

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 3-2015
FNS Policy Reminders and Procedural Requirements
(August 19, 2015)

(Food and Nutrition Services)

TO: County Directors of Social Services

ATTENTION: Food and Nutrition Services Managers, Supervisors and Program Integrity Supervisors

DATE: August 19, 2015

SUBJECT: FNS Policy Reminders and Procedural Requirements

EFFECTIVE: Upon Receipt

I. GENERAL INFORMATION

The purpose of this letter is to provide policy reminders and procedural requirements as a result of the Food and Nutrition Services Management Evaluation conducted by the United States Department of Agriculture (USDA) in July 2015. North Carolina was cited for a number of findings around lack of oversight and internal controls of the local county department of social services offices in the following areas:

1. Customer Complaints Tracking Log
2. Hearing Reversals & Remands
3. Program Integrity
4. NC FAST Evidence/Work Registrants
5. NC FAST Interview Field

II. POLICY PROCEDURES

1. Customer Complaints Tracking Log

The Customer Complaint Tracking Log has been revised to include **All general customer complaints** as well as those regarding the timely processing of FNS benefits for both initial applications and recertifications. Revised instructions for submitting the data and a revised spreadsheet are attached to this letter. For the period May 2015 through receipt of this letter, submit the original spreadsheet. All complaints received going forward are to be logged on the new spreadsheet following the new instructions.

2. Hearing Reversals & Remands

FNS hearings with a hearing decision reversal or remand must be appropriately acted on within ten (10) calendar days of the Hearing Decision Date. Refer to FNS Manual Section 705.02.

3. Program Integrity

All Quality Control Claims **must** be established in EPICS within the regulatory timeframe (180 days), regardless of the amount of the over issuance. Refer to FNS manual section 810.01.

All referrals **must** be disposed of by the 180th day of the date of discovery. Federal regulations require that timeframes be tracked and corrective action implemented when more than 10% of referrals are more than 180 days old. Refer to FNS manual section 810.01. The Daily Report of Pending FNS Referrals located in Data Warehouse **must** be reviewed.

Following a fair hearing, if the decision rendered is in favor of the county, the date the DSS-8658 notice is sent to the client **must** be entered into EPICS on the Debtor Detail screen. Refer to FNS manual sections 705.25 & 705.26.

4. NC FAST Evidence/Work Registrants

Ensure that **all FNS participant's** work registration evidence is correct at application, recertification and change in situation. Refer to FNS manual section 240.02 for Exemptions from Work Requirements or NC FAST: *Work Registration Exemptions Job Aide*.

The DSS-8640 Work Requirement Responsibilities form **must** be completed in full, and given to all FNS households containing a work registrant at application, recertification, and change in situation. Refer to FNS manual section 241.01.

5. NC FAST Interview Field

An interview must be scheduled in the system for every application and recertification (if applicable). This includes clients interviewed on the day of the application. See attached Job Aid.

Policies and procedures discussed in this letter will be reviewed during the local FNS Management Evaluations scheduled for 2015-16.

If you have any FNS policy questions, please contact DHHS Operational Support Team (OST) at ost.policy.questions@dhhs.nc.gov. Program Integrity questions can be sent to dss.energy.pi.questions@dhhs.nc.gov.

Sincerely,



David Locklear, Section Chief
Economic and Family Services Section

[August 2015 Complaint Procedures.doc](#)

[August 2015 Customer Complaint Log.xlsx](#)

[Scheduling an Interview Job Aid.pdf](#)