



Transition Guidance for Administering Social Services

After COVID-19 Waivers End





Summary

COVID-19 forced North Carolina to think more creatively about how to administer benefits to our citizens and to ease program operations. To ensure the health and safety of staff in the local county Departments of Social Services and the citizens of North Carolina, numerous waivers and flexibilities were enabled by their relevant federal partners. Based on the waiver, extensions have been made either on a monthly or quarterly basis, are set to run until either the state emergency public health declaration or the federal emergency public health declaration ends, or the waiver is no longer approved by the federal agency. For the majority of the waivers, the flexibility will end thirty (30) days after the end of the federal emergency public health declaration. Due to the length of time that these waivers have been in place, many of our customers have become reliant on the flexibilities that the waivers have offered and will need assistance in preparing for their end. In addition to the impact that the end of the waivers will have on our customers, local county Departments of Social Services will also be impacted as the work that was curtailed due to the waivers resumes.

This guidebook has been developed by DHHS to help plan for the transition back to regular processing after COVID-19 waivers end and is intended to assist counties in developing their individual plans. This document serves as a guide only, counties are strongly encouraged to develop procedures that will best serve the residents of their county in the most effective manner. This material also contains specific Social Services program policy guidance.





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North Carolina: COVID-19 Waivers & Flexibilities

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FNS RECIPIENT COVID-19 RESPONSE WAIVER

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Description of the Waivers

Brief description of each FNS COVID-19 waiver.

FNS RECIPIENT COVID-19 RESPONSE WAIVER

- [Emergency Allotment Waiver](#) : To ensure that eligible households had access to healthy foods during the pandemic, USDA offered states the flexibility to bring all households up to the maximum benefit level for their household size. Starting in March 2020, the Families First Coronavirus Response Act authorized emergency allotments to FNS households. In April of 2021, USDA increased that to ensure that all households received a minimum increase in their benefits of at least \$95.
- [15% increase in FNS Allotments](#) : The Consolidated Appropriations Act, 2021, signed on December 27, 2020, increased FNS benefits by raising maximum allotments to 15% of the June 2020 value of the Thrifty Food Plan (TFP). The American Rescue Plan Act extended the 15% increase until September 30, 2021.
- [FNS Online Purchasing](#) : FNS rapidly expanded FNS online purchasing to support social distancing covering 90% of FNS households. The FNS online purchasing pilot started prior to the pandemic but expanded quickly to allow FNS recipients and retailers to better abide by local public health orders and allow online grocery ordering for [approved retailers](#). Only eligible foods may be purchased with FNS benefits; delivery fees and other associated charges may not be paid for with FNS benefits.
- [Able-bodied Adults without Dependents \(ABAWDs\) Time Limit Suspension](#) : FNS issued guidance to states suspending the time limit for ABAWD work requirements during the national emergency. The Families First Coronavirus Response Act suspended the time limit for ABAWDs, except in certain circumstances. If a State offers an ABAWD a slot in a work or workfare program, including a FNS Employment and Training (E&T) program, the individual is still subject to the time-limit. In addition, the State still needs to determine whether the ABAWD who was offered a slot in the work or workfare program had good cause for failure to comply. The suspension of the ABAWD time limit continues for one month following the lifting of the federal public health emergency.
- [Suspended H and I Controlled Substance Felons Assessments during COVID-19 Pandemic](#) : USDA allowed states to temporarily suspended assessments until their next recertification.
- [College Student Eligibility](#): Expands eligibility for certain college students if the individual is eligible to participate in a State or Federally financed work study program during the regular school year, as determined by the institution of higher education or the individual has an expected family contribution (EFC) of \$0 in the current academic year.



