



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**SUSAN G. OSBORNE** • Assistant Secretary for County Operations  
for Human Services

**Date:** January 13, 2022

**Dear County Directors of Social Services**

**Attention:** Program Integrity Managers and Supervisors

**Subject:** June 2020 Automated Supplements

**Priority:** Information and Action

It has been brought to our attention, that there are approximately 600 cases that received duplicate Food and Nutrition Services (FNS) emergency allotment supplements in June 2020 in error. This occurred due to an issue with the reassessment of these cases during the overnight batch.

The FNS overpayments are a result of, a system error and will be considered State Responsible Overpayment (SROP) claims. To resolve, counties will need to open an investigation case, complete the investigation case, upload the completed DSS-1682, and "copy and paste" in the Investigation Case the note "2020 COVID Replacement SROP". Counties should then email [DHHS.dss.automation@dhhs.nc.gov](mailto:DHHS.dss.automation@dhhs.nc.gov) to request Information Support to establish the SROP PLC (Product Liability Case) in NC FAST. The [211217 June 2020 Reopen Duplicated Supplements](#) report has been created in FAST Help that includes the cases that were impacted using the Standard NC FAST Password.

We appreciate all counties who reached out to the Help Desk to make us aware of the issue. The issue has been resolved and a data fix was put in place to prevent this from occurring in the future. We apologize for any inconvenience this has caused.

If you have any questions, please contact [dss.pi.questions@dhhs.nc.gov](mailto:dss.pi.questions@dhhs.nc.gov) for assistance.

Sincerely,

A handwritten signature in blue ink that reads "Carla West".

Carla West, Senior Director for Economic Security  
Division of Social Services, Economic and Family Services Section

CLW/np

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

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