Job Aid: Disaster Intake

Overview: Provides steps to complete a Disaster FNS Application and add a Disaster EBT Card to case.

Note: To prevent duplicates and capture client SSN in NC FAST, a thorough search must be conducted for each person prior to keying the application. Duplicates in the system can cause duplicate cases, duplicate benefits, delay in benefit processing, disruption of existing benefit coverage and the inability to complete the application.

Step-by-Step Instructions

1. From the NC FAST page, conduct a Person Search for each client on the application using multiple criteria, for more information refer to the *Searching for Persons* procedure.

2. Register client(s) if not already registered in NC FAST. For more information, refer to the *Registering Persons Job Aid*.

3. Expand Shortcuts Panel then select the **Disaster Application** folder. Click **Start Intake**.

4. The Search Member pop-up appears. Enter and select applicable details for the Head of Household then click **Search**.

5. The Search Results appear. Click the applicable **Select** hyperlink or click **Next** if no match found.

Select	Name	SSN	Date Of Birth	County	Individual ID	SSI	Program Type	Status
Select			1/1/1965			No		
Select			3/4/2010			No		
Select			3/4/2010			No		
Select			3/29/1958			No		
Select			3/4/2010			No		
Select			3/4/2010			No		

Search Results (Number of Items: 6)

Next   Cancel

6. Enter Application Details pop-up appears. Enter the Application Date, select the applicable Type with the correct Disaster Date **radio button** then click **Next**.

   Note: The application date must be in the range of the Application Start Date and Application End Date. It cannot be future dated.

Enter Application Details

* required field

Application Details

Application Date *

Disaster Details

	Type /	Num	Disaster Name	Disaster Date	Application Start Date	Application End Date
○	Hurricane	1	hurricane	9/1/2013	9/1/2013	9/30/2017
○	Flood	2	Andy	7/21/2014	7/21/2014	7/31/2014
○	Tornado	2	Swirly	7/1/2014	7/1/2014	7/1/2015
○	Hurricane	6	Davids DIsaster	8/15/2014	8/15/2014	8/31/2014
○	Ice	3	Transylvania	8/15/2014	8/20/2014	9/20/2014
○	Tornado	7	Onslow	8/26/2014	8/26/2014	9/26/2014
○	Ice	6	Pasquotank	8/1/2014	8/1/2014	9/30/2014
○	Earthquake	10	Shake It Up	11/1/2014	11/1/2014	12/31/2016

Next   Cancel

7. The Additional Rules pop-up appears. Select the applicable information then click **Next**.

Enter Additional Rules

? ×

* required field

Member Details

Name   Date of Birth   1/1/1984
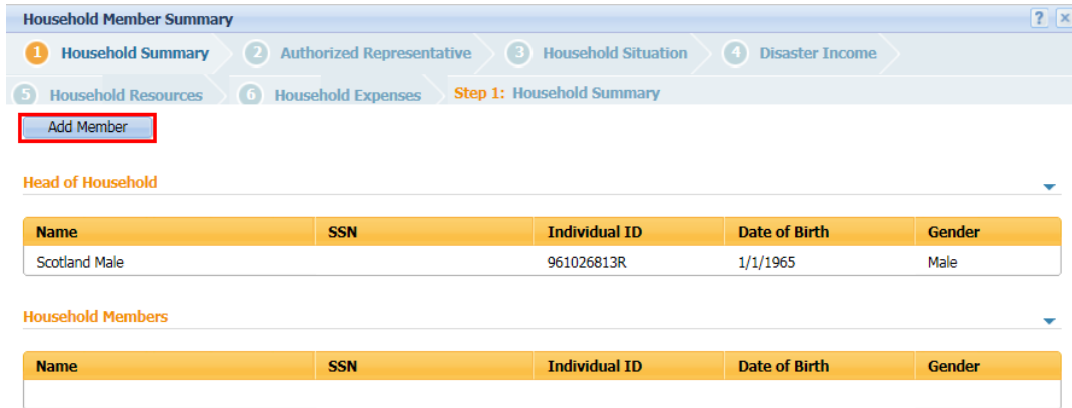
Additional Details

Disabled   ○ Yes   ○ No

Next   Cancel

The Disaster Application displays. Follow the steps below to complete the application wizard.

8. The Household Member Summary page displays. If applicable, click **Add Member** to include additional clients on the application.

a. The Search Member pop-up appears. Enter and select applicable details then click **Next.**

b. Click the applicable **Select** hyperlink.

