

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 6-2013  
**Integrated Income Policy Manual Issuance**  
**(August 13, 2013)**

DHHS Economic Services Policy Governance Board  
Administrative Letter 2013-01

IEM 4000 Integrated Income Policy Manual initial Issuance

**DATE:** August 13, 2013

**SUBJECT:** Integrated Income Policy Manual Issuance

**DISTRIBUTION:** County Directors of Social Services  
Income Maintenance/Eligibility Program Managers  
Medicaid Program Supervisors  
Special Assistance Supervisors  
Work First Supervisors  
Food and Nutrition Supervisors  
Energy Supervisors  
Refugee Supervisors  
Subsidized Child Care Supervisors

**EFFECTIVE:** August 13, 2013

**I. BACKGROUND AND CONTENT OF CHANGE**

As part of our Work Support Strategies values and in an effort to help assure that “families tell their story once and receive the benefits they need”, DHHS has been working on the integration of economic benefits policy. The implementation of NC FAST helps make policy integration possible.

DHHS is pleased to announce the rollout of the first section of the Economic Benefits Integrated Eligibility Manual (IEM) Income Section. The IEM Income Section aligns income policy as closely as possible across the following programs:

- Medicaid ABD
- Medicaid F & C
- Medicaid NC Health Choice
- State/County Special Assistance
- Work First
- Food and Nutrition Services
- Energy
- Refugee
- Subsidized Child Care

With the introduction of the new IEM Income Policy Section comes a whole new look. Adobe RoboHelp® software was chosen for its user-friendly format.

**II. THE IEM HOMEPAGE CONTAINS THE BACKGROUND, RATIONALE AND ROLLOUT INFORMATION FOR THE OVERALL IEM. INCOME MANUAL SECTION POLICY HIGHLIGHTS ARE ALSO SPELLED OUT IN THIS SECTION.**

**III. PROCEDURES TO BEGIN USING THE IEM**

- A. The IEM is temporarily posted on the Work Support Strategies (WSS) website with public access viewing at <http://www.ncwss.com/manual/index.html>

The manual can also be accessed by clicking on the main page and then clicking on "Integrated Eligibility Manual" <http://www.ncwss.com/index.html>

The manual on the WSS website will be in PDF format and not in RoboHelp. We apologize for this inconvenience.

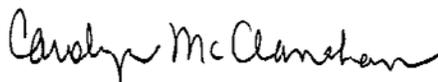
We anticipate later this week that the IEM will be posted at its permanent home in RoboHelp format on the NC FAST website with public access viewing. We will send the posting announcement and the link via the DSS Terminal Message listserv as soon as we obtain it.

- B. Please use this manual for all decisions regarding which types of income to count, how to verify income and which income deductions and base periods to apply. The information in the new income policy section is effective immediately and supersedes policy in the current income section of all Program Manuals. DHHS divisions are working to delete the income section from the current manuals and provide a link to the new income section. In the interim please use the new integrated income section for all applications and re-certifications and when changes are reported.
- C. For policy related questions please contact the program representatives you currently use for policy interpretation and technical assistance.

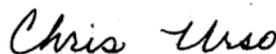
Sincerely,  
DHHS Economic Services Policy Governance Board



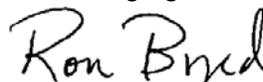
Dean Simpson  
Division of Social Services



Carolyn McClanahan  
Division of Medical Assistance



Chris Urso  
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Ron Byrd  
Division of Child Development and Early Education