

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 1-2011**

**(Work First)**

**DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 2-2011  
Lifeline/Link-up Self-Certification (January 12, 2011)**

**(Food and Nutrition Services)**

**TO:** County Directors of Social Services

**ATTENTION:** Food and Nutrition Services Managers and Supervisors  
Work First Managers and Supervisors

**DATE:** January 12, 2011

**SUBJECT:** **Lifeline/Link-up Self-Certification**

**EFFECTIVE:** Upon Receipt

**I. GENERAL INFORMATION**

Current Food and Nutrition Services and Work First policy requires verification of a recipient's eligibility to telephone companies participating in the Lifeline/Link-up program.

The North Carolina Utilities Commission recently approved a Self-Certification process for recipients of low income, means tested programs to use when applying for Lifeline/Link-up benefits. The [DSS-8168-1](#) has been revised to reflect this change.

The purpose of this letter is to provide instructions for implementing the Self-Certification process.

**II. POLICY PROCEDURES**

Provide applicants/recipients information on Lifeline/Link-Up. Instruct households to complete the form and mail it to their telephone service provider if they meet the eligibility requirements for Lifeline/Link-Up. Provide households with the address of their participating telephone service provider. The names and addresses of Lifeline/Link-Up providers are located in the FSIS User's Manual, [Figure 503-3](#). However, if a household request assistance with mailing the letter, the county DSS will forward the letter to the appropriate provider.

Recipients requesting new telephone service must apply for Lifeline/Link-Up directly with the telephone company.

### III. IMPLEMENTATION INSTRUCTIONS

This policy is effective as of the date of this letter. Apply these new procedures to applications, recertifications, reviews, or requests from recipients upon the receipt of this letter.

If you have any questions contact your Food and Nutrition Services and Energy Programs Regional Support Team directly via email or your Work First Program Consultant. If the FNS Regional Support Team is unavailable, the Economic and Family Services Help Desk can be contacted at 919-334-1100 or by email at [DSS.EFSHD@dhhs.nc.gov](mailto:DSS.EFSHD@dhhs.nc.gov).

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief  
Economic and Family Services

DS/sd