

Phase II - Module 4

Table of Contents

FNS – Processing Recertifications	1
Certification Period	2
Method.....	2
12 Month Certifications	2
Entering Recertification into NC FAST	3
Interviews	3
Review	4
Cited Sources	5

FNS – Processing Recertifications

Phase I walked students through the process of FNS application to case. Now students will learn how to process recertifications.

IMPORTANT NOTE: Forms, notices, and any other additional documents can be found in the relevant folder within the Module.

The students will learn how to:

- Determine if a recertification is Timely, Untimely, or Late
- Determine the Time Standards for processing
- Complete the steps to process the recertification successfully

Monthly, NC FAST selects active cases that are subject to Simplified Reporting with a certification period that expires the following month and generates and mails the FNS unit a DSS – 2435, Food and Nutrition Services (FNS) Notice of Expiration and Recertification Form. Cases are selected on the twelfth calendar day of the month unless it falls on a holiday or weekend.

The DSS -2435 is accepted as a filed application if it is signed by an adult member of the household or the authorized representative. The applicant’s name and address must be included. The form must be stamped upon receipt.

If the form is not signed, then the caseworker must return it.

Review the form for completeness.

Tips to reviewing form:

- a. All blocks are checked.
- b. The form is signed by the applicant or authorized representative.
- c. Verification of the FNS unit's income (earned and unearned) for the base period is attached; and
- d. Verification of reported changes is attached.

Certification Period

Once the application is processed, the certification period, the number of months they are eligible for, is determined by the household's situation. They will be eligible for either 6 or 12 months.

- FNS households that contain only specified individuals who do not have any EARNED income are certified for 12 months.
 - **NOTE:** they may have unearned income
- All other households are certified for 6 months.

Method

Enter the information received accurately.

If an interview was completed - "Method" should be "In-Person/Phone."

If an interview was not completed - "Method" should be "Paper, Email, Fax."

NOTE: the "Method" must be entered in NC FAST.

12 Month Certifications

Households that are certified for 12 months must always have an interview completed to continue receiving benefits, as interviews are required yearly.

Entering Recertification into NC FAST

Next demonstrate the recertification process in NC FAST.

The screenshot shows the NC FAST interface for Food & Nutrition Services. The 'Certifications' tab is selected, and the 'Recertification' folder is open. The 'New...' hyperlink is highlighted with a red box and an arrow. The 'Interviews' folder is also highlighted with a red box and an arrow.

Date Received	Completion Date	Method	Status	New Cert Start Date
▶		Paper, E-mail, Fax	Completed	...
▶		Paper, E-mail, Fax	Completed	...
▶		In-Person	Completed	...

At recertification the “Method” is selected in the process of starting the recertification in NC FAST.

1. Click the *Certifications* tab
2. Click on *Recertification* folder
3. Click the *New* hyperlink

Mandatory fields

1. Date Received – date the recertification is received by the agency.
2. Method – should reflect in the manner the form was received.
3. Next Certification Period Start Date – this will prepopulate the 1st day of the next certification period.
4. Registration Request – Did the client mark they wanted to register to vote (only can be answered once and can’t be edited).
5. Date Required Information Provided – the date the final evidence was received.

Interviews

If the interview is required:

1. Contact the FNS unit by telephone to conduct the recertification interview. If the household cannot be contacted by phone a DSS 8650 must be mailed with a scheduled appointment.
2. Main the FNS unit DSS 8650, Notice of Information Needed, with a scheduled appointment. The DSS 8650 must include a specific date, time, and method of the interview (telephone or face-to-face). The appointment may be either a telephone or office interview. Other information CAN be requested on DSS 8650.

Next demonstrate the steps to completing the interview in NC FAST.

The screenshot shows the 'Recertification' tab in the NC FAST system. The table lists the following records:

Date Received	Completion Date	Method	Status	New Cert Start Date	
7/10/2024		Phone	In Progress	8/1/2024	...
7/5/2023	7/24/2023	Paper, E-mail, Fax	Completed		Close...
7/5/2022	7/20/2022	Paper, E-mail, Fax	Completed		Submit...
7/9/2018	7/10/2018	In-Person	Completed		Delete...
					Add Interview...

3. Navigate to the Certification Tab/Recertification tab.
4. Click the 3 ellipses beside the current recertification
5. Click Add Interview and a "New Interview"

The 'New Interview' form contains the following fields:

- Subject ***: Text input field.
- Location**: Text input field.
- Start ***: Date and time picker (7/12/2024 00:00).
- End ***: Date and time picker (7/12/2024 00:00).
- Priority ***: Dropdown menu (Medu).
- Notes**: Text area.

Buttons: Save, Cancel.

Review

Take this opportunity to review Phase I with the students, allowing them to catch up and continue refining their skills. Use the scenarios from Phase I, which can be found in Phase II_Module 1 folder. Make 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. Allow time in class and for homework to key previous scenarios and complete the application to the case process, including changes and recertifications.

Cited Sources

NC FAST Phase I Training Curriculum

Buncombe County Department of Social Services 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