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

February 10, 2020

Dear County Director of Social Services

Attention: Work First Program Administrators, Managers and Supervisors

Subject: Revised Work First Recertification Timeliness Queries

Priority: Information Only

Work First Policy Section 201 requires recertifications to be processed within 60 calendar days prior to the last day of the current certification period. Recertifications are considered processed when the face-to-face interview and the recertification is assigned a complete or denied status in NC FAST. Cases transferred during the recertification period are assigned to the county that owned the recertification at the beginning of the recertification month.

The House Bill 630 (HB630) Work First Recertification Timeliness queries have been revised to ensure all recertifications processed within the 60-day period prior to the end of the certification period are captured in the timeliness reports. The revised queries for July - November 2019 are available in Client Services Data Warehouse (CSDW).

The queries were modified January 14, 2020 to capture the following:

- All recertifications processed within the 60-day period prior to the end of the certification period.
- All recertifications processed, determined ineligible and closed within the 60-day period.
- Recertifications with an interview conducted and the recertification status is not completed or denied within the 60-day period.

The date of the face-to-face interview must be entered in the Recertification Received Date field in NC FAST in order for the recertification to be captured. Any face-to-face interview dates that are prior to the 60-day period will not be captured in the queries.

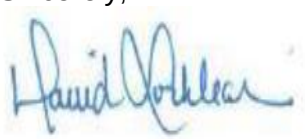
Furthermore, the recertification must be processed between the Recertification Received Date and the end of the certification period in order for it to be considered timely. Cases on “automatic hold” will not be captured if the worker does not accept the applicable case decision to confirm the recertification is processed. Manual closure should not be utilized in

lieu of processing the recertification to appropriately close the case. Refer to the Cash Assistance Recertification job aid to ensure the recertification is completed correctly.

The “Statewide (Scheduled) WF Cash Assistance Recertification Timeliness” query, the official report used for HB630 Performance Measures, is automatically run once per month. No new case processed information is updated once the report is run. The “WF Recertification Timeliness for Specified Month and County” query allows counties to filter data by county name and can be run at any time. However, the data in this query may vary from the statewide query because the statewide query is stagnated after the monthly run.

Please email any questions regarding this policy to the DSS Operational Support Team (OST) via dss.policy.questions@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director

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