Search Member   ? ✕

* required field

Search Criteria

First Name	James	Last Name	Connor
Date Of Birth		Gender	Male
SSN			

[Search]   [Reset]

Search Results

Select	Name	SSN	Date Of Birth	County	Individual ID	SSI	Program Type	Status
Select						No		
Select						No		
Select						No		
Select						No		
Select						No		
Select						No		
Select						No		
Select						No		
Select						No		

[Next]   [Cancel]

c. The Household Member Summary displays showing the newly added member. After all household members are displayed in the summary, click **Next**.

Household Member Summary   ? ✕

① **Household Summary**   ② Authorized Representative   ③ Household Situation   ④ Disaster Income

⑤ Household Resources   ⑥ Household Expenses   **Step 1: Household Summary**

[Add Member]
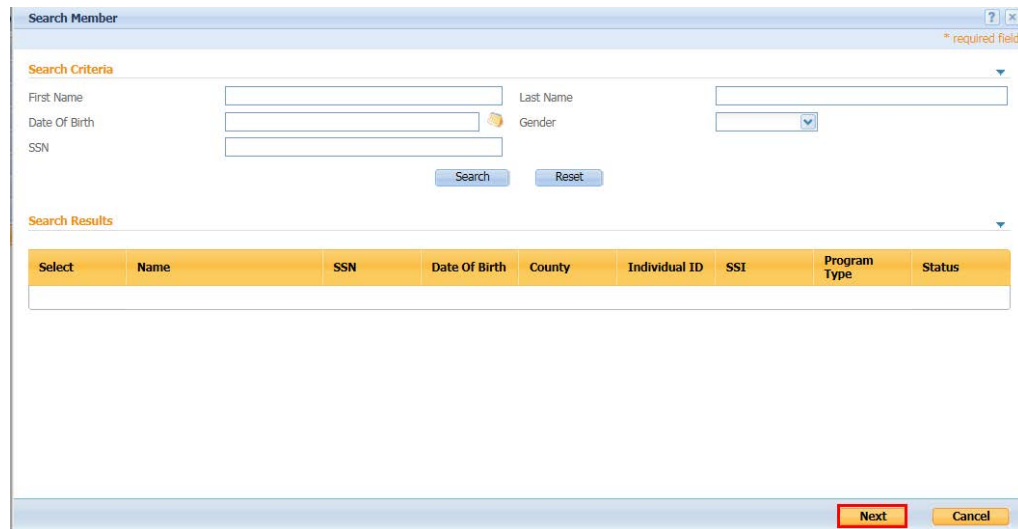
Head of Household
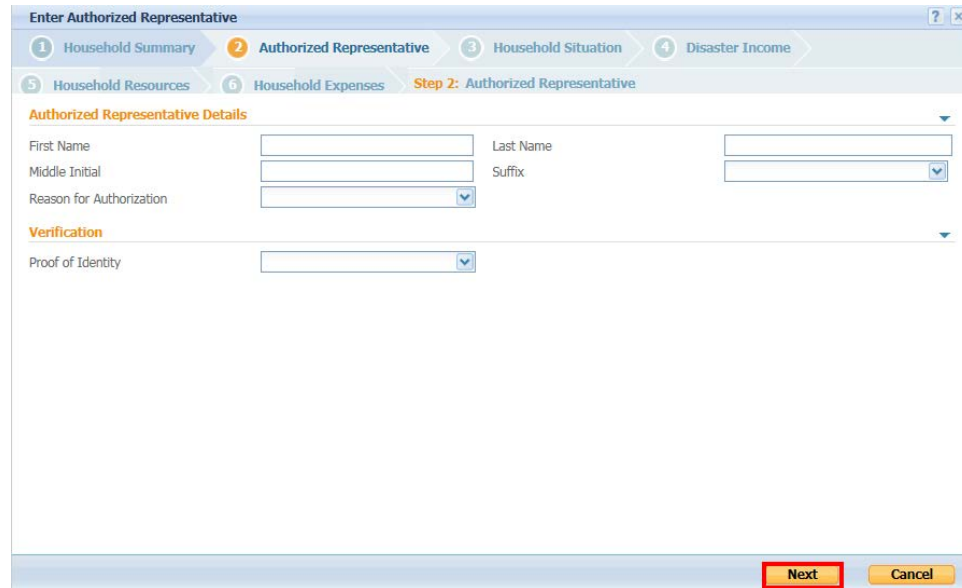
Name	SSN	Individual ID	Date of Birth	Gender
Scotland Male		961026813R	1/1/1965	Male

Household Members

Name	SSN	Individual ID	Date of Birth	Gender
			7/4/1946	Male
			12/2/1919	Female

[Next]   [Cancel]
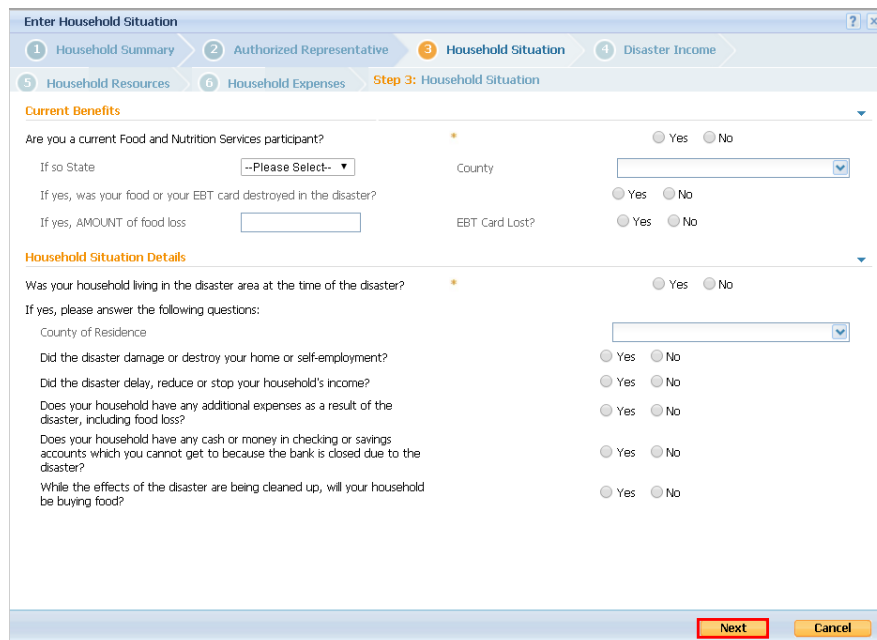
9. The Enter Authorized Representative page displays. Enter and select applicable details then click **Next.**

10. The Enter Household Situation page displays. Enter and select applicable details then click **Next**.
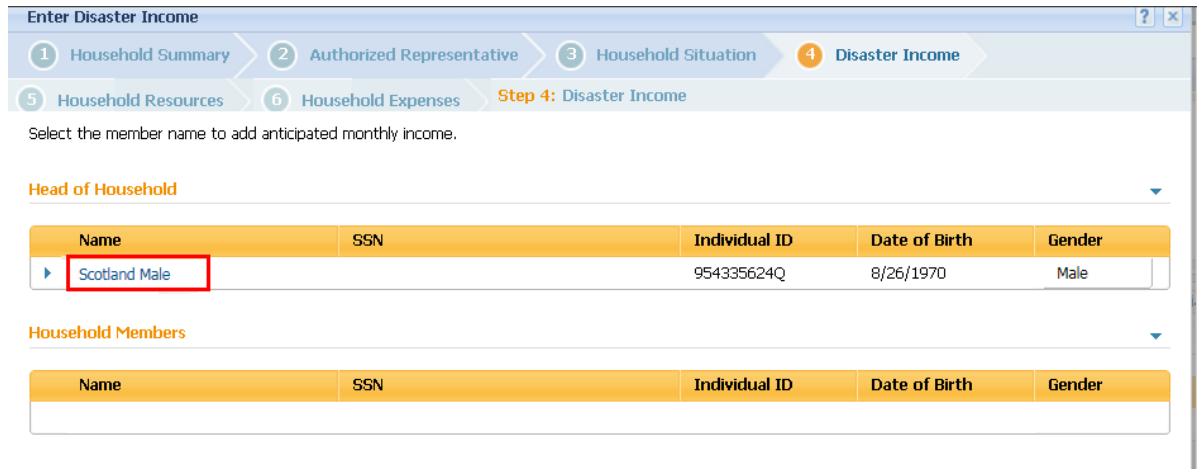
    Note: Under the Current Benefits section, if *No* is selected for the question *Are you a current Food and Nutrition Services participant?*, **do not** answer any other questions listed under the Current Benefits section; continue and complete the Household Situation Details section. If other questions are answered in the Current Benefits section, the caseworker will have to complete an entirely new application.

11. The Enter Disaster Income page displays.

    a. If applicable, enter and select applicable details. To enter disaster monthly income, click on the person's name.

    b. The New Disaster Income Evidence pop-up appears. Enter the applicable information then click **Save**.

c.   If income is not applicable, click **Next.**

12. The Enter Household Resources page displays. Enter the accessible cash resources as whole numbers then click **Next**.

Example: Eighty dollars would be entered as 80.

13. The Enter Household Expenses page displays. Complete fields by entering a whole number.
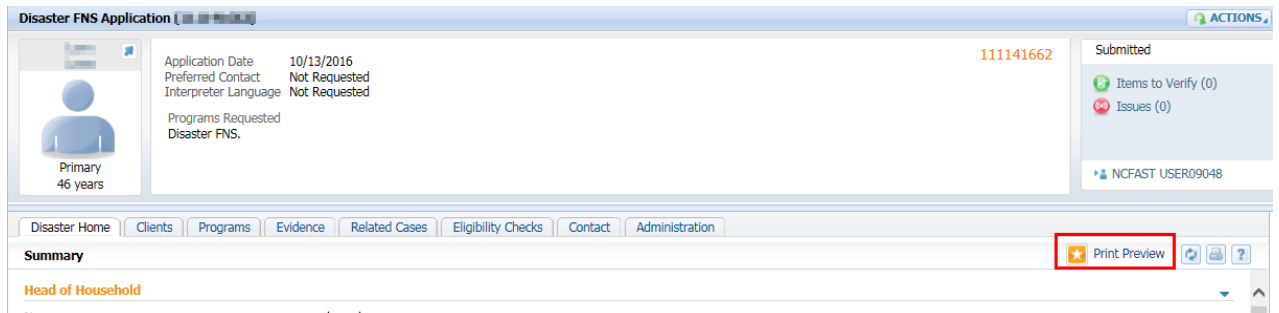
   Note: If a number is entered in the Other disaster-related expenses field enter the item in the Description field.

   a. Click **Finish** to submit application.

   Note: Applications filed in error should be withdrawn.
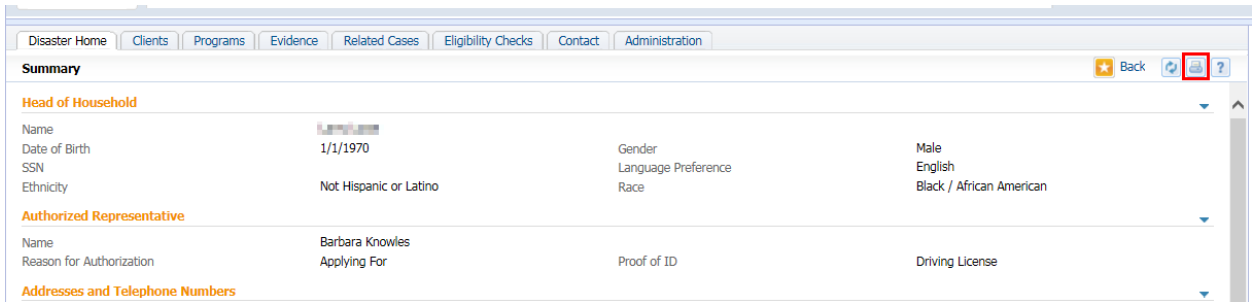
14. The Disaster FNS Application page displays. Under the Disaster Home tab click the **Print Preview** hyperlink.

15. The Application Summary page displays. Click the printer **icon** to print the application for the applicant's signature.

   Note: Click **Cancel** on the first print menu pop-up to get to the second pop-up for the application.
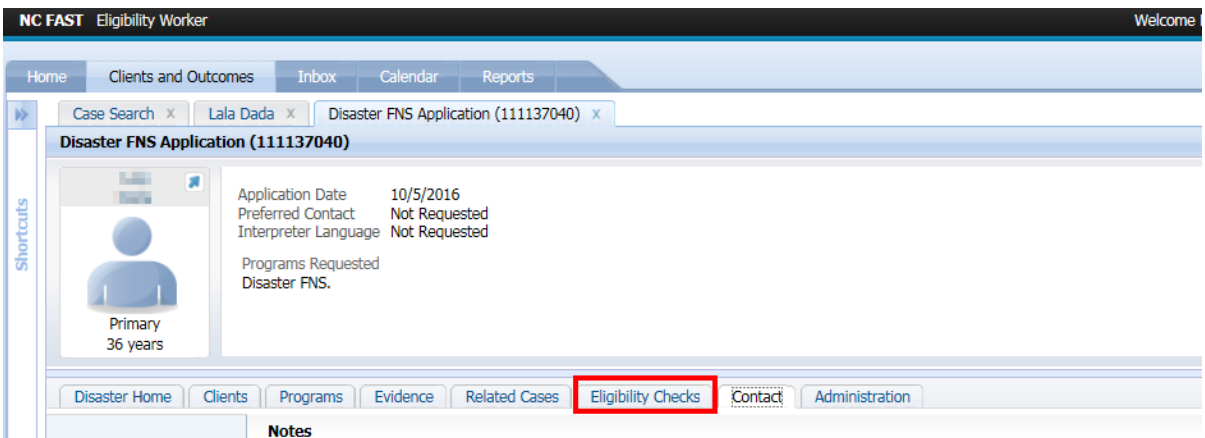
16. Click the **Eligibility Checks** tab.
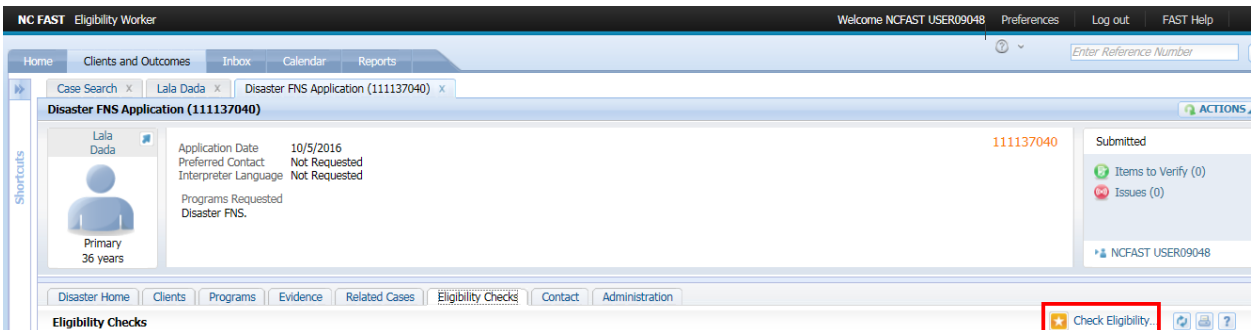
17. The Eligibility Checks page displays. Click the **Check Eligibility** hyperlink.
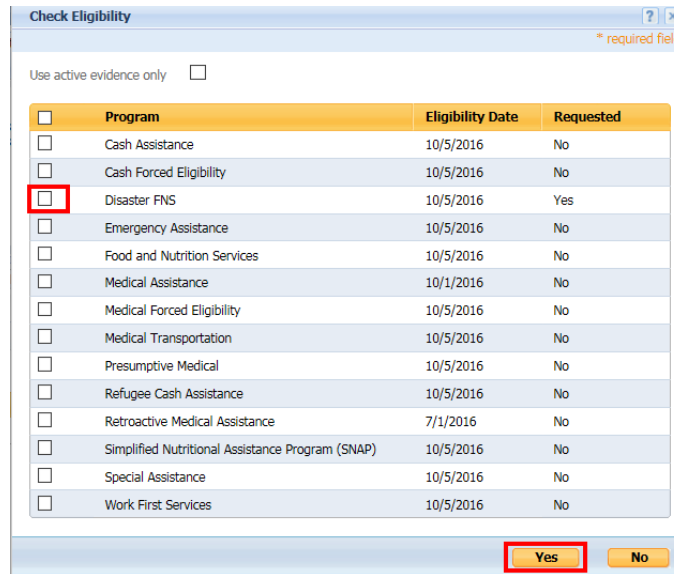
18. The Check Eligibility pop-up appears. Select the Disaster FNS **check box** then click **Yes**.

19. If the eligibility check displays the correct result, click the **Tab Actions Menu** then select **Ready for Determination**. Otherwise, edit the evidence as necessary, apply changes then check eligibility again.

20. The Ready for Determination pop-up appears. Click **Yes**.

21. Click the **Tab Actions Menu** then select **Review Eligibility Results**.
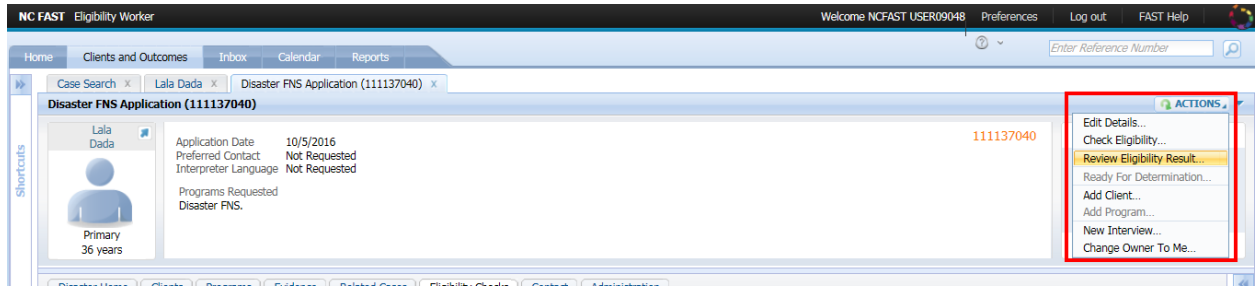
22. The Review Eligibility Results pop-up appears. Click the **List Actions Menu** then select **Authorize** or **Deny**.

    Note: Prior to authorizing the application, make sure verification of identity has been received.
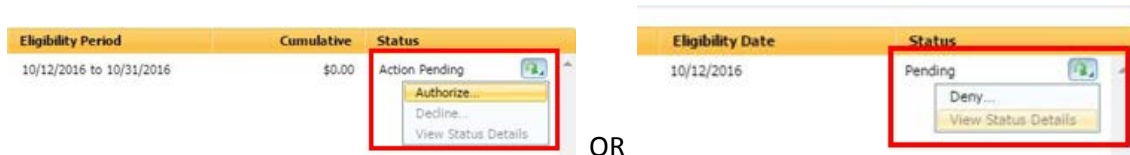
23. The Authorize or Deny pop-up appears. Click **Yes**.
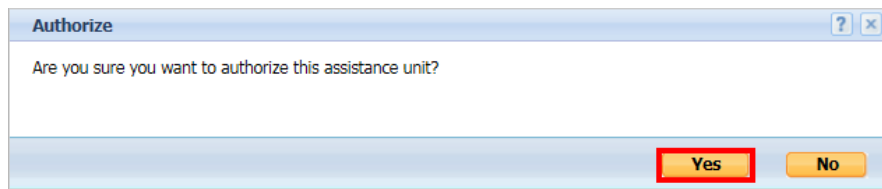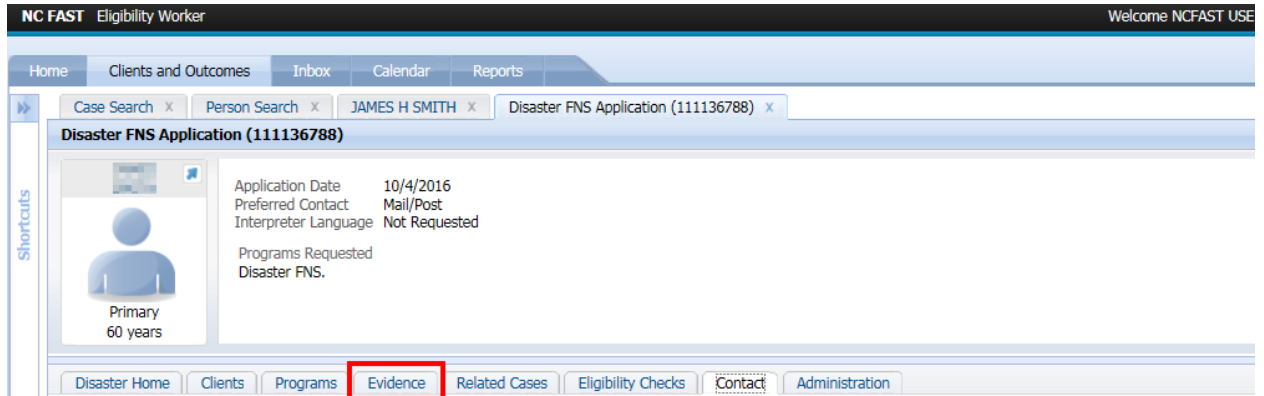
24. Click **Close**.

    Note: For a denied application, this is the last step.
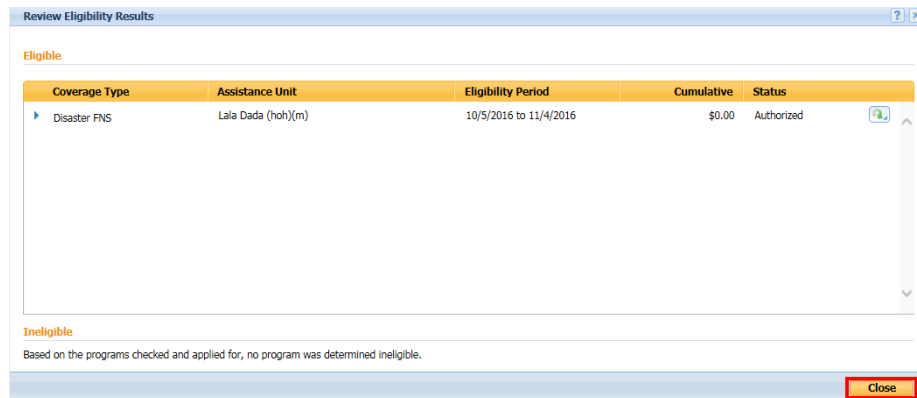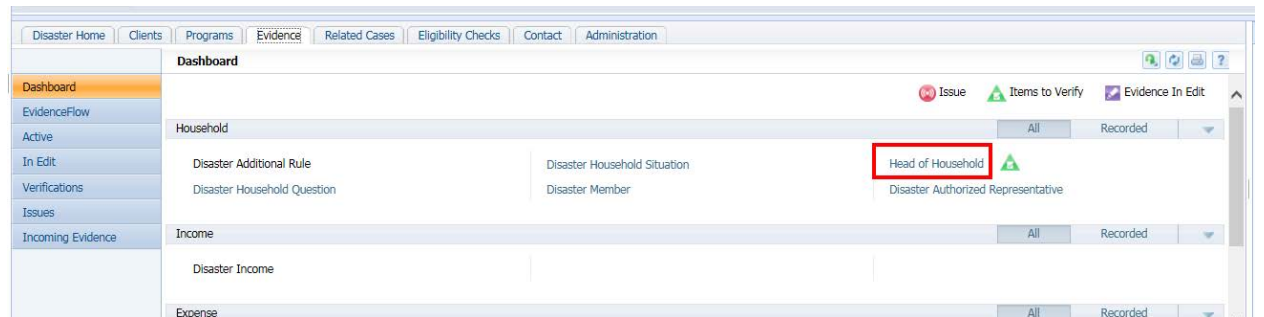
25. Click the **Evidence** tab to display the Evidence Dashboard.
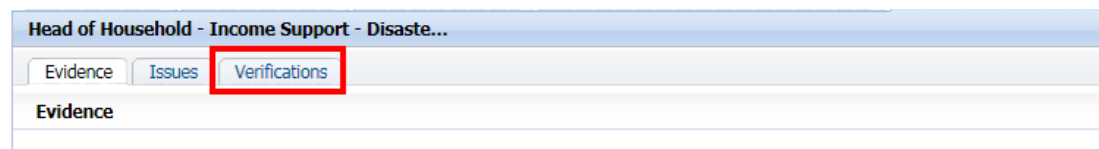
26. The Dashboard displays. Click **Head of Household** hyperlink.

27. The Head of Household Evidence page displays. Click the **Verifications** folder and add the required verification.

28. The Verifications page displays. Click the **List Actions Menu** then select **Add Proof**.

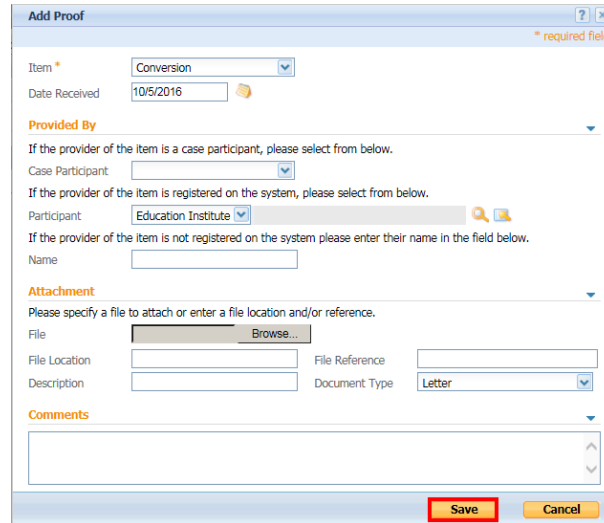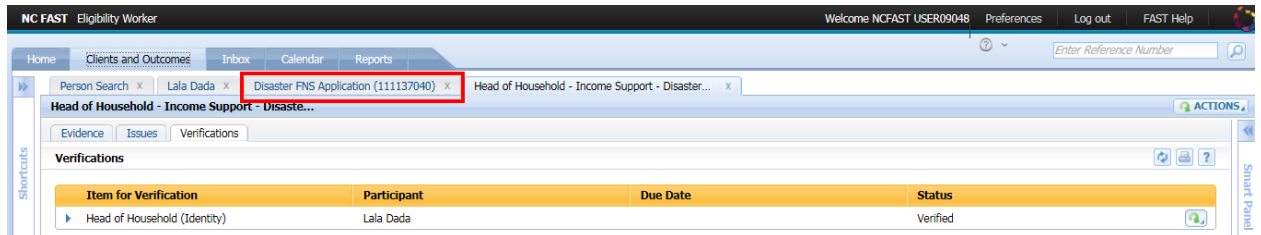29. The Add Proof pop-up appears. Enter and select the applicable information then click **Save**.
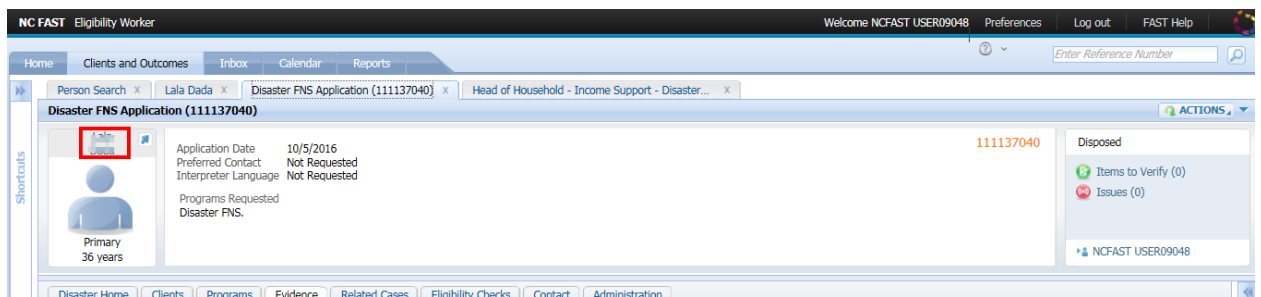
30. Click the **Disaster FNS Application** tab.

