

Phase I - Module 10

Table of Contents

Keying FNS Applications	1
Steps to Start the Application Process	1
Job aids	2
Match Clients in NC FAST	3
Evidence Dashboard	3
Managing Evidence on the Dashboard	4
Processing and Determinations	4
Forms/Notices	5
Income Support Navigation	6
Documentation	7
Cited Sources	9

Keying FNS Applications

Scenarios are located in Module 10 folder.

Applicants can apply through ePASS, by mail/fax. In-person, or over the telephone. The households must submit a state approved application form (DSS 8207) to the FNS office in the county which they reside.

Refer back to the search for and registering a person section prior to starting the application. As well perform any Person Page clean up if necessary.

Start the application process in the Community College Environment in NC FAST through the guided interview prompts.

Steps to Start the Application Process

1. Navigate to the Persons page. Click the **Applications** tab.
 Participant Note: For navigation steps to the Person page, refer to *Searching for Persons* procedure.
2. The Applications page displays. Click the **New Application** hyperlink.
3. The New Application pop-up appears. In the Name column select the applicable program(s) check box, then click **Next**.
4. The Information About the Claimant pop-up appears. Enter and select the applicable information, then click **Next**.

Participant Notes:

- Additional screens may be added or omitted based on application choice(s).
 - All mandatory fields must be entered. Review the data entered after each section of the application is completed.
5. The Suggested Addresses pop-up appears. Select the applicable information then click **Next**.
 6. The Claimant Details pop-up appears. Enter and select the applicable information, then click **Next**.
 7. The Review the Claimant's Answers pop-up appears. Review the about you information for accuracy, then click **Next**.
 8. The General Information pop-up appears. Enter and select applicable information, then click **Next**.
 9. The Review the Claimant's Answers pop-up appears. Review for your home information for accuracy, then click **Next**.
 10. The Benefits Information pop-up appears. Enter and select applicable information then click **Next**.
 11. The Review the Claimant's Answers pop-up appears. Review the benefit information for accuracy, then click **Next**.
 12. The Income Information pop-up appears. Enter and select applicable information then click **Next**.
 13. The Review the Claimant's Answers pop-up appears. Review the income information for accuracy, then click **Next**.
 14. The Resources General Information pop-up appears. Enter and select applicable information, then click **Next**.
 15. The Review the Claimant's Answers pop-up appears. Review the resource information for accuracy, then click **Next**.
 16. The Expenses Information pop-up appears. Enter and select applicable information then click **Next**.
 17. The Review the Claimant's Answers pop-up appears. Review the expenses information for accuracy then click **Next**.
 18. The Review the Claimant's Answers pop-up appears. Review the information for the entire application for accuracy, then click **Next**.
 19. The New Application pop-up appears. Click the applicable New Application check boxes, then click **Submit**.
 20. The Application page displays the new application in 'Submitted' status.

Job aids

Searching for Applications
Searching for Cases
Registering Persons
Application to Case

Match Client
Adding Evidence to an Application
Registering Employers
Adding Work Registration Evidence
Adding Employment
Verifying North Carolina Residency
Verifications
Checking Eligibility
Working with Changed Decisions
Authorizing an Application
Generating and Completing Form
Record Communication With a Client
Creating Person Notes
ABAWD Work Requirements Exemption
Work Non-Participation Evidence
Expedited FNS Applications

Match Clients in NC FAST

From the submitted application click on the **Clients Tab** to make sure everyone is matched. If not, perform the match client process.

Evidence Dashboard

The Evidence Dashboard is important to ensure that all information gathered at all stages of the interview process has been documented.

Managing Evidence on the Dashboard

Click into each evidence type that verifications were provided for and edit them as needed.

Most Common Evidence Types for FNS:

Household Section:

- Head of Household
- Household Member
- Household Meal Group
- Household Meal Group Members
- Household Relationships
- Living Arrangement
- Residency
- Work Registration
- Disability
- Voter Registration

Income Section:

- Benefit – Evaluate for TANF funded services
- Paid Employment
- Earned Income
- Working Hours

Processing and Determinations

Verify all eligibility factors when determining eligibility for FNS benefits. Eligibility is determined during the interview process and during the time period of disposition. Use any acceptable form of verification to determine if the Food and Nutrition Services unit (FNSU) meets the following eligibility requirements:

- Identity
- Residency
- Citizenship/alien status
- Enumeration
- Resources
- Income
- Student Status
- Voluntary Quit
- Work Registration/ABA WD Status
- Controlled Substance Felons

The following expenses are used to determine benefit levels but are not eligibility requirements.

- Utility Expense
- Mortgage or Rental Expenses
- Property Taxes
- Property Insurance
- Medical Expenses
- Legally Obligated Child Support Payments
- Child Care Expenses
- Ensure that verifications have been requested at the time of the interview and the client given 10 days to return needed documents. This is done through DSS 8650. See below.
- OVS | TWN |SAVE also must be run before the determination of application is done. See previous modules.
- Once all evidence is edited and verified ...
 - **Check Eligibility** can be run.
 - **Apply Changes**
 - Mark the application **Ready for Determination**
 - **Review Eligibility Result**
 - **Authorize** or **Deny** the application
 - **Activate PDC** – from the head of household’s Person Page, click **Care and Protection** tab, then click on the applicable hyperlink for the FNS product delivery case.
 - Once activated click the **Determinations** tab, make sure the case shows *Eligible* and for the correct amount.
 - Click on the **Certifications** tab and verify that the certification period is correct.

