

# **NC Department of Health and Human Services**

## **Virtual Regional Meeting Work First**

**WF CQI Team and WF Policy  
JULY 2025**

# Objectives

- **Monitoring Findings & Changes**
- **Employment Services**
  - Highlight Key Job Aids
  - Learning Gateway Trainings
  - Other Relevant Trainings
- **Refugee Case Errors**
  - Identify common issues
  - Understand key indicators
  - Review case and documentation examples
- **ACF Reporting**
  - Overview of reporting requirements
  - Family Members Missing from the Assistance Unit
  - Examine relevant case scenarios



# Common Monitoring Findings

## Cash Assistance

- **DSS-8228 not completed in entirety.**
- **Terminated employment and income not verified.**
- **Child support calculation incorrect.**
- **OVS not run at recertification and/or application.**
- **The face to face interview requirement not met at recertification.**
- **Failed to document the virtual platform used for completing recertification.**

## Employment Services

- **Initial MRA-B/Outcome Plan (OCP) not developed within 5 days of application.**
- **No verification of work registration with NC WORKS.**
- **No activities assigned for review month.**
- **OCP not revised and updated every 12 weeks.**
- **No sanction entered for noncompliance.**
- **No documentation of recommended study hours in record.**

# **Common Monitoring Findings**

## **Services for Families Below 200% of Poverty Work First Services(WFS)**

- **Case closure untimely.**
- **Eligibility process not completed in NC FAST.**
- **Earned income not counted in the WFS eligibility process.**
- **No documentation located in record the DSS-5027 was provided to the client.**
- **Learning Needs Screening Waiver checked instead of initialed.**
- **Original DSS-5027 Section C does not include the services dates.**

# Monitoring Changes

## County Sizes

- Large County
  - Previously: 300 or more
  - Change: **126** or more cases
- Medium County
  - Previous: 201-299 cases
  - Change: **51 – 125** cases
- Small County
  - Previous: 1 – 200 cases
  - Change: **50 or less** cases

## Case Selections

- Cases pulled, if available, for Work First Cash Assistance, Employment Services, IV-D Non-Cooperation, 200% of Poverty Services
  - Large – **20** cases per section
  - Medium – **15** cases per section
  - Small – **10** cases per

Caseloads are declining statewide. Counties have been reclassified by size to reflect this trend. Starting this cycle, medium and large counties will have more cases reviewed to ensure a thorough compliance check. Details will follow on the next slide.

# Monitoring Changes

- **Large Counties - Annually**
  - Cumberland, **Durham, Forsyth**, Guilford, **Johnston**, Mecklenburg, **New Hanover, Pitt**, Robeson, Wake, **Wayne**
- **Medium Counties – every 3 years**
  - **Alamance, Bladen, Brunswick, Buncombe, Burke, Cabarrus, Catawba, Cleveland, Columbus, Craven, Davidson, Edgecombe, Gaston, Halifax, Harnett, Haywood, Iredell, McDowell, Nash, Onslow, Orange, Randolph, Richmond, Rockingham, Rowan, Rutherford, Scotland, Surry, Union, Vance, Wilkes, Wilson**
- **Small Counties – every 3 years**
  - Alexander, Alleghany, Anson, Ashe, Avery, Beaufort, Bertie, Caldwell, Camden, Carteret, Caswell, Chatham, Cherokee, Chowan, Clay, Currituck, Dare, Davie, Duplin, Franklin, Gates, Graham, Granville, Greene, Henderson, Hertford, Hoke, Hyde, Jackson, Jones, Lee, Lenoir, Lincoln, Macon, Madison, Martin, Mitchell, Montgomery, Moore, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Person, Polk, Sampson, Stanly, Stokes, Swain, Transylvania, Tyrrell, Warren, Washington, Watauga, Yadkin, Yancey



# **WF Section 118: Work Requirements and Services**

**Work First Section 118 details program requirements such as:**

- **Job Search**
- **Work Experience**
- **Training**
- **Disability Accommodations**
- **Outcome Plan Creation**

**It also includes step-by-step guidance on:**

- **NC Works registration (required for job search)**
- **Time limits (24-month State limit / 60-month Federal limit)**
- **ADA accommodations & functional assessments**
- **Developing and documenting Outcome Plans/MRA-Bs**

**This slide gives a high-level overview of Section 118 of the Work First Manual, which outlines the employment-related requirements and supportive services available to Work First participants.**

# Employment Services

## Helpful Job Aids

- **Work First Work Eligibility Referral**
- **Creating Work First Outcome Plan Goals Objectives and Activities**
- **Entering Participation Hours**
- **Viewing Participation Hours**
- **Job Quit Penalty**



# **Employment Services – Job Aids Cont'**

## **Work First Work Eligibility Referral**

**This job aid describes how to create a Work Eligibility referral to an Employment Services case manager as well as providing the next step to create the Outcome Plan.**

