

DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES

EFS_FNS_AL-07-2017

(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers and Supervisors
DATE: October 11, 2017
SUBJECT: Changes to Required Missing Verification
EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

This letter provides policy change and clarification of recent interpretations received from the United States Department of Agriculture (USDA) regarding required missing verification. Households must be informed twice about required and missing verification at the time of initial application. Please note, this only applies to initial applications that are subject to the regular 30-day processing requirements, not those eligible for expedited service.

II. POLICY PROCEDURES

Required missing verification **must** be requested twice before the application can be properly denied on the 30th day for failure to provide information.

- A. If required missing verification is not received within the first 10 days of the DSS-8650 request, the following must occur:
- View Task in NCFAST, Application Additional Information Needed
 - Review for requested verification and update all evidence as required in NC FAST
 - Check other program records before sending second DSS-8650 to avoid requesting for verification(s) already received
 - Manually issue the second request in NCFAST for the remaining required missing verification by generating a DSS-8650 Notice of Information Needed to Complete your Food and Nutrition Services (FNS)
 - The second DSS-8650 must have the date the required missing verification is due and the date the application will be denied
- B. The following actions must be taken on the 30th day if processing delay is caused by the agency, household or household with a good cause reason:
- Processing delay is caused by the agency:
 - Pend the application, do not deny on the 30th day. Allow the household

- 10 days from the second DSS-8650 to provide the required missing verification, regardless of whether the 10 days extend beyond the 30-day application processing standard
- Upon receipt of the required missing verification, determine eligibility within five calendar days, approve or deny benefits from the date of application
- Processing delay is caused by the household:
 - Deny the application on the 30th day if the required missing verification is not provided from the second DSS-8650
 - Upon receipt of required missing verification, determine eligibility within five calendar days. If determined eligible the household loses its entitlement to benefits in the month of application
- Processing delay is caused by the household and a good cause reason exist, regulatory delay is allowable.
 - Enter appropriate reason in NC FAST and document the reason for the delay
 - Evaluate good cause on a case-by-case basis. Regulatory delay is the only entry that prevents the case from being counted as overdue regardless of the actual processing time

III. IMPLEMENTATION INSTRUCTIONS

Effective upon receipt of this letter, apply this policy and procedure to all applications with the date of application October 11, 2017.

Submit any questions regarding this policy to the DHHS Operational Support Team (OST) via the Policy Questions link located in the Integrated Eligibility Manual, <https://economicbenefits.nc.gov>.

Sincerely,



David Locklear, Deputy Director
Economic and Family Services
Division of Social Services

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