



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

Pat McCrory
Governor

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

Wayne E. Black
Division Director

February 28, 2014

**Re: Food and Nutrition Services (FNS) Management
Evaluation (ME) Tentative Schedule and Summary of
Findings**

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

Food and Nutrition Services Program regulations subsequent to the Food and Nutrition Act of 2008 require the state to conduct Management Evaluation Reviews in each county. The frequency of the review is based on the FNS caseload size. A tentative schedule for Federal Fiscal Year 2013-14 is attached for your information. This schedule is subject to change. An official notification will be sent to Directors and FNS Managers at least thirty (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 in order to develop solutions to problems in program policy and procedures.

In order to accomplish the objectives, the review will include the following nationwide priority areas:

- Timely processing of applications and recertifications
- Payment Accuracy
- Civil Rights
- Program Access to include hours of operation, limited English proficiency
- Program Integrity to include social media monitoring, hearing processes and FNS EBT trafficking
- Timeliness of State Hearings and Appeals
- Crisis Intervention (CIP) and Low Income Energy Assistance Program (LIEAP)

Economic and Family Services
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We have also included, for your information, a list of the top errors cited during the 2012-13 Federal Fiscal Year Management Evaluation Reviews. These are common errors cited statewide that will be monitored during each review. Counties are strongly encouraged to utilize the reports generated daily by NC FAST and the Supervisor Dashboard to ensure program compliance with timely processing.

If you have any questions, please contact your FNS Regional Team via email.

Sincerely,

A handwritten signature in black ink that reads "David Locklear". The signature is written in a cursive style with a large initial 'D'.

David Locklear, Acting Chief
Economic and Family Services

Attachments (2)

EFS-FNSEP-04-2014

FNS COUNTIES TO BE MONITORED FFY 2013-14

Counties	Tentative Review Month
Avery	June 2014
Bertie	April 2014
Bladen	April 2014
Brunswick	April 2014
Buncombe	May 2014
Burke	April 2014
Cabarrus	June 2104
Caldwell	April 2014
Caswell	April 2014
Catawba	August 2014
Chatham	May 2014
Clay	August 2014
Columbus	July 2014
Cumberland	June 2014
Davie	June 2014
Durham	March 2014
Forsyth	May 2014
Gaston	September 2014
Guilford	September 2014
Iredell	June 2014
Jackson	July 2014
Johnston	May 2014
Jones	August 2014
Mecklenburg	July 2104
New Hanover	June 2014
Onslow	May 2014
Pasquotank	July 2014
Perquimans	July 2014
Richmond	July 2014
Robeson	August 2014
Rockingham	April 2014
Surry	August 2014
Swain	July 2014
Tyrrell	June 2014
Union	May 2014
Wake	September 2014
Warren	September 2014
Yancey	August 2014

**MANAGEMENT EVALUATIONS
FEDERAL FISCAL YEAR 2012-2013 FINDINGS
FOOD AND NUTRITION SERVICES (FNS)**

Regulatory Provisions/ FNS Guidance/Policy	Findings
305.04; 315.02	The county agencies did not meet the timeframes for processing applications/reapplications.
310.01 – 310.04	The county agencies failed to conduct an interview for all applications received prior to the issuance of FNS benefits.
320.03	The county agencies failed to provide households entitled to expedited service with FNS benefits no later than the seventh calendar day following the date an application was filed.
425.01	The county agencies did not complete applications for recertification prior to expiration of certification periods.
635	The county agencies failed to issue proper notification of denials on adverse actions.
120.0 – 120.02	The county agencies failed to conduct and maintain a log of annual Civil Rights Orientation and Training conducted for new staff and current staff.
825.04 & 710.06	The county agencies failed to impose the intentional program disqualification effective the month following the month the client is notified of a disqualification due to signing the DSS-8588, Waiver of Administrative Disqualification Hearing.