

# Adding a New Previously Registered Client to Applications

Last Updated: 07/03/2024

Last Reviewed: 07/03/2024

## Table of Contents:

Overview .....	1
Step-by-Step Instructions.....	1
Manage Evidence .....	4

## Overview

This job aid describes how to add a new client with a source in NC FAST to an application.

**Note:** This job aid only applies to traditional applications.

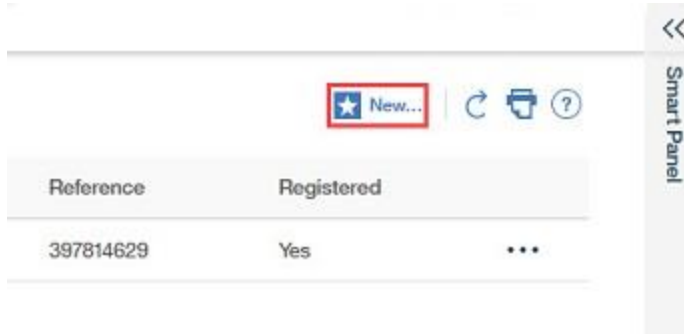
## Step-by-Step Instructions

1. Navigate to the Income Support Application page. Click the **Clients** tab.



**Note:** For navigation to the Income Support Application, refer to *Searching for Applications* job aid.

2. The Clients page displays. Click the **New** hyperlink.

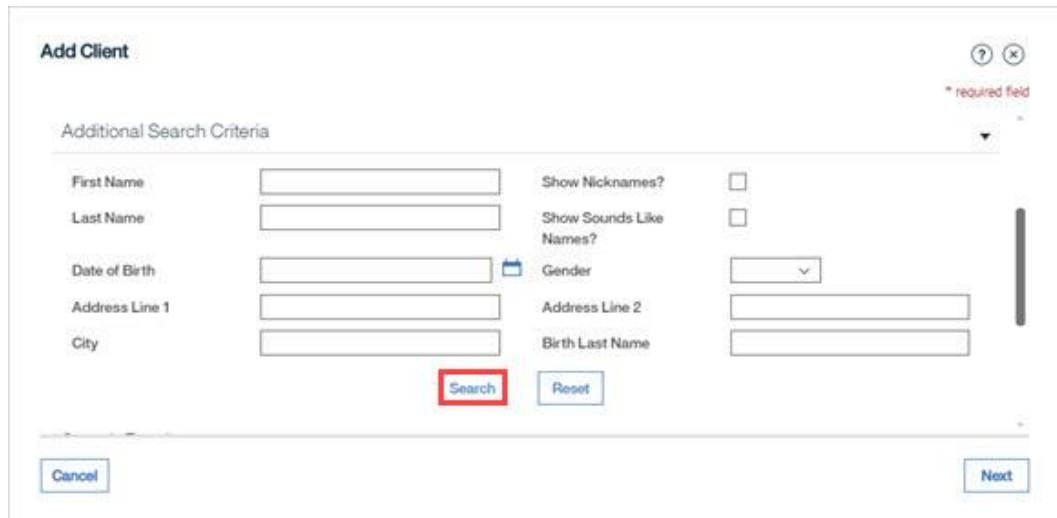


Reference	Registered
397814629	Yes

3. The Add Client pop-up appears. Enter and select the applicable information then click **Search**.

**Note:** Caseworkers should conduct four separate person searches to verify the correct person is found or selected:

- a. First Name, Last Name, Gender.
- b. First Name, Last Name, Gender, Date of Birth.
- c. SSN or CNDS ID, if the client has one.
- d. First Name (three letters), Last Name (three letters), Gender, Date of Birth.



**Add Client**

Additional Search Criteria

First Name  Show Nicknames? ☐

Last Name  Show Sounds Like Names? ☐

Date of Birth  Gender

Address Line 1  Address Line 2

City  Birth Last Name

**Search**

4. The Search Results display. In the Name column, select the applicable radio button then click **Next**.

**Note:** If there are no search results with a Source of NC FAST, refer to *Adding a New Client to Applications (Not Registered)* job aid.

?

×

Additional Search Criteria

First Name

Last Name

Date of Birth

Address Line 1

City

Show Nicknames?

☐

Show Sounds Like Names?

☐

Gender

Address Line 2

Birth Last Name

Search

Reset

Search Results

Name	Source	Address	Gender	Date of Birth
<div>▶</div> <div></div>	NCFAST	<div></div> <div>ily Drive,</div> <div>, North</div> <div>Carolina, 27619</div>	Female	1/1/1980

Cancel

Next

- The second Add Client pop-up appears. Enter the applicable information then click **Finish**.

## Add Client



\* required field

Enter the date added and confirm the details of the client you are adding to the application.

