



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Wayne E. Black
Division Director

October 6, 2015

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 the FNS caseload size; a tentative schedule for the 2015-2016 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)

Economic and Family Services
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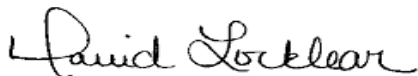


- Timeliness of State Hearings and Appeals
- Crisis Intervention (CIP) and Low Income Energy Assistance Program (LIEAP)
- Tracking of customer complaints
- Separation of duties for update capability in NC FAST and EBT Edge
- Monitoring of Restorations and Replacements
- ABAWD tracking and compliance
- Employment and Training (E&T) programs at the county level

We have also included for your information a list of the top errors cited during the 2014-2015 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.policy.questions@dhhs.nc.gov.

Sincerely,



David Locklear, Chief
Economic and Family Services

**Attachments (2): FNS ME Tentative Schedule
Top Errors Cited**

EFS-FNSEP-22-2015

2015-2016 FNS Management Evaluation Tentative Schedule

County	Tentative Review Month
Alleghany	April 2016
Anson	June 2016
Ashe	May 2016
Beaufort	January 2016
Brunswick	March 2016
Buncombe	June 2016
Burke	June 2016
Cabarrus	May 2016
Caldwell	March 2016
Camden	March 2016
Catawba	June 2016
Cherokee	February 2016
Chowan	November 2015
Columbus	December 2015
Cumberland	July 2016
Currituck	November 2015
Dare	January 2016
Duplin	April 2016
Durham	August 2016
Forsyth	July 2016
Gaston	September 2016
Gates	December 2015
Graham	July 2016
Greene	June 2016
Guilford	August 2016
Haywood	December 2015
Hyde	January 2016
Iredell	June 2016
Johnston	April 2016
Lee	January 2016
Lincoln	June 2016
Martin	January 2016
McDowell	July 2016
Mecklenburg	August 2016
Mitchell	December 2015
New Hanover	August 2016
Onslow	April 2016
Pamlico	February 2016
Pender	February 2016
Person	March 2016
Pitt	March 2016
Polk	July 2016
Richmond	April 2016
Robeson	August 2016
Rockingham	May 2016
Stanly	February 2016
Stokes	November 2015
Surry	May 2016
Union	April 2016
Wake	September 2016
Watauga	November 2015

Top Errors Cited Statewide

Regulatory Provisions/ FNS and Energy Programs Guidance/Policy 2014-2015	Findings
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.
350.03	County agencies denied cases prior to the 30 th day.
Listserv Message (LM # 2015-141)	County agencies failed to use the most current DSS-8207.
305.08	The county agencies failed to use policy procedures to withdraw applications during case disposition.
310.01	County agencies failed to send a second DSS-8650 informing applicants of a missed application interview.
425.01	County agencies failed to enter the correct interview method for recertifications.
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.
800.03	The county agencies did not meet the timeframes for establishing IPV claims within the required time frames.
805.05	County agencies failed to monitor social media for FNS EBT trafficking.
825.04	The county agencies failed to impose Intentional Program Violations (IPV) disqualifications timely.
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.
Energy Programs Policy Section 400.01	Crisis descriptions were not tied to a life-threatening or health related emergency
Energy Programs Policy Section 400.03	The county agencies did not meet the timeframes for processing Crisis Intervention Program (CIP) cases.