



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

October 23, 2020

Dear County Directors of Social Services

Attention: Food and Nutrition Services, Managers and Supervisors

Subject: Application and Recertification Interview Waiver Extension

Priority: For Information and Action

I. GENERAL INFORMATION

The Continuing Appropriations Act, 2021 and Other Extensions Act was signed into law recently allowing states the option to continue certain waiver options that have been approved during the Covid-19 pandemic. North Carolina has accepted the extension of the waiver to remove the requirement to complete an interview prior to approval of applications and recertifications through June 30, 2021.

II. IMPLEMENTATION INSTRUCTIONS

A. WHAT CASES DOES THE WAIVER APPLY TO?

The requirement to conduct interviews (face-to-face or telephone) at initial application or recertification is waived for all pending applications or recertifications that have not been processed by the effective date of this policy. The interview may be waived for all applications and recertifications currently pending and received up to and including **June 30, 2021**.

B. REQUIREMENTS:

1. The requirement to conduct interviews (face-to-face or telephone) at initial application or recertification is being waived only if **all** the following conditions are met:
 - a. The Identity of the person making the application is verified; **and**
 - b. All data matches are completed; **and**

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

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- c. All mandatory verifications, as outlined in FNS manual section 200 have been provided; **and**
- If required verifications are not provided and cannot be verified through data matches or third-party contact, a DSS-8650 must be sent to the household and allow 10 days for the household to provide the mandatory verifications. Follow policy as outlined on Administrative letter AL-07-2017 to request required verifications.
- d. No information on the application is questionable.
- If information is questionable, an attempt to contact the household to clarify the necessary information must be completed.
 - If unable to contact the household by phone, send a DSS-8650 and allow 10 days for the household to contact the agency with the required clarifications.
2. If **all** the above conditions are met the household may be certified without conducting an interview with the FNS unit. Document in the NC FAST case notes that the interview was waived due to the issuance of this Dear County Director letter.

III. EFFECTIVE DATE

This policy is effective October 26, 2020 for all FNS applications and recertifications currently pending and received up to and including June 30, 2021. Submit any questions regarding this policy to Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director

DL/rc

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