



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 27, 2022

**Dear County Directors of Social Services:**

**Attention:** Food and Nutrition Services (FNS) Managers and Supervisors

**Subject:** FNS Recertification Envelope Shortage

**Priority:** Information and Action

The COVID-19 pandemic has impacted the global supply chain of paper and paper products such as envelopes. Due to the delay in shipments, the majority of the DSS-2435 i/r forms mailed out this month did not include a return envelope. We are unable to determine which counties or specific recertifications were affected.

The North Carolina Department of Health and Human Services (NCDHHS) will be issuing a press release and posting the attached media releases to inform households that may be affected.

As a reminder, FNS recertifications may be accepted by any secure electronic means, this includes but is not limited to faxes, emails, and text.

If you have any questions, please submit to the Operational Support Team (OST) at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

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

CLW/rc

**Attachments (2)**

Press Release

Social Media Message

**EFS-FNSEP-10-2022**

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  
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420  
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

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