## **Creating Work First Outcome Plan Goals, Objectives, and Activities**

**This job aid describes how to create a new Work First Outcome plan. It is important to ensure that Outcome Plans are individualized, realistic, and tied to measurable goals. Remember: every participant must have a plan that aligns with their situation and barriers.**

## **Entering Participation Hours**

**This job aid describes how to enter work activity participation hours and absences for a Work First Case.**

**Note: This job aid should be used once the worker has scheduled hours.**

# **Employment Services Job Aids Cont'**

## **Viewing Participation Hours**

**This job aid describes how to view Work First participation activity and view hours on a calendar or as a list. It helps you double-check what's already been entered—very helpful during audits or when preparing for case reviews.**

## **Job Quit Penalty**

**This outlines the process for applying a penalty when a participant quits a job without good cause. It's important to follow proper documentation steps to ensure fairness and compliance.**

**These job aids are designed to improve consistency, reduce errors, and support staff in completing critical tasks. They're especially helpful when training new team members or reviewing tricky cases.**

**Another support tool is the *CSDW ACF-199 Error Queries* (run monthly) to catch issues like missing Outcome Plans.**

# Employment Services

## Learning Gateway Trainings

- **Work First Section 118 Work Requirements and Services**
- **Work First Section 118 How to Develop a Meaningful MRA Plan of Action**
- **Successful Case Management for Work First Families**
- **NC Fast and the Outcome Plan....So How Does this Work?**
- **Work First Section 118 Understanding Participation Rates**
- **Work First General Overview**



The Learning Gateway trainings are essential tools for both new and seasoned staff. They're designed to deepen understanding of Work First policies, translate those policies into practical action, and equip case managers with the skills and confidence to manage cases accurately and effectively.

# Employment Services

## Recommended Training Opportunities

- **Work First Participation Rates Training**
- **Understanding the Work First Two-Parent Participation Rate and Strategies for Success**
- **The Art of Open- Ended Questions**
- **Interviewing Skills PowerPoint**



This slide highlights several valuable training resources available on the NCDHHS website. Whether you're new to Work First or looking to refresh your skills, these tools offer practical strategies and insights that you can apply right away.

Access these trainings online at:

<https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#WorkFirst-995>

# Community Resources and Partnerships

**Strong community connections are essential for building effective Outcome Plans.**

**Some examples of Key Community Partners are:**

- **NCWorks**
- **Local Community Colleges**
- **Employment and Independence for People with Disabilities(EIPD)  
(formerly Vocational Rehabilitation)**
- **Goodwill**
- **Homeless Shelters / Soup Kitchens**

**Case managers are encouraged to build and maintain strong local partnerships to improve participant outcomes.**



# **Community Resources and Partnerships**

**Strong community partnerships improve Outcome Plans and support participant success.**

**Key partners include:**

- **NCWorks – job readiness, career exploration, and virtual tools.**
- **Community colleges – accessible training and education.**
- **EIPD – tailored support for individuals with disabilities.**
- **Goodwill – job skills, financial literacy, and work experience.**
- **Shelters & soup kitchens – offer structured work experience and promote accountability.**

**Case managers should actively maintain local partnerships to boost outcomes.**

# Immigration Enumerators

- **Alien/USCIS Number:** Also referred to as A-number; unique number ranging from six to nine digits assigned to a noncitizen by the Department of Homeland Security (DHS) or former immigration and Naturalization Services (INS)
- **Card Number / I-797 Receipt Number:** A unique 13-character identifier that USCIS applies to each application or petition it receives. USCIS uses this number to identify and track its cases .
  - Consists of three letters – for example, EAC, WAC, LIN, SRC ,NBC, MSC, ZAR, SLA or IOW and 10 numbers.
  - Found on I-797 Notices of Action, Permanent Resident Cards, Employment Authorization Documents.
- **I-94 Number (I-94#)** An 11-character identifier found on Form I-94 Arrival/Departure Record. May contain only numbers, or both numbers and a letter.
- **SEVIS Identifier:** Unique identifier from the Student and Exchange Visitor information System printed on Form I-20 or Form DS-2019 in the top right corner, consists of a letter (N) followed by 10 numbers.


