withdraw her application because she didn't want to comply with Work First requirements. All options were explained and the withdrawal completed.

Does the DSS-8228 have to be completed?

No, the DSS-8228 is not required in this instance because Harriet requested withdrawal prior to being interviewed. The case details should be documented clearly to support why the DSS-8228 was not completed.

Case Scenarios Cont'

Augusta Wind mailed a DSS-8228 and it was received March 18, 2024, at the local DSS agency applying for Work First for herself and her two minor children Stormy and Cloudy. The case manager attempted to contact Augusta by phone. DSS-8146A was mailed to Augusta scheduling the application interview. Augusta failed to complete the application interview and the application denied after the DSS-8146A expired.

Does the DSS-8228 have to be completed?

No, the DSS-8228 is not required to be completed in this scenario because August never interviewed. The case details should be documented clearly why the DSS-8228 was not completed.

Case Scenarios

Minnie Vanryder telephoned the local DSS agency on March 12, 2024, to apply for Work First for herself and her minor child Mickey. The case manager interviewed Minnie completing a full Intelligence Evidence Gathering (IEG) in NC FAST while on the phone with Minnie. Minnie consented to the telephonic signature.

Does the DSS-8228 have to be completed?

Yes, the DSS-8228 must be completed. The DSS-8228 is required for all Work First applications when determining eligibility.

Case Scenarios

Paige Turner telephoned the local DSS agency on March 12, 2024, to apply for Work First for herself and her minor child. Paige left a voice mail on a case manager's voice mail. The case manager made several attempts to contact Paige to complete an application interview, but there was no answer and Paige never returned the messages left by the case manager.

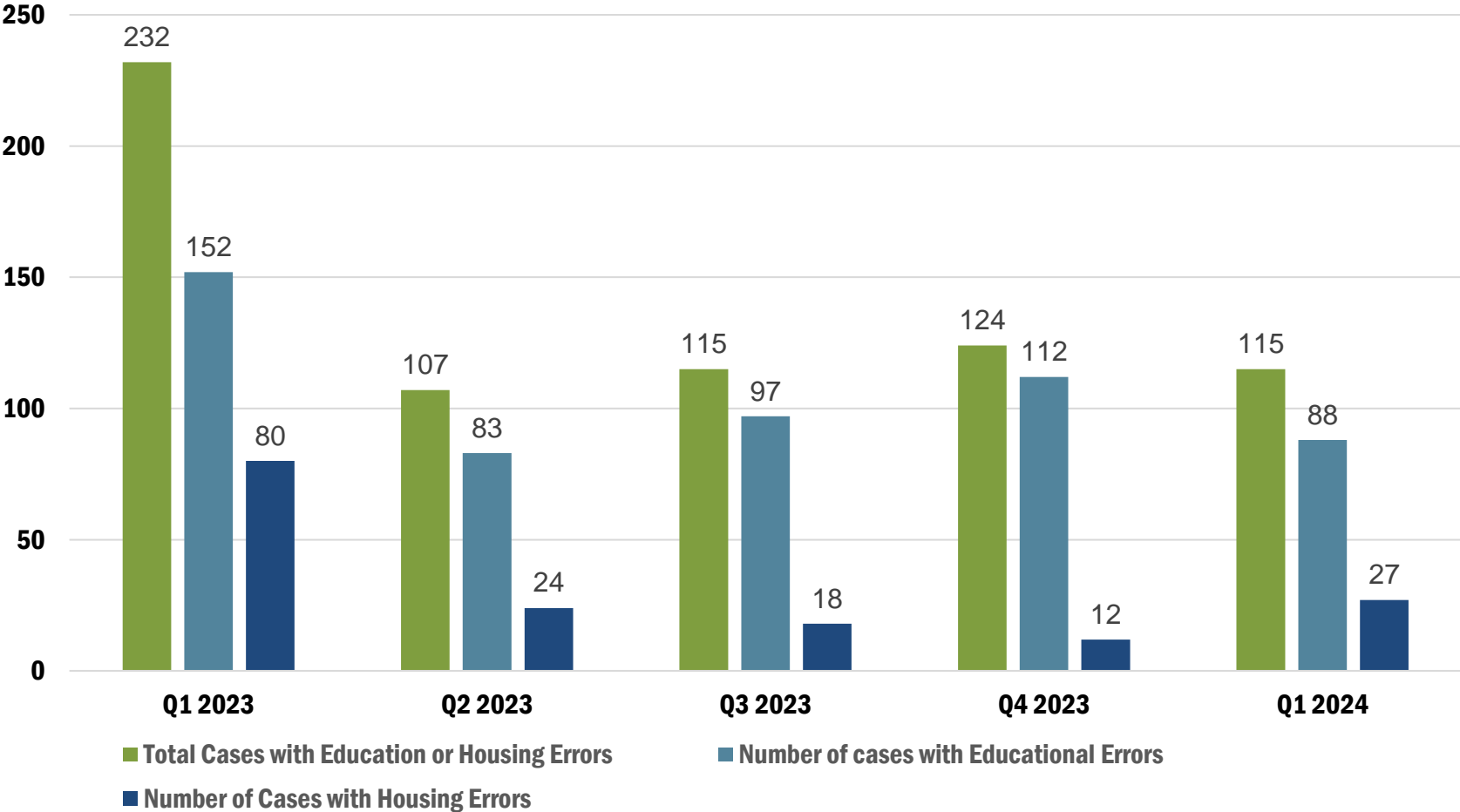
Does the DSS-8228 have to be completed?

