NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN • Governor
DEVDUTTA SANGVAI • Secretary
CARLA WEST • Division Director, Human Services

February 18, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Work First Cash Assistance Sanctions

REQUIRED ACTION: __X___ Information Only _____ Action Needed ____ Time Sensitive Action Needed __ __ Immediate Action Needed

As a part of the Work First Cash Assistance (WFCA) Mutual Responsibility Agreement, a participant receiving WFCA must cooperate with the Child Support Program to establish paternity and/or support. Failure to cooperate may result in sanctions, including termination of those benefits.

The WFCA program recently implemented a change to the way sanctions are imposed when Child Support Services (CSS) reports a participant for non-cooperation as follows:

- The WFCA case manager has 10 days to respond to the CSS report that a participant has not cooperated;
- A notice is sent to the participant that they have 30 days to cooperate, **and** their cash payment will be reduced by 25% the following month;
- If the participant is still not compliant, a notice is then sent to the participant indicating that cash benefits will be terminated the first day of the month following the 25% reduction;
- Termination of WFCA benefits will not affect any Medicaid benefits the participant(s) is receiving.

Chapter G, Topic 2, Section H in the Child Support Services Manual has been updated to reflect these changes.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly

Verna Donnelly
North Carolina State Child Support Deputy Director

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