

October In-Person Regional Meeting

Question and Answer

October 2023

Work First (WF)

- 1 Child only case – What to do when a child is not attending school?**

Case heads sign the Mutual Responsibility Agreement (MRA) at application and recertification and regular school attendance is included in this agreement. If case managers become aware a child is not regularly attending school, as outlined by the local school system, the case manager would determine if the family has good cause. WF Manual Section 120, Sanctions, outlines the appropriate process for imposing sanctions when case heads fail to meet the requirements of the MRA without good cause. The goal is to assist the caretaker with ensuring children return to, or regularly attend, school. This assistance can be provided through a variety of community referrals.
- 2 Can you go over when we can or can't use telephonic signature for Work First? (I know we see recerts in-person and they will sign documents then.)**

WF Manual Section 104, Cash Assistance Application Process and Procedures, has been updated to include telephonic signatures at application as a part of ongoing policy. A telephonic signature may be accepted for all WF forms. WF Manual Section 201, Cash Assistance Recertification Process and Procedures, remains current policy and requires an annual face to face interview for recertifications.
- 3 Can individuals who do not provide their Social Security Number (SSN) be removed/deleted instead of making entire family ineligible?**

In order to receive WF Cash Assistance, each applicant / participant must provide a social security number or apply for a social security number if the individual does not have one, or has lost their card. If the applicant/participant does not provide their social security number or fails to apply for one, the individual cannot receive Work First Family Assistance. Non-family unit members are not required to provide their social security number. (WF Manual Section 110) At recertification, the case manager must ensure there are SSN's for all eligible family members. This includes the family members who had previously applied for a number or a duplicate card. If individuals are unable to provide the requested information the family member would be removed from the assistance unit. Please see WF Manual Section 110 and WF Manual Section 201 for further policy guidance and the job aid "Removing a Client from an Active FNS case" found in FAST Help for functionality guidance.
- 4 Should workers require clients to provide recert information (well check, collateral, etc.) at reapplication if case terminated for another reason but during review month?**

When cases terminate during the review month case managers should carefully evaluate the reason for termination at reapplication. However, WF Manual Section 104, outlines the required verifications at application.
- 5 SDX/SSI Medicaid cases open or Cash Assistance ISC- leave cash alone or close and rekey to separate from SDX Medicaid case?**

Medicaid and Work First are no longer linked and the determination to separate SDX Medicaid cases are county determinations.
- 6 What is the correct way to update child immunization evidence at recertification? There is not a way to end date and add new evidence. You can only use effective date of change.**

Case managers are not required to update immunization evidence unless there is a change. Case notes must indicate immunizations are up to date at recertification.

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- 7 With ePASS applications the date of application is when the app is received. Sometimes we are unable to reach the client for the interview and have to send a DSS - 8146a for an appointment. On these applications the MRA-B/Outcome Plan cannot be completed in 5 days. How do we handle this?

If an application is received, by any method, and the applicant cannot be reached by phone, send a DSS-8146 including a date and time for an interview. The case manager should try to schedule the appointment as close as possible in order to meet the 5-day MRA-B deadline if possible. Case documentation should clearly reflect the attempts made to meet policy requirements.

- 8 When someone wants to be exempt from WFES due to family violence, what is the correct way to proceed? Please provide the steps. Does an MRA-B need to be in place for these cases?

Can a participant who experiences domestic violence be exempt from work requirements? If so, how does that work? How do you document/verify?

If an individual requests a waiver based on family violence, the case manager would make a referral for assessment within five (5) days of disclosure or screening. The DSS-6965 would be completed with the participant and a plan would begin to be developed. If the waiver is granted the decision should be provided within ten (10) working days of the assessment report. The plan would be utilized in the development of the MRA-B/Outcome Plan (OCP). Although the participant may not meet participation the MRA-B/OCP should address the family violence and associated barriers. The review of the MRA-B/OCP should follow WF policy as outlined in WF Manual Section 118; however, the status of the waiver should be reassessed at least once every six (6) months. WF policy is diligently working to ensure all manual sections are revised and up to date; however, the guidance in WF Manual Section 104D remains the most up to date information.

- 9 Are telephonic signatures applicable for all Work First except reviews?

WF manual section 104 has been updated to include telephonic signatures at application as a part of ongoing policy. A telephonic signature may be accepted for all WF forms. WF Manual Section 201 remains current policy and policy requires an annual face to face interview for recertifications

- 10 How are other counties completing the face-to-face recerts? Are they giving clients a second notice?