No, the DSS-8228 does not have to be completed because there is no application. The main point here is that voice mail is not an application for Work First. To apply by telephone, the applicant must speak directly with a case manager.

ACF-199 Error Trends

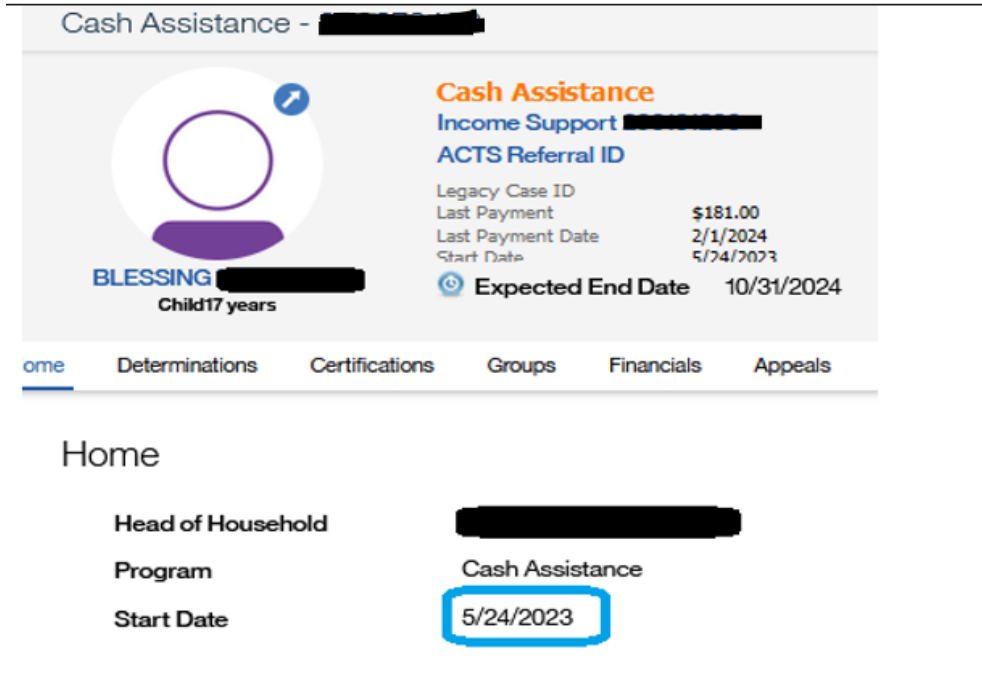
ACF – 199 Error Trends

Statewide Work First Cases with Errors



Educational Error Discussion

Cash Assistance - [REDACTED]



Cash Assistance
Income Support [REDACTED]
ACTS Referral ID

Legacy Case ID
Last Payment \$181.00
Last Payment Date 2/1/2024
Start Date 5/24/2023
Expected End Date 10/31/2024

BLESSING [REDACTED]
Child 17 years

Home

Head of Household [REDACTED]
Program Cash Assistance
Start Date 5/24/2023

This case started on 5/24/2023. The student evidence should go back to 5/24/23. Income Support for this case has 2 adults and 1 child. All 3 of them should have student evidence.

Where are the errors?

