



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

Beverly Eaves Perdue, Governor  
Albert A. Delia, Acting Secretary

Sherry S. Bradsher, Director

Economic and Family Services  
2420 Mail Service Center  
Raleigh, NC 27699-2420  
(919) 334-1224

March 20, 2012

**Re: Food and Nutrition Services (FNS)  
Policy Conference Call**

**Dear County Director of Social Services:**

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

Payment Accuracy continues to be a growing issue in the Food and Nutrition Services Program. As part of the states Corrective Action Plan with USDA, we must focus on policy regulations and procedural techniques that will enhance our payment accuracy rate. In an ongoing effort to combat the error rates in the program, we have scheduled a policy conference call with county FNS Managers and Supervisors. During this call we plan to discuss error rates and the FNS Policy relating to these errors. We ask that a representative from all 100 counties participate in this call. During this call we will discuss the most recent error findings which include scheduling interview appointments, correct coding of denials and correct addresses for notices to clients.

The call is scheduled for **Tuesday, March 27, 2012 beginning at 1:00 pm until 3:00 pm.** The call in number for the call is **919-662-4657.** In order to accommodate all 100 counties in a single conference call, counties must call in from one location using the same phone.

If you have any questions, please contact David Locklear at (919) 334-1227 or vial email at [David.Locklear@dhhs.nc.gov](mailto:David.Locklear@dhhs.nc.gov).

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief  
Economic and Family Services

DS/dl

**EFS-FNSEP-06-2012**