

**NC Department of Health and Human Services**

## **Alcohol Drug Treatment Center (ADTC)**

**July 2025 – Regional Meeting**

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- ADTC Requirements:
  - FNS Policy Section 212.03 E. 3.
  - Responsibilities of the local agency at each application and recertification involving all licensed or non-licensed ADTC/DAA treatment centers include:
  - Verifying that the treatment center is licensed through NC Division of Health Service Regulation (DHSR) Mental Health Licensure and Certification Section Licensure and Certification Section o A listing of the licensed treatment centers, by county can be found on DHSR website at: <https://www2.ncdhhs.gov/dhsr/mhlcs/faclicinfo.html>.
  - Providing the ADTC/DAA treatment center with contact information to obtain certification if the ADTC/DAA treatment center is non-licensed and cannot provide the certification documentation
  - Explaining to the treatment center the responsibilities of ADTC/DAA treatment center when participating in the FNS program
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- ADTC Requirements:

- Documenting in NC FAST that the responsibilities were explained to the ADTC/DAA treatment center
- Ensuring every ADTC/DAA treatment center has the Designation of Authorized Representative form, DSS-1688 on file, including the name of the authorized representative and ADTC/DAA treatment center
- Designating a point of contact for the ADTC/DAA treatment center to provide a list of the clients that are residing in the treatment center (on the 5th and 20th of each month)
- Conducting a site visit with the center official/authorized representative at the ADTC/DAA treatment center (on the 10th and 25th of each month) to verify the list provided by the treatment center is accurate o Take action on any discrepancies found by the site visit prior to the next benefit issuance date.

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- ADTC Requirements:

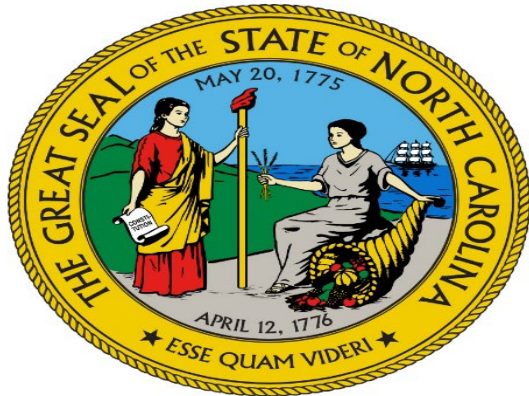
- FNS Policy Section 212.03 E. 4.
- Responsibilities of all licensed or non-licensed ADTC/DAA treatment centers when participating in the FNS program include:
  - Providing the local agency with a list of clients that are currently residing and participating in the ADTC/DAA treatment center (on the 5th and 20th of each month)
  - Providing the list of clients to the local agency with a signature and date from a reliable center official indicating the validity of the list
  - Verifying that the list provided to the local agency is accurate during site visit (on the 10th and 25th of each month) by the center's official/authorized representative.

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# When in Doubt, Reach Out

**A Continuous Quality Improvement Specialist (CQIS) will provide the appropriate guidance for the case situation.**

**Please send one question per DSS-9000 to [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov), include the policy section(s) researched, case number, and upload supportive document to NC FAST. Please no encrypted emails.**



**NC Department of Health and Human Services**

# **The Work Number usage and Income Base Period – FNS QC Findings**

**July 2025 – Regional Meeting**

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# THE WORK NUMBER

- The Work Number (TWN) should be used to facilitate or expedite the processing of benefits when the household is unable to provide the required verifications.
- If the client does not have the verification of income on hand, the county can pull the wages from TWN and will not need to send a DSS-8650 if all needed information is available on TWN.
- Online Data must be requested on every application and recertification. TWN should only be requested when reported income can be verified. For example, if a client reports they have no income, Online Data must be requested, but TWN would not need to be requested since there is no employment to verify.
- TWN is a useful tool but should only be used as needed to avoid unnecessary costs.
- If TWN has been requested on another case that covers your application/recertification base period, you can utilize those results instead of requesting TWN again to cut costs. Include in your documentation the case number where TWN results are located or print and attach to your FNS case.
- This link [The Work Number -- Find Employer](#) can be used to complete an employer search to determine if the employer participates.

