NC Department of Health and Human Services

Continuous Quality Improvement Specialist (CQIS) In Person Regional Meeting

Work First

April 2025

Agenda

- **Introduction**
- **Work First**
  - **Past Paid Public Assistance**
  - **NC FAST ACF Reports**
  - **Case Management tips**
- **Call Center – EBT**
- **Question and Answer**
- **Food & Nutrition Services**
  - **Citizenship**
  - **SAVE requirements**
  - **Qualifying Quarters**
- **Question and Answer**

Understanding the Purpose and use of the Past Paid Public Assistance (PPPA) Form (DSS- 4746)

Objectives

- **The purpose and use of the DSS-4746 form**
- **When and how the form is used**
- **How it relates to child support payments and Work First Cash Assistance**

What is PPPA?

- **Past Paid Public Assistance or PPPA is the amount of Work First Cash Assistance that has been paid to the recipient.**

- **All Work First recipients must assign their rights to child support to the State and cooperate with child support unless they have good cause for not cooperating.**

- **Child Support Services have the responsibility of establishing retroactive support owed to the state when appropriate.**

PPPA & Case Manager Responsibility

- **The Work First case manager is required to provide PPPA to CSS when requested.**

- **When the WF case manager receives the transmittal request for PPPA, the DSS-4746, from CSS they are to complete the form and return within two days.**

The DSS-4746 (PPPA) Form Section I

TRANSMITTAL REQUEST FOR PAST PAID PUBLIC ASSISTANCE (PPPA)
PAID FROM THE WORK FIRST PROGRAM/CASH ASSISTANCE (CHILD ONLY & WFB)

TO: NC FAST Case Owner (e-mail: **ENTER NC FAST CASE OWNER EMAIL**)

RETURN COMPLETED FORM TO: **Date:**   2/8/2024
ENTER RESPONSIBLE CASE WORKER, Child Support Case Manager
ENTER CSS Caseworker e-mail address

ENTER COUNTY County Child Support
ENTER CSS Supervisor e-mail address

> This information shall be provided within two (2) calendar days from the date of this request. (45CFR235.70).

SECTION I (CSS CASE WORKER)

IV-D Case #		Custodial Parent (CP) (Last/First/Middle)	
CHILD EIS/CNDS Ind#			
		Noncustodial Parent (NCP) (Last/First/Middle)	

CHILD'S NAME   (Last/First/Middle)

CHILD'S DOB: _____   **PAYMENT INFORMATION REQUESTED FOR TIME PERIOD:** _____ TO _____

The DSS-4746 (PPPA) Form Section II

SECTION II (WF CASE OWNER)

NCFAST/EIS TOTAL MONTHLY PPPA PAYMENT PER CHILD				
CASEHEAD PAYEE	**NCFAST / EIS#**	**COUNTY**	**MONTH/YEAR**	**PAYMENT AMOUNT**
T O T A L (P A G E 1)				$0.00

(Please list any additional monthly payments on separate sheet)

PAYMENT TOTAL AMOUNT	
TOTAL FROM PAGE 1	$0.00
TOTAL FROM PAGE 2	$0.00
GRAND TOTAL	$0.00

I certify that the information contained in this document is true and accurate.

Signature: _____   Print Name: _____   Date: _____
Work First Case Owner

Process for Calculating PPPA

1. **Case manager receives a PPPA request from Child Support.**
2. **Review the Work First payment History in NC Fast.**
3. **Review the Financial Tab in NC FAST.**
4. **Take each monthly amount and divide by the number of children in the Assistance Unit (AU) for each case for the requested time frame.**
   - **Example: Payment $236 for November 2024. 2 children in AU. Payment per child $118.**
5. **The calculation may be different on each case. Document this amount on the DSS-4746 for the requested month(s).**

Process for Calculating PPPA Cont.

