



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

March 18, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Program Integrity Supervisors and Investigators

Subject: Issuance of April 2019 FNS Benefits

Priority: **Action Required**

Overview

Due to the early issuance of February and March 2019 benefits, some households will receive April 2019 FNS benefits early. This will allow benefits to resume back to the normal issuance schedule for May 2019. Households that receive benefits through the 11th of the month will remain on normal issuance schedule. Households that receive benefits on the 13th – 21st of the month will receive benefits on April 12, 2019.

Communication

Notification of April issuance cycles will be communicated to recipients and our partners. The Department will use the same forms of communication to notify households of the change in the April issuance schedule that were used for early issuances of February and March FNS benefits. These will include public notices, press releases, social media, flyers to display in local county departments of social services, community action agencies, food banks and authorized EBT retailers. In addition, the Department will coordinate efforts with the N.C. Retail Merchants Association, N.C. Department of Public Health, and the N.C. Department of Public Instruction, and other community partners. Flyers, social media templates and a sample of the press release are attached to this letter.

Beginning the week of March 18, 2019, FNS households who will receive benefits early, that have a current email address and/or a phone number in NC FAST, will receive an email and robocalls informing them of the April 2019 issuance cycles.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Client Accounts Access

As always, households may access their account information through the free mobile application, *ebtEDGE* or calling the NC EBT Call Center at 1-888-622-7328.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director

DL/vd

EFS-FNSEP-15-2019

Attachment (4)

April FNS Benefits English Flyer

April FNS Benefits Spanish Flyer

April FNS Sample Social Media English and Spanish Templates

Press Release