- Neither adult has any student evidence
- Blessing's only evidence starts in November

Participant	Description	Period
BLESSING [REDACTED]	Attends [REDACTED] (High School) Full Time	11/1/2023 -

Educational Error Discussion

Participant	Description	Period
SANIYA [REDACTED]	Attends [REDACTED] (High School) Full Time	1/1/2024 -
SANIYA [REDACTED]	Attends [REDACTED] Junior School Full Time	12/13/2023 - 12/31/2023
PAULA [REDACTED]	Attends UNKNOWN None Not in School	1/18/2019 -

Paula is the adult and her student evidence is entered correctly. When Saniya went to high school in January 2024 her Junior High School evidence was closed correctly (i.e. not deleted) and High School evidence was opened. However, she has no student evidence prior to December 2023.

This case will error out when it is submitted for any month prior to December 2023 due to lack of student evidence.

Educational Error Discussion

Participant	Description	Period
JAZIAH [REDACTED]	Attends Not in school None Not in School	8/25/2026 -
JAYANNA [REDACTED]	Attends [REDACTED] Middle School Junior School Dropped Out	8/25/2016 - 6/9/2017

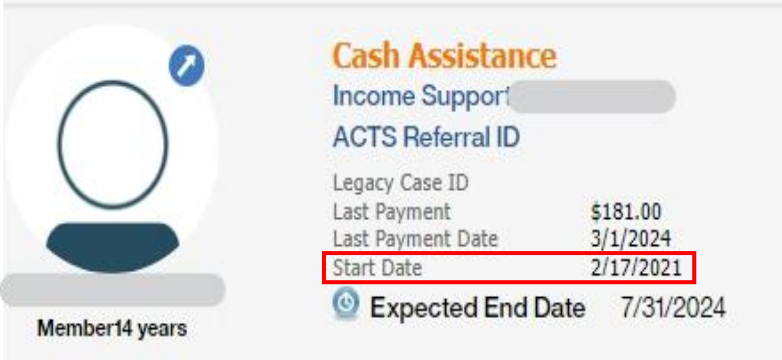
The case opened December 6, 2023. The start dates of the evidence should be 12/6/23. Jaziah is the child, this evidence is likely a typo, because 2026 is in the future. Jayanna is the mother and the dates keyed are likely the dates when she last attended school.

In both cases there is no active evidence for December 2023 with no end date as the case is still open.

ACF-199 Group Discussion Examples



Student Evidence Example 1



Cash Assistance

Income Support [redacted]

ACTS Referral ID

Legacy Case ID

Last Payment \$181.00

Last Payment Date 3/1/2024

Start Date 2/17/2021

Expected End Date 7/31/2024

Member 14 years

14-year-old high school student with a start date of 2/17/2021.

Is the evidence correct or incorrect?

Student evidence is missing from the start date. This appears as though there was no student evidence from 2/17/2021 – 6/14/2023. This would be an error for the Federal report.

Participant	Description	Period	Updates
[redacted]	Attends [redacted] High School Secondary (High School) Full Time	6/15/2023 -	2
[redacted]	Attends UNKNOWN None Not in School	2/17/2021 -	1

Student Evidence Example 1 Correction

Participant	Description	Period	Updates
▶ [Redacted]	Attends [Redacted] High School Secondary (High School) Full Time	7/1/2023 -	0
▶ [Redacted]	Attends [Redacted] High School Secondary (High School) Full Time	7/1/2022 - 6/30/2023	0
▶ [Redacted]	Attends [Redacted] High School Secondary (High School) Full Time	7/1/2021 - 6/30/2022	0
▶ [Redacted]	Attends [Redacted] Secondary (High School) Full Time	2/17/2021 - 6/30/2021	1

How does the case manager correct the error from the previous slide?

The worker validates what the student evidence should be to correct the student evidence and has enter the missing evidence to correct the case.

Student Evidence Example 2

Participant	Description	Period	Updates
▶ [Redacted]	Attends [Redacted] MIDDLE SCHOOL Secondary (High School) Full Time	7/31/2023 -	3
▶ [Redacted]	Attends [Redacted] SCHOOL Elementary Full Time	8/25/2017 - 8/30/2021	1

What do you see wrong with the student evidence?

There is a gap in the student evidence.

Student Evidence Example 2 Correction

	Participant	Description	Period	Updates
▶	[REDACTED]	Attends [REDACTED] HIGH SCHOOL Secondary (High School) Full Time	8/1/2023 -	0
▶	[REDACTED]	Attends [REDACTED] MIDDLE Junior School Full Time	8/1/2022 - 7/31/2023	0
▶	[REDACTED]	Attends [REDACTED] MIDDLE SCHOOL Junior School Full Time	8/1/2021 - 7/31/2022	1
▶	[REDACTED]	Attends [REDACTED] ELEMENTARY SCHOOL Elementary Full Time	8/25/2017 - 7/31/2021	1

How does the case manager correct the error from the previous slide?

