



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

January 16, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Program Integrity Supervisors and Investigators

Subject: Questions and Answers (Q&A)

Priority: **Action Required**

This Dear County Director letter is a continuation of our efforts to provide clarification regarding the federal shutdown and the impact on the Food and Nutrition Services (FNS) program. The United States Department of Agriculture (USDA) continues to provide additional information to states and will be shared with counties as it becomes available.

Updates

The extension of certification periods for FNS/SNAP cases where January 2019 was the last month of the certification period was completed on January 12, 2019. February FNS allotment files were submitted to the EBT vendor on January 14, 2019. This file has been processed by the vendor and February benefits will be active for FNS households at 6:00 am on Sunday, January 20, 2019.

NC FAST has relaxed the validation related to processing recertifications prior to the first day of the month that the recertification is due. **Effective immediately, your staff members are able to process February recertifications.** Counties are reminded when processing these recertifications continue to use normal processing procedures for a February recertification.

Processing applications and recertifications ongoing

A Question and Answer document is attached that provides answer to questions posed by counties as we manage our way through this process. We will share additional, relevant information we receive from the USDA or our EBT card vendor as it becomes available.

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

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Communication

Active FNS households will not receive individual notices regarding the early issuance of benefits. NC DHHS's Communications Office has issued a press release to statewide media outlets, created flyers for distribution through state and community partners, and initiated a social media presence – all to inform beneficiaries and the broader community about the early issuance of February benefits.

To provide direct contact to active FNS households, beginning January 17, 2019 FNS households with current email addresses and phone numbers in NC FAST will be sent an email and receive automated calls informing them that February benefits will be issued early.

Sincerely,

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

David Locklear, Deputy Director

DL/bm

Attachment
Questions and Answers

EFS-FNSEP-05-2019