



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

July 16, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Program Integrity Supervisors and Investigators

Subject: Shortened Certification Periods due to Federal Shutdown

Priority: Time Sensitive & Action Required

This letter is to provide guidance regarding the certification periods that were shortened due to the federal shutdown. NC FAST automatically assigned a 6, 12 or 36-month certification period for all cases that were issued benefits early. NC FAST conducted a data fix on April 3, 2019, to correct these cases to the appropriate certification period to bring recertifications back into the normal cycle. Refer to [Dear County Director Letter, EFS-FNSEP-05-2019](#) that provided this guidance.

It has come to our attention that in some of these cases, certification periods were incorrectly shortened by caseworkers which resulted in these cases having their certification period shortened by two months.

Counties must ensure these cases are corrected in a timely manner. NC FAST has extended the 6 and 12-month certification periods and will extend the 36 months certification periods for all active and pending closure cases that were shortened twice. A report is attached and available in FAST Help named, [Case Closures June 2019 Government Shutdown](#). Counties must ensure the cases listed on the report are corrected no later than 7/31/2019.

- The following procedures must be completed for those who returned a July recertification form. Any case that has been processed (approved or denied) that is on the attached report, will not be impacted and no action is required.
 - If the household returned a July recertification form that has not been processed, **change application date to July 1st** (these are recertifications that were scheduled to be returned by June 15, 2019).
 - The client will need to be contacted to confirm the information on the form is still correct and to get updated data for the correct base period which is June.
 - If unable to contact the household, mail the household a DSS-8650, Notice of Information Needed to Complete Your Food Stamp Application.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
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www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Clearly document each case to explain the reason why the application date was changed to July 1st and why some households were contacted that did not require a telephone interview.
- If the household was contacted that did not require a telephone interview the case will require another interview at the next recertification.
- The following procedures must be completed for those households that did not return a recertification form:
 - A manual recertification form must be mailed to the household with a return date of July 31st
 - If the recertification form is returned by July 31st reopen the case
 - **Change the application date to July 1st**
 - The base period will be June
 - NC FAST will assign the appropriate certification period based on the household situation.
- The following procedures must be completed for those households that return a late recertification form:
 - Recertification forms returned in August 1st – August 30th, process as a late recertification
 - Applications submitted August 1st – August 30th will be processed as recertifications
 - The base period will be June
 - NC FAST will assign the appropriate certification period based on the household situation.

Submit any questions regarding this information to the Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director

DL/vd

EFS-FNSEP-24-2019

Attachment (1)

Case Closure June 2019 Government Shutdown