



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES

County Operations

ROY COOPER  
GOVERNOR

MANDY COHEN, MD, MPH  
SECRETARY

WAYNE E. BLACK  
SR. DIRECTOR OF SOCIAL SERVICES  
AND COUNTY OPERATIONS

**To: County Directors of Social Services**  
**Attention: Economic Services Administrators, Managers, and Supervisors**  
**Subject: FNS Training Courses Posted to NC FAST Learning Gateway**  
**Date: February 2, 2017**

The Operational Support Team has developed and posted the following Food and Nutrition Services (FNS) courses:

- **FNS 600 Simplified Nutritional Assistance Program** - The objective of this course is to define who is eligible to be in the SNAP program and what are the benefits to the FNS unit.
- **FNS 605 Automated Inquiry and Match Procedures** - The objective of this course is to review the federal regulations requiring the state to maintain and use Income and Eligibility Verification System (IEVS).
- **FNS 630 Lifeline Linkup Assistance Programs** – The objective of this course is to define what actions must be taken when a customer needs assistance with affordable telephone service.
- **FNS 830 Recipient and Retailer Fraud** - The objective of this course is to give the caseworkers guidance in identifying and understanding EBT fraud.
- **FNS IEM 4080 Income Deductions** – The objective of this course is to discuss the various types of income deductions and when it is appropriate to use them.

The webinars have been recorded and made available for local agencies to review via the NC FAST Learning Gateway. OST training courses can be accessed via the OST Training Folder link located on the NC FAST Learning Gateway home page.

[www.ncdhhs.gov](http://www.ncdhhs.gov)

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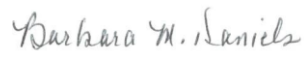


If there are any questions, please submit questions to [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov)

Sincerely,



Regina W. Bell  
OST Manager



Barbara M. Daniels  
OST Manager

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