# Immigration Enumerators

- **Certificate of Citizenship Number:** This number can be found at the top right-hand corner of the certificate; contains an A followed by 7 digits. May also contain 2 letter prefixes, such as AA, AB, OS, or EE.
- **Certificate of Naturalization Number:** Generally, 8 alphanumeric characters found in the upper right-hand corner of the certificate marked in red.
- **Visa Number:** Also known as the visa foil number, is the red number printed on the bottom right of the visa document. The number of an US visa may contain seven or eight alpha-numeric characters.
- **Foreign Passport Number:** Sometimes it can be used to locate an applicant's records in our systems when used in combination with other immigration enumerators.
- **Social Security Number:** (for initial verification only)



# The Transportation Company And Transportation Security Administration (Travel Document)

**VALID FOR ONE YEAR**



United States Department of State  
Bureau of Population, Refugees, and Migration  
Washington, D.C. 20520-5824

Date Issued: 25 Nov 2024

The Transportation Company And Transportation Security Administration

Document ID: [REDACTED]

RE: [REDACTED] External Case ID: [REDACTED]

[REDACTED]

US Address: [REDACTED]  
Sir/Madam:

Pursuant to the accompanying travel packet (for international flights) or the form I-94 (for U.S. domestic flights), the Department of Homeland Security/U.S. Citizenship and Immigration Services has approved the application to apply for admission to the United States of the below-named alien(s) under section 207(c)(1).

[REDACTED]

A: [REDACTED]  
Male: Principal Applicant  
DOB: [REDACTED]  
COB/NAT: Venezuela/  
Venezuela

USCIS/CBP/INS/DOHS/ICE/PAIS/DOH/ICE/DOHS/USCIS  
Admitted as a refugee/dependent of a refugee  
for an *indefinite* period pursuant to  
Section 207(c)(2)  
of the Immigration & Nationality Act  
If you DEPART the United States,  
you will need PRIOR PERMISSION  
to return. © 17011  
EMPLOYMENT AUTHORIZED  
"ATL 013" DEC 23 2024  
Date, Port, and CBP officer number

An airline, or airport security agency, may accept this letter as assurance that the above-named alien(s) may be transported to and within the United States without liability under section 273(b) of the Immigration and Nationality Act. This letter also serves to confirm that the above-named individual(s) applied for a Social Security number(s) via form I-765, as of their date of entry to the United States.

Sincerely,

*Kelly Gauger*

Kelly Gauger  
Office of Refugee Admissions  
Bureau of Population, Refugees, and Migration  
U.S. Department of State

Not valid unless this document contains a Document ID.

#118 MAIL CENTER 210  
RECEIVED

# Various Immigration Documents

## I-551 Permanent Resident Card

### (Green Card)

**USCIS Number:** Also referred to as Alien number or A-number; found on the front of the card.

**Card Number:** The card number is located on the back of the card at the end of the first line; begins with three letters.

**Expiration Date:** The expiration date of the card is located on the front near the bottom.





# Various Immigration Documents

## I-766 Employment Authorization Document

**USCIS Number:** Also referred to as Alien number or A-number; found on the front of the card.

**Card Number:** Also known as the document number. Located on the front of the card as well as the back of the card at the end of the first line; begins with three letters.

**Expiration Date:** The expiration date of the card is located on the front of the document, at the bottom.



# Various Immigration Documents

## I-766 Employment Authorization Document

**USCIS Number:** Also referred to as Alien number or A-number; found on the front of the card.

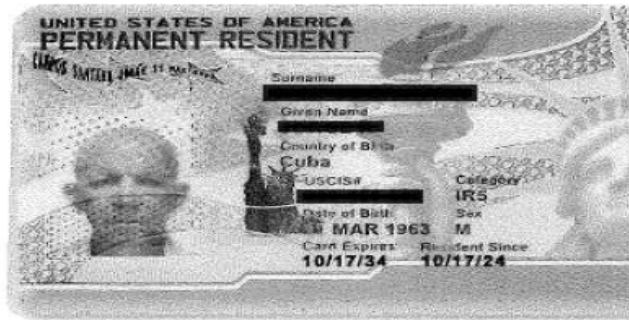
**Card Number:** Also known as the document number. Located on the front of the card as well as the back of the card at the end of the first line; begins with three letters.