The worker has keyed the missing evidence to fill in the gaps in student evidence to correct the case.

Student Evidence Example 3

Student - Income Support [redacted]

Evidence Issues Verifications

Refresh Print Help

Participant	Description	Period	Updates	Latest Activity
▼ [redacted]	Attends [redacted] ELEMENTARY SCHOOL Elementary Full Time	6/30/2023 -	3	[redacted] on 6/2/2023 16:11

Change Summary	Period	Source	Status	Updated By
▶ 6/30/2021 - Initial	8/30/2021 - 5/2/2022		Active	[redacted] on 6/30/2021 16:00 ...
▶ 5/3/2022 - Case Audit	5/3/2022 - 6/29/2023		Active	[redacted] on 5/3/2022 10:14 ...
▶ 4/11/2023 - Case Audit	6/30/2023 -		Active	[redacted] on 6/2/2023 16:11 ...

What is wrong in this example?

The case manager used the Effective Date of Change to correct the student evidence. When you drill into the Student Evidence, the Change Summary column indicates where the worker updated the evidence using the Effective Date of Change. The case manager should have end dated the evidence and keyed new student evidence.

Student Evidence Example 3 Correction

Student - Income Support [redacted]

Evidence Issues Verifications

Refresh Copy

Participant	Description	Period	Updates	Latest Activity
[redacted]	Attends [redacted] ELEMENTARY SCHOOL Elementary Full Time	7/1/2023 -	0	Created by NCFAST USER24011 on 3/27/2024
[redacted]	Attends [redacted] ELEMENTARY SCHOOL Elementary Full Time	7/1/2022 - 6/30/2023	0	Created by NCFAST USER24011 on 3/27/2024
[redacted]	Attends [redacted] ELEMENTARY SCHOOL Elementary Full Time	8/30/2021 - 6/30/2022	1	In Edit by NCFAST USER24011 on 3/27/2024

How does the case manager correct the error from the previous slide?

The worker had to delete the evidence and start again ensuring that the entire time period of the case has correct and active student evidence.

Student Evidence Example 4

Student - Income Support

Evidence Issues Verifications

Refresh Print Help

Participant	Description	Period	Updates	Latest Activity
[Redacted]	Attends [Redacted] SCHOOL Elementary Full Time	8/1/2023 -	4	[Redacted] on 7/17/2023 16:35

Change Summary	Period	Source	Status	Updated By
▶ 7/10/2018 - Initial	7/10/2018 - 7/30/2021		Active	[Redacted] on 7/10/2018 08:46 ...
▶ 7/20/2021 - Case Audit	7/31/2021 - 7/31/2022		Active	[Redacted] on 7/20/2021 16:44 ...
▶ 7/14/2022 - Case Audit	8/1/2022 - 7/31/2023		Active	[Redacted] on 7/14/2022 11:37 ...
▶ 7/17/2023 - Case Audit	8/1/2023 -		Active	[Redacted] on 7/17/2023 16:35 ...

What do you see wrong with this evidence?

The worker used Effective Date of Change.

Note: For the ACF-199 it appears behind the scenes that the previous evidence is deleted because it was overridden when changed using the Effective Date of Change.

Student Evidence Example 4 Correction

Student - Income Support

Evidence Issues Verifications



Participant	Description	Period	Updates	Latest Activity
	Attends SCHOOL Elementary Full Time	8/1/2023 -	0	Created by NCFAST USER24011 on 3/27/2024
	Attends SCHOOL Elementary Full Time	8/1/2022 - 7/31/2023	0	Created by NCFAST USER24011 on 3/27/2024
	Attends SCHOOL Elementary Full Time	8/1/2021 - 7/31/2022	0	Created by NCFAST USER24011 on 3/27/2024
	Attends UNK None Not in School	7/10/2018 - 7/31/2021	1	In Edit by NCFAST USER24011 on 3/27/2024

The worker must delete all of the previous evidence through the Tabs Action Menu by selecting delete and applying the change. Once the worker has deleted all the updates created by using the Effective Date of Change, one active entry should remain.

The deleted changes must be added as new pieces of evidence. **Recommendations:** align dates with the certification period of the case. The evidence should be end dated with 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 evidence has been updated, apply changes and accept the changed decision.

