

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 12-2020**  
**EFS\_WF\_AL-12-2020**  
**Work First Program**

**TO:** County Directors of Social Services

**ATTENTION:** Work First Program Administrators,  
Managers and Supervisors

**DATE:** May 6, 2020

**SUBJECT:** One-time Benefit Payment for Active Work First Cash Assistance  
Recipients

**EFFECTIVE DATE:** Upon Receipt

**I. GENERAL INFORMATION**

On March 10, 2020 Governor Roy Cooper issued Executive Order No. 116, Declaration of a State of Emergency to Coordinate Response and Protective Actions to Prevent the Spread of COVID-19. Due to the economic impact of COVID-19, the North Carolina Department of Health and Human Services will issue a one-time benefit for each eligible child in an active Work First Cash Assistance household.

**II. POLICY PROCEDURES**

Only children included in the NC FAST Work First Cash Assistance case are eligible for the one-time payment.

- Children not included in the active Work First Cash Assistance case and children receiving Social Security Insurance (SSI) are excluded from the benefit calculation.
- The calculated benefit amount is based on the number of eligible children for households that:
  1. Applied for Work First Cash Assistance prior to April 1, 2020
  2. Were approved for Work First Cash Assistance and will receive a Work First Cash Assistance payment for April 2020.
- The one-time benefit payment is an electronic payment separate from the regular Work First Cash Assistance payment.
- NC FAST will automatically issue the one-time benefit per eligible child for all Work First cases active as of 5:00pm May 08, 2020.
- Households will receive the one-time payment the same as their normal Work First Cash Assistance Payment.
- NC FAST will send a system-generated notice to all Work First Cash Assistance households eligible to receive this one-time payment. Notice is available in English and Spanish (see attachments).
- NC FAST will automatically issue payments on May 22, 2020.

- On-hold Work First Cash Assistance cases will not receive the one-time benefit payment. A list of cases with on-hold decisions is currently available in FAST Help for counties to work prior to May 8, 2020. On-hold report name is **Cash Assistance On Hold Decisions Cases Payments Not Automatically Released**.
- Work First Benefit cases with dual-issuance (cash benefits and Job Bonus payments pending for the same time period) will be bypassed. A list of Work First Benefit cases with dual-issuance status is currently available in FAST Help for counties to work prior to May 8, 2020. Dual-issuance report name is **Dual Issuance Cases Payments Not Automatically Released**.

### III. IMPLEMENTATION PROCEDURES

Case managers must review the FAST Help reports to resolve the on-hold decisions and dual-issuance cases by 5:00pm May 8, 2020, to ensure these cases are not bypassed during this process.

### IV. EFFECTIVE DATE

The Work First Cash Assistance one-time benefit will be issued to EBT Cards May 22, 2020. Funds will be available for participants who receive via direct deposit May 25, 2020. Submit any questions regarding this policy to the Operational Support Team (OST) at [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,



David Locklear, Deputy Director  
Economic and Family Services

DL/klg

**Attachment (2):**

[COVID-19 One-Time Benefit Payment Notice \(English\)](#)

[COVID-19 One-Time Benefit Payment Notice \(Spanish\)](#)