



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well  
Being

**Date:** September 25, 2023

**Dear County Directors of Social Services**

**Attention:** Food and Nutrition Services Managers, Supervisors, Investigators, Program Integrity Managers and Income Maintenance Caseworkers

**Subject:** Food and Nutrition Services (FNS) Recertification & Change of Circumstance (CoC) in ePASS

**Effective:** October 1, 2023

**Priority:** Information and Action

The purpose of this letter is to provide information for Food and Nutrition Services (FNS) staff, regarding the enhancement for the FNS recertification in ePASS. The enhancement will be implemented in two phases. The first phase will be implemented October 1, 2023, in which FNS participants will be able to submit and complete FNS recertifications through ePASS. FNS participants will also be able to inform the caseworker of any changes in circumstance through ePASS and upload evidence online through their ePASS account.

The second phase will be implemented and released December 1, 2023, to include all recertification questions. Prior to December 1, 2023, certain recertification questions will not be displayed in the FNS recertifications received through ePASS. As such, prior to the second phase being implemented on December 1, 2023, caseworkers must contact FNS participant who submit online recertifications to ask the following questions:

- Alien evidence
- Pregnancy evidence
- Foster care payment evidence
- Adoption payment evidence
- Veteran/Military status evidence
- Student evidence
- Educational scholarship details
- Volunteering/Work training details
- Criminal history evidence
- Living arrangement
- Is anyone in the household a veteran
- Is anyone in the household 24 years of age or younger and in Foster Care under the responsibility of the State on their 18th birthday

- Are you homeless which means that you lack a fixed and regular nighttime sleeping arrangement?

FNS participants need to have an ePASS enhanced account in order to submit an FNS recertification or Change of Circumstance in ePASS. Caseworkers can assist FNS participants with linking and delinking enhanced accounts in ePASS by following the instructions referenced in Dear County Director Letter EFS-FNSEP-39-2022, [ePASS Linking & Delinking Enhanced Accounts](#).

As a reminder, the enhancement for Simplified Nutritional Assistance Program (SNAP) participants was implemented August 1, 2023. Refer to Dear County Director Letter EFS-FNSEP-23-2023 for reference, [Simplified Nutritional Assistance Program \(SNAP\) Recert in ePASS & Change Circumstances Job Aid](#).

Please refer to the Job Aid titled “FNS-SNAP ePASS Recertification” attached and posted in FAST Help for guidance.

If you have any questions regarding this material, please contact the Continuous Quality Improvement Team (CQI) [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

Sincerely,



**Madhu Vulimiri, MPP**  
Deputy Director  
Division of Child and Family Well-Being

MV/vb

**Attachment (1)**  
Job Aid – FNS-SNAP ePASS Recertification

EFS-FNSEP-28-2023