

Work First Program Monitoring SFY 2021-2022 Summary of Most Frequent Findings

Cash Assistance
Applicant failed to file for unemployment benefits when monetarily eligible
Cash Assistance Application & Review Documentation Workbook, DSS 8228, incomplete
Child moved out of the home and cash payment did not change
Date of application does not align with the signed IEG
Incorrect cash assistance certification period for a child only application
No verification for earned income
Failed to document case child subject to Family Cap meets exclusion
Family Cap child included in the cash assistance budget
Family Cap evaluation incorrect tenth month
Future dated sanction not applied for noncompliance
NC FAST IEG not signed
Notice of Benefits, DSS 8108, not completed at recertification.
Automated Inquiry and Match (OVS) not completed at recertification
Failed to complete cash recertification timely
Employment Services
Family Assessment of Strengths and Needs not revised every 12 weeks as required
Failed to capture Family Assessment of Strength and Needs participant and case manager signature
Initial signed MRA-B and OCP do not correspond to the activities assigned and keyed; specific to activity start dates
Mutual Responsibility Agreement (MRA) Plan of Action was not revised every 12 weeks as required
Mutual Responsibility Agreement (MRA) Plan of Action was not developed within five days from the date of application
No case documentation participant registered for work with NC Works as part of the Job Search component
Work First Services for Low-Income Families (Below 200% of Poverty)
DSS 5027 Client Entry Form Section C Notice of Action Taken not completed
Incorrect eligibility and certification date on the SIS eligibility form
Work First Service application approval based on incorrect eligibility FPL determination
DSS 8225 Eligibility Worksheet incomplete
IVD Non-Cooperation
Failed to apply child support enforcement non-compliance suspended Sanction