



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

October 2, 2013

**RE: FNS Case Backlog**

**Dear County Director of Social Services:**

The Department recognizes that counties may have FNS cases that have not been completed and benefits have not been issued to households on their regular issuance date.

The State is currently in the process of hiring 161 temporary state employees that will be trained and have the ability to complete case work in NC FAST. Once the state temporary staff has been trained, they will be deployed to all 100 county DSS agencies.

A team of NC FAST support staff has been assigned to focus exclusively on assisting in processing any backlog of cases.

Counties that have a significant backlog will be given the opportunity to send completed recertification packets on overdue cases to Raleigh for State temporary staff to process.

Counties should contact me at 919-527-6330 or e-mail at [dean.simpson@dhhs.nc.gov](mailto:dean.simpson@dhhs.nc.gov) to discuss the case backlog and the procedures for the state office to receive the case information.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief  
Economic and Family Services

**EFS-FNSEP-20-2013**

Economic and Family Services  
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