



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ECONOMIC & FAMILY SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

October 11, 2017

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

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

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 2017-2018 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)

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- 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 2016-2017 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.Economic.Services.Team@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director
Division of Social Services, Economic and Family Services

Attachments (3)

[FNS ME Tentative Schedule](#)

[Top Errors Cited](#)

[Instructions to access EBT Reports](#)

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