



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

April 11, 2012

Re: No Face-to-Face Interview Demonstration

Dear County Director of Social Services:

Attention: Food and Nutrition Services (FNS) Managers and Supervisors

For many years, states have requested waivers from USDA to eliminate the face-to-face interview for FNS. Now with major reforms to the client enrollment process for FNS, USDA has agreed to a study to see exactly what the impacts of waiving the face-to-face interview may have on the program. The North Carolina Division of Social Services successfully sought grant funding from USDA to study the effects of eliminating the face to face interview in FNS at certification and recertification. Three states North Carolina, Oregon and Utah have been selected to participate in this year-long study to examine the impacts of these demonstrations on payment accuracy, state administrative costs, and client access. Also it will examine how these models affect the steps workers must take to ensure that accurate information is collected from clients.

We have identified the demonstration counties and control counties that will be the focus of this study. Seven demonstration counties will receive assistance from the Division with the development of a no interview business process, which is a significant departure from traditional program requirements. These seven counties are: **Buncombe, Cabarrus, Caldwell, Cumberland, Duplin, Durham and Wilson**. Seven control counties have been selected as well, however, these counties will only be used for the purpose of comparing data in similar counties as the demonstration counties. These counties will not be changing their business process for the duration of the grant. These seven counties are: **Gaston, Lenoir, Nash, Robeson, Scotland, Union and Wake**.

On Tuesday, April 17, 2012, beginning at 10:00 am, we will conduct a conference call with the seven demonstration counties (**Buncombe, Cabarrus, Caldwell, Cumberland, Duplin, Durham and Wilson**) to discuss in more detail the project. We encourage anyone in your agency involved with FNS to be a part of this call. The call in number is **1-888-866-0650, Code: 0186853**. A conference called will be scheduled at a later time with the seven control counties (**Gaston, Lenoir, Nash, Robeson, Scotland, Union and Wake**) to discuss your limited role in the project.

If you have any questions, please contact myself at 919-334-1224 or David Locklear at (919) 334-1227.

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

Dean Simpson, Chief
Economic and Family Services

DS/dl

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