



NC Department of Health and Human Services

FNS Expedite Service and Removing the Expedited Indicator

FNS & Energy CQIS

Expedited Service Screener's Guide

FNS 425.10

Expedited service is a way of delivering FNS benefits with expedited service to those households that are eligible for the service. The following households are entitled to expedited service when all eligibility criteria are met:



Households with less than \$150 in monthly gross income and the household's liquid resources do not exceed \$100 in total value.



Households with combined monthly gross income and liquid resources less than the household's rent or mortgage and utilities.



Destitute households with one or more members who are migrant or seasonal farmworkers and liquid resources do not exceed \$100 in total value.



Expedited Application Processing Requirements

FNS 425.02

- To ensure households are provided with benefits in timely manner, the state requires FNS applications and reapplications to be approved no later than four (4) calendar days for households identified as expedited. This processing time must be met to allow the household to have a valid EBT card and access to FNS benefits that provide them the opportunity to purchase food no later than the seventh (7th) calendar day from the date of application.

Late Recertifications

FNS 510.03

- All late recertifications must be tested for eligibility of expedited processing.
- If the FNS unit is eligible for expedited processing the benefits must be available to the FNS unit by the seventh (7th) day from the date of application. Therefore, the recertification must be dispositioned no later than the sixth (6th) day.
- If the FNS unit is due an interview as part of the current recertification, expedited processing may not be received until completion of the interview.

For households entitled to expedited service, what is required?

FNS 415.01 A & 425.05



1. Interview

- All applicant households, including those submitting applications by mail, email, or drop off must have an interview prior to the issuance of Food and Nutrition Services (FNS) benefits.

2. Identity

- Identity is the only eligibility factor that must be verified to approve expedited FNS benefits. The identity of the household must be verified prior to approving FNS with expedited service.



Removing the Expedited Indicator

How?

Why?

When?



Removing the Expedited Indicator

Why?

- The household has lost its eligibility for expedited service.
- The household was incorrectly marked as expedited.
- The household isn't eligible at all for expedited service, i.e.:
 - Income exceeds expenses, but that information wasn't entered or was entered incorrectly into the Screener's Guide.
 - A single household previously disqualified for failure to comply with a drug felony assessment reappears and states he/she will cure the disqualification (FNS 425.05 D).

Removing the Expedited Indicator

When?

- On the seventh (7th) day, to give the household the full time to meet eligibility for expedited service. This applies to applications that need interviews, drug assessments completed, verification of identity, verification of termination of out of state benefits, and other reasons not included as a postponed verification.
- Earlier than the 7th day, if the household isn't eligible for expedited altogether, i.e.:
 - Income exceeds expenses, but that information wasn't entered or was entered incorrectly into the Screener's Guide.
 - A single household previously disqualified for failure to comply with a drug felony assessment reapplies and states he/she will cure the disqualification (FNS 425.05 D).

Removing the Expedited Indicator

How?

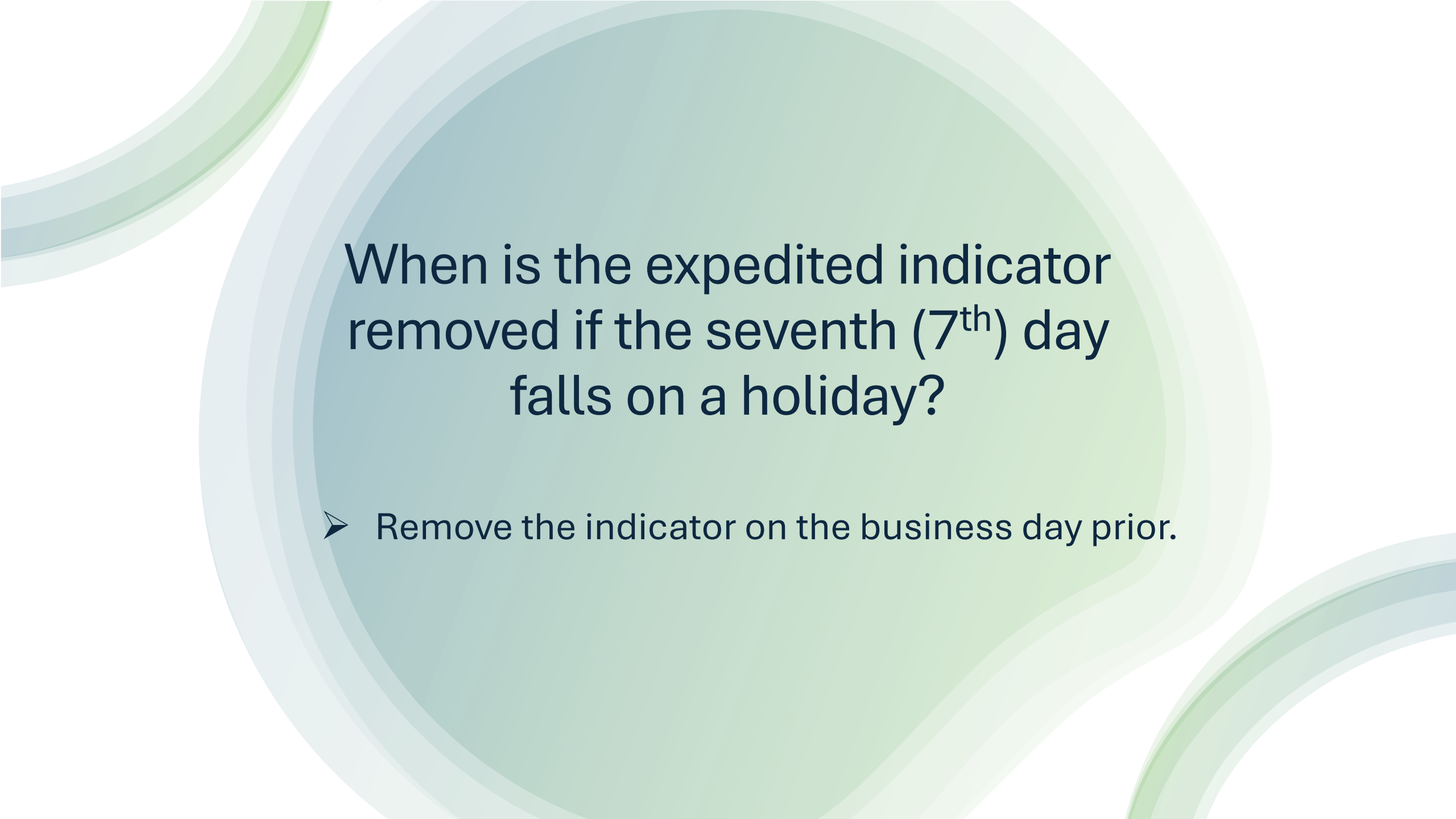
- Instructions are included in NC FAST Job Aid entitled FNS-Expedited Applications, section How to Manually Override an Expedited or Non-Expedited Decision.



FNS - Expedited Applications

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When is the expedited indicator removed if the seventh (7th) day falls on a holiday?

- Remove the indicator on the business day prior.

Changes in Expedited Status

FNS 425.03

The agency is not required to re-screen pending applications every time a change is reported. However, if the agency discovers that a household is entitled to expedited service as the result of a change, the agency must:

- Provide expedited service to the household within the expedited processing standards.
- Calculate four (4) calendar days for the household identified as expedited processing standard beginning the day after the agency discovers the household is entitled to expedited service.
- Mark the application as expedited by following the instructions included in NC FAST Job Aid entitled FNS-Expedited Applications, section How to Manually Override an Expedited or Non-Expedited Decision.

Reminders

- ❖ When Agency Error is the reason for the change from non-expedited to expedited and the date of discovery is after the initial 7 days of application, the application will **not** receive an additional 7 days for timely processing.
- ❖ If the indicator is removed due to missed interview or ID not provided, the applicant lost his/her expedited eligibility, and the application must be processed using normal processing standards.
- ❖ All evidence must be updated on the case to reflect the reported change on the ongoing case. The evidence will no longer change the expedited indicator.
- ❖ When removing the expedited indicator, the worker has to un-check the box, add a date of discovery, and add a comment - the reason for change does not have to be entered. When adding the expedited indicator, the worker has to check the box, add the date of discovery, add a comment and a reason for change must be selected.

Questions



- All questions must be written on the index cards so that they can be added to the Q&A.