



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

Pat McCrory  
Governor

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

Sherry S. Bradsher  
Division Director

May 21, 2013

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

**Dear County Director of Social Services:**

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

Payment Accuracy continues to be a part of the state's Food and Nutrition Services Corrective Action Plan with USDA. This plan has a focus on policy regulations and procedural techniques that will enhance our payment accuracy rate.

Over the past year there has been a steady increase in the states accuracy rate especially in the area of Negative cases. Negative cases are those that are denied or closed in error. In an effort to combat the error rates in the program, we would like to hold a conference call with staff to include Directors, Managers, Supervisors, as well as Case Managers, to discuss error rates and possible solutions to this issue. This call will focus primarily on Negative Errors.

The conference call is scheduled for one (1) hour beginning at 10:30 a.m. on Thursday, June 6, 2013. The call in number is (919) 662-4657. Due to the limited number of lines available, we ask that staff join together and use only one phone line per county.

We strongly encourage your county's participation as we strive to correctly administer the Food and Nutrition Services Program to the citizens of North Carolina. If you have any questions, please contact David Locklear at [david.locklear@dhhs.nc.gov](mailto:david.locklear@dhhs.nc.gov).

Sincerely,

A handwritten signature in cursive script that reads "David Locklear".

David Locklear, Assistant Chief  
Economic & Family Services

**EFS-FNSEP-08-2013**

Economic and Family Services  
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