FNS ADMINISTRATIVE COVID-19 RESPONSE WAIVERS

- [Application Processing](#): USDA provided flexibilities to support application processing by state agencies given pandemic conditions. USDA began issuing adjustments of application processing procedures in March 2020, using authority granted by Families First Coronavirus Response Act (FFCRA).
- [Waiver of FNS Interview Requirements](#): USDA allowed states to adjust interview requirements for FNS applicants. FNS regulations (7 CFR 273.2) require an interview prior to benefit issuance. USDA allowed state agencies to adjust:
 - By not requiring a household to complete an interview prior to approval, provided the applicant's identity has been verified and all other mandatory verifications completed. 7 C.F.R. 273.2(a)(2), 273.2(e), and 273.14(b)(3)
 - By not offering a face-to-face interview or granting a request for a face-to-face interview to any household at application or recertification. 7 C.F.R. 273.2(e)(2)(i)
 - By not requiring households that are eligible for expedited service to complete an interview prior to approval, provided that an applicant's identity has been identified and an attempt has been made to contact the household for an interview. March 26, 2020 / Extended in the Continuing Appropriations Act 2021 through June 30, 2021 / Potential extension: Extension of SNAP COVID-19 Administrative Flexibilities May 2021 and Beyond.
- [Extended Certification Periods](#): Under authority provided in the Families First Coronavirus Response Act, allows states to extend certification periods and temporarily waive periodic report form submissions for households whose certification periods expire within a set timeframe, waiving 7 CFR 273.10(f)(5).
- [Telephonic Signature](#): USDA allowed states to document in writing in the case file that a client verbally attested to the information provided on the application, instead of requiring an audio recording of the verbal attestation to constitute a valid telephonic signature.
- [Suspend In-Person Application and Verification Submission](#): USDA allowed approved states to suspend in-person collection of applications and verification documents from households.
- [Claims](#): USDA allowed state agencies to suspend FNS regulations at 7 CFR 273.18(d) by allowing flexibility in the time frame for establishing or disposing of new claims. States are also permitted to suspend FNS regulations at 7 CFR 273.18(e)(1) and (e)(5) by not requiring collection of active recoupments of FNS overpayments, delaying collection on newly established overpayments, and not considering any payments delayed due to this suspension to be delinquent.
- [Fair Hearings](#): USDA allowed state agencies flexibility to extend the fair hearings process up to 120 days from receipt of the request for fair hearings that were already in process or for which requests are received. Also, the time frame for sending notices confirming oral withdrawal requests may be extended



up to 30 days from receipt of the request for such requests received during this same timeframe. FNS also encouraged states to use existing flexibility to conduct hearings by alternate means, such as telephone or video conference, when possible, to meet the standard required time frames.

- [Extend Administrative Disqualification Hearings \(ADH\) Timeframes](#): USDA allowed state to suspend all adjudication timeframes associated with Administrative Disqualification hearings.
- [IRS 2021 Child Tax Credit and Advanced Child Tax Credit Payments](#): Early payments from the Internal Revenue Service (IRS) of 50 percent of the estimated amount of the Child Tax Credit that a taxpayer may claim on a 2021 tax return during the 2022 tax filing season. In some cases, these monthly payments will be made beginning July 15, 2021, and through December 2021.
- [Suspend Treasury Offset Program Temporarily \(COVID-19\)](#): This waiver suspended collection of program integrity claims, recoupments, and forgive delinquent payments by not considering households that miss a claim payment delinquent.

BEST PRACTICES FOR TRANSITIONING AFTER WAIVERS END

FNS COVID-19 Suspended Sanctions Expiring 04/01/2022

Waiver	Special Exit Strategies	Policy Sections	Strategies to assist families
Emergency Allotment Waiver	<p>Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.</p>	<p>FNS 360 Determining Benefit Levels</p>	<p>To help prevent food insecurity when the emergency allotment waiver ends, make certain households have access to local Food Banks, Helping Agencies, provide dates and time of food drives and additional programs that may be able to provide assistance. Counties should contact the Food Banks and the Helping Agencies to inform them of the waivers ending and that they may have an increase in referrals.</p> <p>At the counties option, reach out to households who will see a decrease in their food and nutrition benefits when the maximum allotment ends to discuss their options and provide information about additional resources that they may be eligible. A new report will be available in FAST Help titled FNS Max Allotments With</p>





