



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
WAYNE E. BLACK • Director

July 18, 2018

Dear County Directors of Social Services

Attention: Food and Nutrition Services Administrators, Managers, Supervisors & Caseworkers

Subject: **(Information Only)** Congratulations - FNS Recertification Timeliness Rates

The Division of Social Services is pleased to announce that on May 17, 2018, we received notification from The United States Department of Agriculture (USDA), that North Carolina would be removed from corrective action for failure to process FNS Recertifications at the acceptable rate of 95 percent. We have accomplished a major milestone, we are currently processing at a rate of 97.38 percent as of May 31, 2018.

Congratulations are definitely in order for all the hard work by the county agencies across the state and the dedicated passionate staff that provide excellent customer service to needy families every day. Your commitment to the work you do is greatly commended and recognized by the Division. While we recognize there are challenges that we continue to work through, we are definitely headed in a very positive direction.

We are committed to provide technical assistance to you and your staff to help you meet the needs of families in your counties. We appreciate the partnership between the state and counties and we are committed to making those partnerships even stronger.

Again, congratulations for a job well done. Please pass along our thanks to all your staff.

Sincerely,

David Locklear, Deputy Director

EFS-FNSEP-17-2018

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

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