

## CHANGE NOTICE FOR MANUAL

**DATE:** October 4, 2021  
**MANUAL:** Food and Nutrition Services Certification Manual  
**TO:** County Directors of Social Services  
**CHANGE NO:** 19-2021  
**SUBJECT:** Policy Updates  
**EFFECTIVE:** October 8, 2021

### I. BACKGROUND

The purpose of this change notice is to update the Restoration of Lost Benefits section of the Food and Nutrition Services (FNS) manual. The sections have been updated to remove outdated references and incorporate any prior Administrative Letters and Dear County Director Letters. Administrative Letters and Dear County Director Letters issued for these manual sections prior to this notice are now obsolete.

### II. SPECIFIC CHANGES

<b>FNS 900 Restoration of Lost Benefits</b>
Definitions of Supplements and Restorations added for clarification. Requirement to document in the comments section of the NC FAST case added.
<b>FNS 905 Replacement of Authorized Issuance</b>
References updated and sections reformatted. Section 905.02 updated with guidance from USDA to clarify that stolen benefits or stolen food purchased with benefits do not meet the definition of a household misfortune and cannot be replaced.
<b>FNS 910 Cancellation of Benefits</b>
Updated to remove outdated references and incorporate any Administrative Letters or Dear County Director Letters.
<b>FNS 915 EBT System Transaction Error Adjustment Requirement</b>
Updated to remove outdated references and incorporate any Administrative Letters or Dear County Director Letters.

### III. IMPLEMENTATION INSTRUCTIONS

These changes are effective October 8, 2021. Submit any questions regarding this policy to [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

*Carla West*

Carla West,  
Senior Director for Economic Security Division of Social Services,  
Economic and Family Services  
CW/rc

**Attachments:**

FNS 900 Restoration of Lost Benefits  
FNS 905 Replacement of Authorized Issuance  
FNS 910 Cancellation of Benefits  
FNS 915 EBT Transaction Error