6. Complete section 2 on the DSS-4746.
   - Utilize second page if needed include totals on page 1.
7. Verify information on the DSS-4746 by printing and signing the workers name that completed the DSS-4746.
8. The Work First case manager must document the PPPA request on the latest Income Support Case under the Notes Tab.
   - If none open, document the most recent closed Income Support Case.
9. Send the DSS-4746 to the CSS worker via inter-office mail or by a secure method to ensure confidentiality.

Scenario #1

Cindy had received Work First cash assistance for six months while raising her son Derek. The absent parent, Mike, was not paying child support during this period. After two years, Mike starts making regular child support payments through Child Support Services.

If Cindy received $1,416 in Work First Benefits and Mike begins paying child support in the amount of $472 each month the state recovers this amount until reimbursement is complete. In this example assuming payments are made regularly, the state would be reimbursed in three months and then payments would be released to Cindy.

Scenario 1 Example

- **Six months of Work First $236 x 6 = $1,416.**
- **Payment amount $236 per month (1 – child)**
- **$236 divided by 1 = $236**
- **Child Support paid per month = $472.**
- **$1,416 divided by $472 = 3 (months).**

SECTION I (CSS CASE WORKER)

IV-D Case #	919570254	Custodial Parent (CP) (Last/First/Middle)
CHILD EIS/CNDS Ind#	567892585	Who, Cindy Lou

	Noncustodial Parent (NCP) (Last/First/Middle)
	Who, Mike Lou

CHILD'S NAME (Last/First/Middle)

Who, Derek Lou

CHILD'S DOB: 12/3/2020	PAYMENT INFORMATION REQUESTED FOR TIME PERIOD: TO ___ March 2023 – August 2023

SECTION II (WF CASE OWNER)

NCFAST/EIS TOTAL MONTHLY PPPA PAYMENT PER CHILD

CASEHEAD PAYEE	NCFAST / EIS#	COUNTY	MONTH/YEAR	PAYMENT AMOUNT
Cindy Lou Who	021 546 008	Graham	3/2023	$236
Cindy Lou Who	021 546 008	Graham	4/2023	$236
Cindy Lou Who	021 546 008	Graham	5/2023	$236
Cindy Lou Who	021 546 008	Graham	6/2023	$236
Cindy Lou Who	021 546 008	Graham	7/2023	$236
Cindy Lou Who	021 546 008	Graham	8/2023	$236
T O T A L (P A G E 1)				$1,416

(Please list any additional monthly payments on separate sheet)

PAYMENT TOTAL AMOUNT

TOTAL FROM PAGE 1	$1,416.00
TOTAL FROM PAGE 2	$0.00
GRAND TOTAL	$0.00

I certify that the information contained in this document is true and accurate.

Signature: _Max Grinchmas_   Print Name: __Max Grinchmas__   Date: __4/3/2025__

Work First Case Owner

Scenario #2

Sunny previously received Work First for 10 months while raising her daughter Star. The absent parent, Moon, had unpaid child support arrears during this period. After a court order, Moon pays a lump sum of $4,000 in overdue child support.

If Sunny received $2,360 in Work First benefits, the state recovers that amount first before releasing the rest ($1,640) to her.
Any future child support payments go directly to Sunny.

Scenario 2 Example

- **Ten months of Work First = $2,360**
- **Payment per month $236 (1- child)**

- **Lump Sum payment = $4000**

- **$4,000 - $2,360 = $1,640. ← Not considered when completing DSS 4746**

IV-D Case #	98765409	Custodial Parent (CP) (Last/First/Middle)			
CHILD EIS/CNDS Ind#	123456	Sunny D. Jones			
		Noncustodial Parent (NCP) (Last/First/Middle)			
		Moon D. Jones			

CHILD'S NAME (Last/First/Middle)

Star D. Jones

CHILD'S DOB: 1/1/2024

PAYMENT INFORMATION REQUESTED FOR TIME PERIOD:
TO ___ 2/1/2024 – 12/31/2024

SECTION II (WF CASE OWNER)