**Expiration Date:** The expiration date of the card is located on the front of the document, at the bottom.

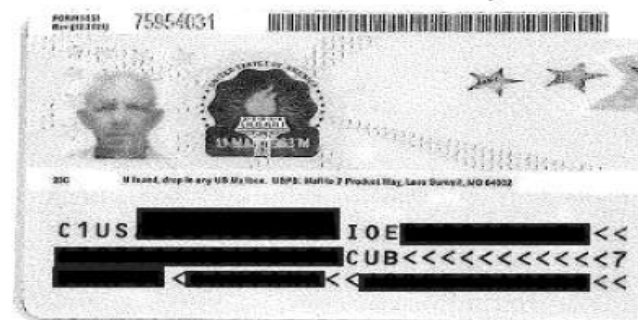




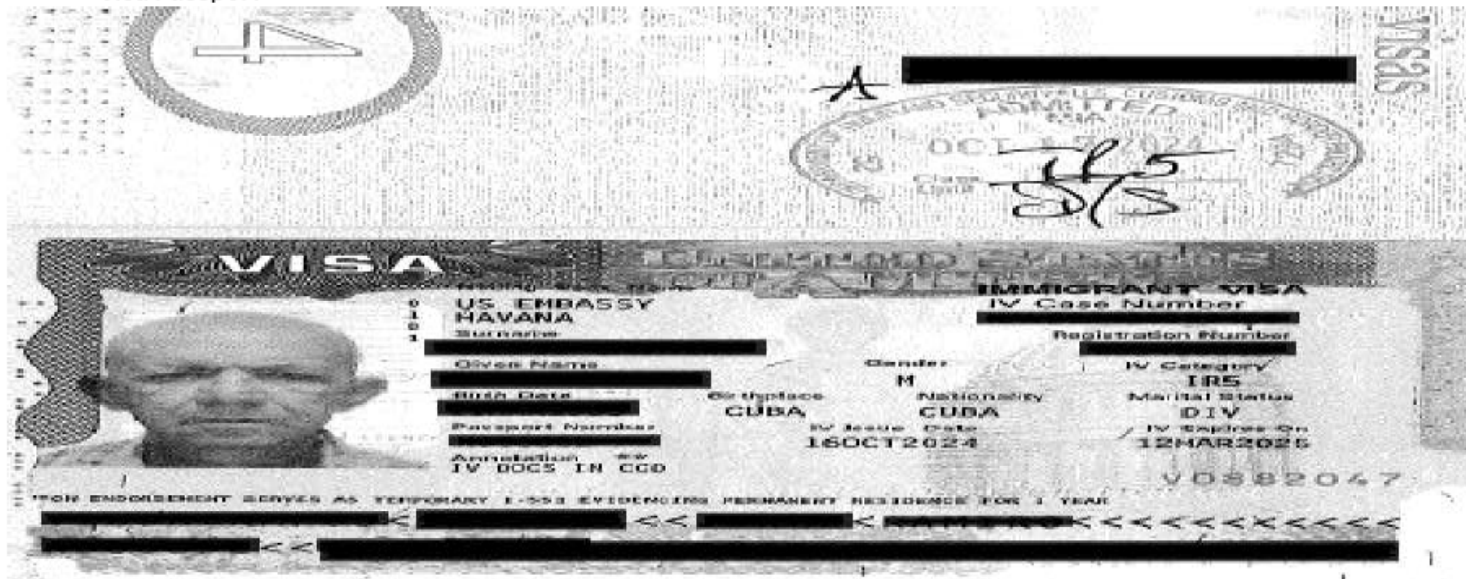
# Various Immigration Documents



Front of LPR USCIS# A123456789



Back of Card 1. C1US A#123456789 2. Start IOE 13 digits/number



Visa Passport # N0123456

Registration Number: A#123456789

# Sample Documentation – I-94

## MOST RECENT I-94 RESULTS

Full Name [REDACTED]			
Admission (I-94) Record Number [REDACTED]	Most Recent Date of Entry [REDACTED]	Class of Admission DE	Admit Until Date D/S

## DETAILS PROVIDED ON I-94 ARRIVAL/DEPARTURE RECORD

Last/Surname: [REDACTED]

First (Given) Name: [REDACTED]

Date of Birth: [REDACTED]

Document Number: [REDACTED]

Country of Citizenship: VENEZUELA

## ANNOTATIONS:

Please visit Official I-94 website for the most up-to-date information: <https://i94>

DEPARTMENT OF HOMELAND SECURITY  
U.S. Customs and Border Protection

OMB No. 1651-011

## Departure Record

Admission Number  
[REDACTED]

18. Family Name  
[REDACTED]

First Name  
[REDACTED]

Last Name  
[REDACTED]

19. First (Given) Name  
[REDACTED]

21. Country of Citizenship  
[REDACTED]

Country of Citizenship  
[REDACTED]



U.S. Customs and Border Protection  
Securing America's Borders

## Most Recent I-94

Admission (I-94) Record Number : [REDACTED] 123456789A5

Most Recent Date of Entry: 2024 June 30

Class of Admission : DT

Admit Until Date : 06/29/2026

Details provided on the I-94 Information form:

Last/Surname : [REDACTED]

First (Given) Name : [REDACTED]

Birth Date : [REDACTED]

Document Number : [REDACTED] Passport # S123456 or Alien number A#213456789

Country of Citizenship : Cuba

[Get Travel History](#)

► Effective April 26, 2013, DHS began automating the admission process. An alien lawfully admitted or paroled into the U.S. is no longer required to be in possession of a preprinted Form I-94. A record of admission printed from the CBP website constitutes a lawful record of admission. See 8 CFR § 1.4(d).

► If an employer, local, state or federal agency requests admission information, present your admission (I-94) number along with any additional required documents requested by that employer or agency.

► Note: For security reasons, we recommend that you close your browser after you have finished retrieving your I-94 number.

