

April In-Person Regional Meeting

Question and Answer

April 2024

Food and Nutrition Services

1 When will the telephone signature end?

This has not been determined by USDA. Once a decision has been made, that information will be shared.

2 How do we determine if an interview is needed? Do we have to pull up recertification generated to determine?

For odd number cases, the caseworker would need to review the previous recertification to see if an interview was completed at last recert, or if any information on the recertification is questionable. Please reference DCDL 10-2024 sent on May 14, 2024.

3 Online Verification System shows new hire, and this employer is on The Work Number. Is this an appropriate time to run TWN?

Yes, please document the case regarding the justification for requesting The Work Number.

4 Statement from client regarding the period of time it is going to take to repair the car. Can we end date based on the client statement.

No, the work absence and whether the client will retain their job during the absence must be verified by the employer.

5 Are we still verifying the income and them returning their job before we give good cause?

Yes

6 Should we copy and paste the employer search if not found on the work number in notes? Since, employers are added all the time, to show employer not found in case pulled for audit.

The worker can document that the employer was not found or provide a screenshot. This would be a county decision.

7 What documentation is needed to show an ABAWD doesn't transportation?

For good cause to be used for temporary absence from work due to transportation issues would have to be verified by the employer.

8 Do I run the work number if the pay statements are provided from the employer that is on the work number?

If the caseworker has all the paystubs needed to process the case, there is no justification for running The Work Number. If applicant does not provide all required paystubs, the caseworker can run The Work Number. Document the justification of the request.

9 If a customer states that they live in their vehicle (car, bus, or van) by choice, does this meet the homeless exemption? For example, if a client has renovated their van to live in because of their desire to live a nomadic lifestyle, does this still meet the homeless exemption?

FNS policy section 260.01E.4. does not disqualify an individual for choosing to be homeless. Using the example provided, good interviewing, prudent judgement, and documentation would justify caseworker decision. If unsure of appropriate classification, please submit the situation to the policy portal for clarification.

10 When is it appropriate for workers to run the work number?

When the employer is a known participant of The Work Number, when the client requests assistance, when the caseworker does an employer search and determines the employer participates in the service.

11 Do counties need to follow the new job aid for adding the interview to events tab or can we continue to do it the old way?

Please use the updated job aid to record interviews.

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- 12** If there isn't a QPSA in our region, are we still granting good cause?
Yes, please document the case file to justify the use of good cause.
- 13** Regarding The Work Number and sending the DSS-8650 for request for verification – If we know the company is on TWN, can we run TWN without the client requesting assistance; instead of denying?
Yes, if the employer is a known participant in TWN, the caseworker can request wages and if the results provide the needed information a DSS-8650 is not needed.
- 14** If we don't know the company is on TWN and the wages aren't provided, is it an error if we deny without running TWN?
No, if the company is not on TWN and the county does not request TWN, this would not be an error. The county is able to search an employer using the link provided in the PPT.
- 15** Will there ever be a time when TWN will be a regular part of processing; AKA a mandatory part like OVS?
At this time, we have no information regarding this becoming a requirement. If this happens that information will be shared with the counties.
- 16** Cat-EI & QSAP: Good cause when there is no QSAP in our county, are they still eligible for Cat-EI?
Yes, they are exempt until the next recert and QSAP would be reevaluated.
- 17** If a client processed with good cause for FNS (their QPSA cannot be completed within 30 days), would they be processed as categorically eligible? If they do not complete their QPSA assessment, would you end date the TANF evidence?
Yes, they are exempt until the next recert and QSAP is reevaluated, or until the agency has been informed of the applicant's non-compliance (a DSS-8553 would be required for this situation).
- 18** Is the Voluntary Quit/Reduction policy effective for Guilford County?
Yes.
- 19** The system has been generating DSS-8553s with an error requesting the worker to send a manual notice for ABAWDs. When this occurs, how is the worker informed that a manual notice needs to be sent? Is there a report we should be working with these cases? If a manual notice is not sent, do we reassess the ABAWD? If changes are reported that could make them regain eligibility or is this a new application?
Please refer to the Daily Manual Notice Report located in Fast Help on the home page labeled DSS-8551_DSS-8553. If the incorrect notice was sent and a corrected manual notice was not sent and the case closed in error, the case will need to be reevaluated for possible reopening. If the case was not closed in error, the ABAWD would need to reapply.
- 20** There are many instances that staff have more than 20-30 cases pending on the last day of the month. It would be impossible for them to go back through denied cases to review for reopening the same day if verifications are turned in. Is there a certain time of day staff should be waiting to deny a recertification? For example: Timely recert DOA 3/15/24; DSS-8650 expired 3/25/24 for income; last day of the month, the worker close case at 9am. Verification was not found and the recert is denied. Does the worker have 5 days to reopen the denied case or open same day?

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Per FNS policy section 510.01E states “If a timely recertification is closed for failure to complete interview and/or provide necessary verifications, it may be reopened if the interview is completed, and all necessary verifications are provided within the allowable time frame. If the interview is completed and all required verifications are provided on or before the 30th day from the date of recertification. Reopen and process the case within five (5) calendar days of receipt of the required information; and keep the original date of recertification; and do not prorate benefits.”

21 Stolen benefits – Do we approve the requested amount on the affidavit rather than the amount verified in EBT Edge if the amounts differ?

FNS policy section 905.01 outlines the FNS unit may be eligible to receive a replacement of the actual value of the loss, not to exceed one month’s allotment for the FNS unit.

If the client reports a loss that is less than the monthly allotment, replace the amount reported. If the client reports a loss greater than the monthly allotment, replace the amount of the monthly allotment.