

CHANGE NOTICE FOR MANUAL

DATE: August 4, 2026
MANUAL: Food and Nutrition Services (FNS) Certification Manual
TO: County Directors of Social Services
CHANGE NO: #02-2026
SUBJECT: Acting on a Reported Change of Residence and the Associated Shelter and Utility Costs (FNS 515, FNS 215, and Conforming Amendments to FNS 340)
EFFECTIVE: Immediately

I. BACKGROUND

The purpose of this change notice is to announce a revision to the Food and Nutrition Services (FNS) Policy Manual that clarifies how the agency acts on a household's reported change of residence and the associated shelter and utility costs during the certification period.

Federal regulation at [7 CFR 273.12\(c\)\(4\)](#) provides that when a household reports a change of residence, the State agency must investigate and take action on the resulting changes in shelter costs, and that if the household does not provide the associated information within 10 days, the allotment is recalculated without the deduction after proper notice. A change of residence is expressly carved out of the State option to disregard mid-certification changes in deductions. This requirement has been in effect since the 2010 final rule implementing the Farm Security and Rural Investment Act of 2002 ([75 FR 4912, Jan. 29, 2010](#)).

FNS 340.08 and FNS 215.03 already direct the worker to verify the new shelter costs and residency when a move is reported. The prior language in FNS 515.07(B)(1), which listed a change of address among the changes not to act on, was inconsistent with those sections and with the federal requirement. This was identified through recent SNAP quality control review. FNS 515 has been revised to resolve the inconsistency.

North Carolina's binding administrative code requires the same result. [10A NCAC 71U .0213](#) directs the agency to act on a reported change within 10 calendar days, with only three exceptions, none of which is a change of address, and to establish an Administrative Error claim when a failure to act produces an overissuance; [10A NCAC 71U .0206\(c\)](#) provides that when a household moves and becomes ineligible for its utility allowance, the agency shall make the appropriate change.

This revision also brings related parts of FNS 515 into conformity. Conforming corrections were made in FNS 515.04 and FNS 515.01, and stale internal cross-references were corrected throughout the section. The full-section redline marks every change.

Note: A change of address is not a required reporting item for simplified reporting households (FNS 500.03), and this revision does not change what households must report. It clarifies that once a move is reported or otherwise known to the agency, the agency must act on the associated shelter and utility costs.

II. SPECIFIC CHANGES

Section	Description
FNS 515.01	Corrected stale references: the data-match cross-reference (515.01 C a.8 to 515.01 D.4) and the agency name (Bureau of Citizenship and Immigration Services (BCIS) to U.S.

	Citizenship and Immigration Services (USCIS)), plus minor editorial corrections.
FNS 515.04	Added a cross-reference to FNS 170.05 for decreases that do not require a DSS-8553 (the notice-of-adverse-action exemptions).
FNS 515.07	Removed a change of address from the list of changes not to act on for unclear information (515.07(B)(1)), and added a cross-reference to new 515.12. Also restructured the 60-day condition in 515.07(A)(1)(b) as two numbered conditions, and corrected the DSS-8553 effective-date parenthetical in 515.07(A)(2)(a) from business day to calendar day, conforming to the calendar-day timeframes used throughout the section.
FNS 515.03(B) / 515.04(B)	Restated by verification category: mandatory verifications (FNS 435.01 A) must be verified before the DSS-8553 is issued, requested per 515.07; required (FNS 435.01 B) and non-required (FNS 435.01 C) verifications do not delay the DSS-8553. No policy change.
FNS 515.05(D)-(E)	Consolidated the example under 515.05(D), which was fragmented across three bullets, into a single example, and removed example text under 515.05(E) that duplicated it verbatim. No policy change.
FNS 515.12	New section: Change of Residence During the Certification Period. The agency must investigate and act on the shelter and utility costs arising from a reported move, request information by DSS-8650 with 10 days to respond, and, if the household does not respond, recalculate without the deduction and send proper notice.
FNS 515.12 decision aid	Added an embedded decision aid (flowchart) in FNS 515.12 illustrating the reported change-of-residence sequence: investigate, request information by DSS-8650, and route the outcome by whether the FNS unit responds within 10 calendar days.
FNS 515.01(D)(4), 515.06, 215.06	Formatting only; no text change. Applied a shaded callout-box treatment to three existing notes workers most often miss: the SOLQ not-verified-upon-receipt note in 515.01(D)(4)(b), the EXCEPTION in 515.06, and the returned-mail note in 215.06.
FNS 515.03, .04, .10, .11	Corrected stale internal cross-references: FNS 705 / 705.11 Fair Hearings to FNS 700 / 700.11; FNS 710 to FNS 705 (Administrative Disqualification Hearings); and FNS 905 to FNS 900 (Restoration of Lost Benefits).
FNS 340.08(A)(1)	Conforming amendment. The residence-change verification trigger was narrower than FNS 515 requires: a worker cannot know whether deductions changed until the move is

