



*Richard O. Brajer*  
*Secretary*

*Wayne E. Black*  
*Director*

July 08, 2016

**Dear County Director of Social Services:**

**Attention: Program Integrity Managers, Supervisors and Investigators  
Food and Nutrition Services Managers and Supervisors**

**Re: Notification of Incorrect Letters Received on March 19, 2016 Regarding Claim Balances and Refunds**

The purpose of this letter is to provide notification of the March 19, 2016 double post in EPICS that generated erroneous letters to debtors with Food and Nutrition Services overpayments.

On March 2, 2016, the Treasury Offset Program (TOP) cycle 2016-06 posted claims in EPICS, however, it appeared that it did not post. As a result, TOP cycle 2016-06 was posted a second time on March 19, 2016, therefore, creating a duplicate posting.

The claim balances erroneously changed to zero with the March 2, 2016 post. Once the second post occurred on March 19, 2016, the offset amount went into over collection status. This normally means the money is refunded to the debtor, but the refunds were intercepted before being sent out. However, the debtors did receive letters notifying them that their claim balances are now zero and they are due a refund, but in fact they are not.

On July 8, 2016, letters were mailed to debtors impacted by this duplicate posting stating they are not due a refund and the claim balance remains the same as it was prior to the March 19, 2016 letter. The impacted claims have been adjusted and the claim balances reflect the balance prior to this occurrence.

A sample of the letter is attached.





*Richard O. Brajer*  
*Secretary*

*Wayne E. Black*  
*Director*

If you have any questions, please submit via email  
to [dss.energy.pi.questions@dhhs.nc.gov](mailto:dss.energy.pi.questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in black ink that reads 'David Locklear'.

David Locklear, Chief  
Economic and Family Services

Attachment (1)

