

## Department of Social Services Terminology

<b>DHHS</b>	Department of Health and Human Services (U.S.) N.C. Department of Health and Human Services formerly known as the Department of Human Resources (OHR)
<b>DMA</b>	Division of Medical Assistance (N.C. DHHS)
<b>DSS</b>	Division of Social Services (N.C. DHHS) or county Department of Social Services
<b>FNS</b>	Food and Nutrition Service (U.S.)
<b>FPP</b>	Family Planning Program
<b>IMC</b>	Income Maintenance Caseworker
<b>M-AF</b>	Medicaid for AFDC Families
<b>M-IC</b>	Medicaid for Infants and Children
<b>M-PW</b>	Medicaid for Pregnant Women
<b>MA</b>	Medical Assistance (Medicaid)
<b>MN</b>	Medically Needy (Medicaid)
<b>NCHC</b>	North Carolina Health Choice
<b>SSN</b>	Social Security Number
<b>Applicant</b>	A person who applies for public assistance or social services, or on whose behalf an application for public assistance or social services is filed.
<b>Application</b>	A written request for assistance signed by an applicant or authorized representative.
<b>Assistance Unit</b>	The individual, family, or household members who are eligible to receive Work First, Food Stamps, or Medicaid.
<b>Budget Unit</b>	Persons whose income and resources are considered in determining the eligibility of an individual or assistance unit for public assistance.
<b>Caretaker</b>	A person who provides day-to-day care for a minor child or disabled adult.
<b>Carolina Access</b>	(Medicaid) A managed care plan for Medicaid recipients.
<b>Client</b>	A person who has applied for or is receiving public assistance or social services.
<b>Denial</b>	The rejection of an applicant's application for public assistance or social services.
<b>Fraud</b>	A crime in which an applicant or recipient 'intentionally obtains or attempts to obtain public assistance benefits to which he or she is not eligible by making a false statement or withholding information.
<b>Income, Earned</b>	Income that is received from employment.
<b>Income, Gross</b>	Total income before allowable deductions.
<b>Income, Unearned</b>	Income from sources other than employment.

<b>Intake</b>	An initial interview regarding eligibility for public assistance or social services.
<b>Recertification</b>	A review of a recipient's eligibility for public assistance.
<b>Resources</b>	Property (land, house, automobile, bank accounts, etc.) that is owned by a member of the budget unit.
<b>Verification</b>	Use of information from third parties to establish the accuracy of an applicant's statements.

## NC FAST Terminology

<b>Activated Case</b>	A case status showing that all eligibility requirements have been met and a benefit is being issued. In NC FAST, this will be a Product Delivery case.
<b>Active Evidence</b>	Information that a worker selects to use to determine eligibility.
<b>Case Participants</b>	All of the different household participant types play a role or roles in the case. This includes any persons, prospects, employers, service suppliers, information, providers, product providers, external parties, and utilities affiliated with the case.
<b>Claimant</b>	The person completing an application for food assistance; the applicant, client, customer, or recipient who is applying for and receiving the benefit.
<b>Client (Person)</b>	A Participant role for an individual who has registered with the agency as an applicant for benefits or services.
<b>Eligibility Checks</b>	The result of a system initiated or user-initiated process to 'check eligibility' for a Product (benefit).
<b>ePASS</b>	Electronic Pre-Assessment Screening Service – A secure, web-based, self-service tool that enables inquirers to screen for potential eligibility for a range of NC DHHS benefits and services program.
<b>Evidence</b>	Information that is requested or received by the local agency to determine the claimant's eligibility for food assistance.
<b>Evidence Dashboard</b>	A view of Evidence where all evidence types can be displayed and accessed for viewing, tracking and end dating.
<b>Household Meal Group</b>	All individuals who live and eat together are therefore included in the same Food and Nutrition Services (FNS) unit.
<b>Household Relationships</b>	The manner in which members of a household are related to one another.
<b>IEG Script (Investigation)</b>	A thorough examination of all eligibility factors.
<b>In Edit Evidence</b>	Information that might be considered as a 'work in progress,' as it has not been approved or activated to be used in eligibility determination.

<b>Income Support Case</b>	The purpose of an income support case is to consolidate case information for one or more participants. An income support case is used as a folder to store and manage multiple cases for one or more members of the same household.
<b>Intake</b>	An initial interview.
<b>Intelligent Evidence Gathering</b>	A Curam (software) product that gathers information in a structured, intelligent manner and guides a user or caseworker through the collection of information process asking only questions consistent with previous answers.
<b>Participant</b>	A party that has direct or indirect interaction with the county agency about which the agency needs to record information. Participant roles include persons, prospects, employers, service suppliers, information providers, product providers, external parties, and utilities affiliated with the case, and also includes the case members themselves.
<b>Register a Person</b>	The process used to turn a Prospect Person into a Person.
<b>Sanction (Disqualified Individual)</b>	An individual removed from Food and Nutrition Services benefits due to an IPV (Intentional Program Violation) or for failure or refusal to comply with all program requirements.
<b>Shortcuts</b>	A toolbar that provides easy navigation within NC FAST.
<b>Smart Panel</b>	A feature in Curam (software) that provides advice and guidance on how to resolve outstanding evidence. (Not being used in NC FAST)