NCFAST/EIS TOTAL MONTHLY PPPA PAYMENT PER CHILD

CASEHEAD PAYEE	NCFAST / EIS#	COUNTY	MONTH/YEAR	PAYMENT AMOUNT
Sunny Jones	8675309	Wake	2/2024	$236
Sunny Jones	8675309	Wake	3/2024	$236
Sunny Jones	8675309	Wake	4/2024	$236
Sunny Jones	8675309	Wake	5/2024	$236
Sunny Jones	8675309	Wake	6/2024	$236
Sunny Jones	8675309	Wake	7/2024	$236
Sunny Jones	8675309	Wake	8/2024	$236
Sunny Jones	8675309	Wake	9/2024	$236
Sunny Jones	8675309	Wake	10/2024	$236
Sunny Jones	8675309	Wake	11/2024	$236
TOTAL (PAGE 1)				$2,360

(Please list any additional monthly payments on separate sheet)

PAYMENT TOTAL AMOUNT	
TOTAL FROM PAGE 1	$2,360
TOTAL FROM PAGE 2	$0.00
GRAND TOTAL	$2,360

I certify that the information contained in this document is true and accurate.

Signature: _Shirley Smith_   Print Name: _Shirley Smith_   Date: _4/3/2025_

Work First Case Owner

Form maintained by Child Support Services and not published on DSS forms website.

For more information regarding the purpose and use of the DSS-4746 please refer to:

- **WF Manual section 116 X.**
- **Job Aid: Request for Past Paid Public Assistance.**

Two – Parent Participation Rate Report and Other New Reports

- **Two-Parent Participation Report**

- **Introduction of new reports:**
  - **Work First Cases-No Open Outcome Plan Report**
  - **CA Work Eligible Report**
  - **Work First Payments on Hold-3 Months Report**

Two-Parent Participation Report

- **Documentation must reflect which parent is completing activities and the two – parent checklist included case documentation.**

- **Validate open Outcome Plans, activities assigned and relevant exemption evidence entered, if necessary.**

- **Counties are required to work this report monthly on or around the 10th of each month.**

- **Posts to FAST Help under the homepage with the title.**
  - o **Active_2-Parent_Cash_Assistance_Cases.**
  - o **The date of each report will reflect the previous month.**

- **NC FAST Weekly Communications will include when the report is available for review.**

New Reports

- **Dear County Director Letter EFS-WF-02-2025**
  - o **Issued March 28, 2025**
  - o **Reports include cases which indicate a work eligible individual is included in the case.**

- **Goal of new reports to strengthen internal controls and improve data accuracy.**
  - o **Work First Cases-No Open Outcome Plan Report**
  - o **CA Work Eligible Report**
  - o **Work First Payments on Hold – 3 Months Report**

New Reports and Reminder

- **Outcome Plan should house all employment service information with all activities keyed.**

- **MRA-B's must be printed from the OCP.**
  - **WF Manual Section 118**

- **Current monitoring findings:**
  - **No open Outcome Plan**
  - **No open activities assigned in NC FAST**

Work First Cases- No Open Outcome Plan

- **Identifies cases with a work-eligible individual with no open Outcome Plan in NC FAST.**

- **Counties must ensure that Outcome Plans are in place, activities assigned, and exemption evidence is documented after benefit issuance**

- **Posts to FAST Help under the homepage with the above title.**
  - o **NC FAST Weekly Communications will include when the report is available for review.**
  - o **Pulled monthly on or around the 10th of the month.**
  - o **Reviewed by case managers**

Work First Cases No Open Outcome Plan

COUNTY	PDC NUMBER	INCOME SUPPORT CASE NUMBER	CASEWORKER NAME	HEAD OF HOUSEHOLD	EXEMPTION REASON	EXEMPTION START DATE	EXEMPTION END DATE
County	123456789	987654321	JANE DOE	JOHN DOE			
County	123456789	987654321	JANE DOE	JOHN DOE	Child Under 12 Months	01-OCT-24	30-JUN-25
County	123456789	987654321	JANE DOE	JOHN DOE			
County	123456789	987654321	JANE DOE	JOHN DOE			
County	123456789	987654321	JANE DOE	JOHN DOE	Child Under 12 Months	01-DEC-24	31-MAY-25

The only 2 allowable exemption reasons are listed below. All other exemption evidence should be entered monthly after benefit issuance.