OMB No. 1651-0111  
Expiration Date: 02/28/2024

[For inquiries or questions regarding your I-94, please click here](#)

Approved for Release by DHS

# Other Sample Documentation

## DEPARTMENT OF HOMELAND SECURITY NOTICE TO APPEAR

In removal proceedings under section 240 of the Immigration and Nationality Act:		Event No: [REDACTED]
Subject ID: [REDACTED]	FIN #: [REDACTED]	
SIGMA Event: [REDACTED]	DOB: [REDACTED]	File No: [REDACTED]
In the Matter of: [REDACTED]		
Respondent: [REDACTED]	currently residing at:	
2 [REDACTED]		[REDACTED]
(Number, street, city, state and ZIP code)		(Area code and phone number)
<input checked="" type="checkbox"/> You are an arriving alien.		
<input type="checkbox"/> You are an alien present in the United States who has not been admitted or paroled.		
<input type="checkbox"/> You have been admitted to the United States, but are removable for the reasons stated below.		
The Department of Homeland Security alleges that you:		
1. You are not a citizen or national of the United States;		
2. You are a native of CUBA and a citizen of CUBA;		
3. You applied for admission on 06/30/2024 at SAN YSIDRO, CA, USA;		
4. You are an immigrant not in possession of a valid unexpired immigrant visa, reentry permit, border crossing card, or other valid entry document required by the Immigration and Nationality Act;		
On the basis of the foregoing, it is charged that you are subject to removal from the United States pursuant to the following provision(s) of law:		
See Continuation Page Made a Part Hereof		
<input type="checkbox"/> This notice is being issued after an asylum officer has found that the respondent has demonstrated a credible fear of persecution or torture.		
<input type="checkbox"/> Section 235(b)(1) order was vacated pursuant to: <input type="checkbox"/> 8CFR 208.30 <input type="checkbox"/> 8CFR 235.3(b)(5)(iv)		
YOU ARE ORDERED to appear before an immigration judge of the United States Department of Justice at:		
333 S MIAMI AVE STE 700, MIAMI, FL, US 331301904		
(Complete Address of Immigration Court, including Room Number, if any)		
on July 20, 2026	at 01:00 PM	to show why you should not be removed from the United States based on the
(Date)	(Time)	STEWART, Jason A
charge(s) set forth above.	CBP OFFICER	(Signature and Title of Issuing Officer)
Date: June 30, 2024	SAN YSIDRO, CALIFORNIA	(City and State)





# **Common Errors**

## **Communication Errors (Recipient Reports Information known to Agency)**

- **FNS**
- **Medicaid**
- **Work First**
- **Refugee Cash Assistance  
(RCA)**
- **Refugee Medical Assistance  
(RMA)**

## **Alien Details Errors**

- **Current Alien Status**
- **Alien Status on entry**
- **Date of Entry**
- **Country/Region of Origin**
- **Country/Region of Citizenship**
- **Country/Region of Birth**
- **Registration Number /  
Document Number (A#)**

# Examples of Common Errors

## Screen shot of NC FAST alien evidence

Alien - Income Support [REDACTED]

[ence](#) [Issues](#) [Verifications](#)

---

6/9/2025 - Case Audit 1/13/2024 - In Edit [REDACTED] on 6/9/2025 13:37

[Details](#) [History](#)

Updated On	6/9/2025 13:37	Updated By	[REDACTED] <a href="#">[View History]</a>
Effective Date of Change			
Approval Requested	No	Approval Status	<a href="#">[View History]</a>

Alien Details

Household Member	[REDACTED]		
Current Alien Status	Refugee		
Alien Status on Entry	Refugee		
Date of Entry	1/13/2024	End Date	
Country/Region of Origin	Zimbabwe	Document Type	
Country/Region of Citizenship	Zimbabwe	Document Number	
Country/Region of Birth		Document Exp. Date	
		Document Description	other
Registration Number	[REDACTED]	INS Section	
Date Last Left Country		Date Alien Status Granted	1/13/2024
Indigent Alien	No	Continuously Residing in Country since	No
		Date of Entry	
Suspected Counterfeit/Altered Document	No		

