



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Wayne E. Black
Director

August 19, 2015

Re: Food and Nutrition Services Plan of Action for Timeliness, Case and Procedural Error Rates (CAPER) and Active Error Rates

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

On August 3, 2015, the United States Department of Agriculture (USDA) approved North Carolina's Corrective Action Plan for Food and Nutrition Services Application Processing Timeliness Rate. As part of that plan, North Carolina is required to request a plan of action from all 100 counties regarding Timeliness, Case and Procedural Error Rate (CAPER) and Active Case Error Rates. As referenced in Dear County Director Letter dated July 31, 2015, we must focus on improvement in all three areas of accuracy for Food and Nutrition Services. Our current error rate for timeliness and payment accuracy places our state at risk of a financial penalty which could result in a loss of administrative reimbursement. The purpose of this letter is to define and request plans that focus on these areas of performance.

Each county must provide a plan by **Friday, September 4, 2015** that includes detailed information on how you will achieve improvements in the areas defined. Plans should be emailed to me at David.Locklear@dhhs.nc.gov and Angela.Green@dhhs.nc.gov.

At a minimum, the plan must include:

- a description of the root cause for Timeliness, CAPER and Active
- an analysis of the underlying cause(s) of the issues in each area
- identification of specific strategies to address each of the underlying cause(s)
- the names of individuals responsible for implementing and monitoring the plan strategies
- the plans for monitoring and evaluating the effectiveness of the strategies identified; and,
- completion date of strategies identified.

The plan must contain measurable outputs that can be used to evaluate the progress towards improvement in the areas of timeliness, CAPER and Active Error Rates.

Economic and Family Services
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To ensure the consistency of all plans, we have included a template that must be used in developing the plan as well as a copy of the State Processing Timeliness Plan that was approved by USDA. Each plan will be reviewed and evaluated by Division staff for acceptance. Notification of approval or denial of plans will be submitted to the county director.

Thank you in advance for your continued hard work and efforts to make sure the program is administered correctly. Together we can improve our performance measures across the state and prevent further actions from USDA. If you have any questions, please contact me at 919-527-6311 or David.Locklear@dhhs.nc.gov.

Sincerely,



David Locklear
Chief, Economic & Family Services

Attachments (2)

cc: Wayne Black

EFS-FNSEP-18-2015