

Top Errors Cited Statewide

Regulatory Provisions/ FNS and Energy Programs Guidance and Policy	Findings
FNS Policy Manual Section 240	County agencies failed to provide the DSS-8640 to households.
FNS Policy Manual Section 240	County agencies failed to work register clients correctly.
FNS Policy Manual Section 310.03	County agencies failed to send a DSS-8650 with specific date and time for interviews.
FNS Policy Manual Section 310.01	County agencies failed to send a second DSS-8650 informing applicants of a missed application interview.
DSS Administrative Letter (3-2015)	County agencies failed to enter interviews into NC FAST for applications and recertifications.
FNS Policy Manual Section 315.04	County agencies failed to enter applications into NC FAST within three workdays.
Dear County Director's Letter (15-0005)	County agencies failed to send correct denial notices.
Dear County Director's Letter dated October 6, 2015	County agencies failed to provide sufficient documentation for restorations and supplements.
FNS Policy Manual Section 705.08	The county agencies failed to submit the DSS 1473 State Hearing Form timely. The county did not submit a complete and updated form.
Energy Programs Policy Section 300.06	The county agencies did not meet the timeframes for processing Low Income Energy Assistance Program (LIEAP) cases.
Energy Programs Policy Section 400.03	The county agencies did not meet the timeframes for processing Crisis Intervention Program (CIP) cases.