



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

Pat McCrory
Governor

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

Wayne E. Black
Division Director

March 12, 2015

**Re: Food and Nutrition Services Error Rate and
Application Processing Timeliness**

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

Payment Accuracy and processing timeliness 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 and timeliness rates.

Over the past year, there has been a steady increase in the Case and Procedural Error Rate (CAPER) as well as the processing timeliness rate. CAPER's are those that are denied or closed in error which includes incorrect notices. Currently North Carolina's CAPER is at 61.98% which is well above the federal tolerance level of less than one percent. When cases are closed or denied in error, this creates a churning effect within your agencies adding additional work to your staff that is unnecessary as well as creating hardships to our customers. Some of the most frequent errors identified by Quality Control are:

- **DSS-8650 not given for appointments for applications and recertifications that include a specific date and time of the interview**
- **Customer not given 10 days on the DSS-8650 to return information**
- **Requesting unnecessary verifications or requesting verifications already in the agency**
- **Denying cases prior to the 30th day**
- **Processing cases after the 30th day**
- **Not screening for emergency**
- **Incorrect denial or closure reasons for notices**

On February 13, 2015, a Dear County Director Letter was sent from NC FAST regarding the importance of entering evidence and checking eligibility to ensure the system populates the correct text on the DSS-8551. To review this letter, click on the following link: <http://www.ncdhhs.gov/dss/dcdl/ncfast/15-0005.pdf>.

Economic and Family Services
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The Application Processing Timeliness rate is at 73.25% which is below the tolerance rate of 90%. When cases are not processed timely this also creates an adverse impact on families that are in need of the services we provide.

In a continued effort to combat the error rates in the program, the Division has planned a webinar to address both CAPER and Processing Timeliness on **Wednesday, March 18, 2015 from 9:00 am until 10:30 am**. The information regarding the webinar is:

<https://ncdss.adobeconnect.com/fnsmarch2015/>

The integrated audio telephone number is:

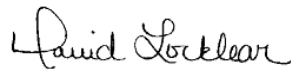
1-877-860-3058

The participant code is:

610588

Thank you in advance for your continued hard work and efforts to make sure the program is administered correctly. Together we can improve both our error rate and processing timeliness across the state and prevent further actions from USDA. If you have any questions, please contact me at 919-527-6311 or david.locklear@dhhs.nc.gov.

Sincerely,



David Locklear, Acting Chief
Economic & Family Services

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