



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

August 15, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services Administrators, Managers, Supervisors & Caseworkers

Subject: North Carolina Quality Control Error Rate Federal Fiscal Year 2018

Priority: Information Only

On July 30, 2019, the Department of Health and Human Services received a letter from the United States Department of Agriculture (USDA) announcing the official overpayment, underpayment and payment error rates for federal fiscal year 2018; the letter is attached. The national average payment error rate for 2018 was 6.80 percent. North Carolina's payment error rate for 2017 was 5.25 percent. We are pleased to announce that our payment error rate decreased to 4.97 percent for 2018.

Congratulations and thanks are definitely in order for all the hard work by the county agencies across the state and the dedicated passionate staff that provide excellent customer service to needy families every day. Your commitment to the work you do is greatly commended and recognized. We recognize there are challenges that we continue to work through, and greater improvements we can make and together we can make those reality.

We are committed to provide technical assistance to you and your staff to help you meet the needs of families in your counties. We appreciate our partnership with each of you and we are committed to making those partnerships even stronger.

Again, congratulations for a job well done. Please pass along our thanks to all your staff.

Sincerely,

A handwritten signature in blue ink that reads 'David Locklear'.

David Locklear, Deputy Director

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EFS-FNSEP-28-2019

Attachment (1)

North Carolina Payment Accuracy Letter

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
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