



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

October 17, 2019

**Dear County Directors of Social Services**

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

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

**Priority:** Information Only

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 2019-2020 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 (IHE, AE, IPV, and TOP) 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)

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

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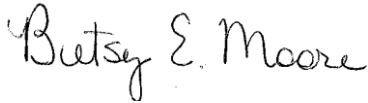
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- 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
- Data Matching
- Voter Registration.

We have also included for your information a list of the top errors cited during the 2018-2019 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: [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov)

Sincerely,



Betsy Moore, Assistant Section Chief

BM/tt

**EFS-FNSEP-33-2019**

**Attachments (3)**

FNS ME Tentative Schedule

Top Errors Cited

Instructions to access EBT Reports