



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

Date: July 10, 2020

Dear County Directors of Social Services

Attention: Food and Nutrition Services Managers and Supervisors

Subject: Undeliverable P-EBT Cards

Priority: Information and Action Needed

The Department of Health and Human Services recognizes the tremendous amount of work that has occurred over the past few months due to COVID-19. You and your staff have worked extremely hard to ensure the citizens of North Carolina receive services to assist their families during these unprecedented times. P-EBT has been a major part of that work and we appreciate all your efforts to ensure families receive P-EBT cards to access food for school age children. As of today (7/9/20), around 3% of the P-EBT cards have been undeliverable as a result of bad addresses associated with the school age children. Our goal is to ensure all eligible children receive these benefits.

For all undeliverable P-EBT cards received to date, it is imperative that we continue to pursue efforts to correct addresses to get these cards out to families. We ask that you continue to make every effort possible to correct addresses and reissue P-EBT cards being marked as undeliverable. Please continue to research all programs in NC FAST, contact the household by phone (if possible), contact the local school system, or any other method available to obtain a correct mailing address for these P-EBT households. We ask that you continue your efforts and exhaust all means available to the county to ensure these cards are delivered to P-EBT households.

We ask that the SUI number for any Phase 1 or Phase 2 undeliverable cards remaining on **July 31, 2020**, after diligent efforts have been exhausted, be emailed securely in a CSV or Excel file to DSS.Policy.Questions@dhhs.nc.gov. Do not send any other identifying information in the email other than the county name. Upon receipt of the SUI numbers, DHHS will coordinate with the Department of Public Instruction for further assistance.

If you have any questions regarding these instructions, please send to the Operational Support Team (OST) at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,

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

David Locklear, Deputy Director
Economic and Family Services Section

EFS-FNSEP-16-2020

C 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

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