DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 3-2015

(Work First)

TO: COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: Work First Program Managers and Supervisors

DATE: April 10, 2015

SUBJECT: Past Paid Public Assistance and Child Support Referral Process

EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

North Carolina Families Accessing Services through Technology (NC FAST) has completed conversion of ongoing Work First Cash Assistance cases from the Eligibility Information System (EIS). Until further notice, the procedures and calculation of the Past Paid Public Assistance (PPPA) will be a manual process. Past Paid Public Assistance is the amount of Work First cash assistance payments that have been provided to families. This letter provides guidance for completing requested PPPA information from Child Support Services (CSS).

This letter also provides guidance for completing a Child Support Referral in NC FAST. The Work First case owner is required to complete a referral to CSS in NC FAST at application and when children are added to a case; unless there is good cause for not completing a referral for the family.

II. POLICY PROCEDURES

The Work First case owner is required to provide the PPPA case information to CSS when requested. Upon receipt of the Transmittal Request for Past Paid Public Assistance (PPPA) Paid from the Work First Program/Cash Assistance (Child Only and Work First Benefits) **(DSS-4746)** from the CSS worker, the Work First case owner will complete the PPPA information for the identified Work First case within two (2) workdays. Refer to Job Aid: Request for Past Paid Public Assistance issued 4/1/2015.

A. Process for Calculating PPPA

1. Review the Work First payment history in EIS and/or NC FAST.

2. The calculation of the PPPA is the same for EIS and NC FAST.

3. Review the Check History (PC screen) in EIS and/or the Financial Tab in NC FAST.

4. Take each monthly amount and divide by the number of children in the Assistance Unit (AU) for each case for the requested time frame. The calculation may be different on each case. Document this amount on the DSS-4746 for the requested month.

5. The Work First case owner must document the PPPA request on the Income Support case, under the Notes Tab. Retain a copy of the completed form for the case file.

6. Complete section 2 on the DSS-4746.

7. Verify information on the DSS-4746 by printing and signing the worker's name that completed the DSS-4746.

8. Send the DSS-4746 to the CSS worker via inter-office mail or by a **secure method** to ensure confidentiality.

B. Completing a Child Support (IV-D) Referral

A Child Support Referral must be completed in NC FAST by the case owner at application and when children are added to a case. Refer to Job Aid: IV-D Referrals for Medical Assistance, Cash Assistance and MAGI Cases issued 8/26/2014.

1. Enter the following (4) four evidences on the dashboard in NC FAST:

> **Note:** These (4) four evidences should be entered **after** submitting the Intelligence Evidence Gathering (IEG) and prior to authorizing the case.

>> a. Absent Parent

>> b. Absenteeism

>> c. Child Support Enforcement

>> d. IV-D Referral

2. Document the Child Support Referral was completed on the Income Support case, under the Notes Tab.

III. IMPLEMENTATION PROCEDURES

A DSS-4746 form must be completed to provide PPPA information to CSS when requested.

A child support referral must be completed in NC FAST by the case owner at application and when children are added to a case.

IV. EFFECTIVE DATE

This policy guidance is effective upon receipt. Please email any questions regarding this policy to the DHHS Operational Support Team (OST) at **ost.policy.questions@dhhs.nc.gov**.

Sincerely,

David Locklear, Chief
Economic and Family Services

Attachments:

DSS-4746

Job Aid