

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 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 and time for interviews.
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.
Dear County Director's Letter dated October 6, 2015	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.
Energy Programs Policy Section 300.06	County agencies failed to meet the timeframes for processing Low Income Energy Assistance Program (LIEAP) cases.
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 th and 25 th of each month.