



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

July 31, 2025

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 (3) years for medium and small counties. The large counties for the Work First Program are Cumberland, **Durham, Forsyth**, Guilford, **Johnston**, Mecklenburg, **New Hanover, Pitt**, Robeson, Wake, and **Wayne**. All other counties are identified as small or medium counties.

In order to ensure a more representative sample of cases are reviewed caseload sizes have been reassessed. The reassessment is due to the continued decline in county Work First cases and may have resulted in a change to a county's classification. For the purposes of this review, counties are now classified according to their Work First caseloads as follows:

- **Small:** 1–50 cases; ten (10) cases per program area
- **Medium:** 51–125 cases; fifteen (15) cases per program area
- **Large:** 126 cases or more; twenty (20) cases per program area.

This revised classification framework is intended to support more consistent and equitable monitoring practices across counties of varying sizes.

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 five program categories; Work First Cash Assistance, Work First Employment Services, Work First Services at or below 200% of the Poverty Level, Child Support Non-Cooperation Sanctions, and Timeliness. 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.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

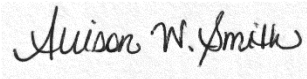
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The Work First Program Monitoring Most Frequent Findings for SFY 2024-2025, and the Work First Monitoring Tentative Schedule for SFY 2025 - 2026 are attached for reference.

If you have questions, please contact the Continuous Quality Improvement (CQI) Team at DSS Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Allison W. Smith". The signature is written in a cursive style and is positioned above the typed name.

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

AWS/lmd

EFS-WF-05-2025

Attachments

Work First Program Monitoring Most Frequent Findings SFY 2024-2025
Work First Monitoring Tentative Schedule SFY 2025-2026