County staff are encouraged to reach out to their Continuous Quality Improvement Specialist (CQIS) for cross-county connections if assistance is needed. WF policy allows for recertifications to be initiated sixty (60) days prior to the last day of the certification period. Case managers should work diligently to ensure adequate time for appointments to be made and potentially rescheduled should good cause exist.

- 11 Are there any updates on the DSS-6244 being updated to show prorated and ongoing amounts?

NC FAST has confirmed this update requires a design adjustment within the system and the ticket has been logged.

- 12 Since MRA-B updates should be face-to-face, but applications can be over the phone, can MRA-B changes be over the phone while app is still pending (If there is a change that requires an update for the MRA-B while app is pending)?

Telephonic signatures can be accepted for all Work First forms. WF Policy does not dictate the MRA-B to be completed face-to- face.

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- 13** Is it still ok to complete contribution forms over the phone with telephonic signature?
WF manual section 104 has been updated to include telephonic signatures at application as a part of ongoing policy. A telephonic signature may be accepted for all WF forms.
- 14** If I am the only Work First Worker, do I do my own second party reviews, or does someone else do them?
No, WF case managers should not complete their own second party reviews. Second party reviews should be completed by the Lead Worker and/or Supervisor.
- 15** The Work First amounts have been the same for so long and it's not realistic to today's economy/cost of living. I believe the Work First amounts should be increased to fit today's economy.
Will there be an increase in the Work First monthly benefit?
The NC General Assembly approves the General Statutes and the process to changing General Statutes can be lengthy. The payment amounts for WF benefits are in NC General Statutes. The WF team is aware of the minimal payment amounts for the participants of North Carolina and is working on improving accessibility and ensuring the program meets the needs of its participants.
- 16** With the undocumented clients when they use their 60-months clock and then get citizenship, do they get another 60 months?
In North Carolina, if a custodial parent who is not included in the WF Cash Assistance case exhausts the State 60 – month time limit prior to obtaining citizenship the entire family is ineligible for WF. (WF Manual Section 105)
- 17** When keying hours if hours are not completed, do they have to be keyed as “not excused” or can the case record just be documented?
Hours should be keyed monthly for each Work First Benefit case which includes a work eligible individual. If the participant fails to complete hours as outlined on the MRA – B/OCP then hours should be keyed as “Not Excused.” Case managers should refer to the “Entering Participation Hours” job aid in FAST Help as related to recording scheduled participation. Statewide participation information is captured through the process of reviewing keyed participation in NC FAST Outcome Plans. The system is not designed to pull this information from case documentation.
- 18** Do alternative work experience activities have to be open and closed every month?
Activities should be started and ended in alignment with the MRA - B/OCP. If activities are to remain on the MRA - B/OCP from one month to another these activities do not need to be end dated. Please refer to slide forty-six (46) in the PowerPoint presentation. Case managers should refer to FAST Help job aid "Creating Work First Outcome Plan Goal Objectives and Activities."
- 19** Policy indicates a customer's 1st month of employment be keyed with actual wages. If wage forms sent with no response from employer and all client has is a paycheck stub, how do we proceed?
The case manager would utilize the check stub and determine the average number of hours being worked each week. Hours for participation would be keyed based on the information from the check stubs and the weekly average would be used to project.
- 20** Is there policy anywhere else other than 104 in reference to telephone signature?
WF policy is diligently working to revise numerous policy sections. Unfortunately, at this time WF manual section 104 is the only section telephonic signatures is discussed.
- 21** New policy indicating the DSS - 5298 must have a signature. Is telephone signature still acceptable?

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WF manual section 104 has been updated to include telephonic signatures at application as a part of ongoing policy. A telephonic signature may be accepted for all WF forms.

- 22** In the past Benefit Diversion (BD) cases did not have a MRA. Since we may not know a case will be BD within the 1st 5 days, a MRA will be developed once a case is approved for BD, what do we do with the MRA and activities? Close it out or add the new job, etc.?

WF Manual Section 102, outlines all eligibility requirements for Benefit Diversion. Current policy guidance does not include the requirement for MRA - B/OCP to be entered for these cases.

- 23** Do we key anything in NC FAST with 200 % services cases? Or do we only key the DSS - 5027 into SIS?

