



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

325 North Salisbury Street  
2420 Mail Service Center • Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director  
(919) 733-3055

August 26, 2011

**Re: Notification of October 2011 Food and  
Nutrition Services Mass Change Notice**

**Dear County Director of Social Services:**

**Attention: Food and Nutrition Services Managers and Supervisors  
Program Integrity Managers and Supervisors**

The United States Department of Agriculture (USDA) has issued the annual Cost-of-Living Adjustment (COLA) to Food and Nutrition Services benefits effective October 1, 2011. The Food and Nutrition Services Program 130% maximum gross and net income limits, excess shelter expense deduction, utility deduction, and the standard deduction for households will change. These changes may or may not increase the monthly benefit amount households receive in October 2011. The maximum allotment amounts will remain the same.

Federal regulations allow states the option of mailing notices to individual households notifying them of the possible changes in their allotment amounts. We will not mail individual notices to FNS households. We have attached an English and Spanish notice to this letter to be displayed in all waiting areas of your agency from the date received until October 31, 2011. This will serve as notice to FNS recipients of a possible change in benefits and their right to request a hearing. This notice will also be available on the Food and Nutrition Services web site at: <http://www.ncdhs.gov/dss/pubnotice/index.htm>.

If you have questions, please contact your FNS Regional Team via email.

Sincerely,

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

Dean Simpson, Chief  
Economic and Family Services

DS/tb

**EFS-FNSEP-23-2011**  
Attachments

# **NOTICE TO FOOD AND NUTRITION SERVICES RECIPIENTS**

**September 1, 2011**

Effective October 1, 2011, the Food and Nutrition Services Program excess shelter expense, the utility deduction and the standard deduction for households will change. The maximum monthly benefit allotment is not changing. This **may or may not** change the monthly benefit amount you receive in October 2011.

**To find out what your October benefits are, call Customer Service at 1-888-622-7328 on the day you normally receive benefits.** If you have any other questions about these changes, contact your local Food and Nutrition Services office at the local Department of Social Services. You have the right to request a fair hearing if you do not believe your benefits were determined correctly when this change was made.

## **HOW TO GET A HEARING**

You have the right to a fair hearing of your case if you do not agree with our decision. You can request a fair hearing by letting your local Food and Nutrition Services office or county department of social services know of your request. You may request the hearing in person, by telephone, or in writing. The hearing may be requested by any member of your Food and Nutrition Services unit or by your representative, including an attorney obtained at your own expense. Free legal advice may be available. Contact your nearest Legal Services Office.

You have 90 calendar days from the date of this notice to ask for a hearing. Unless you ask for a hearing by 11/30/2011, you cannot have one.

# NOTIFICACIÓN A LOS BENEFICIARIOS DEL PROGRAMA DE ALIMENTOS Y SERVICIOS DE NUTRICIÓN

**Septiembre 1, 2011**

A partir del 1 de octubre del 2011, la deducción por exceso de gastos de vivienda, la deducción por gastos de Servicios Públicos (Utilities) y la deducción estándar para los hogares cambiará. La cantidad máxima de beneficio mensual no cambia. Estos cambios pueden o no aumentar la cantidad del beneficio que reciba en octubre de 2011.

**Para saber cuál es su saldo de octubre, llame a nuestra línea de Atención al Cliente al: 1-888-622-7328 en el día que normalmente recibe sus beneficios.** Si usted tiene cualquier pregunta sobre estos cambios, póngase en contacto con su oficina local de *Alimentos y Servicios de Nutrición* en el *Departamento de Servicios Sociales*. Usted tiene el derecho de solicitar una audiencia justa si usted cree que sus beneficios no se determinaron correctamente cuando se hizo este cambio.

## **COMO OBTENER UNA AUDIENCIA**

Usted tiene el derecho de apelar su caso si usted no está de acuerdo con nuestra decisión. Puede solicitar una audiencia justa en la oficina local de *Alimentos y Servicios de Nutrición* o en el *Departamento de Servicios Sociales* de su condado. Puede solicitar la audiencia en persona, por teléfono o por escrito. La audiencia puede ser solicitada por cualquier miembro de su Grupo Familiar o por su representante, incluyendo un abogado obtenido bajo su propio costo. Para tener asesoría legal gratuita, contáctese con su Oficina de Servicios Legales más cercana.

Usted tiene 90 días a partir de la fecha de la notificación para solicitar una audiencia. Si desea una audiencia debe solicitarla antes de noviembre 30, 2011, o perderá su derecho a la audiencia.