



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MICHAEL BECKETTS • Assistant Secretary for Human Services

February 8, 2019

**Dear County Directors of Social Services**

**Attention:** Food and Nutrition Services Employment & Training Managers and Supervisors

**Subject:** Food and Nutrition Services (FNS) Employment & Training (E&T) Management Evaluation Tentative Schedule and Summary of Findings

The United States Department of Agriculture (USDA) regulations require North Carolina to ensure the FNS E&T program is operating in accordance with the Food and Nutrition Act of 2008 and the approved FNS E&T State Plan. To ensure and measure compliance, Management Evaluation Reviews of participating E&T counties as well as contracted partners are conducted annually. A tentative schedule for the 2018-19 Federal Fiscal Year (FFY) is attached. This schedule is subject to change. An official notification will be sent to directors and FNS E&T managers at least 30 days prior to the scheduled evaluation with instructions.

The objectives of the review are to provide:

- A systematic method of monitoring and assessing program operations; and
- A basis for counties to improve and strengthen program operations by identifying and correcting deficiencies; and
- A continuous flow of information between county, state and federal partners to develop solutions to problems in program policy and procedures.

To accomplish the objectives, the review of each participating county will include the following priority areas:

- FNS E&T referral process to include reverse referrals
- Referrals and component enrollment entered and updated correctly in NCFast
- Participant information transmittal among FNS eligibility staff, DSS E&T staff, and E&T provider/partner E&T staff
- Participant eligibility for the program
- Completed assessments prior to component placement
- Component enrollment and outcomes
- Documentation of E&T monthly hours for ABAWD compliance
- County DSS outreach and promotion
- County DSS 100% and 50/50 funding for reimbursements and allowable expenses
- Monitoring of county partners
- Timely submission of the FNS-583 Quarterly Report

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420

www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

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The review of the contracted partners will include the following priority areas:

- FNS E&T referral process to include reverse referrals
- Participation tracking
- Communication with participants
- Participant eligibility confirmation
- Participant information transmittal between DSS E&T staff and E&T provider/partner E&T staff
- Completed assessments prior to component placement
- Case documentation
- Completed employment plan
- Component enrollment and outcomes
- Participant reimbursements and allowable expenses

Included for your information is list of the top errors cited during the FFY 2017-18 Management Evaluation reviews. These are common errors cited statewide that will be monitored during each review.

If you have any questions, please contact Tabitha Tucker, FNS E&T Program Consultant, via email at [Tabitha.Tucker@dhhs.nc.gov](mailto:Tabitha.Tucker@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director

DL/tt

**EFS-FNS-ETP-01-2019**

### FFY 2018-2019 Management Evaluation Schedule

<b>Counties</b>	<b>Number of Cases to be Reviewed</b>	<b>Tentative Review Month</b>
Buncombe	15	Mar-19
Chatham	10	Jul-19
Durham	15	Jun-19
Forsyth	15	Aug-19
Iredell	15	Jun-19
Lincoln	10	Feb-19
Mecklenburg	20	Apr-19
Moore	10	Jun-19
New Hanover	15	Jul-19
Orange	15	Mar-19
Pitt	15	Feb-19
Wake	20	Aug-19
Wilson	15	Jul-19

### Top Errors Cited Statewide FFY 2018

<b>Regulatory Provisions/FNS and Energy Programs Guidance and Policy</b>	<b>Findings</b>
NCFAST Postcard dated 1/22/2018 and follow-up email from Nicola Allen on 2/8/2018 regarding that postcard	County agencies failed to update the E&T Component Outcome in NCFAST.
NCFAST Postcard dated 1/22/2018 and follow-up email from Nicola Allen on 2/8/2018 regarding that postcard	County agencies failed to close the E&T Referral in NCFAST when participant inactive or FNS case closed.