

CHANGE NOTICE FOR MANUAL

DATE: December 1, 2021
MANUAL: WORK FIRST MANUAL
CHANGE NO.: WF-CN6-2021
TO: County Directors of Social Services
EFFECTIVE: December 1, 2021

I. BACKGROUND

The purpose of this change notice is to address Work First Manual Section 104, Work First Application Process and Procedures was updated to clarify the Work First application date and include new Work First application processes and procedures.

II. SPECIFIC CHANGES

Application Process

- Clarified the meaning/process of taking a WF application.

Application Procedures

- Updated the application submission process to include face-to-face, telephonically, by mail, or drop-off.

Application Interview

- Provided guidance for the application interview process for face-to-face, telephonic, mail, and drop-off application interview process.

Who May Apply for Work First Cash Assistance

- Provided guidance for verification on kinship.

Rights and Responsibilities

- Provided guidance for explaining an applicant's rights and responsibilities.

Application Processing

- Clarified the case transfer procedure.
- Added guidance for Inquiries.
- Added language regarding the use of the DSS-8228.

III. IMPLEMENTATION PROCEDURES

This policy is effective December 1, 2021. Please email any questions regarding this policy to the Economic and Family Services Operational Support Team (OST) to DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

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

CW/klg

Attachment: WF 104