WF Manual Section 102 IV outlines the eligibility process for 200% of Poverty Level cases. Both an application for Work First Services in NC FAST and a DSS-5027 - Client Entry Form is need for these cases.

- 24** NC FAST will not proceed with child-only application unless Audit/DAST is completed. However, Audit/DAST is not required for child-only cases. When attempting to do a waiver, the system still won't accept the application. Therefore, I go ahead and complete the Audit /DAST and document the reason it was completed.

This defect was resolved. If NC FAST does not yield accurate results based on WF policy a help desk ticket should be submitted for additional research. If an AUDIT/DAST is completed against policy as outlined in WF Manual Section 104B this could result in monitoring findings.

- 25** When entering requires hours for outcome plan, the system appears not to accept any hours over 1 or 2. When I enter the required hours of 2 or more, I receive an error FLSA message. So, I enter 1 hour and then I have to mark thru it on the printed outcome plan and write in the correct # of hours.

If NC FAST does not yield accurate results based on WF policy a help desk ticket should be submitted for additional research. Case documentation should accurately reflect the correct FLSA calculation.

- 26** When attempting to end date student evidence and enter new details, we receive an error message indicating that details already exist for the participant. What is the work around in this instance, so we don't have any issues reported for our county regarding the ACF-199?

Please follow the instructions in the job aid "Cash_Assistance Correcting_Effective_Date_of_Change_Process_for_ACF-199_Federal_Reporting." This job aid describes how to remove the Effective Date of Change from evidence for ACF-199 reporting.

- 27** Where is the ACF-199 report located?

The ACF-199 is the name for a Federal report and includes a series of information which is pulled through NC FAST and transmitted through the TANF Data Portal. There is not a report which can be printed or made available for review. The information captured in the ACF-199 can be found on the Office of Family Assistance's website where the State TANF Data and Reports are published.

- 28** Do we need to use the screening for the child well-being?

All families should be offered the child well-being screening. However, the participant may decline without any impact on continued eligibility. (WF Manual 117).

- 29** If you have a refugee that has children and the case is considered WFB, do these families only receive for 12 months from date of entry or do they follow another time clock?

There is no additional time clock for cases which include qualified immigrants and receive Work First Employment Services. All information regarding time limits is included in WF manual section 105.

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30 Regarding second party reviews. 25% applications per month - does that mean completed applications or all applications including all the "withdrawn" applications?

The Administrative Letter outlines second party reviews are required for processed applications. This includes applications which were approved or denied. Although, it is a best practice for counties to review withdrawn applications to ensure policy was followed correctly.

31 Benefit Diversion - can a client receive Benefit Diversion when they have completed the state 24 months and are in the 36 months ineligible for benefit period if they have received 60 months total?

Benefit Diversion is considered a short term service and is able to be received during the period of time when families are ineligible for Cash Assistance. No time limits are associated with Short Term Services.

32 Work referral - Participant has to show eligible on the "Eligibility Check" on the application in order for a Work referral to be keyed which then allows caseworker to key the Outcome Plan. What do you do in a case where participant is not showing eligible because of missing information (such as verification of NC residency or blank account information - liquid resources)? Participant has 12 days to provide this information, but Outcome Plan needs to be created in NC FAST sooner. I was told there was a "work around" for this but it does not work. Why should an Outcome Plan be keyed into NC FAST prior to client truly showing eligible? Cannot we just note that orientation and MRA B completed with client within the 5-day time period and then enter into NC FAST once eligibility has been determined?

Case managers should enter necessary information to produce an eligible decision in order to allow the work referral to be generated for the Outcome Plan. Policy outlines the Outcome Plan and MRA-B must be completed within five days of application. In the event case managers are unable to reach the applicant they must issue a DSS - 8146 and case documentation should clearly outline efforts.

33 Timeclock: On the 12th day of the month have office visit with participant. Participant has been determined to be ineligible due to new income and letter offering Job Bonus was sent to participant. At today's visit, participant states that she does not want job bonus and will just "let the case close". Social worker explained that she is eligible for a full payment for the current month (Sept.) but this would be her last month to receive the full/current payment amount. Social Worker advised client that she can turn in her hours and pay statements by the 5th business day of October and she will receive a final payment. Participant left without officially requesting that her case close. The deadline (5th business day in October) passes without participant turning in anything. If I call the participant (on 10/11) and she states that she is not going to turn in anything, then policy states that no payment is to be released and case will close the following month. Question - if case does not close until the following month (Nov.), does Nov count on her time clock? Should the social worker have requested that client sign a 10-day waiver at the office visit when she said "let the case close" and set the case 9/30?