			<p><i>Benefit Breakdown on March 4th that lists households that will be impacted by the ending of the maximum allotments. Counties may choose to use the information contained in the report to contact impacted households, either by telephone or through the mail.</i></p> <p><i>For seniors in your caseload that may be impacted, reach out to your Area Agencies on Aging to connect them to resources. Area Agencies on Aging are offices established through the Older Americans Act that facilitate and support programs addressing the needs of older adults in a defined geographic region and support investment in their talents and interests. In North Carolina AAAs are located within regional Councils of Government.</i></p> <p><i>Area Agencies on Aging Staff Roster (pending updates)</i></p> <p><u>NC Area Agencies on Aging Location List / Map</u></p> <p><i>Click <u>here</u> for more information</i></p>
<p><u>15% increase in FNS Allotments</u></p>	<p><i>Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.</i></p>	<p><i>None</i></p>	<p><i>If households have questions regarding their allotment amount after the 15% increase ended in September 2021, ensure that the households are aware of the different allotment amounts that were issued and ended. Explain that for most households, FNS allotments increased by 25% in October 2021 and the pros of the increase. As stated above, ensure that the households are aware of the programs that may be able to help with food insecurities. To find local food banks, contact 1-800-771-2303 or refer to the link</i></p>



			https://www.feedingamerica.org/find-your-local-foodbank
FNS Online Purchasing	Online purchasing will be ongoing	None	<p>Inform households about the benefits of online purchasing.</p> <p>For a list of the retailers in NC that accept EBT card payments online with refer to the link: https://www.fns.usda.gov/snap/snap-online-retailers/North%20Carolina</p>
Able-bodied Adults without Dependents (ABAWDs) Time Limit Suspension	<p>Non-exempt FNS unit members between the ages of 18 and 49 continue to be subject to the FNS work requirements described in FNS 240 Work Registration. Eligibility workers must determine whether the ABAWD meets an exemption from the ABAWD work requirements (exemptions outlined in policy 260.01) and update the evidence if applicable for each ABAWD. When the waiver ends regular ABAWD policy will be applied at the next recertification. Countable months will not be applied retroactively and will only be considered countable starting the month after the recertification is completed or at the next application if the recertification is denied. NC FAST will automatically adjust any countable months based on evidence entered by the worker.</p>	FNS 260 Able-Bodied Adults without Dependents	<p>Make sure the client is aware they still may be eligible for FNS benefits by meeting the work requirements (i.e., working 20 hours/week, paid or unpaid, or by volunteering at a non-profit organization).</p> <p>If you don't know what volunteer areas are available in your area contact the United Way at 2-1-1 or https://www.unitedway.org/our-impact/featured-programs/2-1-1</p> <p>For Counties that offer the voluntary Employment and Training (E&T) Program, ensure that clients are aware of the program. E&T counties are the counties that have completed a contract with the North Carolina Division of Social Services (DSS). The E&T program helps FNS participants gain skills and find work that helps them gain self-sufficiency.</p>
Suspended H and I Controlled Substance Felons Assessments during COVID-19 Pandemic	Exemption ends with the first recertification after the COVID-19 public health emergency is lifted. Refer the individual to the Local Management Entity/Managed	FNS 270 Controlled Substance Felons	Ensure that the client will have time to complete the assessment before they are determined ineligible to receive FNS benefits.



	<p>Care Organizations (LME/MCOs) for assessment. Mental Health will determine if the individual has met all the requirements to regain eligibility as outlined in policy.</p>		<p>Contact information for North Carolina Department of Health and Human Services—Mental Health, Development Disabilities and Substance Abuse Services</p>
<p>College Student Eligibility</p>	<p>Exemption ends with the first recertification after the COVID-19 public health emergency is lifted. Students enrolled at least half-time in an institution of higher education (students) are ineligible for SNAP unless they meet one of the exemptions as outlined in policy.</p>	<p>FNS 235 Student of Higher Education</p>	<p>Ensure that students are aware that they can use donated meals from their school or the schools’ pantry if applicable. The food bank, library, school, or social services office can help them connect with organizations in their community. To find local food banks, contact 1-800-771-2303 or refer to the link https://www.feedingamerica.org/find-your-local-foodbank</p>
<p>Waiver of FNS Interview Requirements</p>	<p>Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.</p> <p>All applicants must complete an interview prior to certifications as outlined in policy. To meet the USDA requirement of completing 50% of the interviews for six-month certification cases. The following procedures will be applied on all six-month certification DSS-2435s received where the Product Delivery Case (PDC) ends in an odd number will be required to complete an interview Follow policy instructions in FNS 505.07 Recertification Interviews. DSS-2435s received that the Product Delivery Case (PDC) ends in an even number will not be required to complete an interview even though it is</p>	<p>FNS 415 Interviewing</p>	<p>If a client misses their interview appointment, offer them multiple opportunities to reschedule before they are determined ineligible for FNS benefits.</p>



