



RICHARD O. BRAJER
Secretary

WAYNE E. BLACK
*Senior Director for Social Services
and County Operations*

September 20, 2016

Re: Food and Nutrition Services (FNS) Management Evaluation (ME) Tentative Schedule and Summary of Findings

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

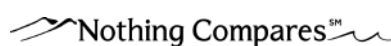
Food and Nutrition Services Program regulations subsequent to the Food and Nutrition Act of 2008 require the state to conduct Management Evaluation Reviews in each county. The frequency of the review is based on the FNS caseload size; a tentative schedule for the 2016-2017 Federal Fiscal Year is attached for your information. This schedule is subject to change. An official notification will be sent to Directors and FNS Managers at least 30 days prior to the scheduled evaluation with instructions.

The objectives of the review are to provide:

- A systematic method of monitoring and assessing program operations; and
- A basis for counties to improve and strengthen program operations by identifying and correcting deficiencies; and
- A continuous flow of information between county, state and federal partners in order to develop solutions to problems in program policy and procedures.

In order to accomplish the objectives, the review will include the following nationwide priority areas:

- Timely processing of applications and recertifications
- Timely submission of applications and recertifications into NC FAST
- Payment Accuracy
- Civil Rights
- Program Access to include hours of operation, limited English proficiency
- Program Integrity to include social media monitoring, hearing processes and FNS EBT trafficking
- Monitoring of the EBT report entitled "EBT Undelivered/Bad Address"- See attached Instructions
- Monitoring current version of the State FNS Application (DSS-8207)

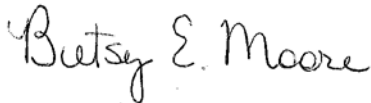


- Timeliness of State Hearings and Appeals
- Crisis Intervention (CIP) and Low Income Energy Assistance Program (LIEAP)
- Tracking of customer complaints
- Separation of duties for update capability in NC FAST and EBT Edge
- Monitoring of Restorations and Replacements
- ABAWD tracking and compliance
- Employment and Training (E&T) programs at the county level
- Program Access Review (PAR) with emphasis on Recertification process.

We have also included for your information a list of the top errors cited during the 2015-2016 Federal Fiscal Year Management Evaluation Reviews. These are common errors cited statewide that will be monitored during each review. Counties are strongly encouraged to utilize the reports generated daily by NC FAST and the Supervisor Dashboard to ensure program compliance with timely processing.

If you have any questions, please contact the Operational Support Team via email at ost.policy.questions@dhhs.nc.gov.

Sincerely,



Betsy Moore, Assistant Section Chief
Economic and Family Services

See Attachments:

FNS ME Tentative Schedule
Top Errors Cited
Instructions to access EBT Reports

FFY 2016-2017 Management Evaluation Schedule

Counties	Tentative Review Month
Alamance	February 2017
Avery	March 2017
Bertie	July 2017
Bladen	March 2017
Caswell	December 2016
Chatham	May 2017
Clay	April 2017
Cleveland	November 2016
Craven	June 2017
Cumberland	July 2017
Davidson	March 2017
Davie	November 2016
Edgecombe	November 2016
Forsyth	July 2017
Franklin	November 2016
Guilford	August 2017
Halifax	May 2017
Harnett	December 2016
Henderson	August 2017
Jackson	June 2017
Jones	August 2017
Lenoir	March 2017
Mecklenburg	August 2017
Nash	November 2016
Orange	January 2017
Pasquotank	June 2017
Perquimans	June 2017
Randolph	February 2017
Rowan	April 2017
Rutherford	April 2017
Sampson	May 2017
Scotland	December 2016
Swain	September 2017
Tyrell	January 2017
Vance	April 2017
Wake	September 2017
Warren	July 2017
Wayne	January 2017
Wilkes	February 2017
Wilson	November 2016
Yancey	October 2016

2015-2016 Top Errors Cited Statewide

Regulatory Provisions/ FNS and Energy Programs Guidance/Policy	Findings
305.04;315.02	The county agencies did not meet the timeframes for processing applications/reapplications for Food and Nutrition Services.
240	County agencies failed to provide the DSS-8640 to households.
240	County agencies failed to work register clients correctly.
Listserv Message (LM # 2015-141)	County agencies failed to use the most current DSS-8207.
310.03	County agencies failed to send a DSS-8650 with specific date and time for interviews.
310.01	County agencies failed to send a second DSS-8650 informing applicants of a missed application interview.
DSS Administrative Letter (3-2015)	County agencies failed to enter interviews into NC FAST for applications and recertifications.
315.04	County agencies failed to enter applications into NC FAST within three workdays.
Dear County Director's Letter dated October 6, 2015	County agencies failed to monitor the EBT undeliverable report.
Dear County Director's Letter (15-0005)	County agencies failed to send correct denial notices.
Dear County Director's Letter dated October 6, 2015	County agencies failed to provide sufficient documentation for restorations and supplements.
705.08	The county agencies failed to submit the DSS 1473 State Hearing Form timely. The county did not submit a complete and updated form.
Energy Programs Policy Section 300.06	The county agencies did not meet the timeframes for processing Low Income Energy Assistance Program (LIEAP) cases.
Energy Programs Policy Section 400.03	The county agencies did not meet the timeframes for processing Crisis Intervention Program (CIP) cases.

Instructions to Access EBT Undeliverable and Bad Address Reports

To access reports, log into EBT Edge and click on reports. Click on support reports. Next click on reports titled “Card Status Undeliverable County” and “NC DHHS Card Status Report- Local Office/Bad Address”. Both reports are to be monitored daily and results are to be recorded on a spreadsheet or county log.