Forms/Notices

Discuss the forms/notices that are common for the FNS Programs.

Language Services Agreement – DSS 10001
NC Rights and Responsibilities for Public Assistance – NC FAST 20009
Application for Food and Nutrition Services DSS 8207

Food and Nutrition Services (FNS) Notice of Information Needed - DSS 8650
Documents Needed to Complete Your Application - DSS 8650A
Caseworker Desk Reference – DSS 8560
Notice of Eligibility Denial or Pending Status – DSS 8551

Income Support Navigation

Demonstrate in the CCE how to navigate the Income Support page. This will allow students to familiarize themselves with how to navigate these areas in the CCE.

NC FAST Eligibility Worker

Enter Ref. Number or Keyword

Welcome NCFASST USER22240

Home Clients and Outcomes Inbox Calendar Reports

Person Search X Sam Smith X Income Support Application (111461020) X

Income Support Application (111461020)

Sam Smith

Primary 47 years

Income Support Application

Application Date 5/1/2018
Preferred Contact Not Requested
Interpreter Language Not Requested
Programs Food and Nutrition Services.

Submitted Issues (0)

NCFASST USER60484

Home All Documents Clients Programs Timers Evidence Related Cases Eligibility Checks Ineligibility Period Appeals Work Eligibility Administration Online Data

Home

Application Details

Submitted Date Time	5/1/2018 14:35	Method of Receipt	In-Person
Expedited	Yes	Source	
Revised Application Date		Date of Discouragement	
		Discouragement Type	

Program Applied For				Eligibility Checks		
Program	Disposition	Disposed On	Reduce Resources	Date	Checked By	Result
Food and Nutrition Services	Pending		...	5/1/2018 14:46	NCFASST USER60484	Ineligible for all programs checked.

THE APPLICATION PAGE



Find the “Income Support Application” and its number here. Below is key status information about the application



Edit Case details, Check and Review Eligibility, Ready for Determination , Add clients, programs, etc.



Select a tab to see:

- Clients on the case
- Programs applied for
- Timers, interview (a calendar), and Related Cases
- Access the Evidence Dashboard
- Eligibility Checks, Ineligible Periods
- Appeals, Contact (communications)
- Work Eligibility status and history
- Administration



Programs Applied for and Eligibility Checks for the person display on the Home Tab.

Here’s where case management starts with a claimant’s application information collected during the Guided Interview and the programs, they are determined eligible for.

Documentation

Demonstrate how to complete the narrative process. **Narrate all actions**, this should be a complete rationale of the outcome, how you verified information and any forms you sent.

Step-by Step Instructions

1. Navigate to the Person page. Click the **Client Contact** tab.



Note: For navigation steps to the Person page, refer to Searching for Persons job aid.

2. The Notes page displays. Click **New**.

Notes

New...

Time Remaining: 29:47 * required field

From Date

To Date

Filter **Reset**

- The New Note pop-up appears. Enter and Select applicable information then Click **Save**.

Note: Text must be entered when creating a note either in the summary or comment section or both.

New Note

Time Remaining: 29:47 * required field

Subject

Priority Sensitivity

Font Size

Save **Cancel**

- The Notes page displays the newly created note.

Jane Doe

201558899

Home All Documents Evidence Care and Protection Program Integrity Issues and Proceedings Financial Transactions Referrals **Client Contact** Administration Applications Compliance Time Limits Emplo...

Notes

New...

Time Remaining: 29:49 * required field

From Date

To Date

Filter **Reset**

Subject	Last Update	Entered By	Date	Priority	Status
Testing	Testing only	NCFast USER68732	3/12/2020 15:40	Medium	Canceled
Testing	A new address given 03/11/2020	NCFast USER68732	3/12/2020 15:37	Medium	Active

Adding Notes to Approved Cases

- Navigate to the Integrated Case then click the **Contact** tab.
- The Notes page displays. Click **New**.

3. The New Note pop-up appears.
 - a. Enter or select required information: **Subject, Priority,** and **Sensitivity.**
 - b. Add note content to the text box.
 - c. Click **Save.**
4. The new note is displayed on the Notes page.

Edit or Delete a Note

1. Navigate to the Notes page. Click the **List Actions Menu** for the note to be modified then select **Edit** (or **Delete**).
2. The Edit Note pop-up appears. Update the applicable information then click **Save.**
3. The Notes page displays the updated communication.

Note: When a note is deleted, it will still be listed on the Notes page but with a Status of *Cancelled*.

Cited Sources

Buncombe County DSS Training Curriculum

NCDHHS Energy Programs Policy Manuals [EP Policies/Manuals – NCDHHS Policies and Manuals](#)

NC FAST HELP

https://ncfasthelp.nc.gov/FN_B/FN_B/server/general/projects/FAST_Help/FAST_Help.htm