



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

July 24, 2020

**Dear County Directors of Social Services**

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

**Subject:** Work First Program Performance Monitoring

**Priority:** Information Only

The Federal Office of Management and Budget Circular A-133 requires pass-through entities to monitor their sub-recipient's use of federal funds for the Work First Program. Monitoring is conducted to ensure reasonable program performance with federal laws and regulations. The process also confirms the provision of contracts or grants. The frequency of the monitoring process is annually for large counties and every three years for medium and small counties. The large counties for the Work First Program are: Cumberland, Forsyth, Guilford, Mecklenburg, Robeson, and Wake. All other counties are identified as medium or small counties.

The objectives of the Work First Program Performance Monitoring are to provide:

- A basis for the program and counties to improve and strengthen program operations and performance by identifying and correcting deficiencies; and
- A continuous flow of information between county, state and federal partners to develop solutions to problems in program policies and procedures.

Work First Program Performance Monitoring consists of four program categories: Work First Cash Assistance, Work First Employment Services, 200% Services at or below the Poverty Level, and Child Support Non-Cooperation Sanctions. At least 30 days prior to the monitoring visit, detailed instructions and guidance will be emailed to the county. The cases selected for the monitoring will be sent with this information. The Work First most frequent monitoring findings for State Fiscal Year (SFY) 2019-2020 and the Monitoring Tentative Schedule for SFY 2020-2021 are include with this DCDL.

During the national emergency concerning the COVID-19 outbreak, Work First Program Performance Monitoring for SFY 2020-2021 may be completed using desktop monitoring instead of onsite monitoring and will follow the Guidelines for Businesses published by NCDHHS relating to social distancing and minimizing exposure.

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

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If you have questions, please contact the Work First Program Manager, Nicola Allen at [nicola.allen@dhhs.nc.gov](mailto:nicola.allen@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is written in a cursive style with a large initial "D".

David Locklear, Deputy Director

**EFS-WF-09-2020**

**Attachments (2)**

SFY 2019 Work First Frequently Found Errors

SFY 2020 Work First Program Monitoring Schedule