	investigated, and the qualifier allowed the investigation to be skipped. The phrase “, with changed deductions,” is deleted and a cross-reference to new FNS 515.12 is added. As amended, FNS 340.08(A)(1) reads: “Verify the expenses at initial application, at recertification if there has been a change, and when a change in residence is reported (see FNS 515.12, Change of Residence During the Certification Period).” No other part of FNS 340.08 is changed by this notice.
FNS 340.20	Conforming amendments. The section’s duplicated heading letters are corrected: the second run of headings — Income Deductions Included in the Waiver and the two paragraphs that follow — is relettered B, C, and D. Relettered FNS 340.20(D) is revised. The prior text stated the waiver does not eliminate “the client’s responsibility to report a move,” but a move is not a required report for Simplified Reporting households under FNS 500.03. As revised, the paragraph provides that signing the waiver does not change how the agency handles a reported move: once a move is reported or otherwise becomes known, act on the shelter and utility costs for the new residence (see FNS 515.12, Change of Residence During the Certification Period). No other part of FNS 340.20 is changed by this notice.
FNS 215.03 / 215.05	Conforming cross-references to new FNS 515.12: 215.03(A)(1) (act on the resulting shelter and utility costs on a reported change of residence) and 215.05 (move by the FNS unit within the state). The complete revised FNS 215 is attached to this change notice.

III. IMPLEMENTATION INSTRUCTIONS

The revised handling of reported changes of residence takes effect **immediately**. For your convenience, the revised manual section is attached.

Key Implementation Points:

- **Treat a reported change of residence as a change that requires action.** Do not apply the do-not-act instruction in FNS 515.07(B)(1) to a reported move.
- Investigate the shelter and utility costs at the new residence; verify the new shelter and utility costs per FNS 340.08 and verify residency per FNS 215.03.
- If the household does not provide the information or verification, issue the **DSS-8650** and allow 10 calendar days to respond.
- If the household does not respond within 10 calendar days, **recalculate the allotment without the shelter deduction** (and the utility allowance, where applicable) and send the household timely and adequate notice. The household does not need to wait for its first rent or utility bill to make contact, and alternative verification may be accepted.
- **Act on the change in either direction.** A reported move can increase or decrease the deduction.

- 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.

IV. TRAINING FOR ELIGIBILITY WORKERS

Shelter deductions, including the correct handling of a reported change of residence, were reviewed at the monthly SNAP Quality Assurance Stand-Up on June 16, 2026. Additional guidance, the NC FAST job aid, and worker reference materials on entering shelter expense evidence are posted and will be reinforced at future stand-up sessions.

If you have any questions, please submit them to the Continuous Quality Improvement Specialist (CQIS) at 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 at the end.

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

Attachments (4):

FNS 515 SR Changes During the Certification Period (complete revised section, and a marked copy showing each change); FNS 215 Residence (complete revised section, and a marked copy showing each change)