	<p><i>indicated on their DSS-2435. When processed, these cases should be coded as due an interview at the end of their next certification period.</i></p>		
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<p><u>Extended Certification Periods</u></p>	<p><i>Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.</i></p> <p><i>January – March 2022 only new applications will have extended certification periods.</i></p>	<p><u>FNS 500 SR Category & Reporting Requirements</u> <u>FNS 505 SR Recertifications Requirements</u> <u>FNS 510 SR Recertifications Procedures</u> <u>FNS 515 SR Changes During the Certification Period</u></p>	<p><i>Encourage the client to submit the recertification form timely to prevent a delay or denied benefits.</i></p>
<p><u>Telephonic Signature</u></p>	<p><i>Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.</i></p> <p><i>Telephonic Signature will not be allowed once the waiver ends. At this time, North Carolina does not have a system that meets the requirements to record, store, and maintain verbal signatures. All applicant households must submit a physical or electronic signature to be considered a valid application as outlined in policy.</i></p>	<p><u>FNS 405 Applicant Responsibilities</u> <u>FNS 505 SR Recertifications Requirements</u></p>	<p><i>Encourage the client to sign application and recertification forms before submitting. Failure to provide signature could cause a delay in benefits or denied benefits.</i></p>



<p><u>Suspend In-Person Application and Verification Submission</u></p>	<p>Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.</p> <p>All applicants must provide an application and required verification prior to certifications as outlined in policy.</p>	<p><u>FNS 200 Eligibility Requirements Overview</u> <u>FNS 400 How to Apply for Food and Nutrition Services</u> <u>FNS 405 Applicant Responsibilities</u> <u>FNS 410 County Responsibilities</u> <u>FNS 415 Interviewing</u> <u>FNS 420 Normal Application Processing</u> <u>FNS 425 Expedited Services Processing</u> <u>FNS 430 Changes Prior to Disposition</u> <u>FNS 435 Determining Eligibility</u> <u>FNS 440 Application Disposition</u> <u>FNS 450 Social Security Administration Application</u> <u>FNS 500 SR Category & Reporting Requirements</u> <u>FNS 510 SR Recertifications Procedures</u> <u>FNS 515 SR Changes During the Certification Period</u></p>	<p>Ensure that the clients are aware they can submit FNS application through ePASS, and mail, fax, drop-off applications, recertifications and verifications.</p>
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<u>Claims</u>	Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.	<u>FNS 800 Claims</u> <u>FNS 805 Requirements for Establishing Recipient Claims</u> <u>FNS 845 Treasury Offset Program (TOP)</u> <u>FNS 850 NC Debt Setoff Collection (DOR) Procedures</u>	Make certain clients are aware of the repayment methods and agreement of repayment.
<u>Fair Hearings</u>	Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.	<u>FNS 705 Hearings</u> <u>FNS 710 Administrative Disqualification Hearings</u>	Ensure the client is aware they have the option of telephonic hearings.
<u>Extend Administrative Disqualification Hearings (ADH) Timeframes</u>	Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.	<u>FNS 705 Hearings</u> <u>FNS 710 Administrative Disqualification Hearings</u>	Make certain clients are aware of the timely action and procedures for ADH.
<u>Suspend Treasury Offset Program (TOP) Temporarily (COVID-19):</u>	Waivers are currently expected to end 3/31/2022 unless further guidance is received from USDA.	<u>FNS 845 Treasury Offset Program (TOP)</u>	Make certain clients are aware when claims are sent TOP.