# Notice of Action I-797 Granting Asylum

Department of Homeland Security  
U.S. Citizenship and Immigration Services

Form I-797C, Notice of Action

**THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.**

Receipt Number M [REDACTED]		Case Type 1589 - APPLICATION FOR ASYLUM AND FOR WITHHOLDING OF REMOVAL
Received Date 03/06/2025	Priority Date	Applicant [REDACTED] Alien # & Applicants Name
Notice Date 05/07/2025	Page 1 of 4	
[REDACTED] Name & Address		Notice Type: Approval Notice
<p style="text-align: center;"><u>Asylum Approval</u></p> <p>Applicants: Name [REDACTED] Alien Number [REDACTED]</p> <p>As of 04/24/2025, you have been granted asylum in the United States pursuant to section 208 of the Immigration and Nationality Act (INA). Your derivative family member(s) listed above – who are present in the United States, who were included in your asylum application, and for whom you have established a qualifying relationship – are granted derivative asylum status.</p> <p>In addition to this letter, you will receive a completed Form I-94, <i>Arrival-Departure Record</i>, for you and each of your derivative family members listed below. Please retain this document as evidence that you have been granted asylum. In addition to your Form I-94, <i>Arrival-Departure Record</i>, we recommend that you retain the original of this letter as evidence that you have been granted asylum and that you submit copies of this letter when applying for any of the benefits or services listed below.</p> <p>Asylum is authorized for an indefinite period, but asylum status does not give you the right to remain permanently in the United States. Asylum status may be terminated pursuant to section 208(c)(2) of the INA if you no longer have a well-founded fear of persecution because of a fundamental change in circumstances, you have obtained protection from another country, or you have committed certain crimes or engaged in other activity that makes you ineligible to retain asylum status in the United States.</p> <p>Now that you are an asylee, you may apply for certain benefits listed below. You are responsible for complying with applicable laws and regulations explained in this letter. We recommend that you retain the original of this letter as proof of your status and that you submit copies of this letter when applying for any of the benefits or services listed below.</p> <p>You may obtain any of the USCIS forms mentioned in this letter on the USCIS website at <a href="http://www.uscis.gov">www.uscis.gov</a>, through the National Customer Service Center at 1-800-375-5283, or at a local USCIS office.</p> <p>Benefits</p>		

# Refugee and Immigration Information Website for USCIS webinars



U.S. Citizenship  
and Immigration  
Services

- <https://www.uscis.gov/save/current-user-agencies/save-webinars>

# Refugee and Immigration Information Webinar Site including calendar



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and Immigration  
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## SAVE Webinars

The Systematic Alien Verification for Entitlements (SAVE) program offers prospective, new or current user agencies several webinars and customized tutorials to meet their specific need. Choose the session you want to attend from the list below, add it to your calendar, then return to this page to log in as early as 15 minutes before it starts.

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2 1 p.m. SAVE Current Users & Best Practices Webinar	3	4	5
6	7	8 11 a.m. SAVE Commonly Used Immigration Documents Overview	9 1 p.m. SAVE Overview	10	11	12
13	14	15	16	17 1 p.m. SAVE Current Users & Best Practices Webinar	18	19
20	21	22	23 1 p.m. SAVE Commonly Used Immigration Documents Overview	24	25	26
27	28	29	30	31	1	2



# ACF-199 Reporting



**Fully include  
participants in  
federal reporting**



**Maintain a strong  
participation rate**



**Avoid compliance  
issues and  
funding losses.**

**ACF-199 reporting is critical to the integrity and performance of North Carolina's Work First Program. When cases are excluded due to incomplete ACF-199 data, the WPR declines putting the state at risk for federal penalties and potential reductions in funding. Therefore, we need to make sure all eligible participants are properly included in federal reporting to maintain a strong participation rate and avoid compliance issues and funding losses.**

# **ACF-199 Error: Family Members Missing from the Assistance Unit (AU)**

## **What's the Error?**

- **Required family members are not included in the Assistance Unit (AU)**
- **Case is excluded from ACF-199 reporting**
- **Work Participation Rate (WPR) may be affected**

## **Common Causes**

- **Incorrect AU setup in NC FAST**
- **Missing eligible parent or child**
- **Data not updated at application or recertification**

## **How to Prevent It**

- **Carefully review family composition**
- **Ensure all Work Eligible individuals and required participants are in the AU**



## **ACF-199 Error: Family Members Missing from the Assistance Unit (AU)**

**The ACF-199 requires demographic and participation data for every individual in the assistance unit. If someone like a parent or eligible child is missing, the case will error out and be excluded from federal reporting, negatively affecting the Work Participation Rate (WPR).**

**This often happens when family composition is entered incorrectly in NC FAST, especially during applications or recertifications. For instance, a child may be mistakenly left out due to an eligibility oversight.**

**To prevent this:**

- Carefully review the assistance unit setup, particularly in complex households.**
- Ensure demographic fields (race, marital status, DOB) are complete—missing data defaults to “unknown” and causes exclusions.**
- Education errors continue to be a significant area of concern. Don’t overlook updating education evidence at both application and recertification.**

**Bottom line: Anyone receiving Work First benefits or impacting the work requirement must be included in the assistance unit.**



# Scenario 1

**A Child-Only case was active and included one child who was 17 years old. The child turned 18 in August 2023.**

**As part of the reassessment process, the system evaluated the case and determined that the household would be ineligible beginning 9/1/2023 and placed the decision on hold.**

▼ 10/9/2023 00:44	Superseded	Case Reassessment	SYSTEM	Automatic Hold	10/9/2023 00:44
Coverage Period		Decision			
9/1/2023 - 4/30/2024		Not Eligible			
8/15/2023 - 8/31/2023		Eligible			

# Scenario 1 (Cont.)

The on-hold decision for the case was not reviewed and accepted by the caseworker until recertification in April 2024.

