



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well-Being

**Dear County Directors of Social Services**

**Date:** August 4, 2026  
**Attention:** County Directors; Economic Services and Food and Nutrition Services Program Administrators and Supervisors  
**Subject:** FNS Policy Manual Revision: Acting on a Reported Change of Residence (Change Notice FNS-CN-02-2026)  
**Priority:** Action Required

Effective immediately, the Division of Child and Family Well-Being is issuing a revision to the Food and Nutrition Services (FNS) Policy Manual governing how the agency responds when a household reports a move. This letter transmits the change notice that carries the revision, together with the complete revised manual sections. It also explains why the change is being made, what it will mean for your staff, and what stays the same.

**Why This Revision**

Shelter and utility expenses are among the most error-prone parts of an FNS case. The amounts change often, the verification rules differ by case situation, and a single missed update can affect a household's allotment for months. Recent SNAP quality control reviews find that shelter expense errors are the second most common source of payment errors in North Carolina. When we looked closely at those findings, we identified an inconsistency in the manual that could lead to errors, and a policy clarification that will prevent future errors from occurring.

**What Is Changing**

One change notice is attached to implement this change. It transmits the complete revised manual sections, so your staff can work from a single current document rather than reconciling amendments against older text. Each section also comes with a marked copy showing every addition and deletion against the current manual, so your staff can see exactly what changed.

**Change Notice FNS-CN-02-2026 — Acting on a Reported Change of Residence ([FNS-515](#), with conforming changes in [FNS-215](#)).** A reported change of residence is a change the worker must act on. When a household reports a move, new [FNS-515.12](#) sets out the steps:

- Investigate the shelter and utility costs at the new residence, verifying the expenses in accordance with [FNS-340.08](#) and residency in accordance with [FNS-215.03](#).
- If the needed information or verification is not readily available, give or mail the DSS-8650 and allow the household 10 calendar days to respond. Households do not need to wait for their first rent or utility bill, and alternative forms of verification may be accepted.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD AND FAMILY WELL-BEING**

LOCATION: 1915 Health Services Way, Raleigh, NC 27607  
MAILING ADDRESS: 2416 Mail Service Center, Raleigh, NC 27699-2416  
[www.ncdhhs.gov](http://www.ncdhhs.gov) • TEL: 919-707-5659 • FAX: 984-236-8205

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- If the household does not respond within 10 calendar days, recalculate the allotment without the deduction and send timely and adequate notice.
- When processing the move in NC FAST, update the shelter and utility evidence on the Income Support case, in addition to updating the household's address record. The change notice also makes technical corrections throughout the section, each described in the notice.

Because new FNS-515.12 directs the worker to verify the new expenses under FNS-340.08, the change notice also makes two conforming amendments to [FNS-340](#). FNS-340.08(A)(1) previously required verification only when a change in residence came “with changed deductions” — a test a worker cannot apply before investigating the move. That phrase is deleted and a cross-reference to FNS-515.12 is added. FNS-340.20’s duplicated heading letters are corrected, and the quality control deduction waiver provision — relettered FNS-340.20(D) — is revised: its statement that the waiver does not eliminate “the client’s responsibility to report a move” described a reporting duty simplified reporting households do not have, and the paragraph now directs the agency to act on a reported or known move under FNS-515.12. The complete revised FNS-340, carrying these amendments, is attached in revised and marked changes copies.

## **What Does Not Change**

It may help to be explicit about what these revisions do not do:

- Households' reporting requirements are unchanged. A change of address is still not a required report for simplified reporting households under [FNS-500.03](#); the revisions govern what the agency does once a move is reported or otherwise becomes known.
- Certification periods, interview requirements, and verification at initial application are unchanged.
- How shelter and utility expenses are reviewed at recertification is unchanged by this notice.
- No review of existing cases is required. The new procedures apply as cases come up for action on or after the date of this letter. We do, however, encourage your staff to review cases where a change of address was acted on mid-certification but the new shelter costs were not evaluated and verified — those cases are potential payment errors.

## **Implementation and Support**

To support the transition:

- The attached change notice walks through the revision section by section, and the complete revised sections are ready for your staff to use now.
- The revised sections are easier to use at the desk: the rules workers most often miss now appear in shaded boxes, and a step-by-step decision aid for a reported move is built into FNS-515.12. The policy in the boxes is unchanged; the presentation is new.
- These revisions will be reviewed at an upcoming monthly SNAP Quality Assurance Stand-Up, where supervisors and workers can ask questions directly.

Thank you for the work your teams do every day to keep these benefits both accurate and accessible. If you have questions about any of these revisions, please contact the Continuous Quality Improvement Specialist (CQIS) team at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Brian P. Hogan". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Brian P. Hogan  
Deputy Director for Nutrition  
Division of Child and Family Well-Being

**Attachment (1):** Change Notice FNS-CN-02-2026, with the complete revised FNS-515 and FNS-215. Each revised section is provided in two forms: the final section as it will appear in the manual, and a marked copy showing each change against the current manual. **cc:** Yvonne Copeland, Division Director, DCFW