



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

2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

April 6, 2011

Re: Expanded Food and Nutrition Services EBT Issuance

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers & Supervisors

Effective July 1, 2011, the benefit issuance schedule for Food and Nutrition Services is changing. Benefits will still be loaded to Electronic Benefit Transfer (EBT) cards based on the last digit of the Social Security Number of the Food and Nutrition Services case head. The benefit issuance period will expand from ten calendar days to 20 days. The current issuance cycle begins on the 3rd calendar day of each month through the 12th day. The revised issuance schedule begins on the 3rd and goes through the 21st of each month. Current Food and Nutrition Services recipients impacted by this change will receive a notice in May 2011 regarding the change. A copy of the notice to households is attached along with a public notice for counties to post throughout their agency for the general public to view. The notice to households will be English on one side and Spanish on the other. The public notice is being translated into Spanish and counties will be notified when it is available. We encourage counties to provide reasonable notification to households of this change.

State staff have contacted the food banks in North Carolina to let them know about the potential increased demand for emergency food assistance in July as a result of the issuance schedule change. They, in turn, will notify the food pantries and other food distributors with whom they work to ask them to assist families without a written referral form during the month July. You may also wish to contact your local food resources to advise them of the change and encourage a paperless referral process during this period.

Inserts to the current supply of EBT brochures in both English and Spanish will be distributed May 2011 that reflect the changed issuance cycle. Current stock of EBT brochures must be used with the inserts prior to using the new brochures. The new brochures will be sent to counties in August 2011. The card mailer that holds newly issued EBT cards is also changing to reflect the new issuance cycle. We will also include an insert in all WFFA checks issued in May, June and July 2011.

If you have any questions, contact your Food and Nutrition Services & Energy Programs Regional Support Team. If the FNS Regional Support Team is unavailable, contact Economic and Family Services at (919) 334-1224 or by email at DSS.EFSHD@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink that reads "Dean Simpson". The signature is written in a cursive, flowing style.

Dean Simpson, Chief
Economic and Family Services

Attachment

EFS-FNSEP-08-2011

DS:dl