



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

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

**TO: COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: FOOD AND NUTRITION SERVICES (FNS) MANAGERS AND SUPERVISORS**

**SUBJECT: FNS ERROR RATE REDUCTION TRAINING**

**DATE: JANUARY 7, 2015**

The Operational Support Team (OST) has developed training for staff with responsibilities related to the administration of the Food and Nutrition Services Program. The emphasis of this training is to help reduce the Quality Control Error Rate for North Carolina as well as give workers helpful strategies that will save time in their daily case maintenance duties.

We have scheduled eight (8) sessions across the state. Each training site will have a 9:00 a.m. and 2:00 p.m. session. We anticipate that each training session will last approximately 2.5 hours. There will be a limited number of seats available so we ask that each county send a maximum of five (5) individuals. Attached to this letter you will find information identifying the training session your county can attend.

Topics that will be addressed include income, deductions, verifications, notices, trial budgets, and NC Fast Navigation. Training materials will be emailed to the counties a few days prior to the sessions. Please insure all attendees bring a copy to the training sessions. If you have questions or concerns, please contact Gale Bullard via email at [Gale.Bullard@dhhs.nc.gov](mailto:Gale.Bullard@dhhs.nc.gov) or the Operational Support Team Office at (919) 813-5521.

Thank you and we look forward to the opportunity to work with you and your staff to improve North Carolina's Food and Nutrition Program.

Sincerely,

Handwritten signature of Regina Watkins Bell in cursive.

Regina Watkins Bell, CPM  
Operational Support Team Manager

Handwritten signature of Ron Byrd in cursive.

Ron Byrd, CPM  
Operational Support Team Manager

Handwritten signature of Carolyn McClanahan in cursive.

Carolyn McClanahan  
Operational Support Team Manager

**EFS-FNSEP-02-2015**  
Attachment

[www.ncdhhs.gov](http://www.ncdhhs.gov)  
Telephone 919-855-4800 • Fax 919-715-4645  
Location: 101 Blair Drive • Adams Building • Raleigh, NC 27603  
Mailing Address: 2001 Mail Service Center • Raleigh, NC 27699-2001  
An Equal Opportunity / Affirmative Action Employer

**County Attendance Schedule  
Food & Nutrition Services Training  
January 2015**

| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>   | <b>2:00 P.M.</b>   |
|----------------------|--|--|--|
| Tuesday<br>1-20-15   | Cumberland Co. DSS<br>1225 Ramsey St.<br>Fayetteville, N. C. 28301   | Bladen<br>Brunswick<br>Columbus<br>Harnett<br>Johnston<br>Lee<br>Moore             | Cumberland<br>Hoke<br>Richmond<br>Robeson<br>Sampson<br>Scotland<br>Wayne                |
| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>   | <b>2:00 P.M.</b>   |
| Wednesday<br>1-21-15 | Craven Co. DSS<br>2818 Neuse Blvd.<br>New Bern, N. C. 28561          | Beaufort<br>Carteret<br>Craven<br>Greene<br>New Hanover<br>Onslow                  | Duplin<br>Jones<br>Lenoir<br>Pamlico<br>Pender<br>Pitt                                   |
| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>   | <b>2:00 P.M.</b>   |
| Thursday<br>1-22-15  | Washington Co. DSS<br>209 East Main Street<br>Plymouth, N. C. 27962  | Bertie<br>Camden<br>Chowan<br>Currituck<br>Dare<br>Hyde<br>Tyrrell                 | Gates<br>Hertford<br>Martin<br>Pasquotank<br>Perquimans<br>Washington                    |
| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>   | <b>2:00 P.M.</b>   |
| Friday<br>1-23-15    | Edgecombe Co. DSS<br>301 N. Fairview Rd.<br>Rocky Mount, N. C. 27801 | Edgecombe<br>Franklin<br>Granville<br>Halifax<br>Nash                              | Northampton<br>Vance<br>Warren<br>Wilson   |
| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>   | <b>2:00 P.M.</b>   |
| Monday<br>1-26-15    | Cabarrus Co. DSS<br>1303 S. Cannon Blvd.<br>Kannapolis, N. C. 28083  | Cabarrus<br>Lincoln<br>Anson<br>Cleveland<br>Davidson<br>Gaston                    | Mecklenburg<br>Montgomery<br>Randolph<br>Rowan<br>Stanly<br>Union                        |
| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>   | <b>2:00 P.M.</b>   |
| Tuesday<br>1-27-15   | Haywood DSS<br>486 East Marshall St.<br>Waynesville, N. C. 28786     | Cherokee<br>Clay<br>Graham<br>Haywood<br>Henderson<br>Madison<br>McDowell<br>Swain | Buncombe<br>Jackson<br>Macon<br>Mitchell<br>Polk<br>Rutherford<br>Transylvania<br>Yancey |

| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>  | <b>2:00 P.M.</b>   |
|----------------------|--|---|--|
| Wednesday<br>1-28-15 | Wilkes County<br>Wilkes Community<br>Partnership for Children<br>374 Lincoln Heights Rd.<br>Wilkesboro, NC 28697 | Alexander<br>Alleghany<br>Ashe<br>Avery<br>Burke<br>Caldwell<br>Catawba | Davie<br>Iredell<br>Surry<br>Watauga<br>Wilkes<br>Yadkin |
| <b>Date</b>          | <b>Location</b>  | <b>9:00 A.M.</b>  | <b>2:00 P.M.</b>   |
| Thursday<br>1-29-15  | Guilford Co. DSS<br>1203 Maple St.<br>Greensboro, N. C. 27402  | Alamance<br>Caswell<br>Chatham<br>Durham<br>Forsyth<br>Wake             | Guilford<br>Orange<br>Person<br>Rockingham<br>Stokes     |
|                      |  |   |  |