



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

May 8, 2020

**Dear County Directors of Social Services**

**Attention:** Work First Program Administrators, Managers, and Supervisors

**Subject:** Work First Cash Assistance Application and Review Documentation Workbook (DSS-8228) ePASS Link

**Priority:** Information Only

The Division of Social Services is continually working to provide cash assistance and supportive services to the residents of North Carolina while addressing the safety of Department of Social Services (DSS) staff and Work First applicants.

The purpose of this letter is to notify counties a link to the Work First Cash Assistance Application and Review Documentation Workbook (DSS-8228) is available to the public via the ePASS portal. Applicants may complete the workbook, print it, and return it to their local DSS. The application is temporarily available during the COVID-19 public health emergency to encourage social distancing and create streamlined procedure for processing Work First applications. The required face-to-face interview for WF screenings/assessments can be conducted by telephone. Please refer to [EFS WF AL-1-2020](#) for guidance on the Work First Interview Process During a Federal or State Declared Natural Disaster or Emergency.

Please email any questions regarding this policy to the Economic and Family Services Operational Support Team (OST) to [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads 'David Locklear'.

David Locklear, Deputy Director

DL/kg

**EFS-WF-05-2020**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420  
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER