

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 1-2012
Transfer of Food and Nutrition Services Cases in NCFAST
(May 15, 2012)

(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers and Supervisors
DATE: May 15, 2012
SUBJECT: Transfer of Food and Nutrition Services Cases in NCFAST
EFFECTIVE: May 21, 2012

I. GENERAL INFORMATION

This policy is for households with cases active in NCFAST.

Food and Nutrition Services (FNS) households with active cases in NCFAST that move to another county within North Carolina will be transferred within NCFAST 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. Once a case is active in NCFAST it can not be converted to a FSIS case and should be handled by the county's Super User until the county converts to NCFAST. FNS cases that are active in FSIS cannot be transferred and must reapply in the new county at the end of the certification period.

II. POLICY PROCEDURES

When a household with an active case in NCFAST reports it has moved to another county, document the new address, phone number and county of residence. Update the address in NCFAST and address applicable changes in situation, per FNS policy section 450, prior to transferring the case. Follow the policy rules below to determine when a county transfer can be completed in NCFAST. Instructions for completing the county transfer can be found in FAST Help. The transferring county is responsible for sending the case file to the new county within 5 business days.

County Transfer Policy Rules for Active NCFAST Cases

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 in the last two months of the certification period unless contacted by the new county. If the client submits an application or visits their new county of residence during the last two months of the certification period the new county will complete the recertification. A supervisor in the new county will contact the current county to request the case be transferred.

4. Do not transfer a case with any other pending action. Once the pending action is completed, transfer the ongoing case.

III. IMPLEMENTATION INSTRUCTIONS

Apply this policy to FNS households with an active case in NCFAST that move to another county within North Carolina on or after May 21, 2012.

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 "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services Section

DS/tb