Study Guide

Title: Food and Nutrition Services (FNS)

Scenario:

Applicant (age 35) comes in to apply for FNS on April 7, 2015. Included in the needs unit in addition to the client are a spouse (age 32), a stepson (age 12), and an 8-year-old daughter.

Applicant is working and is paid weekly on Friday ($360.50/wk. in March 2015).

The spouse receives child support for the stepson on an irregular basis. This year, spouse received $500.00 in January, $0 in February, and $100.00 in March. The daughter receives $550/mo. SSI.

The family's rent is $600 monthly, and client is responsible for an electric bill to heat/cool their home each month. They have a checking account at BB&T with a balance of $75. They also have a savings account there with a balance of $700.

Participant Note: New Application Approval Requirements. Refer to **Food and Nutrition Services - Admin. Letters, for FNS Application Processing Timeliness Standards (June 24, 2015).**

Food and Nutrition Services - Admin_ Let

FAST Help Search Terms

- FNS
- Child support

Key Job Aids

- Application to Case Job Aid
- Creating and Reviewing FNS Trial Budgets
- Transitional FNS Benefit Job Aid

- Completing a County Case Transfer
- Adding Employment Job Aid
- Application Processing and Notice of Adverse Action Time Standards
- Minimum Mandatory Evidence Reference
- Changed Decisions in NC FAST Job Aid
- Adding a Client to an Active FNS Case Job Aid
- Categorically Eligible (CatEl) Job Aid
- EBT Card Processes Job Aid
- Matching Client that has a Source CNDS
- Matching Client that has a Source NC FAST
- Expedited FNS Cases Job Aid
- How to Process Underpayments Job Aid
- Issuing Replacement Benefits Job Aid
- Marking or Unmarking an FNS Application as Expedited
- Viewing Overpayment Details
- Work Eligibility Referral

Step-by-Step Instructions

1. **Conduct a Person Search. See Searching For Persons Job Aid**

> **Caution:** If a duplicate person or CNDS record is identified, please complete a person merge before proceeding with the application. Refer to the *Completing Person Merge Job Aid* located at FAST Help.

2. **Register all four clients in NC FAST. See Registering Persons Job Aid**

Participant Note: If you need additional guidance, refer to the *Registering Persons* procedure located on FAST Help.

3. **Add/update Person page evidence**
    a. Add Identifications evidence of type Social Security Number for each client
        i. Start Date: client DOB
        ii. Select the Primary checkbox

4. **Start a new application**
    a. On the Person page of the Head of Household, click the **Applications** tab
    b. Select the **New Application** hyperlink
    c. Select the check box for Food and Nutrition Services
    d. Click **Next** to begin the Intelligent Evidence Gathering (IEG) guided interview/Application

5. **Process the application**

Participant Note: Living Arrangement Status, Residency and Citizenship Status are now optional fields on the guided interview (IEG), however it is strongly recommended that this information is collected at application. Verification of Living Arrangement, Residency and Citizenship are still required prior to approving the application. If these questions are not answered, the user will receive an error message when attempting to check eligibility. **:** See **June 22, 2015 Post Card**

Caution: Absent Parent evidence will be add manually to the Evidence Dashboard during the Manage Evidence process to avoid possible system errors. Please answer “No” to the Absent Parent question in the IEG/Application.

a. Complete the application by entering information About The Claimant, Claimant's Home, Benefits, Income, Resources, Expenses, and review answers in the Finish section.

b. Enter the following financial details in the Expedited Food Assistance section of About The Claimant:

   i. What is the total amount of money that the claimant's home will receive this month?: **$2,300.15**

   ii. What is the claimant's total home cash and savings?: **$775**

   iii. What are the total monthly housing costs (rent or mortgage) that the claimant pays?: **$600**

   iv. What are the total monthly utility costs that the claimant pays (heat, electricity, gas, phone, water, sewer, and trash removal)?: **$474**

Participant Note: For each Household Member (except for Head of Household), check the box beside 'Does this person purchase and prepare food with the claimant?" in the Where the Person Lives section of 'Home Member Information'.

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6. Submit the application

7. Match Client

Participant Note: *If the system finds a match, (for example if SSN keyed in the IEG matches registered person SSN OR if first name/last name/dob matches that of a registered person) it will automatically match the prospect with the registered person.* For additional guidance on the Match Client process, please refer to the *Match Client Job Aid* located on FAST Help.

