



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

September 21, 2021

Dear County Directors of Social Services

Attention: Work First Program Administrators, Managers, and Supervisors

Subject: Work First Cash Assistance Application and Review Documentation Collateral Contact

Priority: Information

I. GENERAL INFORMATION

Work First Policy Team is providing clarification on the Collateral Contact section of the Work First Cash Assistance Application and Review Documentation (DSS-8228); Work First Policy Sections 201, I, B2; 112, IV, B; and Verification of Household Composition (DSS-6961).

II. POLICY PROCEDURES

Per Work First Policy Section 201, I, B2 at recertification the case manager is to complete the DSS-8228 with the case head/payee and obtain a signature. All questions must be answered, and a response documented.

When addressing the Collateral Contact section of the DSS-8228 the case manager may refer to the DSS-6961. If the DSS-6961 is referenced in the DSS-8228 Collateral Contact section, at monitoring the DSS-6961 must be fully completed and available for review.

III. IMPLEMENTATION INSTRUCTIONS

This policy revision is effective upon receipt. Counties that are currently under a Performance Improvement Plan (PIP) for this error will be re-evaluated at PIP review using this new guidance.

Submit any questions regarding this information to the Operational Support Team (OST) at dss.policy.questions@dhhs.nc.gov.

Sincerely,

Carla West, Senior Director for Economic Security
Division of Social Services, Economic and Family Services Section

CW/nla

EFS-WF-07-2021

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER