

# *Food and Nutrition Services*

*Cynthia Ervin*

*Jerquitta Hicks-Smallwood*



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

# *Interview Administrative Waiver*

*Ending May 31, 2024*



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

***Effective June 1, 2024, NC will no longer have the administrative waiver that waives the eligibility interview if all mandatory verifications are completed***

## What does this mean

Interview requirements as cited in 7 C.F.R. 273.2(a)(2), 273.2(e), and 273.14(b)(3) requires an interview at initial application, expedited service, and recertifications. All households that submit a valid application, which includes a name, address, and signature must be interviewed. Unless the household is interviewed on the same day they submit their application, an interview must be scheduled.

The interview is the most important step in the certification process for the Food and Nutrition Services (FNS). It is an opportunity to ensure the FNS applications are complete, to engage with applicants to fully understand their household circumstances, and to provide the assistance needed to understand their responsibilities in the certification process.



## County Required Action

1. **Review** - USDA' SNAP Interview Toolkit at <https://fns.usda.gov/snap/state-agency-interview-toolkit>
2. **Explore** and clarify the household's circumstances and identify information that needs to be verified.
3. **Screen** the household for expedited service, work requirement exemptions, and student requirements.
4. **Provide** information to the applicant household regarding its rights and responsibilities under the FNS regulations and explain FNS program requirements.
5. **Inform** - interview requirement

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## Regulatory Basis for Interviews



**Initial certification.** An eligibility worker must interview a household member at initial certification and must schedule the interview as promptly as possible to ensure eligible households receive an opportunity to participate within 30 days after the application is filed. *7 CFR 273.2(e)*



**Expedited service.** If a household is identified as eligible for expedited service, an eligibility worker must interview a household member in time to meet the 7-day expedited issuance deadline. The interview provides an opportunity to advise the applicant of the timeline for returning any postponed verification so SNAP benefits can continue. *7 CFR 273.2(i)*



**Recertification.** An eligibility worker must interview a member of a household applying for recertification at least once every 12 months, for households certified for 12 months or less. Exception: For elderly and disabled households with certification periods greater than 12 months, an eligibility worker must interview applicants for recertification at the end of the certification period. *7 CFR 273.14(b)(3) and 7 C.F.R. § 273.2(e)(1)*

NC FNS will request a waiver to remove the recertification interview requirement. If approved, the recertification interview requirement will be waived through October 2024.

# Training Review Volunteers Needed

NC FNS is seeking volunteers..

Up to 10 volunteers needed – from large, medium, small, urban and rural counties

Review training modules over the next approximately 3-6 months

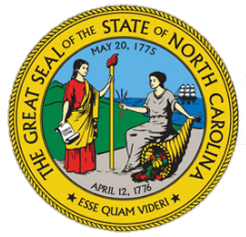
Provide timely feedback

<https://forms.office.com/g/QU5TbVyeEA>

# ***Telephonic Signature Administrative Waiver***

*Ending June 30, 2024*

***NC will submit the telephonic signature waiver  
request during May.***



NC DEPARTMENT OF  
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# ***SUN Bucks***

*USDA's Newest Permanent  
Food Assistance Program*



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# SUN BUCKS UPDATES & ACTION ITEMS FOR DSS OFFICES

## Updates

- The **2024 SUN Bucks application** will be live in early May.
- Upcoming **webinars for community stakeholders** – please join us and share with your community partners (QR codes to register on next slide).
- Continue to monitor the **SUN Bucks webpage** ([ncdhhs.gov/sunbucks](https://ncdhhs.gov/sunbucks)) and **NCDHHS social media** (@NCDHHS) for updates.

## Action Items

- Update mailing addresses in NC FAST as soon as possible for households who receive **only** TANF or Medicaid, when requested by the client.
  - **WHY THIS MATTERS:** *Students who receive TANF and Medicaid who are **not** on an active FNS case will get a SUN Bucks EBT card sent to the mailing address listed in their TANF or Medicaid case.*
- Distribute cards to students in **foster care**.
- Receive **undeliverable** cards for students without an associated address.



### Attendee Handouts

- 1.) Flyer
- 2.) Job Aid
- 3.) Email Template with Webinar Registration



### COMING SOON!

A SUN Bucks toolkit designed for DSS offices will be shared soon and includes a **flyer, job aid, and customer service script**



## UPCOMING SUN BUCKS WEBINAR FOR COMMUNITY STAKEHOLDERS

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**Event Name:**

Lunch & Learn: SUN Bucks, North Carolina's Newest Food Assistance Program for Kids!

**Purpose:**

Provide an overview of the SUN Bucks program, share what this new program means for community stakeholders, and answer any questions in advance of the summer months

**Audience:**

North Carolina community stakeholders interested in learning more about SUN Bucks

***This webinar will be offered on three dates. If you are interested in joining, please scan the QR code to register for the session that works best for you!***

**Wednesday, April 17<sup>th</sup> at 12PM ET**



**Monday, April 22<sup>nd</sup> at 12PM ET**



**Wednesday, May 8<sup>th</sup> at 12PM ET**

