

# Phase II - Module 1

## Table of Contents

Before You Begin .....	1
Introduction & Review of the Course.....	2
Writing Narratives .....	3
Review .....	3
Cited Sources .....	4

## Before You Begin

Before starting this course, please ensure you read through all the materials provided. This phase will cover the following programs:

- Food & Nutrition Services
- MAGI

Students will be assessed on:

- Food and Nutrition Services (FNS) Application to Case Process
- FNS Changes
- FNS Review/Recertification
- MAGI Application to Case Process
- MAGI Changes
- MAGI Review/Recertification

Additionally, please print the materials needed for each module. The Student Guide and additional documents are located in the Phase II \_Module 1 folder. Follow along with the provided document, as it contains sections intentionally left blank and places to take notes to encourage engagement and participation.

At the end of the course, both you and the students will receive surveys to provide feedback. Please share any suggestions or improvements you think are necessary. Your input is invaluable in enhancing the course for future participants.

### **Tips:**

1. **Review Your Checklist:** Please make sure to review your ***Class Kickoff Checklist*** – Phase II located in the Module I folder. This will help you confirm that you’ve gone through all the material and have everything you need.
2. **Reacquaint Students:** Take some time to reacquaint yourself with your students and allow them to catch up. An ice breaker activity is appropriate here, but try not to let it take up too much class time.
3. **CCE Login Check:** Ensure that students can still log into the CCE. If any students are having trouble, send a request to the NCFast\_CC\_config Team at [ncfast\\_cc\\_config@dhhs.nc.gov](mailto:ncfast_cc_config@dhhs.nc.gov).

## Introduction & Review of the Course

Welcome to Phase I HRD 3220 Income Maintenance Caseworker – NC FAST.

This course aims to equip students with a range of skills essential for the role of an Income Maintenance Caseworker, focusing on determining service eligibility. Key areas of proficiency include the use of the NCFast application, as well as communication, interviewing, time management, data gathering, and data analysis.

Upon completing this course, students will demonstrate proficiency in:

- DSS Client Interviewing Skills
- FNS Changes
- FNS Reviews
- MAGI Application Process
- MAGI Application Entry
- MAGI Changes
- MAGI Review

This 48-hour, non-credit course uses assessments to verify a student’s readiness to progress to Phase II of the program. These assessments will evaluate demonstrated skills, assessment scores, and participation in class activities. The course is pass/fail, based on successful completion of course assessments and obtaining the Career Readiness Certificate. To successfully complete the class and receive a certificate, students must attend at least 75% of the class hours and actively participate in class activities.

### **NOTES:**

- The course syllabus can be printed and given to each student. This document is located in the Phase II\_Module 1 folder.

- At the end of the course, both you and the students will receive surveys to provide feedback. Please ensure your responses are honest and include any suggestions for improvements. Your input is invaluable in refining the course for future participants.

## Writing Narratives

### Purpose:

The goal of documentation and writing narratives is to minimize Quality Assurance errors. Documentation is mandated by NC Policy and is crucial.

### Common Errors Identified:

- Missing narrative
- Narrative does not detail actions taken on the case/application
- Narrative not placed as per policy requirements
- Policy requirements not included in the narrative

**Definition of Documentation/Narration:** According to the state:

*“Documentation means the type of verification and a summary of the information obtained has been entered in the appropriate evidence in NC FAST. It must be detailed so that a County, State, or Federal reviewer is able to determine the reasonableness of determination.” - Integrated Eligibility Manual*

### How to Write a Quality Narrative:

#### Key Questions to Address:

- Who?
- What?
- When?
- Where?
- Why?
- How?

To write an effective narrative, include all conversations, leads (information known to and available to the agency), information, and verifications that led to the action taken. Always strive to ask better questions.

## Review

Take this opportunity to review Phase I with the students, allowing them to catch up and refine their skills. Use the scenarios from Phase I, located in the Module 1 folder. Be sure to cover the following key points:

- Navigation 101

- Energy & FNS Application to Case process
- Income Support Navigation
- Notices/Forms
- Documentation

This will help ensure that students are well-prepared and confident in their abilities.

## **Cited Sources**

NC FAST Phase I Training Curriculum

NCDHHS Website [NC DHHS: North Carolina Department of Health and Human Services](#)

Buncombe County Department of Social Services Training Curriculum

NC FAST HELP

[https://ncfasthelp.nc.gov/FN\\_B/FN\\_B/server/general/projects/FAST\\_Help/FAST\\_Help.htm](https://ncfasthelp.nc.gov/FN_B/FN_B/server/general/projects/FAST_Help/FAST_Help.htm)