



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

August 7, 2026

Dear County Directors of Social Services

Attention: Work First Managers and Supervisors, Work First Administrators, Medicaid Managers and Supervisors

Subject: Mandatory Documentation Requirements for Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA) Applications

Priority: Action Required

The purpose of this letter is to inform county Departments of Social Services that the State Refugee Office has implemented a standardized documentation and application packet process for Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA). This process is intended to promote consistency in application processing across all counties, improve efficiency, and ensure uniform documentation requirements statewide.

Effective immediately, county Departments of Social Services shall use the attached documentation when processing all RCA and RMA applications.

To support consistent case processing and record retention, all required documentation must be uploaded to the appropriate location in NC FAST. Documentation for active applications must be uploaded to the **Application Page**. If an application has been disposed, all required documentation must be uploaded to the **Person Page**.

If you have any questions regarding this information, please submit them to RefugeeAssistance.Policy.Questions@dhhs.nc.gov.

Sincerely,

Allison W. Smith, Deputy Director
Division of Social Services, Economic and Family Services

AWS/smj

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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