



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

January 31, 2014

Dear County Directors of Social Services:

As we work aggressively to achieve the mandated FNS processing requirements by the USDA that must be met by Feb.10, 2014 we are required to:

1. Complete all backlogged expedited applications subject to 7-day processing.
2. Complete all applications subject to 30-day processing that are pending over 90 days.
3. Complete all recertifications that are pending over 90 days.

It is imperative that counties schedule maximum overtime hours for staff over the next 10 days. This includes workdays between 5 a.m. and 7:30 p.m.; Saturday, February 1st; 6 a.m. to 5 p.m.; and Sunday, February 2nd noon to 6 p.m. If additional hours become available notification will be issued next week.

Directors should mandate that, in addition to overtime work hours, that staff be held accountable for meeting productivity standards. We believe that the standard for each staff should be 10 applications or recertifications completed each day.

Directors should review the daily application and recertification reports that are available by 10 a.m. each day to determine the amount of work that has been completed and the amount of work that still needs to be done. These reports should be reviewed with your management staff daily until further notice. DSS Directors will also be provided a daily report showing the number of staff from your agency that has logged into NC FAST. This is a tool provided to Directors as a means to know how many staff are available and working in NC FAST each day.

We are hearing from Directors that social workers, administrative assistants and other staff has been reassigned to help complete case work. In addition to using agency staff, volunteers could also be used. Some of the tasks that volunteers could do to help county offices are:

1. Contact clients to obtain missing information needed to process applications or recertifications.
2. Conduct interviews and complete interim reports. Schedule time to meet and obtain signatures if needed.
3. Take phone calls from clients that would normally go to the staff and triage the calls. Instructions on what questions to ask and how to respond should be provided. If needed, a staff person can return calls after hours if further follow-up is required.
4. Review any paper work in staff offices to ensure that recerts/SR's are identified and verifications are organized and ready to key into NC FAST.

www.ncdhhs.gov • www.ncdhhs.gov/dss

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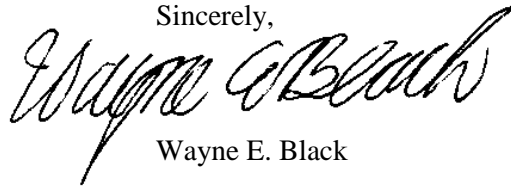
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County Director of Social Services
January 30, 2014
Page 2 of 2

Thank you for your continued commitment to meeting the USDA requirements. Please contact Wayne Black at wayne.black@dhhs.nc.gov or by phone at 919-527-6336 or Dean Simpson at dean.simpson@dhhs.nc.gov or by phone at 919-527-6330 if you have questions.

Sincerely,

A handwritten signature in black ink that reads "Wayne E. Black". The signature is written in a cursive, flowing style with a large initial "W".

Wayne E. Black