Living Arrangement Example

Living Arrangement Details

Household Member	[REDACTED] (58)	Nursing Home / Spouse in the Same Room	No
Arrangement Type	Home (living with own family)	Arrangement Status	Permanent
Start Date	1/1/2018	End Date	
Probable End Date		Number of Meals per Day	0
Addicted to Drugs or Alcohol	No	Living on a Reservation	No
		Subsidized Housing	Public housing (i.e. housing authorities)

Living Arrangement Details

Household Member	[REDACTED] (8)	Nursing Home / Spouse in the Same Room	No
Arrangement Type	Home (living with own family)	Arrangement Status	Permanent
Start Date	1/1/2018	End Date	
Probable End Date		Number of Meals per Day	0
Addicted to Drugs or Alcohol	No	Living on a Reservation	No
		Subsidized Housing	No housing subsidy

Subsidized Housing error for the ACF-199. It is not necessary to update the Living Arrangement at every recertification if there are no changes to the household's living situation, and/or housing subsidy information. However, it is important that the household members have the same housing evidence. The two individuals shown on the slide are in the same case, but they have different housing information. The worker needs to determine what the housing subsidy information is for the Head of Household. Then use this value for all members within the case.

Job Aids Are Your Friend!

ACF-199 Fact Sheet

Cash Assistance - Correcting Effective Date of Change Process for ACF-199 Federal Reporting

Note: changes are only necessary at recertification or if there is a change that affects the eligibility of the case. It is not necessary to end date and add new student evidence for school breaks including the summer



Most Frequently Asked Questions

Question 1-

Effective November 2023, Children's Services began providing Unlicensed Kinship Placement Payments for caretakers in child only cases.

Is this income countable to the Work First program?

Most Frequently Asked Questions Cont'

Answer:

For the majority of cases, the answer is no. The payment is unearned income for the case head and is not intended for the child(ren).

Exception: If the case is a Work First Benefits (WFB) case that includes the case head, biological or adopted children or stepchildren in addition to the child(ren) in a relative placement, the income is countable.

Most Frequently Asked Questions Cont'

Question 2-

We have a child only case with two half-siblings. One of the half-siblings receives \$650 monthly in Social Security benefits from a deceased parent. Can we exclude this child from the Work First assistance unit?

Most Frequently Asked Questions Cont'

Answer:

Yes!

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.

Most Frequently Asked Questions Cont'

Question 3-

We have a child only case with two minor siblings. The children have the same absent parents. One of the children receives child support, but child support has not been established yet for the second child. The caretaker wants to exclude the child receiving child support. Can we exclude this child from the Work First assistance unit?

Most Frequently Asked Questions Cont'

Answer:

No!

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. The children in this scenario are not half-siblings.

Most Frequently Asked Questions Cont'

Question 4 –

We have a WFB application is for a family of 4 which consists of a father and his 3 minor children. Two of the children are receiving SSA in the amount of \$560 each. For a total of \$1,120. The income make the whole household ineligible. The 3rd child and the father do not receive SSA. Can we exclude the children who receive SSA?

Most Frequently Asked Questions Cont'

Answer:

No!

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. The children in this scenario are not half-siblings.

Most Frequently Asked Questions Cont'

Question 5-

We have a pending WFB application. We are worried the case manager will be unable to meet with the work eligible adult in person within 5 days from the date of application to develop the initial MRA-B. Can the DSS-6963B be signed telephonically?

Most Frequently Asked Questions Cont'

Answer:

Yes!

All Work First forms may be signed via telephonic signature. This includes the MRA-B.

Document “Telephone Signature” in the Income Support Application Case Details Notes. The documentation in NC FAST must include the applicant’s name, date and time.

Continuous Quality Improvement Team Policy Question Submission Form

For Local Department of Social Services use only
Questions must be submitted by Supervisors, Lead Workers, or Trainers only

Your Contact Information:

Name:	
Position:	
Email Address:	
Phone Number:	
Local Agency:	

Program Area and Policy Sections Researched:

Program:	
Program Area:	
Policy Sections Researched:	

Case Identifier and Question

Type:		Number:	
Question:	<ul style="list-style-type: none"> Give as much detail as possible If there are details you cannot list here, you may request that we call you for more detail We will contact you by phone or email if we need additional information / Do not use any confidential information in this form Only submit questions on one case per submission 		

Email form to DSS.Policy.Questions@dhhs.nc.gov. Please do not email your CQI Specialist directly.

Note: Do not use this form for Program Integrity Questions. Submit program integrity questions to e-mail address DSS.PI.Questions@dhhs.nc.gov.



Thank you for your time and attention today!