<u>IRS 2021 Child Tax Credit and Advanced Child Tax Credit Payments</u>	None: The Child Tax Credit (CTC) does not count as income or as a resource for 12 months following receipt in determining FNS eligibility. Receipt of these payments could affect a household's eligibility after 12 months if the payments cause the household to exceed the resource limit. NC FAST did not create a report that provides CTC. It is the client's responsibility to report if they still have the CTC after 12 months of receiving it.	<u>FNS 300 Sources of Income</u>	Ensure that the client is aware of the reportable change requirements.
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WORK FIRST

Work First COVID-19 Suspended Sanctions Expiring 04/01/2022

Voluntary Quit

Non-Compliance with Child Support Enforcement

Voluntary Reduced Hours

Failure to sign MRA-A Failure to sign MRA-B

Refused AUDIT/DAST-10 Assessment

Fleeing Felon Fleeing to Avoid Prosecution

Drug related conviction

Violating Probation or Parole

Refused to sign DSS-8219

Refused to accept the Referral Positive Substance Use Test Failure to attend QPSA Appointment/Substance Use Test

Failure to participate in required Mental Health Treatment

Immunization Noncompliance

Minor Parents School Attendance

Non-compliance School Attendance

Non-compliance Minor Parent Living Arrangement

Non-compliance Failure to participate in required Substance Use Treatment



<i>Suspended Sanction</i>	<i>Special Exit Strategies</i>	<i>Policy Section</i>	<i>Strategies to assist families</i>
<i>Voluntary Quit</i>	<i>None</i>	<i>118 Work Requirements and Services</i>	<i>Ensure the family understands the benefits of employment and the Job Quit penalty</i>
<i>Noncompliance With Child Support Enforcement</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>103 Personal Responsibility 116 Child Support Services</i>	<i>Ensure the family understands that failure to cooperate with child support will make the entire family ineligible to receive Work First Family Assistance payments</i>
<i>Voluntary Reduce Hours</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>118 Work Requirements and Services</i>	<i>Ensure the family understands the benefit of employment and the penalty for voluntarily reducing work hours.</i>
<i>Failure to sign MRA-A Failure to sign MRA-B</i>	<i>None</i>	<i>103 Personal Responsibility</i>	<i>Ensure the family understands their personal responsibility and that signing the MRA, including updates and revisions is an eligibility requirement for Work First. A family is not eligible for Work First cash assistance unless the caretaker(s) signs the MRA.</i>



<i>Refused AUDIT/DAST-10 Assessment</i>	<i>None</i>	<i>104B Substance Use Mental Health Initiative</i>	<i>Ensure that the family understands that refusing to comply with completing the AUDIT/DAST – 10 will result in the individual being ineligible to receive Work First Family Assistance.</i>
<i>Fleeing Felon Fleeing to Avoid Prosecution</i>	<i>None</i>	<i>104A Individual Criminal Violations</i>	<i>Ensure the family understands that a fleeing felon cannot be included in the family's needs standard.</i>
<i>Drug related conviction</i>	<i>None</i>	<i>104B Substance Use Mental Health Initiative</i>	<i>Ensure the family understands that an individual convicted of a Class H or I controlled substance felony in North Carolina may be eligible for Work First under the following conditions.</i> <ol style="list-style-type: none"> <i>1. The individual may be eligible six (6) months after release from custody or if the individual was never committed to custody, six months after the date of conviction, if there has been no additional controlled substance felony conviction, and</i> <i>2. The individual has successfully completed or has continuously participated in a required substance abuse treatment program determined appropriate by the area mental health authority.</i>



<i>Violating Probation or Parole</i>	<i>None</i>	<i>104A Individual Criminal Violations</i>	<i>Ensure the family understands that an individual who has violated a condition of probation or parole under federal or State law as determined by a court cannot be included in the family's needs standard. Once the individual has satisfied the conditions of his probation or parole, his needs can be included in the need standard for the family.</i>
<i>Refused to accept the Referral Positive Substance Use Test Failure to attend QPSA Appointment/Substance Use Test</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>104B Substance Use Mental Health Initiative</i>	<i>Ensure the family understands that failure to comply with substance use testing and appropriate follow up as outlined in policy will cause the individual(s) to be excluded from the family's need standard.</i>
<i>Failure to participate in required Mental Health Treatment</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>104B Substance Use Mental Health Initiative</i>	<i>Ensure that the family understands that as outlined in policy, failure to participate in required mental health treatment will cause the individual(s) to be excluded from the family's need standard.</i>
<i>Immunization Noncompliance</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>103 Personal Responsibility</i>	<i>Ensure the family understands that when a family fails, without good cause, to comply with the terms and conditions of their MRA, including immunization compliance will result in a penalty applied to their Work First case.</i>



