



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 24, 2010

RE: EBT Call Center Costs

Dear County Director of Social Services:

Effective July 1, 2010 changes were made to the way EBT Call Center costs are billed to the county DSS agencies. The Household Count used to calculate the county cost is being updated for the first time in several years to more accurately reflect current trends in the number of households receiving benefits. In the future the household count will be updated on a yearly basis. Also rather than billing a month behind based on actual costs, the billing will be based on an estimated statewide cost for the year. The estimated cost is allocated to each county and will be based on the number of households for each county. During December 2010, an adjustment will be made to the estimated amount, if necessary, and adjust any future bills.

During the month of July 2010, you received two drafts for EBT Call Center costs. The first was the estimated amount for July 2010. This amount was the cost estimated in July and established July 2010 through December 2010. This amount will be shown each month on your EFT Notice. The second draft was actual cost incurred in June 2010.

If you have any questions please contact your LBL or contact me at (919) 334-1234 or via e-mail at dean.simpson@dhhs.nc.gov.

Sincerely,

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

Dean Simpson, Chief
Economic and Family Services

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