Decisions last updated on 4/12/2024 13:00 as a result of Case Reassessment.

Reassessment last completed on 5/6/2024 14:00.

Determination Status

User Accept

Held To Date



Determination Status Date 4/12/2024 13:02

Acceptance Type Timely

Coverage Period	Decision	Amount
9/1/2023 - 4/30/2024	Not Eligible	
8/15/2023 - 8/31/2023	Eligible	\$181.00 Monthly

# Scenario 1 (Cont.)

**Due to the case remaining on hold, it remained active, and payments continued to be issued to the household through case closure.**

 Simulate Payment...     			
EBT Card Cash	4/1/2024	4/2/2024	\$181.00 ...
EBT Card Cash	3/1/2024	3/2/2024	\$181.00 ...
EBT Card Cash	2/1/2024	2/2/2024	\$181.00 ...
EBT Card Cash	1/1/2024	1/3/2024	\$181.00 ...
EBT Card Cash	12/1/2023	12/2/2023	\$181.00 ...
EBT Card Cash	11/1/2023	11/2/2023	\$181.00 ...

**To prevent ineligible cases from remaining active and improper payments being issued, case managers must work on-hold tasks daily and work the Work First Payments On-Hold for 3 Months report each month.**

## **Scenario 1 Cont'**

**Accurate ACF-199 reporting is essential to North Carolina's Work First Program. Missing or incomplete data can lead to case exclusions, lowering the Work Participation Rate (WPR), risking federal penalties, and reducing funding.**

**To prevent this:**

- Include all eligible participants to ensure accurate federal reporting.**
- Work on-hold tasks daily to avoid ineligible cases staying active and prevent overpayments.**
- Review the Work First Payments On-Hold for 3 Months report monthly to catch lingering issues.**

**For detailed steps, refer to the job aid: Working with Changed Decisions.**

## **Scenario 2**

**An active case includes a mother and two children. The Head of Household (HOH) reported that one of the children moved out of the home in May 2025 but returned in July 2025.**

**The caseworker must update the Living Arrangement evidence for the child to accurately reflect this change in household composition.**

# Scenario 2 Cont'

## The Proper Way to Manage Living Arrangement Evidence

Living Arrangement - Income Support 399950624

EvidenceIssuesVerifications

Participant	Description	Period	Updates	Latest Activity
▶ Personbikiy FirstNamewkkdr	Has a living arrangement of type Home (living with own family) and it is Permanent	4/1/2025 -	0	Created by NCFast USER68732 on 7/23/2025
▼ Childwbily LastNamemvstp	Has a living arrangement of type Home (living with own family) and it is Permanent	5/15/2009 - 5/31/2025	1	NCFast USER68732 on 7/22/2025 09:22

Change Summary	Period	Source	Status	Updated By
▶ 7/22/2025 - Case Audit	5/15/2009 - 5/31/2025		Active	NCFast USER68732 on 7/22/2025 09:22

...

Edit...

Delete...

▶ Personbikiy FirstNamewkkdr	Has a living arrangement of type Home (living with own family) and it is Permanent	7/15/1985 -	1	NCFast USER09779 on 7/15/2025 14:33
------------------------------	--	-------------	---	-------------------------------------

# Scenario 2 Cont'

## End date the living arrangement evidence

▪

### Edit Living Arrangement Evidence

? ×

\* required field

Received Date \*

7/23/2025

Change Reason

Case Audit

Effective Date of Change

leave blank if making a correction

#### Living Arrangement Details

Household Member	Childwily LastNameemvstp (16)	Nursing Home / Spouse in the Same Room	<input type="checkbox"/>
Arrangement Type	Home (living with own family)	Arrangement Status *	Permanent
Start Date *	5/15/2009	End Date	5/31/2025
Probable End Date		Number of Meals per Day	0
Addicted to Drugs or Alcohol	<input type="checkbox"/>	Living on a Reservation	<input type="checkbox"/>
		Subsidized	

Save

Cancel

## **Scenario 3**




**On 9/25/2024, the household contacted the agency to report that both children included in the case no longer reside in the home. The children are now living with a relative out of state.**

**The case manager should end date the Residency evidence effective 9/30/2024 to initiate case termination. In accordance with policy, the household is entitled to a timely notice. Therefore, the case will close effective 10/31/2024.**