<i>Minor Parents School Attendance</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>103 Personal Responsibility 107 Minor Parent Rules</i>	<i>Ensure the family understands that when a family fails without good cause to comply with the terms and conditions of their MRA, including school attendance, a penalty is applied to their Work First case.</i>
<i>Non-compliance School Attendance</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>103 Personal Responsibility</i>	<i>Ensure the family understands that when a family fails, without good cause, to comply with the terms and conditions of their MRA, including school attendance will result in a penalty applied to their Work First case.</i>
<i>Non-compliance Minor Parent Living Arrangement</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>103 Personal Responsibility 107 Minor Parent Rules</i>	<i>Ensure the family understands the living with and educational requirements for a minor parent.</i>
<i>Non-compliance Failure to participate in required Substance Use Treatment</i>	<i>At next recertification the individual must meet all requirements to regain eligibility as outlined in policy.</i>	<i>104B Substance Use Mental Health Initiative</i>	<i>Ensure the family understands that Work First applicant/recipients may be sanctioned and/or disqualified for a several reasons related to non-compliance with the substance use screening and testing requirement. Sanctions and disqualifications for non-compliance with substance use screening and testing follow the applicant/recipient even if they move out of the household or the county.</i>



STATE REFUGEE OFFICE

State Refugee Office COVID-19 Waivers Expire 9/30/2022

Waiver	Special Exit Strategies	Policy Sections	Strategies to assist families
<i>Eligibility Determinations for ORR Benefits and Services</i>	<p><i>Section 400.43 of 45 CFR and ORR PL 16-01 require states to ask the applicant for a written declaration of immigration status and to review documentation of immigration status or category in making an eligibility determination. Due to COVID-19, upon request, ORR will waive these requirements.</i></p> <p><i>Upon expiration of this Waiver, eligibility determination will return to process outlined in Policy Manual.</i></p>	<p><i>Chapter 2; Section II</i></p> <p><i>Chapter 3; Section II</i></p> <p><i>Chapter 4; Section II</i></p>	<p><i>Ensure families are made aware of return to the standard procedures for eligibility determination. Ensuring that they are aware this could impact new applications.</i></p>
<i>Refugee Cash Assistance and Conditions for Receipt of RCA</i>	<p><i>ORR will waive 45 CFR § 400.59 and § 400.66 regarding income eligibility for RCA.</i></p> <p><i>ORR will waive 45 CFR § 400.51(a) and § 400.53(a) that require states to determine an individual is ineligible for Temporary Assistance for Needy Families (TANF) prior to providing RCA.</i></p> <p><i>Upon expiration of this Waiver, eligibility determination will return to process outlined in Policy Manual.</i></p>	<p><i>Chapter 3; Section II. G and I.</i></p>	<p><i>Ensure families are made aware of return to the standard procedures for eligibility determination. Ensuring that they are aware this could impact new applications.</i></p>
<i>Refugee Medical Assistance Eligibility Determinations</i>	<p><i>ORR will waive 45 CFR § 400.94 and § 400.100(a)(1) that require states to determine that an individual is ineligible for Medicaid and Children’s Health Insurance Program (CHIP) before providing RMA.</i></p> <p><i>ORR will allow states to enroll clients into RMA where an agency can document that</i></p>	<p><i>Chapter 2; Section II.</i></p>	<p><i>Ensure families are made aware of return to the standard procedures for eligibility determination. Ensuring that they are aware this could</i></p>



