



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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

March 11, 2026

Dear County Directors of Social Services

Attention: Work First Program Administrators and Supervisors

Subject: Work First Services for Low Income Families Survey for
State Fiscal Year (SFY) 2026-2027

Priority: Time Sensitive, Response Required

The North Carolina Temporary Assistance for Needy Families (TANF) State Plan requires all county agencies to provide Benefit Diversion to families at application and to select the income limit at which eligibility is determined for Work First Services.

All counties must provide Work First Services for Low Income Families at or below 200% of the Federal Poverty Level (FPL). Counties must designate which FPL they will utilize to determine income eligibility, 150% or 200%. Other federal poverty levels are not allowed when determining income eligibility for Work First Services. Please refer to Poverty Guidelines / ASPE or Work First Policy 102 IV B 3 for the allowable federal poverty levels.

The Division is requesting the completion of the Work First Services for Low Income Families Survey for SFY 2026-2027 by each county agency. The survey responses serve as written notification of each county's plan for providing services. A response must be provided for the Work First Services survey question.

The county agency's survey response for Work First Services will be stored in NC FAST. When NC FAST processes a Work First Services case, the county's designated FPL will be used to determine income eligibility for services.

Work First Services are part of the Work First program monitoring. If services are provided differently than reported, it will result in a monitoring finding and potential County Responsible Overpayment (CROP).

If you have any questions, please submit them to the Continuous Quality Improvement (CQI) Team at dss.policy.questions@dhhs.nc.gov.

Sincerely,

Allison W. Smith, Deputy Director

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

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Division of Social Services
Economic and Family Services Section

AWS/peb

EFS-WF-01-2026

Attachment (1)

EFS-WF-01-2026 (WF Services Survey)