

Work First Program Monitoring SFY 2025 - 2026

Most Common Findings

Cash Assistance
DSS-8228 Cash Assistance Application & Review Documentation Workbook is incomplete/not completed in its entirety
Application and Recertification Timeliness below 95% average for previous 12 months.
Online Verification System (OVS) not run and reviewed at application and/or recertification
DSS-5330 Learning Needs Screening Waiver checked instead of initialed; not completed; not uploaded into NC FAST or assessment entered.
No IV-D Referral sent at application/recertification; IV-D referral not completed; or child support rights not assigned.
No current health exam for children in assistance unit
DSS 8108 or DSS 6244 (Notice of Approval) was not sent at application/recertification approval and or incorrect information on form.
No documentation of the adult's written statement at recertification that the legal custody or guardianship status is still valid.
Employment Services
No good cause documented for not completing activities, no sanction, and payment released.
The Work First Family Assessment of Strength and Needs (DSS-5298) was not completed within 6 weeks of the date of application; or not completed timely.
Participation hours and time sheet totals keyed in NC FAST do not match verification; or are not verified by attendance sheets
Work First Services (WFS) for Low-Income Families (Below 200% of Poverty)
Client notice not provided to applicant.