

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 5-2014
Requirements to Provide a Printed Copy of ePASS Applications Completed in Local Office
(November 21, 2014)

(Food and Nutrition Services)

TO: County Directors of Social Services

ATTENTION: Food and Nutrition Services Managers and Supervisors

DATE: November 21, 2014

SUBJECT: Requirements to Provide a Printed Copy of ePASS Applications Completed in Local DSS Offices

EFFECTIVE: Upon Receipt

I. GENERAL INFORMATION

Federal Regulations require that all households that complete the ePASS application in local offices are given the opportunity to review and receive a printed copy of the Food and Nutrition Services application for their records. USDA has approved a waiver that allows a printed copy of the ePASS application be provided only to households that make a request. This only applies to ePASS applications that are completed at the local office. The purpose of this letter is to outline the procedures for this change.

II. POLICY PROCEDURES

Effective upon receipt, a printed copy of the Food and Nutrition Services application must be provided to households that complete their application using ePASS in the local county department of social services or outpost sites upon the household's request.


Signage must be displayed in areas where households complete ePASS applications indicating their right to receive a printed copy. Signage must be provided in English and Spanish. This requirement will be reviewed during the Food and Nutrition Services Management Evaluation.

III. IMPLEMENTATION INSTRUCTIONS

This change is effective with each ePASS application completed in the local office upon receipt.

If you have any FNS policy questions, please contact DHHS Operational Support Team (OST) at ost.policy.questions@dhhs.nc.gov.

Sincerely,



David Locklear, Acting Chief
Economic and Family Services Section

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