

### 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 subject to work requirements or provided the DSS-8640 to household not subject to work requirements.
FNS Policy Manual Section 240	County agencies failed to work register clients correctly.
FNS Policy Manual Section 240	County agencies failed to send the correct DSS-8640 to households.
FNS Policy Manual Section 240 and NC FAST Job Aid "Work Registration Exemptions"	County agencies failed to use work registration exemptions correctly. Work Non-Participation used incorrectly and/or was not updated.
FNS Policy Manual Section 310.03	County agencies failed to send a DSS-8650 with specific method, date, and time for interview.
FNS Policy Section 310.04	County agencies failed to send a second DSS-8650 informing applicants of a missed application interview.
DSS Administrative Letter (07-2017)	County agencies failed to send a second DSS-8650 for required verifications.
DSS Administrative Letter (07-2017)	County agencies failed to include the application denial date on the second DSS-8650.
DSS Administrative Letter (3-2015) and NC FAST Job Aid "Scheduling an Interview"	County agencies failed to enter interviews on the Events tab of the Product Delivery Case or Income Support for recertifications.
DSS Administrative Letter (3-2015) and NC FAST Job Aid "Scheduling an Interview"	County agencies failed to enter interviews on the Administration tab of the Income Support Application for applications.
Dear County Director Letter (15-0005)	County agencies failed to send correct denial notices.
FNS Policy Manual Section 350.07	County agencies failed to use regulatory delay correctly.
NC FAST Release Postcard dated 2/23/2015 and Job Aid titled "Processing FNS Underpayments"	County agencies failed to provide sufficient documentation for restorations and supplements.
FNS Policy Manual Section 350	County agencies failed to meet the timeframes for denying applications.
FNS Policy Manual Section 425	County agencies failed to meet the timeframes for denying recertifications.
FNS Policy Manual Section 245.05	County agencies failed to enter documentation of ABAWD being informed of the time limit, exemptions, work requirements, and regaining eligibility.
FNS Policy Manual Sections 400.04, 450.09 and NC FAST Job Aid "Closing a Task"	County agencies failed to document, verify, and work tasks timely. County agencies failed to close tasks timely.

FNS Policy Manual Section 705.08	County agencies failed to submit the DSS-1473 State Hearing Form timely. County agencies did not complete an updated form and failed to complete the form in its entirety.
FNS Policy Manual Section 340.01	FNS verifications were not date stamped to record the date received in the agency.
DSS Administrative Letter EFS_FNS_AL-6-2019	No documentation on Income Support Case Details stating NVRA was discussed with client.
DSS Administrative Letter EFS_FNS_AL-6-2019	NVRA evidence entered on Evidence Dashboard in NC FAST for undocumented aliens selected as registered to vote without documentation if this evidence was for a US citizen included in FNS unit.
DSS Administrative Letter EFS_EA_AL-1-2020	CIP applications and verifications were not date stamped to record the date information was received in the agency.
Energy Programs Policy Section 300.06 B (1).	LIEAP applications and verifications were not date stamped to record the date information was received in the agency.
Energy Programs Policy Section 300.06 B (2).	LIEAP applications processed beyond the 2-day requirement when all required information has been received.
Energy Programs Policy Section 400.03	County agencies failed to meet the timeframes for processing Crisis Intervention Program (CIP) cases.
Energy Programs Policy Section 400.03	County agencies failed to document the crisis description is tied to life threatening or health related crisis for CIP applications.
Dear County Director Letter (05-2018)	County agencies failed to monitor approved Alcohol and Drug Treatment Centers (ADTC) on the 10 <sup>th</sup> and 25 <sup>th</sup> of each month.