

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 5-2013
Transfer of Food and Nutrition Services Cases in NC FAST
(June 24, 2013)

(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers and Supervisors
DATE: June 24, 2013
SUBJECT: Transfer of Food and Nutrition Services Cases in NC FAST
EFFECTIVE: Upon Receipt

I. GENERAL INFORMATION

The purpose of this letter is to provide updates and clarification of policy procedures regarding county transfers for households with active FNS cases. DSS Administrative Letter No. Economic and Family Services 6-2012 is now obsolete.

Food and Nutrition Services (FNS) households that move to another county within North Carolina will be transferred within NC FAST to the new county. The case will be transferred into the County Transfer Work Queue of the main local social services office within the county.

Food and Nutrition Services (FNS) households will no longer be ineligible for Transitional Food and Nutrition Services due to moving to another county in North Carolina. Those cases will be evaluated for Transitional Food and Nutrition Services by the originating county and transferred to the new county of residence after completion of the evaluation.

II. POLICY PROCEDURES

When a FNS household reports it has moved to another county, document the new address, phone number and county of residence. Prior to transferring the case, update the address in NC FAST and address all reported changes in situation per FNS policy section 450.01.

If an address is the only change entered, the transferring county does not need to “fully convert” the case. However, if other changes must be addressed the transferring county is responsible for “fully converting” the case prior to completing the county transfer.

Do not transfer a case until all applicable changes have been completed.

Follow the policy rules below to determine when a county transfer can be completed in NC FAST. Instructions for completing the county transfer can be found in FAST Help procedures, 1.1, Completing Case Transfers.

County Transfer Policy Rules for Active NC FAST Cases (refer to Section 215.05)

1. Do not transfer an application to another county. Once the application is approved, transfer the ongoing case.

2. Do not transfer a pending recertification. Once the recertification is approved, transfer the ongoing case.
3. Do not transfer a case with any other pending action. Once the pending action is completed, transfer the ongoing case.
4. Transfer of cases in the last two months of the certification period or in the suspense month:
 - When a household reports during the last two months of their certification period or during their suspense month that they have moved into a new county, and has not visited or submitted an application/recertification to the new county, the county in which the client is active is responsible for completing the recertification. **Do not refer the client or the application/recertification to the new county of residence.**
 - When a household moves into a new county and the client submits an application/recertification or visits their new county of residence during the last two months of their certification period or during their suspense month, the new county is responsible for the recertification. **Do not refer the client back to the active county.** A supervisor or designee in the new county must contact the county in which the household is active within 3 days of receipt of the application/recertification or office visit. The county in which the client is active is responsible for changing the address for all household members and the owner of the income support and product delivery case.
5. Transfer of all other active households must be completed within 5 days.

NOTE: If an action is pending in the active county and the new county receives a DSS- 2435 this is the only time that the form can be forwarded to the active county.

III. IMPLEMENTATION INSTRUCTIONS

Apply this policy to FNS households with an active case in NC FAST that move to another county within North Carolina upon receipt.

If you have any questions, please contact your Food and Nutrition Services & Energy Programs Regional Support Team directly via email.

Sincerely,

A handwritten signature in cursive script that reads "David Locklear".

David Locklear, Assistant Chief
Economic and Family Services Section