



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

**November 12, 2020**

**Subject: County Holiday Schedule**

**Dear County Directors of Social Services:**

Please indicate on the attached sheet your county's holidays or days your agency will be closed **all day** for business from January 1, 2021 through December 31, 2021. This information is critical to ensure automated notices to recipients reflect the correct ten business days for the appeal period. Once automated notices are mailed with calculated appeal dates, the State cannot retroactively change county holiday schedules. Changes to the holiday schedule must be submitted to the State DSS thirty (30) calendar days prior to the requested day to be changed. This will ensure that dates for automated notices and application reports are calculated correctly. Please fax the completed attachment to DSS Information Support, ATTN: Gwen Minter at (919) 334-1052 or email to [DHHS.DSS.Automation@dhhs.nc.gov](mailto:DHHS.DSS.Automation@dhhs.nc.gov) by November 30, 2020.

Some counties are unable to comply within the requested time frame because holidays have not been approved by their county commissioners. If this is the case, please indicate by November 30, 2020, when this information will be made available. The State holiday schedule will be used for your county until the county's holiday schedule is received. For your convenience, the State holiday schedule is attached.

Thank you for your cooperation in this matter. If you have any questions, please contact Gwen Minter with Information Support at (919) 527-6271.

Sincerely,

**Shauna Shaw, Chief**  
Performance Management

Attachments

**PM-REM-02-2020**

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

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

MAILING ADDRESS: 2415 Mail Service Center, Raleigh, NC 27699-2415

www.ncdhhs.gov • TEL: 919-527-6260 • FAX: 919-334-1052

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