31. Click Head of Household's name **hyperlink** in the context panel to navigate to the Person page.
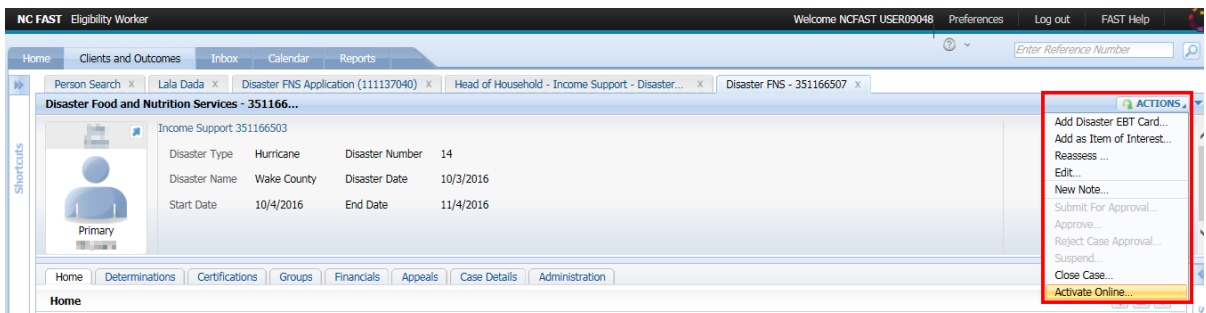
32. Click the **Care and Protection** tab.
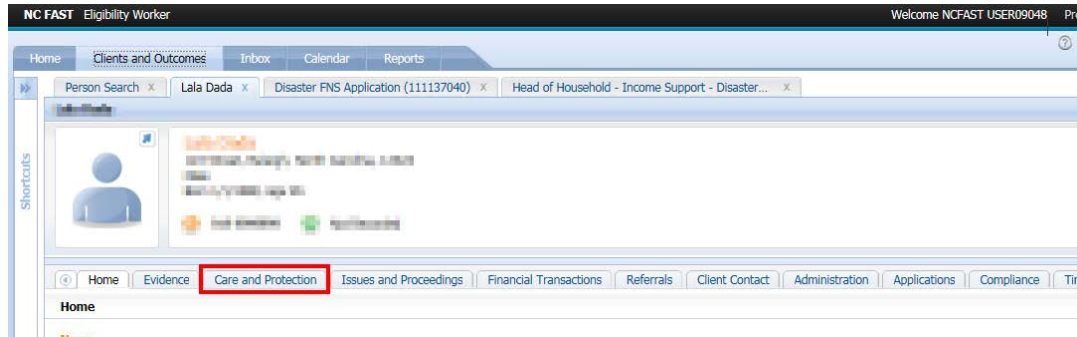
33. The Cases page displays. Select the Disaster FNS PDC reference number **hyperlink**.

34. The Disaster Food and Nutrition Services page displays. Click the **Tab Actions Menu** then select **Activate Online.**

35. The Activate Case pop-up appears. Click **Yes**.
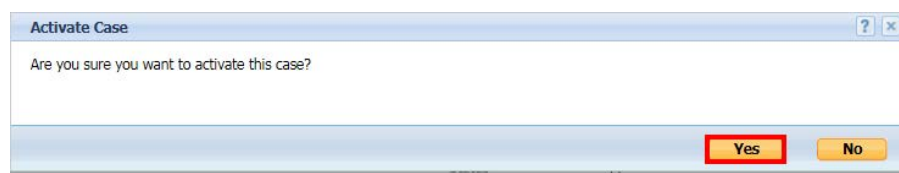
36. Click the **Tab Actions Menu** then select **Add Disaster EBT Card**.

37. The Add Disaster EBT Card pop-up appears. Enter PAN and SUI numbers and verify that numbers are associated with correct case and client. Re-verify PAN and SUI numbers then click **Save**.

   Note: PAN and SUI numbers cannot be edited once saved and benefits will not be issued to the client if incorrect numbers are entered. If the SUI/PAN numbers are entered incorrectly, it is the county's responsibility to facilitate a fix.

   Note: A designated Authorized Representative for a case will not receive a separate EBT Card.

38. The Disaster Food and Nutrition Services home page displays showing the EBT Card Issued under Recent Changes.