# Scenario 3 Cont'

## The Proper Way to Manage Residency Evidence

Residency - Income Support 399950624					
Evidence	Issues	Verifications			
					  
	Participant	Description	Period	Updates	Latest Activity
▼	Secondchildskuov LastNamemxrd	Is a North Carolina resident.	7/15/2022 -	1	NCFast USER09779 on 7/15/2025 14:33
	Change Summary	Period	Source	Status	Updated By
▶	7/15/2025 - Case Audit	7/15/2022 -		Active	NCFast USER09779 on 7/15/2025 14:33
					...
					Edit...
					Delete...
▼	Childwily LastNamemvstp	Is a North Carolina resident.	5/15/2009 -	1	NCFast USER09779 on 7/15/2025 14:33
	Change Summary	Period	Source	Status	Updated By
▶	7/15/2025 - Case Audit	5/15/2009 -		Active	NCFast USER09779 on 7/15/2025 14:33
					...

# Scenario 3 Cont'

**Editing Residency: Make sure both boxes remain checked and end date the evidence.**

Edit Residency Evidence

Received Date \*

7/23/2025

\* required field

Change Reason

Case Audit

Effective Date of Change

leave blank if making a correction

Household Member

Secondchildskuov  
LastNamemsx1 (3)

Residency Details

Start Date \*

7/15/2022

End Date

9/30/2024

Is applicant a resident of North Carolina?

☒

North Carolina  
Residency  
Applicant  
Declaration  
Received

Has the applicant's intent to reside in the state been verified?

☒

Save

Cancel

# Person Search in NC FAST

Caseworkers must conduct four separate person searches to verify the correct person is found or selected:

1. First Name, Last Name, Gender
2. First Name, Last Name, Gender, Date of Birth
3. SSN, if the client has one
4. First Name (three letters), Last Name(three letters), Gender, Date of Birth.

It is essential that case managers conduct all four person searches to ensure the correct individual is identified and selected. In instances where a duplicate person is found, case managers should refer to the job aid *Person Merge* for proper procedures and steps.

**Note:** Please refer to the job aids: Searching for Persons, Registering Person and Completing a Person Merge for more information.

# Person Search in NC FAST

## First Name, Last Name, Gender

### Search Criteria

Reference

### Additional Search Criteria

First Name	<input type="text" value="Melba"/>	Show Nicknames	<input type="checkbox"/>
Last Name	<input type="text" value="Pilan"/>	Show Sounds Like Names	<input type="checkbox"/>
Date of Birth	<input type="text"/>	Gender	<input type="text" value="Female"/>
Address Line 1	<input type="text"/>	Address Line 2	<input type="text"/>
City	<input type="text"/>	Birth Last Name	<input type="text"/>
Show Duplicates	<input type="checkbox"/>		

### Search Results

Person	Source	Address	Gender	Date of Birth	
▶ Minalp Plamno	NCFast	223 Grinn dr, Cary, North Carolina, 23112	Female	1/1/1988	...
▶ MELBA PALMA - 000000000	CNDS		Female	9/14/1968	...
▶ MELVINE C PULLIAM - 242708006	CNDS		Female	6/28/1946	...

# Person Search in NC FAST

## First Name, Last Name, Gender, Date of Birth

Person Search

\* required field

There are no matching items based on the Search Criteria entered.

Search Criteria

Reference

Additional Search Criteria

First Name

Meiba

Last Name

Plan

Date of Birth

10/01/1970

Address Line 1

City

Show Duplicates

☐

Show Nicknames

☐

Show Sounds Like Names

☐

Gender

Female

Address Line 2

Birth Last Name

Search

Reset

Search Results

Person	Source	Address	Gender	Date of Birth
--------	--------	---------	--------	---------------

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# Person Search in NC FAST

## SSN, if the client has one

### Search Criteria

Reference

100008195

### Additional Search Criteria

First Name

Show Nicknames

☐

Last Name

Show Sounds Like Names

☐

Date of Birth

Gender

Address Line 1

Address Line 2

City

Birth Last Name

Show Duplicates

☐

Search

Reset

### Search Results

Person	Source	Address	Gender	Date of Birth
--------	--------	---------	--------	---------------

# Person Search in NC FAST

First Name (three letters), Last Name(three letters), Gender, Date of Birth.

Person Search

...

ⓘ

There are no matching items based on the Search Criteria entered.

Search Criteria

▼

Reference

Additional Search Criteria

▼

First Name

Show Nicknames

☐

Last Name

Show Sounds Like Names

☐

Date of Birth

Gender

Address Line 1

Address Line 2

City

Birth Last Name

Show Duplicates

☐

Search

Reset

Search Results

▼

Person	Source	Address	Gender	Date of Birth
--------	--------	---------	--------	---------------



**Have questions? Discuss your questions with your agency resources such as training staff, lead workers and your supervisors. If there are still questions after utilizing your internal agency resources, your supervisor may submit a question to:**

**[dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov)**