WF Manual Section 105 outlines what months count towards time limits.

34 How do we separate 2-parent households for the DV interview?

Case managers would need to determine the most effective method of asking the two individuals to complete paperwork separately.

35 How do we handle health checks scheduled after the review because MA will only pay for 1 every 365 days?

Work First manual section 103 outlines the process for confirming health checks and immunizations. The responsibility to provide verification is ultimately the responsibility of the caretaker. The case manager must determine if there is good cause if the health check or immunization information is not up to date.

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36 Which cases is the Audit/DAST required?

Do we complete the Audit/DAST with non-parent caretakers or SSI parents?

Is the AUDIT/DAST-10 screening required for all Cash Assistance cases (ongoing cases) at application and recertification?

Please refer to WF Manual Section 104B.

37 Are private and mailing addresses required for all cases in NC FAST?

Yes, both addresses are necessary for NC FAST.

38 Is it possible to have individual trainings for Work First - both Cash Assistance and Employment Services.

Is there a training team that can come to our county to provide Work First training?

While the Division is committed to county support current staffing does not allow for individual county trainings. Any program specific training needs should be communicated through regional Continuous Quality Improvement Specialist.

39 Refugee question: How do you determine the status of Micronesian immigrants? Do they have a 5 year ban? And are they eligible for Work First, FNS, Energy?

There are numerous areas of Micronesia which could include varying immigrant status. Unfortunately, with the limited information provided these questions should be submitted on a case-by-case basis to dss.policy.questions@dhhs.nc.gov.

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Energy

- 1 Explain “Unless there is an eligible family member in the home? Is this only for deceased?
This applies to LIEAP payments already made to the household and supplements. Per LIEAP policy section 300.13 this applies to households where the applicant deceased, incarcerated, or institutionalized.
- 2 Are payments going to be reimbursed through the portal and not the 1571 for the current year?
Yes.
- 3 Just noticed when trying to input check dates/number in NC FAST for Vendors that we pay through our finance department, NC FAST is showing state issued or system will not allow me to input information. Is this a system glitch?
Check numbers are no longer required due to the Authorized Representative process for direct deposit.
- 4 Will there be an Auto-LIEAP this year?
Yes.
- 5 Will there be an option for instead of doing energy supplements, the allotments can be put back into the counties? There is so much more work when dealing with supplements. Example- returned mail from supplements letters, figuring out where these clients moved to, provider and account updates, canceling payments when necessary. We get hundreds of returned mail with no forwarding address and its defeating the purpose of what the supplements are to do to help counties.
Due to spending and obligation requirements for funds used for supplements, those amounts cannot be sent to the county to use for CIP.

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FNS

- 1 Policy states it is ok to use the Work Number for wage verification, but at one point, a communication was sent saying it was only to be used as a last resort. Is this still the case?

Work Number should be requested as a last resort after all other sources have been exhausted if the applicant works for an employer that is known to provide wages via the Work Number. Please document the case record of steps taken to verify the wages before requesting the Work Number, unless the client requests your assistance to obtain the wages, then document this request and use Work Number. FNS policy section 305.05

- 2 I received a New Hire hit for an active client for Walmart. I know Walmart is on the Work Number. Is it ok to go ahead and use the Work Number or should I request it from the client?

Work Number should be requested as a last resort after all other sources have been exhausted if the applicant works for an employer that is known to provide wages via the Work Number. Please document the case record of steps taken to verify the wages before requesting the Work Number, unless the client requests your assistance to obtain the wages, then document this request and use Work Number. FNS policy section 305.05

- 3 Client reports new job at an employer that is known to use the Work Number, is it ok to go ahead and use the Work Number, or should I request from the client.

Work Number should be requested as a last resort after all other sources have been exhausted if the applicant works for an employer that is known to provide wages via the Work Number. Please document the case record of steps taken to verify the wages before requesting the Work Number, unless the client requests your assistance to obtain the wages, then document this request and use Work Number. FNS policy section 305.05

- 4 Can bank statements be used to verify retirement or VA income?

