



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 10, 2015

**Dear County Director of Social Services**

**Attention:** Food and Nutrition Services Administrators and Managers

**Subject:** Turbo Tax Applications

The Department of Health and Human Services (DHHS) has been in constant communication with the United States Department of Agriculture (USDA), the American Public Human Services Association (APHSA), the National Governor's Association, the NC Attorney General's Office and many other States over the past two weeks regarding the issues with Food and Nutrition Services applications coming through Intuit (Turbo Tax). On Monday, February 2, 2015, DHHS Leadership participated in a conference call with Intuit's Director of Corporate Affairs who agreed to discontinue the process for Turbo Tax users to submit applications until their system could be revamped to provide a more efficient process for individuals to apply for Food and Nutrition Services. Intuit stated this process would take several weeks and the State would be given the opportunity to work with them and review the system before it was reactivated. However, we confirmed on Friday, February 6, 2015 that the system had been reinstated without our knowledge by linking users to ePASS.

USDA, in guidance issued to states, confirmed that these are valid applications and instructed states that applications received from Turbo Tax must be processed according to normal processing procedures. The application date is considered the date the application was received in the agency. The application is considered a valid application if it contains the name, address and signature of the applicant. Normal processing times also apply.

DHHS is continuing conversation with USDA, as well as other states, regarding the issues we are still encountering with the Turbo Tax application process. Turbo Tax is providing information to income tax filers regarding the amount of benefits they are eligible to receive, however, it appears the amount calculated by Turbo Tax is not the correct amount. This may only cause confusion with applicants as well as individuals already receiving Food and Nutrition Services benefits. Early feedback we are receiving indicates:

- Applicants may believe they are eligible since the Benefit Tool indicated the same and
- Households (who are currently receiving Food and Nutrition Services) believe the Benefit Tool benefit calculation is correct and that they are reapplying in order that they may receive the benefit amount shown on the Tool versus the amount their caseworker determined they were eligible to receive.

Economic and Family Services  
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NC FAST is working to add language to the ePASS main screen informing potential applicants if they are currently receiving benefits they do not need to complete a new application and to contact the county office if they need to report a change in situation.

If you have any questions, please contact Operational Support Team via email at [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov).

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 Section Chief  
Economic and Family Services

**EFS-FNSEP-05-2015**