	<p><i>a client's enrollment has been impacted by the pandemic.</i></p> <p><i>Upon expiration of this Waiver, eligibility determination will return to process outlined in Policy Manual.</i></p>		<p><i>impact new applications.</i></p>
<p><i>Refugee Medical Screenings</i></p>	<p><i>To protect public health, states should continue to coordinate refugee medical screenings as local circumstances allow, prioritizing newly arrived refugees with medical needs, while balancing feasibility and safety. ORR encourages states to consider creative solutions to meet the goals of medical screening, including using telehealth resources and online health education.</i></p> <p><i>ORR will waive the 90-day requirement of 45 CFR § 400.107 to allow the provision of medical screening without prior determination of eligibility for Medicaid, CHIP, or RMA beyond the first 90 days after a refugee's initial date of entry.</i></p> <p><i>Upon expiration of this Waiver, agencies will return to standard process</i></p>	<p><i>Chapter 1; Section III</i></p>	<p><i>Assure families that we will continue to coordinate refugee medical screenings while balancing feasibility and safety.</i></p>





<p><i>Vaccinations</i></p>	<p><i>ORR State Letter 99-17, RMA may pay for vaccinations during the refugee's first year in the United States, as long as the refugee's medical screening is completed within the refugee's first 8 months in the United States.</i></p> <p><i>ORR will waive relevant elements of State Letter 99-17 to allow RMA funds to provide vaccinations for ORR-eligible clients who became eligible for benefits, including medical screening services, on or after April 1, 2019, with the additional months after their 1-year mark not extending beyond September 30, 2022.</i></p> <p><i>Upon expiration of this Waiver, agencies will return to standard process</i></p>	<p><i>n/a</i></p>	<p><i>Advise families that following the expiration of the waiver, the cost of vaccinations will not be covered through RMA.</i></p>
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CHILD SUPPORT SERVICES

The following waivers are in place for child support services.

Waiver	Special Exit Strategies	Policy Sections	Strategies for Counties to Consider
<p>Payment Distribution 45 CFR 302.32(b)(1), (2)(i) and (ii)</p>	<p>Requesting a waiver to extend the timeframe for distributing child support payments to 5 business days for fully electronic processes and 10 business days if manual processes are required. Also requesting an extension of 6-months if payments are received from the IRS/BFS or 20 business days from the date federal guidance is received regarding stimulus payments.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter B, Topic 08, Section E</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p>
<p>Establishment of paternity and support 45 CFR 303.4(d)</p>	<p>Requesting a waiver to extend the timeframe for the establishment of order or completion of service to 300 calendar days.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter B, Topic 08, Section D</p> <p>Chapter I, Topic 02, Section C</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p> <p>Counties should utilize the self-assessment establishment report in Client Services Data Warehouse (CSDW) to identify cases that need establishment actions by reviewing cases on the report showing N/A and ensuring the next appropriate action has been taken and the timeframe is being met.</p>



			<p>Additionally, review the cases that have failed and identify measures that may need to be implemented to ensure timeframes are met.</p> <p>Counties may also want to work with their judicial partners on methods to improve the court process, ability to increase court time and/or utilize modern hearing capabilities such as virtual hearings.</p>
<p>Enforcement of court ordered obligations 303.6(c)(2)</p>	<p>Requesting a waiver to extend the timeframe for the enforcement of a court order to 180 calendar days if service of process is not needed to take an action and 300 calendar days if service of process is needed.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter B, Topic 08, Section F</p> <p>Chapter P, Topic 02, Section B</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p> <p>Counties should utilize the self-assessment enforcement report in Client Services Data Warehouse (CSDW) to identify cases that need enforcement actions by reviewing cases on the report showing N/A and ensuring the next appropriate action has been taken and the timeframe is being met.</p> <p>Additionally, review the cases that have failed and identify measures that may need to be implemented to ensure timeframes are met.</p>
<p>Intergovernmental cases 303.7(c)(4)(i),(ii) 303.7(d)(2)(i), (ii), and (iii) 303.7(d)(3) 303.7(d)(4) 303.7(d)(5)(i)</p>	<p>Requesting a waiver to extend the timeframe on specified actions in intergovernmental cases to 40 calendar days to make a referral, 150 calendar days</p>	<p>Chapter R, Topic 04, Section E</p> <p>Chapter R, Topic 05, Section C</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p> <p>Counties should be diligent in working the various</p>