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# THE WORK NUMBER

- Listserv Message #2025-95 was sent 7/2/25 to provide Work Number usage reminders. It also referenced DCDL EFS-FNSEP-11-2019 [download](#) for complete guidance.
- DCDL EFS-FNSEP-11-2019 lists examples of appropriate use of The Work Number as:
  - The household indicates that someone included as a unit member is currently working and does not have sufficient verification of income on hand.
  - The household indicates that they are currently working and does not have sufficient verification of their income and request assistance in obtaining the verifications.
  - At application or recertification, the household states they lost their job within the base period, but they have verification of their pay. It would be appropriate to run The Work Number only after attempting to contact the employer to verify loss of job. The client is presenting you with the wages needed in this circumstance, it is the verification of terminated employment that is needed.

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# THE WORK NUMBER


- DCDL EFS-FNSEP-11-2019 lists examples of inappropriate use of The Work Number as:
  - At application, the household indicates that they lost their job prior to the base period. It would not be appropriate to run The Work Number as the loss of the job occurred outside the base period and verification of income is unnecessary.
  - The household indicates someone is currently working and provides the first and last pay stub. It would not be appropriate to run The Work Number because the gross can be determined by using the year-to-date totals.
  - It is inappropriate to run The Work Number on any individual not included in the application/case or designated as not financially responsible by policy.

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# THE WORK NUMBER

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**Find your employer below.** 

 This search feature is intended to assist employees in obtaining Employment Data Reports electronically. Additionally, an employer's presence in the search does not mean that the employer is currently contributing data to The Work Number. If you do not see any current or previous employer in the search below and would like to request your EDR, please do so through [one of the other available channels](#).

Enter your Employer's Name or Employer's Code

Search



I'm not a robot



reCAPTCHA  
Privacy - Terms

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# THE WORK NUMBER

Employer Name	Employer Address	Employer Code
Antioch Walmart Coffee Inc	475 E Hwy 173 Antioch IL, 60002	991920
BWH Subway Of Canonsburg Walmart LL	12504 US Route 60 Ashland KY, 41102-9687	509954
FIRSTSIGTH VISION SERVICES INSIDE WAL-MART (NATIONAL VISION INC.)	2435 Commerce Avenue Bldg 2200 Duluth GA, 30096	13618
Hillsboro Walmart LLC	5571 W Hillsboro Blvd Coconut Creek FL, 33073-4376	10261156
Hollywood Walmart Subway Llc	301 S State Road 7 Hollywood FL, 33023-6756	10266633
HUMANA IN WALMART (Humana, Inc.)	500 W Main St Louisville KY, 40201-1438	11990
McDonald's of Walmart - Mililani (ALTRES Global Business Services, Inc.)	95-550 Lanikuhana Ave. MILILANI TOWN HI, 96789	338716
REID PANY MGMT INC MCDONALDS OF WALMART	2601 MACARTHUR RD WHITEHALL PA, 18052	124588
Wal-Mart	702 SW 8th St. Bentonville AR, 72716	10108

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# INCOME BASE PERIOD – FNS QC FINDINGS

- CQIS have received additional information from the Quality Control unit surrounding income base period verification and documentation requirements.
- Per FNS 305.02 A. Base Periods for Representative Income: for applications and recertifications, the base period for most income is 30 calendar days prior to the date the application or recertification is received.
- The base period for child support, spousal support, and alimony is 3 months prior to the application or redetermination.
- Income received annually or from self employment, the base period is 12 months.
- If the income received during the base period is representative of what the client is expected to receive over the certification period, base period income must be requested and budgeted.

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# INCOME BASE PERIOD – FNS QC FINDINGS

- Per FNS 305.02 B. if the income received during the base period is not representative of what the client expects to receive during the certification period:
  - Explore alternative budgeting methods for projecting or averaging income.
  - Based on experience and prudent judgement, determine what budgeting method will be the most representative estimate of the income the FNSU will receive during their certification period.
  - Clear documentation must be provided to explain why the income is considered nonrepresentative and what income and budgeting method was used to determine countable income.
- It is imperative that staff include in their case notes why base period income is not being used. Failure to do so may result in a QC finding.

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# DOCUMENTATION EXAMPLES - INCOME

Jane Doe applied for FNS on July 1<sup>st</sup>, 2025. She reports working for a local accountant, but she does not have verification of her income as it is deposited directly into her bank account. Staff contact Sue Smith owner at Smith's Bookkeeping LLC on July 2<sup>nd</sup>, 2025. Sue Smith verifies Jane Doe has been an employee at her company since January 2025, working 40 hours per week at \$20 per hour and is paid every two weeks. The county documents this phone call as verification of income, and budgets \$1,600 in income every two weeks.

What do you think...is this sufficient documentation for verification of earned income?

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# DOCUMENTATION EXAMPLES - INCOME

Answer: NO

If this case was pulled for a QC review, it would result in a QC finding for failure to verify/use base period income. There is no documentation to support why base period income of June 1<sup>st</sup> – June 30<sup>th</sup> was not requested and budgeted. Since the employer verified the client has been working for her since January 2025, the client was employed for the entire 30-day base period and there is no documentation to support why the income received during the base period was not representative.

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# DOCUMENTATION EXAMPLES - INCOME

Jane Doe applied for FNS on July 1<sup>st</sup>, 2025. She reports working for Sam's Sandwich Shop, but she was out of work for a week in June as the business was closed for remodeling. Staff contact Sam Smith owner of Sam's Sandwich Shop on July 2<sup>nd</sup>, 2025, and requests verification of pay received from June 1<sup>st</sup> through June 30<sup>th</sup>. Sam Smith states his company was closed from June 8<sup>th</sup> – 14<sup>th</sup> due to needed repairs, and Jane did not receive pay for that week which is not normal. Sam Smith stated Jane's normal pay is \$10 an hour at 30 hours per week and is paid weekly. The county documents this phone call as best available information for verification of income, and budgets \$300 in income weekly as base period income was not representative.

What do you think...is this sufficient documentation for verification of earned income?

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# DOCUMENTATION EXAMPLES - INCOME

Answer: YES

The staff member clearly documented the reason why base period income was not representative, and why they were instead using a projection of income from employer's statement as the best available information.

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# DOCUMENTATION EXAMPLES - INCOME

Jane Doe applied for FNS on July 1<sup>st</sup>, 2025. She reports she just started a job last week lifeguarding at her local pool and has not yet received a paycheck. Staff contact her manager Sharon Smith at the pool to request base period income of June 1<sup>st</sup> through June 30<sup>th</sup>. Sharon Smith reports Jane has only worked for one week so far but expects her to work 35 hours a week at \$15 an hour and will be paid weekly. The county documents this phone call as verification of income using the best available information due to this being new employment, and budgets \$525 in weekly income.

What do you think...is this sufficient documentation for verification of earned income?

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# DOCUMENTATION EXAMPLES - INCOME

Answer: YES

The staff member clearly documented the attempts made to verify base period income, and that base period is not representative because of this being new employment. A projection of income was used as best available information.

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# INCOME DOCUMENTATION REMINDERS

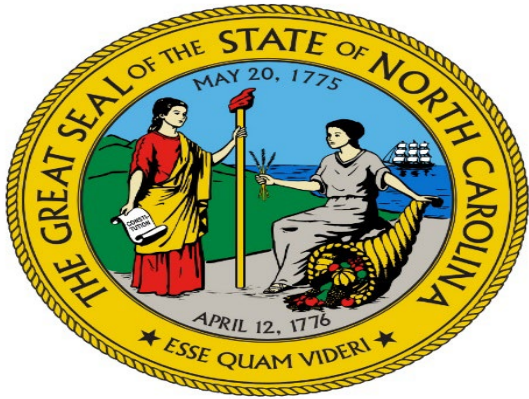
- When verifying income via telephone call, it is important to include in your case documentation the phone number you called, the name of the individual you spoke with, their job title and the date you called if it differs from the date you are entering the notes.
- It is also important to document the rate of pay; hours worked and pay cycle when projecting income from the employer's statement. This will verify how you came to the determination for the income budgeted.
- If base period income is not being used, you must include documentation to support why non base period pay is being used. Failure to do so will result in a QC finding.
- If you are not using base period income, in your documentation to support why, including phrases such as “representative of the income expected to receive over the certification period” and/or “best available information” will help to support your actions taken.
- Remember, if it is not documented (what you did and why you did it), it didn't happen!

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# **NC Department of Health and Human Services**

**July 2025**

**Regional Meeting**

**Energy Topics**

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# RESOURCES

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Effective July 1, 2025, counties began counting resources for the Crisis Intervention Program (CIP).

Counted resources include:

Cash on hand

Countable portion of savings account

Countable portion of checking account

Lump sum payments received in the month of application

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# **RESOURCES – LUMP SUM PAYMENTS**

**One-time Lump sum payments should only be counted if received in the month of application. If received outside of the month of application and monies remain from the one-time payment, look at what is still available to the applicant in checking or savings account or cash on hand and count as a resource under those categories.**

**Lump sum payments include but are not limited to:**

- **One-time lump sum child support payments. Per FNS policy section 315.08F.1.a.  
Do not count one-time lump sum payments as income.**
  - **Lottery winnings**
  - **Settlement payments.**
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# RESOURCES LIMITS

Resource limits for CIP households:

\$4,500 for households with a member aged 60 or older or disabled.

\$3,000 for all other households

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# RESOURCES VERIFICATIONS

**Accept the household's statement unless questionable. A resource is considered questionable when there is reason to believe that the reported value is incorrect. If deemed questionable, documentation must be entered into NC FAST stating what made the applicant's statement questionable.**

# RESOURCES VERIFICATIONS

## (CONTINUED)

When determining the value of a checking or savings account, please make sure to subtract any outstanding withdrawals and any funds remaining that were counted as income in the CIP application.

When verifying assets, document in NC FAST. Allow the client two (2) business days to provide verification of stated resources. Verification of resources should be requested using the form DSS-8185.

# ENERGY BILL STATUS REQUIREMENTS FOR CIP

Accounts that are considered late or past the due date are eligible for CIP. This includes bills that have not had a past due billing statement mailed but are simply past the date the payment was due.

Example: Billing statement shows payment was due on 6/15/2025 and applicant is applying on 6/20/2025 because they do not have the funds to pay the amount due. This account is eligible because the account is now considered past due.

Accounts that have a disconnection notice are eligible for CIP.

Accounts that have been disconnected and need to restart service are eligible for CIP.

# **EQUAL PAYMENT PLAN/BUDGET BILLING VS PAYMENT AGREEMENT PLAN**

Which plan is eligible for CIP?

Let's look at the purpose for each plan and see if that helps us determine which one is eligible.

What is an Equal Payment Plan/Budget Billing?

An equal payment plan/budget billing provides a customer with predictable monthly energy bills. The equal payment plan/budget billing agreement is intended to allow for easier planning and budgeting of monthly expenses for the customer regardless of changes in energy usage.

What is a payment agreement plan/installment plan?

Payment agreement plan/Installment plans are created for customers with large past due balances that cannot be paid all at once to prevent disconnection. Installment plans break the large past due balance up into smaller manageable payments to allow the customer the ability to continue making their energy payments and prevent disconnection of service.

## Billing summary

Previous Amount Due	\$693.27
<b>Payment Received May 06</b>	<b>-100.00</b>
Current Lighting Charges	8.86
Current Electric Charges	53.24
Products and Services	9.99
Taxes	5.07
Amount Owed	\$670.43
Monthly Charge for Plan # [REDACTED]	216.09
<b>Amount Deferred to Plan # [REDACTED]</b>	<b>-648.28</b>
<b>Total Amount Due Jun 10</b>	<b>\$238.24</b>

## Installment Plan Tracker

Thank you for setting up an installment plan to help satisfy your past-due balance. This bill includes current energy charges and your monthly installment amount. If you are unable to make this payment by the date due, you will be removed from the installment plan and payment of your total balance will be required. You can track your plan(s) below.

Plan number	[REDACTED] (3-month agreement)
Start date	May 5, 2025
Monthly installment charge	\$216.09
Starting balance	\$648.28
Previous balance	\$0.00
Payment received	\$0.00
Plan balance	\$648.28



## EQUAL PAYMENT PLAN/BUDGET BILLING VS PAYMENT AGREEMENT PLAN

Confusion regarding what is eligible for CIP funds is often caused by using installment plan/payment agreement plan and equal payment plan/budget billing interchangeably. Installment plans/payment agreement plans, and equal payment plan/budget billing plans are not the same and should not be used or treated the same. Some energy providers identify which plan the customer is participating in on the bill. Please see the example above.

Which plan is eligible for CIP?



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## **EQUAL PAYMENT PLAN/BUDGET BILLING VS PAYMENT AGREEMENT PLAN**

If you chose installment plan/payment agreement plan as the one eligible for CIP...

**YOU ARE CORRECT!**

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# **EQUAL PAYMENT PLAN/BUDGET BILLING VS PAYMENT AGREEMENT PLAN**

Now, lets discuss why.

Payment agreement plan/installment plans are already considered a past due account. The agency would need to determine with the energy provider the payment amount needed to prevent disconnection, and this is the amount that can be paid with CIP funds.