Bank statements should not be used to verify any income other than interest income, however; if you have requested the information from the client and you have exhausted all avenues to obtain the information, client's statement can be accepted as a last resort. So, if the client provides a bank statement and states this is representative of their monthly income, after all resources have been exhausted, document the client's statement of income and all steps taken by the caseworker to verify this information. Please see FNS policy section 305.05.

- 5 Is Door Dash income considered to be self-employment income or gross wages.

Door Dash is a 1099 employer and would fall under self-employment.

- 6 Can I use a bank statement to verify Pension income is client cannot provide anything else?

Bank statements should not be used to verify any income other than interest income, however; if you have requested the information from the client and you have exhausted all avenues to obtain the information, client's statement can be accepted as a last resort. So, if the client provides a bank statement and states this is representative of their monthly income, after all resources have been exhausted, document the client's statement of income and all steps taken by the caseworker to verify this information. Please see FNS policy section 305.05..

- 7 Can Veteran Paris reports in NC FAST be used to verify VA income?

NC FAST VA Paris matches are not considered verified upon receipt; verification should still be obtained. See FNS policy section 515.01 D.

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8 If a DSS-8113 is received without enough information we should reach out to the employer to get missing information?

Yes.

9 For pregnancy, can you clarify if verification is needed?

If the client's statement is questionable and the worker does not deem it sufficient (example: the client is not visually pregnant and/or does not have MPW), the county can request verification of pregnancy and must document what made it questionable. See FNS policy section 260.01C

10 Can the DSS-8650A and DSS-8569 be automated, and when will the DSS-8551 defects be corrected?

The request for an automated DSS-8650a and DSS-8569 has been sent to NC FAST. DSS-8551 defects are still pending and a completion date is not currently available.

11 New ABAWD exemption job aid in Fast Help is incorrect. Re: foster care.

This information has been shared with NC FAST for correction.

12 Discretionary Evidence not entered in NC FAST by system. Cases are closing incorrectly. What evidence should be entered to correct this?

This was corrected by NC FAST on 11/6/2023, please see NC FAST Weekly Communication send to counties on 11/13/2023.

13 The DSS-8650a is to be sent to all applicant households, but does not have to be sent with every DSS-8650, correct?

Correct, the DSS-8650 must be given to all applicant households, regardless of whether a DSS-8650 is needed.

14 For timely recert sending DSS-8650 for rent verification, I would not send the DSS-8650a, correct?

Correct, a DSS-8650a is not required for recertification, only applications.

15 Can we get a job aid on how to get the alien evidence to read correctly in NC FAST to read them eligible? For Case Head immigrants and children of qualified, eligible immigrants.

This request has been sent to NC FAST.

16 For the COLA increase that occurs at the end of December, if there are other pieces of evidence with the same name, we cannot edit the new evidence. What are other counties doing?

The change in income due to COLA increase should be reacted to and treated like other income. If the county is unable to edit or correct this piece of evidence a help desk ticket should be submitted.

17 Do we need to request verification of pregnancy automatically if we only spoke to the client over the phone?

If the client's statement is questionable and the worker does not deem it sufficient (example: the client is not visually pregnant and/or does not have MPW), the county can request verification of pregnancy and must document what made it questionable. See FNS policy section 260.01C

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- 18** If a client states unable to work due to health issues, do we request verification on the DSS-8650? In the past we were told it was on the client and to not request it but to let them know it would offer the exemption if verification was provided by a medical professional.
This should be requested on a DSS-8650.
- 19** How many times can you get a good cause to not take QSAP?
As long as the good cause reason is supported by policy it can be used for the length of time the good cause exists. Please see DCDL EFS-FNSEP-17-2023.
- 20** If QSAP gives good cause for missed appointments, but more appointments are available on another day (still in 30 days) can we just reschedule for another day? (Not making case overdue)
If QSAP is able to schedule the appointment within the required time frame an appointment can be scheduled, but if QSAP provides good cause, the case should be processed with good cause. Please see DCDL EFS-FNSEP-17-2023.
- 21** When doing ePASS, some people come up as a prospect – they can't be matched due to active case- what do we do? Close recert and rekey?
If you are not able to match the client, the case will need to be rekeyed.
- 22** If a person is convicted of Schedule H or I during certification and we have to complete an assessment for him to be eligible, do they have to serve the 6-month disqualification period before they can receive again?
No, the member would be required to serve a six-month disqualification period from the date of conviction or date of release from custody for a class H or I drug felony. The client would only need to serve the remainder of the disqualification that is left at the time of recert. Example: Client is convicted on March 5, 2023, for Class I felony and completes a recertification in June 2023, the client would only need to serve the remaining months since the month of conviction. See FNS policy section 270.02.
- 23** If a household member needs to be work registered during the certification period, are we waiting until the next recertification to give the DSS-8569?
If the county is processing a recertification and a household member will be subject to work requirements in the middle of the new certification period, the county can send a DSS-8569 dated for when the work registration becomes active in NC FAST, or the county can send at next recert.
- 24** We are getting a lot of tasks for unverified rent due to client failing to provide verification and evidence left unverified. Would we be cited in error if we removed the unverified shelter deduction from the case if household fails to provide to reduce the number of task we get?
Counties can disregard unverified rent to prevent unnecessary tasks. If the unverified evidence is disregarded the worker must document the case accordingly.
- 25** Should we pend Cubans for proof of Social Security number or proof they applied before issuing benefits?
Only if they do not screen expedite. Policy section 425.05C Enumeration is a verification that is required but may be postponed.
- 26** Do we only use the DSS-8650a when we send a DSS-8650?
A DSS-8650a must be provided to all applicant households regardless of whether a DSS-8650 is needed. See FNS policy section 170.10