<p>303.7(d)(5)(ii) 303.7(d)(9)</p>	<p>to take an action, 20 working days to notify the other state of new location, 20 working days to forward documents to the other state, 300 calendar days to take a court action, 60 calendar days to notify jurisdiction of a controlling order determination, and 20 working days to close a case upon request from another state.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter R, Topic 06, Section C</p> <p>Chapter R, Topic 06, Section D</p> <p>Chapter R, Topic 06, Section E</p> <p>Chapter R, Topic 07, Section C</p> <p>Chapter R, Topic 07, Section F</p> <p>Chapter R, Topic 07, Section G</p>	<p>worklist items directly related to the intergovernmental process to ensure federal timeframes are met.</p>
<p>Review and Adjustment 303.8(b)(7)(ii)</p>	<p>Requesting a waiver to extend the timeframe for notifying an incarcerated individual of their right to request a review of their court order to 30 business days.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter L, Topic 02, Section B</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p>
<p>Income Withholding 303.100(e)(2), 303.100(e)(3), 454A(g)(1)(A)(i), 466, 453A(g)(1) 307.11(c)(1)(i)</p>	<p>Requesting a waiver to extend the timeframe to issue an income withholding order to 5 business days for fully electronic processes and 10 business days if manual processes are required.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter P, Topic 11, Section H</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p>
<p>Self-Assessment 308.1(a); 308.1(b)(2)(iv)</p>	<p>Requesting a waiver from submitting an annual</p>		<p>Counties will need to ensure that they are now meeting those timeframes.</p>



	<p>report for FFY 2020 and FFY 2021.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>		<p>Counties should utilize all of the self-assessment reports available in Client Services Data Warehouse (CSDW) to identify cases that need action in each of the self-assessment areas.</p>
<p>Expedited Process 303.101(b)(2)(i)</p>	<p>Requesting a waiver to extend the timeframes to establish orders for support within 6 months on 75 percent of actions filed to 12 months</p> <p>Requesting a waiver to extend the timeframes to establish an order for support within 12 months of 90 percent of actions filed to 24 months.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter B, Topic 08, Section D</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p> <p>Counties should utilize the self-assessment expedited 6-month process and expedited 12-month process reports in Client Services Data Warehouse (CSDW) to identify cases that need action by reviewing cases on the reports showing N/A and ensuring the next appropriate action has been taken and the timeframe is being met.</p> <p>Additionally, review the cases that have failed and identify measures that may need to be implemented to ensure timeframes are met</p> <p>Counties may also want to work with their judicial partners on methods to improve the court process, ability to increase court time and/or utilize modern hearing capabilities such as virtual hearings.</p>
<p>Review and Adjustment 303.8(e)</p>	<p>Requesting a waiver to extend the timeframe for getting an order or determining that the request to adjust an order</p>	<p>Chapter L, Topic 02, Section D</p>	<p>Counties will need to ensure that they are now meeting those timeframes. Counties should utilize self-assessment review and</p>



	<p>is denied withing 180 calendar days of receiving a request to review to 360 calendar days.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>		<p>adjustment report in Client Services Data Warehouse (CSDW) to identify cases that need action by reviewing cases on the report showing N/A and ensuring the next appropriate action has been taken and the timeframe is being met.</p> <p>Additionally, review the cases that have failed and identify measures that may need to be implemented to ensure timeframes are met</p>
<p>Establishment of cases and maintenance of case records 303.2(a)(2)</p>	<p>Requesting a waiver to extend the timeframe for providing an application for IV-D services on the day it is requested or within 5 working days to 10 working days.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter D, Topic 02, Section H</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p>
<p>Establishment of cases and maintenance of case records 303.2(b)</p>	<p>Requesting a waiver to extend the timeframe for establishing a case record from 20 calendar days of receipt to 30 calendar days.</p> <p>Upon expiration of this waiver timeframes will revert to federal rules.</p>	<p>Chapter D, Topic 02, Section H</p>	<p>Counties will need to ensure that they are now meeting those timeframes.</p>

