

CHANGE NOTICE FOR MANUAL

DATE: October 25, 2019
MANUAL: Food and Nutrition Services Certification Manual
TO: County Directors of Social Services
CHANGE NO: 4-2019
SUBJECT: Policy Clarification
EFFECTIVE: November 1, 2019

I. BACKGROUND

The purpose of this change notice is to update the Manual Section 425, Simplified Reporting Recertifications and Manual Section 450, Simplified Reporting Changes During the Certification Period in the Food and Nutrition Services Manual as reflected by clarifications from the United States Department of Agriculture (USDA).

Manual Section 425, the number of days a household has to provide required verification for timely and untimely recertifications before the household has to reapply was changed. Clarifications were made to meet federal regulation guidelines and assist in reducing the Case and Procedural Error Rate (CAPER).

Manual Section 450, clarifications to check the Department of Correction Inquiry and Vital Records for verification based on when a Death/Prisoner match is received and the consequences for not responding to the DSS-8650, Notice of Information Needed.

II. SPECIFIC CHANGES

A. Section 425, Simplified Reporting Recertifications

1. 425.01

Revised the section to state, twelfth calendar day

2. 425.02, B:1

Revised the section to include, conduct recertification interview

3. 425.02, B:2

Revised the section to include, if cannot be contacted by telephone to conduct the interview and request any information that is potentially required

4. 425.04 B

Revised the section to include, if the required interview is completed and not completed

5. 425.04, B:1

Revised section to include, required interview is completed and all required verifications are provided

6. 425.04, B:2

Revised section to include, required interview is completed and all required verifications are provided after the 30th day following the date of application but on or before the 30th day from the last day of the certification period

7. 425.04, B:3

Added section to include, required interview and all required verifications are provided after the 30th day from the last day of the certification period

8. 425.04, B:3 (a)

Added section to include, case cannot be reopened and chart to determine last day interview and/or required information must be returned

9. 425.04, C

Revised the section to include, requested verification is received after the case is denied for failure to provide information, but prior to or on the 30th day

10. 425.05, B and C

Revised the section to include, fails to complete the required interview and 30th day following the end of the certification period

B. Section 450, Simplified Reporting Changes During the Certification Period

1. 450.01

Updated to include, react to changes within five calendar days of receipt of the change and included a list of changes to react to

2. 450.01 A:1

Updated to include, if the information is questionable, it is not considered "verified upon receipt" and document in NC FAST

3. 450 .01 B

Updated to include, document case file in NC FAST and numbered the different the different types of underpayments and overpayments

4. 450.01, C

Updated to include, if the information is questionable, it is not considered verified upon receipt and must be verified prior to reacting to the change.

5. 450.01, C:8

Updated to include, death matches provided monthly

6. 450.01, C:9

New section and note added to specify prisoner matches are provided nightly and NC FAST. The information received identifies active participants that are recently deceased or in prison. Tasks are generated, cases should be documented and updated in NC FAST.

7. 450.02

Updated to include, document the case file in NC FAST the reason the reported change was or was not processed

8. 450.03

Updated to include, document the case file in NC FAST

9. 450.04

Updated to include, document the case file in NC FAST

10. 450.05, B and C

Updated to include, document the case file in NC FAST

11. 450.05 D

Updated to include, until the required verification is provided or the next recertification, whichever comes first, document the case file in NC FAST and examples added.

12. 450.05 E

Updated to include, in the examples, approve the underpayment and submit for approval. Notify the FNS unit of the new benefit amount via the Effect of Change notice, DSS-8562.

13. 450.07

Updated the entire section to clarify when to act on unclear information.

III. IMPLEMENTATION INSTRUCTIONS

These changes are effective with all applications, changes, and recertifications November 1, 2019.

Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director
Economic and Family Services Section

DL/vd