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27 Do we send a DSS-8650a per household or per household member?

Per household. See FNS policy section 170.10

28 Should it be mandatory for all counties to upload all case information and documents into NC FAST that were used to determine eligibility?

While it is suggested and encouraged to upload all case information and documents into NC FAST, there currently is no requirement for counties for FNS.

29 Can county templates be shared to all 100 counties?

This is a great suggestion that we will research further to determine how this could be facilitated.

30 Second party review expectations shared so counties dictation can match.

Thank you for this suggestion, unfortunately because all case situations are different, we are unable to provide an all-encompassing dictation template.

31 Can there be a general spot that counties can share and access resources and templates that all regions are using?

This is a great suggestion that we will research further to determine how this could be facilitated.

32 For Ukrainian Humanitarian Parolee, we were told that if the client does not have work authorization, to use the "Refugee Subject to RRP Work Requirements" work non-participation. Is this true for Cuban/Haitian and other alien groups that may not have authorization to work in the USA? Example- The social Security Card says "Not For Work Authorization."

Once eligibility has been determined based on Non-Citizen policy, Work Registration and Work Non-Participation would need to be determined on a case-by-case situation. Please submit those situations to DSS.Policy.Questions@dhhs.nc.gov and a CQIS will provide guidance.

33 Will the DSS-8650A be uploaded to forms in NC FAST?

This request has been sent to NC FAST.

34 Can there be a central location to share info and documents?

This is a great suggestion that we will research further to determine how this could be facilitated.

35 Can a person work 30 hours per week and make less than minimum wage and still meet ABAWD?

Yes, see FNS policy section 260.03B3

36 Sometimes the submitted documents for FNS ePASS Recerts go to the MAGI case and the FNS case.

Thank you for this information. It has been shared with NC FAST for possible resolution.

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- 37 Suggestion: For ePASS applications, can the client be prompted to download and or review the DSS-8650a? By doing so all ePASS applications will not require a DSS-8650a because it would have been provided electronically to the client. This would help reduce errors.
- 38 Can there be a created protocol to unflag fraudulent applications to preserve expedited percentage rates.
All cases must be evaluated for expedite benefits per FNS policy section 425.
- 39 Can we get ability in the Sandbox to fully process recertifications?
This request has been sent to NC FAST.
- 40 Is it possible to get OVS collaboration with Veterans Administration to verify VA payments?
This suggestion has been passed on to Senior Leadership.
- 41 What determines the # of cases pulled for CAPER reviews?
CAPER review cases are pulled according to county size.
- 42 What determines the # of cases pulled for QC reviews?
QC review cases are pulled according to county size.
- 43 What constitutes or generates tasks and how often are they generated.
Please see Job Aids- System Generated Taks, Working with Tasks, and County System Administrator Reference for this information.
- 44 Online recerts are a lot of work for FNS workers because the information is added to income support and has to be cleaned up.
Comment- not a question.
- 45 If a recertification is received through the ePASS app process in a county in which the client is not a resident, nor has an active case in that county. Who is responsible for keying this recertification.
The recertification would need to be forwarded to the correct county within one business day. This does not apply to applications received via ePASS or recertifications where client has moved.