1. **Single parent with a child under 12 months of age**

2. **A parent providing care for a disabled family member living in the home.**

CA Work Eligible Report

- **Captures all cases with a work-eligible individual in the household.**
  - o **If cases are included on the report this indicates the case is likely being submitted for participation.**

- **Case managers should review case to ensure employment services are being provided including having open activities in the Outcome Plan.**

- **Posts to FAST Help under the homepage with the above title.**
  - o **NC FAST Weekly Communications will include when the report is available for review.**
  - o **Pulled monthly on or around the 10th of the month.**
  - o **Reviewed by case managers**

CA Work Eligible Report

REPORTMONTH	COUNTY	CASE OWNER	PLAN REFERENCE	CASE REFERENCE	CASE STATUS	INCOME SUPPORT	PRIMARY CLIENT	PARTICIPANT	CNDS ID	DATE LAST BENEFIT ISSUED	AMOUNT	BENEFIT MONTH
202503	County	Jane Doe	########	########	Active	########	JOHN DOE	JANE DOE	########	4-Feb-25	$ 236	202502
202503	County	Jane Doe	########	########	Active	########	JOHN DOE	JANE DOE	########	7-Feb-25	$ 236	202501
202503	County	Jane Doe	########	########	Active	########	JOHN DOE	JANE DOE	########	4-Mar-25	$ 297	202502
202503	County	Jane Doe	########	########	Active	########	JOHN DOE	JANE DOE	########	6-Feb-25	$ 236	202501
202503	County	Jane Doe	########	########	Active	########	JOHN DOE	JANE DOE	########	14-Feb-25	$ 181	202501

Work First Payments on Hold – 3 Months Report

- **Identifies cases where payments have been on hold for three months without being released or canceled.**

- **Releasing payments retroactively can potentially negatively impact federal reporting.**

- **Refer to Work First Policy Section 119. X and FAST Help Job aid "Issuing or Releasing Work First Benefit Payments"**

- **Posts to FAST Help under the homepage with the above title.**
  - o **NC FAST Weekly Communications will include when the report is available for review.**
  - o **Pulled monthly on or around the 10th of the month.**
  - o **Reviewed by case managers**

Work First Payments On Hold - 3 Months

COUNTY	CASE NUMBER	CASEWORKER NAME	HEAD OF HOUSEHOLD	CERT PERIOD START DATE	CERT PERIOD END DATE	BENEFIT MONTH	BENEFIT AMOUNT	CASE STATUS
County	123456789	JANE DOE	JOHN DOE	01-AUG-23	31-AUG-23	28-JUL-23	236	Closed
County	123456789	JANE DOE	JOHN DOE	01-DEC-23	31-DEC-23	29-NOV-23	272	Closed
County	123456789	JANE DOE	JOHN DOE	01-JAN-24	31-JAN-24	28-DEC-23	272	Closed
County	123456789	JANE DOE	JOHN DOE	01-FEB-24	29-FEB-24	30-JAN-24	236	Closed
County	123456789	JANE DOE	JOHN DOE	01-JUN-24	30-JUN-24	30-MAY-24	297	Closed

Work First
Case Management Tips and
Best Practices

Guidelines for case management documentation include:

- **Maintain confidentiality**
- **Case notes should be easy to follow**
  - **Use clear and concise language without jargon.**
- **Document client interactions thoroughly, including assessments, interventions, progress, and plans.**
- **Clear, comprehensive documentation ensures continuity for effective case management**
- **Counties are encouraged to have a standard format or template for case managers.**

Standard Documentation template

- **Example of one documentation template using the acronym SOAP.**
  - ○ **S – Subjective statement (*<u>if</u> provided from applicant/participant perspective*)**
  - ○ **O – Objective statement (*case managers unbiased proven statement*)**
  - ○ **A – Assessment (*have they been conducted? If so, results*)**
  - ○ **P – Plan (*what is the ongoing plan or next step?*)**

Note: Case managers should never insert personal opinions or subjective statements in case notes. Subjective statements should only be included when they are presented to the case manager from the applicant perspective.

