



**North Carolina Department of Health and Human Services  
Office of North Carolina Families Accessing Services through Technology (NC FAST)**

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Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Angela Taylor  
Director

February 13, 2015

Subject: Entering Denial Evidence for FNS Applications and Recertifications

Dear County Director of Social Services:

Based on the recent Food and Nutrition Services (FNS) Management Evaluation conducted by the United States Department of Agriculture (USDA), all notices must reflect the specific reasons for denial. It was discovered that workers are doing the following actions pertaining to FNS applications/recertifications:

1. Not entering the appropriate evidence (if verification was not received).
2. Not checking eligibility.
3. Incorrectly closing the FNS recertifications.
4. Incorrectly denying applications for missed interviews.

These actions violate rules, and result in the DSS-8551 being generated without reasons for closure/denial.

Evidence must be entered at every application/recertification and left unverified if appropriate verification is not received. Checking eligibility must be performed on all applications and recertifications so rules can run and determine an eligible or ineligible decision.

When a recertification is closed, NC FAST must be able to recognize that the household has missed the interview (if one was needed) or failed to provide verification in order to display the correct reason for denial on the DSS-8551. Last week, more than 2,600 notices were generated without a reason because no action was taken on the case at recertification. NC FAST has printed these notices with the following message: "You are no longer eligible."

A validation is planned to be added to ensure that workers will only be able to close the recertification if an interview was missed (if needed) or the case has outstanding verifications. Until this validation is in place, users must follow the procedures in the Recertification –Timely FNS Job Aid and Recertification – Untimely FNS Job Aid. Also, please refer to the Denying an Application and Denying Ineligible Applications procedure in FAST Help.

Effective immediately, if workers continue to close/deny applications and recertifications without following procedures, workers will be required to send the notices manually.

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Sincerely,



Angela Taylor

cc: Joseph Cooper, NC DHHS, Chief Information Officer  
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Rob Kindsvatter, NC DHHS Division of Child Development and Early Education, Director  
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