

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 8-2013
NC FAST Manual Override Process
October 1, 2013

(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers and Supervisors
DATE: October 1, 2013
SUBJECT: NC FAST Manual Override Process
EFFECTIVE: **Upon Receipt**

Each September the Department is required to complete a Business Continuity Plan for all automation systems. Basically these plans require that contingency plans be in place in case of automation failures. This planning now includes NC FAST.

In the event that NC FAST or county IT systems are not available and timely FNS benefits can not be issued for any reason, this plan may be activated. The high level process as outlined in the plan states if NC FAST is unable to receive FNS applications and/or issue FNS benefits, county DSS agencies will be required to complete a paper application or recertification and calculate benefits manually according to policy. Once the paper application or recertification is completed and benefits approved, the county office shall complete a spreadsheet with the client case information and the allotment amount. The information is to be forwarded to the Section Chief for Economic and Family Services with the NC Division of Social Services (NCDSS). Division staff will work with the NC FAST Operations Manager to create the file that will be forwarded to the State's EBT vendor. This will allow for benefits to be issued overnight.

Directors of local social services agencies, or their designee, are required to contact the Economic and Family Services Section Chief immediately if they feel it is necessary to activate this plan. NCDSS Office will provide the necessary guidance and make the final determination as to whether the Business Continuity Plan should be implemented.

Sincerely,



Dean Simpson, Chief
Economic and Family Services