Date Added  

### Client Details

First Name	Grace	Last Name	Wren
Date of Birth	1/1/1980	Reference	788347834
Gender	Female	Marital Status	Separated 12 months or more

### Contact

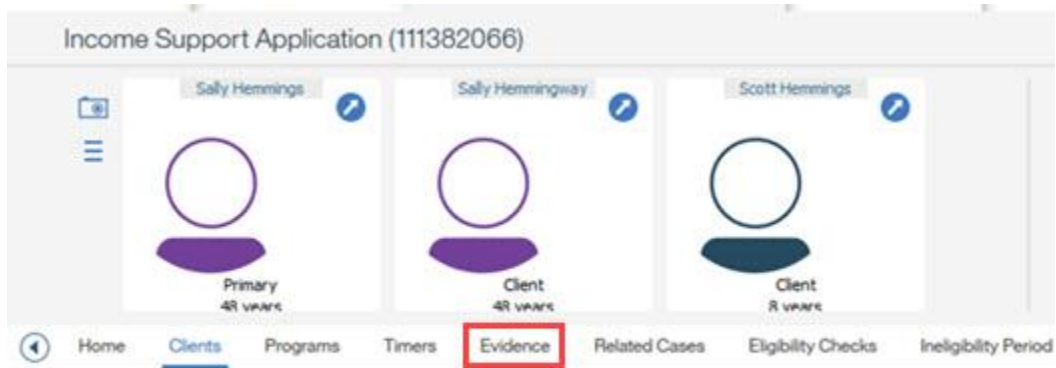
Address	709 Holly Drive Raleigh, Wake, North Carolina, 27619 United States	Phone Number	5556677
---------	--------------------------------------------------------------------------	-----------------	---------

[Cancel](#)




[Finish](#)

## Manage Evidence

1. The Clients page displays. Click the **Evidence** tab.



Income Support Application (111382066)

Sally Hemmings  Sally Hemmingway  Scott Hemmings 

Primary 48 years Client 48 years Client 48 years

Home Clients Programs Timers **Evidence** Related Cases Eligibility Checks Ineligibility Period

### Clients

**Note:** Household Member, Living Arrangement, and Residency are a few of the basic evidences required when adding a new client to an application. Additional evidence may be needed depending on the type of application. Refer to the *Minimum Mandatory Reference* job aid.

- The Evidence dashboard displays. Click the + icon to the right of Household Meal Group Member evidence.


## Dashboard

- Adoption Payment

Alien 

- Alien Sponsorship 

Alien Sponsor 

- Alien Sponsorship 

Boarder

Child Immunization

Converted FSIS Benefit

Child Support Enforcement

Foster Care

- Foster Care Payment

Head of Household 

Household Meal Group

- Household Meal Group Member 

Household Member 

Household Relationship

Incarceration


IV-D Referral

- The New Household Member Evidence pop-up appears. Enter and select the applicable information then click **Save**.

## New Household Member Evidence



\* required field

Received Date \*  

### Household Member Details

If the household member is a case participant, please select from below.

Household Member Participant

If the household member is not a case participant but is registered on the system, please select from below.

Household Member   

### Additional Household Member Details

Citizen Status \*

Veteran Status \*

Applied for S.S.N. \*

Start Date \*  

Date DMA-5001 or Application Signed  

Date Use of SSN Rescinded  

End Date  

**Save**

Save & New


Cancel

4. The Evidence Dashboard displays. Click the + icon to the right of Living Arrangement evidence.
5. The New Living Arrangement Evidence pop-up appears. Enter and select the applicable information then click **Save and Exit**.

**New Living Arrangement Evidence** ? ×

1 New Living Arrangement Evidence 2 End Existing Living Arrangement Evidence



**New Living Arrangement Evidence**


Received Date \*  

**Living Arrangement Details**

Household Member \*  ☐ Nursing Home / Spouse in the Same Room

Arrangement Type \*  ☐ Arrangement Status \*

Start Date \*   End Date  

Probable End Date   Number of Meals per Day

Addicted to Drugs or Alcohol ☐ Living on a Reservation ☐

Subsidized Housing

**Medicaid Details**

6. The Evidence Dashboard displays. Click the + icon to the right of Residency evidence.

**Evidence Dashboard** ... ↺ 🖨 ?

This page displays a list of all evidence types in a tree structure.

- Absent Parent Child Support
- Absenteeism
- Adoption
- Extension
- FNS Authorized Representative
- Foster Care
- Presumptive Eligibility
- Product Exclusion
- Residency** +

7. The New Residency Evidence pop-up appears. Enter and select the applicable information then click **Save**.

### New Residency Evidence



\* required field

Received Date \*  

Household Member \*

#### Residency Details

Start Date \*   End Date  

Is applicant a resident of North Carolina? ☐

Has the applicant's intent to remain in the state been verified? ☐

Does applicant meet Special Assistance residency requirements? ☐

#### Comments

Save

Cancel

**Note:** When all necessary evidences have been added for the new client, users can resume processing the application.