



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

Pat McCrory
Governor

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

Wayne E. Black
Division Director

October 16, 2013

Dear County Director of Social Services

Attention: Food and Nutrition Services Managers and Supervisors

Subject: FNS Denials or Terminations

All FNS applications and/or recertifications that have been denied or terminated since July 1, 2013 must be reviewed to determine if a paper or electronic application or recertification document was timely received by the Division of Social Services but not keyed into NC FAST.

A review must also be completed to determine if verifications were provided or available to the agency since July 1 but were not used to determine eligibility for benefits. The review must consider all sources of documentation provided to the DSS, including voice messages, if any.

If a determination is made that documents were provided within allowable timeframes according to FNS policy, agencies are required to reopen the case, process and issue all benefits the household is eligible to receive. All due benefits should be restored within fifteen (15) days of such a determination.

The case review must be completed within the next ninety (90) days and a report provided to me of the results and confirmation that the work is complete.

If you have questions, please contact me at 919-527-6330 or by e-mail at dean.simpson@dhhs.nc.gov.

Sincerely,

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

Dean Simpson
Economic and Family Services

EFS-FNSEP-21-2013

Economic and Family Services
www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6300 • Fax 919-334-1265

Location: Hargrove Building/Dix Campus • 820 S. Boylan Avenue • Raleigh, NC 27603
Mailing Address: 2420 Mail Service Center • Raleigh, NC 27699-2420

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