



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

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

September 22, 2014

**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 FNS caseload size. A tentative schedule for the 2014-2015 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"
- 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

We have also included, for your information, a list of the top errors cited during the 2013-2014 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.

Economic and Family Services
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If you have any questions, please contact your FNS Regional Team via email.

Sincerely,

A handwritten signature in black ink that reads "David Locklear". The signature is written in a cursive style with a large initial 'D'.

David Locklear, Acting Chief
Economic and Family Services

Attachments

EFS-FNSEP-19-2014

County	Tentative Review Month
Alamance	January 2015
Alexander	June 2015
Buncombe	July 2015
Carteret	June 2015
Cleveland	August 2015
Craven	June 2015
Cumberland	May 2015
Davidson	February 2015
Durham	July 2015
Edgecombe	November 2014
Forsyth	August 2015
Franklin	December 2014
Gaston	September 2015
Granville	May 2015
Guilford	August 2015
Halifax	May 2015
Harnett	April 2015
Henderson	April 2015
Hertford	February 2015
Hoke	January 2015
Lenoir	March 2015
Macon	May 2015
Madison	June 2015
Mecklenburg	November 2014
Montgomery	December 2014
Moore	December 2014
Nash	November 2014
New Hanover	July 2015
Northampton	February 2015
Orange	March 2015
Pitt	March 2015
Randolph	January 2015
Robeson	September 2015
Rowan	April 2015
Rutherford	August 2015
Sampson	April 2015
Scotland	December 2014
Transylvania	June 2015
Vance	February 2015
Wake	September 2015
Wayne	November 2014
Wilkes	April 2015
Wilson	March 2015
Yadkin	February 2015

Regulatory Provisions/ FNS and Energy Programs Guidance/Policy 2013-14	Findings
400.03	The county agencies did not meet the timeframes for processing Crisis Intervention Program (CIP) cases.
300.04	The county agencies provided duplicate payments to Low Income Energy Assistance Program (LIEAP) households.
305.04;315.02	The county agencies did not meet the timeframes for processing applications/reapplications for Food and Nutrition Services.
320.03	The county agencies failed to provide households entitled to expedited service with FNS benefits no later than the seventh calendar day following the date an application was filed.
425.02	The county agencies failed to conduct an interview for recertifications. Counties fail to follow policy and are sending a second 8650 when clients fail to contact the agency for the interview. Counties are failing to deny the recertifications according to appropriate processing time frames in the FNS manual.
305.08	The county agencies failed to use policy procedures to withdraw applications during case disposition.
825.04	The county agencies failed to impose Intentional Program Violations (IPV) disqualifications timely.
800.03	The county agencies did not meet the timeframes for establishing IPV claims within the required time frames.
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.