

## Work First Program Monitoring SFY 2024-2025 Summary of Most Frequent Findings

<b>Cash Assistance</b>
DSS-8228 Cash Assistance Application & Review Documentation Workbook is incomplete/not completed in its entirety
Terminated employment and income not verified
Online Verification System (OVS) not run at application and/or recertification
DSS-5330 Learning Needs Screening Waiver checked instead of initialed as the forms require
The face-to-face interview requirement was not met at recertification
Child Support monthly payments not counted in the Work First Budget
The applicant was in IV-D Non-Cooperation status with prior ACTS case and the application was approved in error
No DSS-8110 (Adequate) to notify client of termination of benefits/decrease in payment and hearing rights
Mutual Responsibility Agreement (core) MRA-A Sanction was not imposed
Child Support referral not submitted to Child Support Services for the children receiving assistance
Living with not verified
DSS-6966 Notification of Family Violence Option not current and/or not completed
No signed statement from the case head of continued custody for children in the assistance unit (AU)
The worker failed to document the virtual platform used to complete recertification
No DSS-5327 Learning Needs Screening Tool when customer indicated "Yes"
Family Cap was not evaluated
<b>Employment Services</b>
No DSS-8655 Report of Medical Examination Requested located in record for exemption month
No verification of work registration with NC Works prior to job search being assigned
No sanction entered for non-compliance with MRA-A/B.
The effective sanction date is incorrect. The sanction effective date should be effective the month of non-cooperation.
Attendance sheets do not match hours keyed in NC FAST
Outcome Plan (OCP)/MRA-B not developed within five workdays of the date of application
The Work First Family Assessment of Strength and Needs (DSS-5298) was not completed within 6 weeks of the date of application and as family circumstances change but no less often than once every twelve (12) weeks.
Participation hours and time sheet totals keyed in NC FAST do not match for report month.
<b>Work First Services (WFS) for Low-Income Families (Below 200% of Poverty)</b>
Case closure untimely

Learning Needs Screening Waiver checked instead of initialed
Eligibility process is not complete in NC FAST
Earned income not counted in the WFS eligibility process.
Original DSS 5027 Client Entry Form Section C doesn't include the service date.
No documentation located in the record that the DSS-5027 notice was provided to the client.
Citizenship and SSN not verified for great grandchild.