



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:** November 18, 2022

**Dear County Directors of Social Services**

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

**Subject:** State System Outage

**Effective:** Upon receipt

**Priority:** Information and Action

**I. GENERAL INFORMATION**

Due to the system outage on October 13, 2022, the Division of Child and Family Well-Being (DCFW) approved FNS payments to be sent directly from FIS (our EBT vendor) for cases with an issuance date of October 14, 2022. This was done to ensure that clients' FNS benefits were not impacted despite the challenges with the system outage. These FNS payments sent by FIS were based on their September allotment amount regardless of their case status. Once the system was available on October 16, 2022, NC FAST systematically updated and reassessed these cases to reconcile the payments made through FIS.

**II. IMPLEMENTATION INSTRUCTIONS**

**A. Late Recertification**

**For the households that submitted a Late Recertification with an end date of September 30, 2022, caseworkers must submit a help desk ticket for the late recertification to be processed.** NC FAST will move the system outage October payment that was issued and then move the payment back after the Short Application (late recertification) is processed. **When keying the Short Application use the correct October date for the Date of application.**

**B. Program Integrity (Overissuance)**

During this process, there were some FNS cases that received an additional prorated September allotment as well as their normal October monthly

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allotment which caused the cases to be overpaid. These FNS overpayments are a result of a system error and will be considered State Agency Error (AE) claims. FNS policy 810.01 states, agency error claims are federal debts and must be collected. Refer to [NC FAST HELP](#) -Economic Services/Reports/FNS/FNSCasesOverpaid for the report containing cases that were issued October FNS benefits due to the system outage, use the standard NCFast password. The report provides two overpayment categories and the amount of overpayment:

- **No Overpayment** – No overpayment occurred. No action required.
- **Overpayment** – A overpayment occurred. Follow instructions as outlined below.
  - **Complete Overpayment**
  - **Partial Overpayments**
- As counties establish FNS AE Claims for these cases for October 2022, the overpayment period will be 9/01/2022 – 9/30/2022.
- The benefit issuance date is 10/15/2022 for most cases.
- Starting on November 30, 2022, Program Integrity Investigators:
  - Should create a referral for these cases using the referral source code **“State System Outage October 2022”**
  - Select “State” the drop-down menu in the claims detail section.
  - Upload the completed DSS-1682 and **copy/paste the following comment to the notes on the PLC:**  
“State Agency Error due to State System Outage on 10/14/2022 – 10/16/2022. Benefits re-issued for October 2022 with issuance date of 10/14/2022 or 10/15/2022.”

**NOTE: These will not be considered pandemic caused over-issuances and will not be part of the Terminate & Write-off waiver.**

### III. EFFECTIVE DATE

This policy is effective immediately. If you have any questions, please contact [dss.pi.questions@dhhs.nc.gov](mailto:dss.pi.questions@dhhs.nc.gov) for assistance or 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

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