

DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES

EFS_FNS_AL-1-2018

(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers and Supervisors
DATE: February 7, 2018
SUBJECT: Clarification of Scheduling Interviews and Caseworker Signatures
EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

This letter provides policy clarification and procedural requirements for providing a Notice of Information Needed to Complete your Food and Nutrition Services (FNS), DSS-8650 to schedule an interview and caseworkers signature on application or recertification forms.

II. POLICY PROCEDURES

A. Scheduling Interviews

An interview must be scheduled for all households who are **not** interviewed on the day the application is submitted. The Food and Nutrition Services (FNS) Notice of Information Needed, DSS-8650 must be used to schedule all interviews; interviews must be scheduled as promptly as possible, no later than three working days to ensure eligible households have an opportunity to purchase food within seven (7) days for expedited or thirty (30) days for regular applications, after the application is filed. As a reminder, all appointments must be scheduled by using the interview tab in NC FAST.

B. Caseworker Signatures

Caseworker signatures are no longer required on the paper FNS application and recertification forms. NC FAST tracks and records the identity of the caseworker that is taking action on the case, this would be considered the caseworkers signature.

III. IMPLEMENTATION INSTRUCTIONS

Effective upon receipt of this letter, apply these changes to all applications and recertifications taken on or after the date of this letter.

Submit any questions regarding this policy on the Policy Question Submission Form and email the form to DSS.Policy.Questions@dhhs.nc.gov, this email address is only for Food and Nutrition Services questions.

Sincerely,



David Locklear, Deputy Director