

DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES

EFS_FNS_AL-06-2017

(Food and Nutrition Services)

TO: County Directors of Social Services

ATTENTION: Food and Nutrition Services Managers and Supervisors

DATE: October 11, 2017

SUBJECT: FNS Policy Clarifications and Procedural Requirements

EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

The purpose of this letter is to provide policy clarifications and procedural requirements as a result of the Food and Nutrition Services (FNS) Management Evaluation conducted by the United States Department of Agriculture (USDA) in May 2017. The following clarifications and procedural requirements are mandated by federal regulations.

II. POLICY PROCEDURES

- A. Denial Notices
- All evidence in NC FAST must be updated to ensure the notice includes the correct denial reason
 - All ineligible FNS households' must receive a written denial notice explaining
 - The correct denial reason
 - Right to request a fair hearing
 - Contact information for the agency and caseworker
- B. Scheduling an Interview
- Application interviews must be scheduled on the Interview Tab in NC FAST (refer to Job Aid Scheduling an Interview). This includes interviews conducted on the same day the application is taken
 - All recertifications requiring an interview must include documentation of the interview date on the Note Tab of the Income Support Case
- C. Documentation
- ABAWDs and potential ABAWDs must be given a verbal explanation of the ABAWD policies including the following:
 - ABAWD time limits
 - ABAWD work requirements
 - Exemption Criteria
 - How to regain eligibility
 - The DSS-8640 Work Requirement Responsibilities and the DSS-8568 ABAWD Requirements forms must also be provided to the household

- Document in NC FAST on the Notes Tab of the Income Support Case the date the ABAWD verbal explanation was given to the household and the date the DSS-8640 and DSS-8568 were provided
- D. Proper Identification of ABAWDs
- Ensure that all evidence that exempts an individual from ABAWD or the required verification supporting the exemption is documented in NC FAST on the Notes Tab of the Income Support Case
- E. ABAWD Tracking
- ABAWDs must be accurately tracked in NC FAST for each month in which the ABAWD receives benefits
 - At application/recertification ensure the ABAWD subject to the time limit receive no more than three countable months in the fixed 36-month period
 - At each application/recertification determine if the ABAWD was exempt or no longer meeting an exemption in any previous months
 - Verify any exemptions and enter all evidence so that NC FAST will recode the ABAWD months

III. IMPLEMENTATION INSTRUCTIONS

Effective upon receipt of this letter, apply these policy clarifications and procedural requirements to applications, recertifications, and changes when appropriate.

Submit any questions regarding this policy to the DHHS Operational Support Team (OST) via the Policy Questions link located in the Integrated Eligibility Manual, <https://economicbenefits.nc.gov>.

Sincerely,



David Locklear, Deputy Director
Economic and Family Services
Division of Social Services

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