

## CHANGE NOTICE FOR MANUAL

**DATE:** November 15, 2021

**MANUAL:** Food and Nutrition Services Certification Manual

**TO:** County Directors of Social Services

**CHANGE NO:** 21-2021

**SUBJECT:** Policy Updates

**EFFECTIVE:** November 15, 2021

### I. BACKGROUND

The purpose of this change notice is to update policy as it relates to the notice requirements for missing verifications when a household applies for Food and Nutrition Services. New guidance has been received from United States Department of Agriculture that clarifies the notice requirements. Previous guidance stated that each household must receive two requests for missing verifications. This guidance was incorrect in its interpretation. The most recent guidance is that each applicant household must receive two notices if there are missing required verifications. The new guidance removes the requirement to make a second request for required verification and pend the application for an additional 10 calendar days.

To meet the two-notice requirement North Carolina is amending policy to require that each applicant household receive a DSS-8650A Documents Needed to Complete Your Application form prior to or at the time of interview. The DSS-8650A is a general information form that explains the type of verification required to process the FNS application. This form meets the requirement of sending the first notice. The division will explore automation options for future implementation but at this time the worker must ensure the forms are provided to all applicant households.

If there are missing required verifications the worker will request those verifications using the DSS-8650 FNS Notice of Information Needed. This form meets the requirement of sending the second notice. No further action is required after the DSS-8650 is issued until the case is disposed.

### II. SPECIFIC CHANGES

<b>FNS 170 Notices</b>
Section 170.01 added to provide information about the DSS-8650A Documents Needed to Complete Your Application.
<b>FNS 410 County Responsibilities</b>
Added county's responsibility to provide the DSS-8650A to all applicant households.
<b>FNS 415 Interviewing</b>

Added county's responsibility to provide the DSS-8650A to all applicant households requesting an application provided by mail.
--

<b>FNS 435 Determining Eligibility</b>
--

Removed requirement to send second DSS-8650 and pend for additional 10 calendar days.
---

### III. IMPLEMENTATION INSTRUCTIONS

These changes are effective for all applications taken on or after November 15, 2021. Submit any questions regarding this policy to [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,



Carla West,  
Senior Director for Economic Security Division of Social Services,  
Economic and Family Services  
CW/rc

**Attachments (6):**

FNS 170 Notices  
FNS 410 County Responsibilities  
FNS 415 Interviewing  
FNS 435 Determining Eligibility  
DSS-8650A English and Spanish