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

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