

Meeting Agenda

Division of Social Services

Economic and Family Services

April 2025 CQI Regional In Person Meetings

Times	Agenda Topics and Workshop Descriptions
9:30 am – 10:00 am	Registration
10:00 am – 10:05 am	Welcome/Introduction
10:05 am – 10:40 am	Work First Workshop Description: Staff will receive clarification and guidance on the purpose and use of the Past Paid Public Assistance form; newly published reports in NC FAST and how to effectively utilize them; along with case management tips and best practices. Information will be provided through case scenarios and review of policy.
10:40 am – 11:00 am	Call Center EBT Workshop Description: Participants will gain insights into the "From Case to Card Cash" process within the Work First program. This session will cover, understanding EBT card cash, accessing funds, identifying issues and EBT EDGE reports for Work First. Participants will also learn about the monthly benefit process for Food & Nutrition Services, the client perspective, benefits availability, and EBT EDGE reports related to Food & Nutrition Services.
11:00 am – 11:10 am	Q&A Session
11:10 am – 11:40 am	Food & Nutrition Services Workshop Description: Path to Eligibility- Citizenship, SAVE Requirements, and 40 Qualifying Quarters. This session will provide valuable insights to ensure participants are well-informed and equipped to navigate these updates effectively.
11:40 am – 11:50 am	Q&A Session
11:50 am – 1:10 pm	Lunch on your own
1:10 pm – 1:50 pm	Food & Nutrition Services Workshop Description: Sponsor Deeming Income and Prorated Income, FNS Expedite and when to remove the expedite indicator, and QC Information. This session will provide valuable insights to ensure participants are well-informed and equipped to navigate these updates effectively
1:50 pm – 2:00 pm	Break
2:00 pm – 2:35 pm	Energy Workshop description: Energy notices and DSS-8185 for CIP and LIEAP. This session aims to equip participants with the knowledge they need to navigate these critical areas effectively.
2:35 pm – 3:00 pm	Q & A and Wrap Up Session