

**September 13, 2016**

**Dear County Director of Social Services:**

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

**Re: Notification of October 2016 Food and Nutrition Services  
Cost of Living Adjustments (COLA) Mass Change Notices**

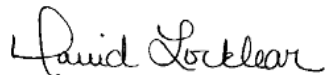
The United States Department of Agriculture (USDA) has issued the annual (COLA) to Food and Nutrition Services benefits effective October 1, 2016. The Food and Nutrition Services Program maximum gross and net income limits, excess shelter expense deduction, utility deduction, and the standard deduction for households will change. These changes may or may not increase the monthly benefit amount households receive in October 2016.

Federal regulations allow states the option of mailing notices to individual households notifying them of the possible changes in their allotment amounts. Individual notices will not be mailed to FNS households. Attached to this letter is an English and Spanish notice along with an insert of the seven languages with information on how the notice can be translated. The notice, along with the insert, is to be displayed in all waiting areas of your agency from the date received until October 31, 2016.

This will serve as notice to FNS recipients of a possible change in benefits and their right to request a hearing. This notice is available for public view on the NC Division of Social Services website at: <http://www2.ncdhhs.gov/dss/pubnotice/index.htm>. This notice can be shared with community partners.

If you have questions, please contact the Operational Support Team via email at [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov).

Sincerely,



David Locklear, Chief  
Economic and Family Services Section

DL/vd

EFS-FNSEP-15-2016

Attachments (3) Notice to Food and Nutrition Services Recipients  
Notice to Food and Nutrition Services Recipients (Spanish)  
Language Notice

## **NOTICE TO FOOD AND NUTRITION SERVICES RECIPIENTS**

### **Effective October 1, 2016**

The United States Department of Agriculture (USDA) has issued the annual Cost-of-Living Adjustments (COLA) to Food and Nutrition Services benefits effective October 1, 2016. The Food and Nutrition Services Program maximum gross and net income limits, excess shelter expense deduction, utility deduction, and the standard deduction for households will change. These changes may or may not increase the monthly benefit amount households receive in October 2016.

You have the right to a fair hearing of your case if you do not agree with our decision. You can request a fair hearing by letting your local Food and Nutrition Services office or county department of social services know of your request. You may request the hearing in person, by telephone, or in writing. The hearing may be requested by any member of your Food and Nutrition Services unit or by your representative, including an attorney obtained at your own expense. Free legal advice may be available. Contact your nearest Legal Services Office.

You have 90 calendar days from the date of this notice to ask for a hearing. Unless you ask for a hearing by 12-30-2016, you cannot have one.

To find out what your benefits are, call Customer Service at 1-888-622-7328 on the day you normally receive benefits.

If you have any other questions about these changes, contact your local Food and Nutrition Services office at the local Department of Social Services.

## NOTIFICACIÓN A LOS BENEFICIARIOS DEL PROGRAMA DE SERVICIOS DE ALIMENTOS Y NUTRICIÓN

### **A partir del 1 de octubre del 2016.**

El Departamento de Agricultura de los Estados Unidos (USDA) ha emitido el Ajuste de Costo de Vida (COLA) anual para el Programa de Servicios de Alimentos y Nutrición que es efectivo a partir de Octubre 1, 2016. Las deducciones de ingreso bruto máximo, límites de ingreso neto, la deducción por exceso de gastos de vivienda, la deducción por gastos de Servicios Públicos (Utilities) y la deducción estándar para los hogares cambiarán. Estos cambios pueden o no aumentar la cantidad del beneficio que reciba en octubre de 2016.

Usted tiene derecho a una Audiencia Justa en caso de que no este de acuerdo con esta decisión. Puede solicitar una Audiencia Justa en la Oficina local del Programa de Alimentos y Servicios de Nutrición o en el Departamento de Servicios Sociales de su localidad. Puede solicitar la Audiencia personalmente, por teléfono o por escrito. La Audiencia puede ser solicitada por cualquier miembro de su grupo familiar, o por alguna otra persona que le represente, incluyendo un abogado pagado por usted. Puede tener asesoría legal gratuita contactando a la Oficina de Servicios Legales mas cercana.

Tiene hasta 90 días calendario a partir de la fecha de este aviso para solicitar una Audiencia, o sea, hasta 12-30-2016. Si no hace la solicitud a mas tardar en esta fecha, perderá su derecho a la Audiencia

**PARA SABER LA CANTIDAD DE SUS BENEFICIOS, LLAME A LA LINEA DE SERVICIO AL CLIENTE AL 1-888-622-7328 EN EL DIA EN QUE DEBE RECIBIR SUS BENEFICIOS**

Si usted tiene cualquier pregunta sobre estos cambios, póngase en contacto con su oficina local de Servicios de *Alimentos y Nutrición* en el *Departamento de Servicios Sociales*.



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

English - For help reading or translating the notice/re-certification attached, please contact your county office at the phone number or address listed on the attached notice.

Español-Ayuda para leer o traducir el aviso adjunto/ recertificación, por favor póngase en contacto con su oficina del condado en el número de teléfono o la dirección indicada en el aviso adjunto.

Français – Si vous avez besoin d'aide pour lire ou traduire l'avis/la recertification ci-jointe, veuillez contacter le bureau de votre comté ou région administrative au numéro de téléphone ou à l'adresse figurant sur l'avis.

Tiếng Việt - Để được hỗ trợ đọc hoặc chuyển ngữ thông báo/giấy chứng nhận lại đính kèm, vui lòng liên hệ văn phòng hạt của quý vị theo số điện thoại hoặc địa chỉ được liệt kê trong thông báo đính kèm.

Deutsch - Sollten Sie Hilfe benötigen, die beigefügte Nachricht/Rezertifizierung zu lesen oder zu übersetzen, wenden Sie sich bitte an das Bezirksbüro unter der Nummer oder der Adresse die an der beigefügten Nachricht aufgeführt ist.

한국어 - 첨부한 통지서/재증명서를 읽거나 번역하는 데 도움이 필요하신 경우, 통지서에 나온 전화번호 또는 주소로 해당 지역의 카운티 사무실에 연락하십시오.

العربية - للحصول على المساعدة على قراءة أو ترجمة الإشعار/إعادة التأهيل المرفق، يرجى الإتصال بمكتب المقاطعة الخاصة بك، وذلك على رقم الهاتف أو العنوان المدرج في الإشعار المرفق.