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8. Manage existing evidence

Participant Note: Some pieces of evidence populated on the Evidence Dashboard from the guided interview will require review

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a. Disability:
    i. Disability Type: Physically Disabled/Incapacitated
    ii. Established Disability Mode: Disability Determination Services (DDS)

9. **Add evidence to the Dashboard**
    a. Add Absent Parent
        i. Click the **All** tab under Household
        ii. Select **New** from the **Tab Actions** menu button
        iii. Search for the Absent Parent to see if they are registered in NC FAST
        iv. Click the **magnifying glass** to search for absent parent
        v. Search for the absent parent by Name or Alternate ID number (SSN or CNDS).
        vi. If the absent parent is found as a Registered Person, select the appropriate record. No additional information is required
        vii. If the absent parent is not a registered person in NC FAST, add as much information as you have in the Absent Parent Details section of the new Absent Parent evidence pop-up
        viii. Click **Save** and return to the Evidence Dashboard
    b. Add Child Support Enforcement evidence
        i. Select **Child Support Enforcement** evidence from the Household section of the Evidence Dashboard
        ii. Select **New** from the **Tab Actions** menu button
        iii. Household Member: **Spouse**
        iv. Child Name: Older child's name
        v. Indicate if the parent assigns their rights to Child Support to the State
        vi. Indicate if the parent is willing to cooperate with Child Support Enforcement
        vii. Click **Finish** and return to the Evidence Dashboard
    c. Add Absenteeism evidence
        i. Select **Absenteeism** evidence from the Evidence Dashboard
        ii. Select **New** from the **Tab Actions** menu button

iii. Select the appropriate **Absent Parent record**

iv. Select the Child Support Enforcement record

v. Click **Next**

vi. Complete any known details regarding Paternity, Court Order, and/or Child Being Referred

vii. Amount of Child Support: **$200**

viii. Click **Finish** and return to the Evidence Dashboard

d. Add Work Registration

i. Select Work Registration

ii. Click the **Tab Action** menu button and select **New**

iii. Household Member: **Spouse**

iv. Program: Food & Nutrition Services

v. Work Registration Status: **Registered**

vi. Start Date: Date spouse registered with ESC

ix. Click **Save** and return to the Evidence Dashboard

e. Add Benefit evidence in the Income Section of the Evidence Dashboard

i. Click the All tab under Income

ii. Click on **Benefit**

iii. Click the **Tab Action** menu button and select **New**

iv. Participant: Select **Applicant Name**

v. Benefit Type: Evaluate for TANF Funded Services

vi. Start Date: Application date

vii. Amount: **$0**

viii. Frequency: **Monthly**

ix. Delivery Type: **Other**

f. Add Contributor evidence (for Expense)

i. Click the **All** tab

ii. Select Contributor

iii. Click the **Tab Action** menu button and select **New**

iv. Click on the radio button beside **Shelter Expense**

v. Click **Next**

vi. Select the Contributor Participant (the one who pays the bill)

vii. Enter Start Date: **1/1/2002**

viii. Enter Expense Amount: **$600**

ix. Select **Finish**

Participant Note: Repeat steps iii through ix to add Utility expense**.**

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g. Add Ownership evidence (for Resources)

i. Click the **All** tab

ii. Select Ownership

iii. Click the **Tab Action** menu button and select **New**

iv. Click on the radio button beside **Liquid Resource** (for the checking account)

v. Click **Next**

vi. Owner Participant: **Applicant's name** (Head of Household)

vii. Enter Start Date: **1/1/2002**

viii. Enter Percentage Owned: **50**

ix. Select **Finish**

Participant Note: Repeat steps iii through ix for the spouse's 50 percent Ownership in the checking account

Complete the process twice more for savings account Ownership

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10. Request Online Data

a. Click the **Online Data** tab

b. Click the **Request Online Data** hyperlink

c. Toggle into **Online Data** results

d. Click the **List Actions** Menu then select View

e. Toggle down into any Online Data Systems that returned results

f. Click the check boxes for all evidence returned by Online Data, **except Citizenship**

Participant Note: Do not verify Citizenship from Online Data (uncheck it). We will later verify it manually. In NC FAST, verify citizenship as directed by policy.

11. Verify evidence

Participant Note: Add additional verifications individually or via the multiple verifications tool.

12. Check Eligibility

13. Apply Changes

14. Mark Ready for Determination

15. Review Eligibility Result

16. Authorize the FNS case

17. Activate the FNS PDC online

18. Follow Up Check

g. Review the **PDC Determinations** Tab

h. Review the **PDC Certifications** Tab

i. Review the **Person Page Benefit History** Tab

j. Check the **Communications** sent to the client

19. Add Case Notes

STOP! End of this activity.