An individual on budget billing would not be eligible for CIP assistance unless the account has a disconnect, final or past due notice for their primary heating or cooling service. A customer in jeopardy of nullifying the budget billing process due to a missed payment would not be eligible for CIP assistance until the account is past due.

This would apply to any Energy provider that provides both types of plans/agreements. This would need to be explored during the interview with the applicant to determine what type of plan/agreement they have with the provider.

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# PREPAID ENERGY ACCOUNTS



What is the correct amount to be paid when dealing with a prepaid Energy account?

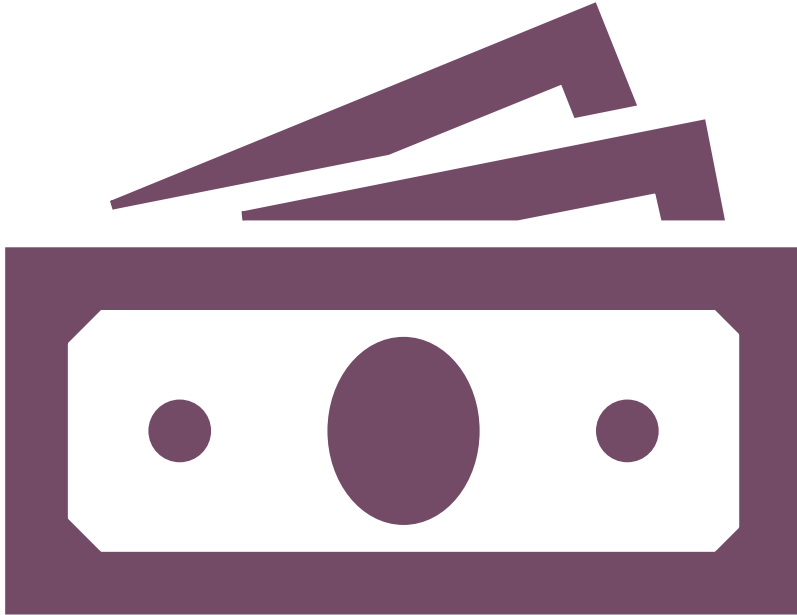


For electricity providers who use prepaid metering, the county will need to contact the energy provider and verify how much electricity the household has before their balance reaches zero (electricity will automatically shut off when the balance reaches zero). If the household has less than four days of electricity, the county can authorize a CIP payment for thirty days of electricity, not to exceed \$250. This can be found in Energy Policy Section 400.04 C.

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# CIP BASE PERIODS

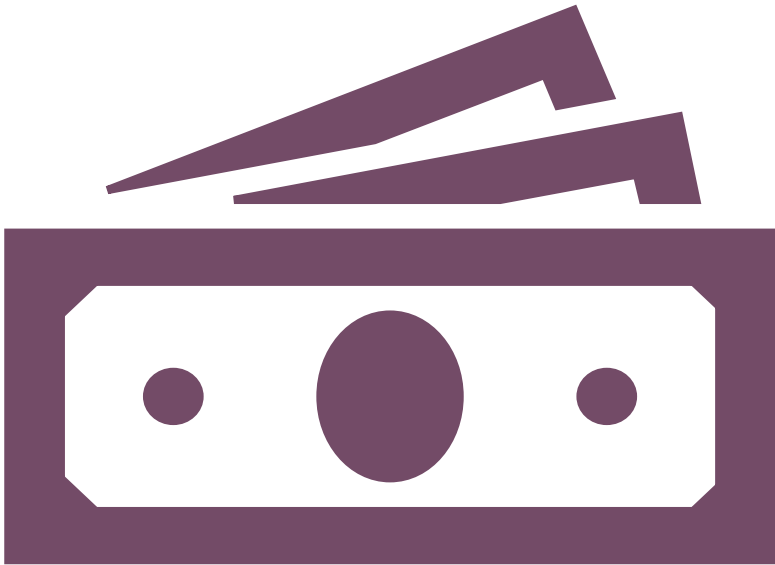


**CIP has no base period; income should be calculated using actual/anticipated income in the month of application. Income should not be converted when calculating income received in the month of application.**

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# LIEAP BASE PERIODS



**LIEAP base period is the month prior to the month of application. Income calculations are actual income received in the base period. Income should not be converted when calculating income received in the base period for LIEAP.**

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# COUNTY TRANSFER PROCESS



Applications received by mail, email, fax, dropped off, in person, or ePASS in the incorrect county of residence must be transferred by the receiving county to the correct county of residence within **one business day** to meet federal policy requirements.

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# QUESTIONS