Case Example Scenario

Mrs. Sweet Pickles arrives at the agency to apply for Work First Benefits for herself and her three children: James, age 12, a 6th grader; John, age 8, a 2nd grader; and Jeremiah, age 4, who attends Pre-K.

Dressed neatly, she meets with the intake worker to begin the interview process. As their conversation unfolds, Mrs. Pickles shares her reasons for seeking Work First Cash Benefits.

After 16 years of marriage, her husband left, leaving her and their children in financial distress. Now, she is determined to rebuild her life and provide for her family. She is determined to complete her four-year degree in Aerospace, with only one semester remaining to achieve this goal.

She seeks assistance to regain stability and achieve self-sufficiency.

Case Example Continued

Subjective:
The applicant stated she and her children are experiencing financial hardship due to the children's father leaving the home.

Objective:
The applicant is seeking Work First benefits to regain financial stability and achieve self-sufficiency. She has some college credits and would like to complete her four-year degree.

Case Example Continued

Assessment:
The applicant has previously attended college in an Aerospace program and needs to complete one final semester to earn her four-year degree. Completing her education will improve her employment prospects and long-term stability.

Work First assessment/documentation tools (*can be used by either eligibility or employment worker*):

- **DSS 8228 (Work First Application & Documentation Workbook)**
- **DSS-8218 (Audit/DAST-10)**
- **DSS 5330 (Learning Needs Screening Tool)**
- **DSS 6966 (Notification of the Family Violence Option)**
- **DSS 5330 (Learning Needs Screening Tool)**
- **DSS 5298 (Strengths and Needs)**

Case Example Continued

Plan:

The assessment step aids in the plan development.

Ms Pickles and case manager have collaborated to develop an Outcome Plan to support her educational and financial goals. Ms Pickles plan includes:

- **The applicant will attend classes Monday through Friday for six hours per day.**
- **She will dedicate an additional two hours daily to completing coursework and assignments.**
- **She will meet bi-weekly with her case manager to review her progress, address any challenges, and ensure she stays on track toward program completion.**

Open Ended Questions

Encourage detailed responses and gain deeper understanding of the participants needs and priorities. Examples are:

- **What brings you here today?**

- **Can you tell me more about your current living situation?**

- **What are some challenges you're facing right now?**

- **What are your goals?**

- **How do you feel about your Work First plan?**

Home Visits

- **Building rapport and trust:**
  - **Establishing a personal connection with participants in their familiar surroundings can facilitate open communication and better collaboration.**

- **Assess safety and well-being**
  - **Observe living conditions**
  - **Identify potential hazards**

- **Ensure individuals are being properly cared for in their home environment**

How to Understand and Record a Home Visit in Social Work
https://www.mysocialworknews.com/article/how-to-undertake-and-record-a-home-visit-in-social-work.
August 23rd, 2023-student

Home Visits Continued

- **Understand family dynamics and observe how family members interact with each other and assess potential issues within the household**

- **Providing support and resources:**
  - **Offer tailored assistance based on specific needs observed during the visit, including connecting individuals with relevant community services.**

How to Understand and Record a Home Visit in Social Work
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August 23rd, 2023-student

Best Practices

- **Ensure accuracy by dating and initialing any corrections made in the record.**

- **If not written down, it did not happen**

- **Always date, sign and initial where required.**

- **Document! Document! Document!**

Questions ?

dss.policy.questions@dhhs.nc.gov