



NC Department of Health and Human Services

Food and Nutrition Reminders

Continuous Quality Improvement Specialists

April 2024 In-Person Regional Meetings

FNS Processing Time Frames for Non-Expedite and Expedite Cases

Effective March 1, 2024, FNS policy was updated to include the USDA approved Memorandum of Understanding processing time frames for Non-Expedite and Expedite FNS cases.

Non-Expedite applications must be processed by the 25th day to ensure the FNSU has the opportunity to purchase food by the 30th day. This time frame applies to all Non-Expedite cases with or without an EBT card.

FNS Processing Time Frames for Non-Expedite and Expedite Cases

Expedite applications must be processed by the 4th day to ensure the FNSU has the opportunity to purchase food by the 7th day. This time frame applies to all Expedite cases with or without an EBT card.

Management Evaluations will monitor according to the 4th and 25th day requirement.

Quality Control Reviews will continue to review using the Benefit Availability Date (BAVDT) requirement.

ME reviews are based on processes; QC reviews are based on outcomes.

Not Qualified Non-citizen Household Members

When screening a household that contains not qualified non-citizen members for income eligibility you will count the total household gross income and number of eligible members. If the gross income is under the limit for the number of eligible household members, the household is eligible for benefits and prorated income would be counted to determine benefit level. If the gross income is over the income limit for the number of eligible members, the household is over the income limit and the application/recertification would need to be denied.

Not Qualified Non-citizen Household Members

Example 1: 5-person household with 3 eligible members. The gross income is \$4287 monthly. The gross income limit for a 3-person household is \$4144. This household is over the income limit and is not eligible for benefits.

Example 2: 5-person household with 3 eligible members. The gross income is \$1843 monthly. The gross income limit for a 3-person household is \$4144. This household is eligible for benefits and the gross income will be prorated according to the number of eligible household members.

ABAWD Transportation Good Cause

What is good cause for transportation for ABAWD and what does that mean for the ABAWDs that report they cannot find a job because they do not have any transportation?

FNS policy section 260.03C states that good cause for lack of transportation can be used if the absence from work is temporary and the individual retains his/her job.

ABAWD Transportation Good Cause

Example of Good Cause: Howard comes in to complete his recertification for May and reports that he has been out of work at McDonald's for the last week because his water pump on his car went out. He states that it is in the shop and the part won't be in until this Friday. He states he still has his job at McDonald's but isn't scheduled to return to work until next Thursday when he gets paid and can get his car out of the shop. This is an acceptable use of good cause because Howard retains his job and would have met work requirements, but due to transportation issues, he is not able to meet them for the month of May.

ABAWD Transportation Good Cause

Example of not having Good Cause: Susie comes in to complete her recertification for May and reports that she has been terminated from McDonald's as of last March 3rd because her car broke down and she no longer has transportation. She states that she is not able to look for a job or get another job until she can secure another form of transportation. This does not qualify as good cause because she did not retain her job and there is no determined time frame for her to return to work.

When is it appropriate to run The Work Number?

The Work Number (TWN) should be used to facilitate or expedite the processing of benefits when the household is unable to provide the required verifications. If the county knows the applicant's employer is on TWN, the county can pull the wages from TWN and will not need to send a DSS-8650 if all needed information is available on TWN. If wages are requested on a DSS-8650, and the wages are not provided, the county should check TWN before denying a case to determine if wages are available. This guidance will be updated in the FNS manual forthcoming.

When is it appropriate to run The Work Number?

The Work Number -- Find Employer

EQUIFAX

The Work Number

VERIFICATION SERVICES



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Find your employer below. 



This search does not include all employers who contribute data to The Work Number. If you do not see your employer through the search below and would like to request your Employment Data Report (EDR), please do so through [one of the other available channels](#).

Enter your Employer's Name or Employer's Code

Search



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Important note for Verifiers: This search does not include all employers who contribute data to The Work Number.

The information provided here is an unofficial report, intended for personal use by the employee-recipient only. It is not intended for verification purposes. If someone is asking you to provide verification of employment or income, please direct them to www.theworknumber.com.

County Transfer of an FNS case reminder



When transferring an FNS case to the new county, please make sure to update the address for the household to the new address before transferring the case to the new county.

Categorical Eligibility and Class H & I Drug Felons

Are individuals with a Class H or I drug felony categorically eligible?

If the Class H or I drug felon has complied with the Area Mental Health Authority and notice of compliance has been received in the agency, this individual is no longer disqualified and is now categorically eligible.

If the Class H or I drug felon has not complied with the Area Mental Health Authority, the individual remains disqualified and not categorically eligible until compliance requirements have been met.



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