



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Wayne E. Black
Director

September 21, 2015

Re: Food and Nutrition Services (FNS) Application Timeliness Tracking and Best Practice Survey

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

As part of North Carolina's Corrective Action Plan for FNS Application Processing Timeliness Rate, the Department was required to identify the root causes associated with not meeting the required Application Timeliness Rate of 95%. One of those causes identified was ePASS, mail-in and drop-off applications that lacked sufficient contact information to enable households to be interviewed in a timely manner to determine eligibility. In an effort to conduct a statistical analysis of this issue, we must collect application data to determine the extent of this issue and how it impacts North Carolina's timeliness rate. While we are experiencing improvement in our rates, we must continue to work on meeting the federal standard of 95% for all FNS applications.

In order to conduct the needed analysis, the numbers of all new FNS applications for ePASS, mail-in, drop offs and in-office must be tracked beginning **October 5, 2015 through October 9, 2015**. This data will be used to determine if changes are needed in several areas of the process such as, but not limited to:

- ePASS language regarding providing valid phone numbers
- Changes to the DSS-8650, Notice of Information Needed to Complete your Food and Nutrition Services
- Changes to the DSS-8207, Application for Food and Nutrition Services
- Changes to the State and County Websites

In addition to tracking the FNS applications, we are also requesting a summary of best practices that have been implemented and proven to assist in improving the overall processing timeliness for FNS applications. The best practices collected will be shared statewide for consideration in your day to day operations of processing applications in a timely manner.

Each county must provide this requested information using the attached documents by **Friday, October 16, 2015**. The information can be emailed to Harold Weaver and me at Harold.Weaver@dhhs.nc.gov and David.Locklear@dhhs.nc.gov.

Economic and Family Services
www.ncdhhs.gov • www.ncdhhs.gov/dss
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As a reminder, 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.

As always, thank you for your continued hard work and efforts to make sure the program is administered correctly and benefits are provided to the eligible citizens of NC. 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,

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
Chief, Economic & Family Services

Attachments (2)
Application Timeliness Tracking Log
FNS Application Best Practices

cc: Wayne Black

EFS-FNSEP-21-2015