Resource Guide for Case Managers
Lifting of the Federal Public Health Emergency

This resource is developed to serve as a quick reference guide for case managers as cases are transitioning out of the Public Health Emergency in May 2023. **Case managers should continue to utilize job aids found in NC FAST Help and NC FAST Learning Gateway as the links to the job aids and web-based trainings referenced in this document will not be updated as job aids are edited and changed.** *(To access the links case managers may need to hold the Control button while the link is selected.)*

**Sanctions**
- Accepting or Disregarding a System-Recommended Sanction
- Creating of Disregarding an Active Sanction
- Editing or End Dating Sanctions
- Disregard a System Recommended Sanction
- Disregarding or Overriding a Sanction

**Assigning Protective Payees**
- Adding a Protective Payee to a Cash Assistance Product Delivery Case

**Extension Evidence**
After conducting desk reviews case managers will edit the extension evidence for identified time limit.
- Entering Work First Time Limit Extension Evidence
- Evidence Start and End Dates

**60 – Month Federal Time Limit**
- Entering TANF time from other states *(countable assistance history job aid)*

**24 – Month Time Limit**
These job aids will assist case managers with adjusting the 24 – month state time limit in the event there are months which can be removed from the 24 – month time limit.
- Entering Work First State Exemptions
- Ending Work First State Exemptions

**Issuing WF Benefit Payments**
Case managers will resume issuing WF Benefit payments with the benefit month of July (payments issued in August).
- Issuing or Releasing WF Payments

**Appeals and Hardship Exemption Hearings**
- Creating a Cash Assistance Time Limit Extension Appeal Hearing
- Creating a Cash Assistance Time Limit Hardship Exemption Appeal Hearing

**NC FAST Learning Gateway Web Based Trainings**
- Work First Section 105 State 24-Month Time Clock
- Work First Section 105 Federal 60-month Time Clock
- Work First State 60-Month Time Clock
- Work First Section 116 Child Support Referrals and Sanctions
- Work First Section 120 Sanctions