



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

September 30, 2024

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 2024-2025 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)
- Tracking of customer complaints

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

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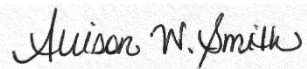
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- 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 Initial Certification Processes and Access and Household Reporting Requirements
- Data Matching
- NVRA Voter Registration for FNS and Energy.

We have also included for your information a list of the top errors cited during the 2023-2024 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 Continuous Quality Improvement Specialist via email at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Allison W. Smith Deputy Director
Economic and Family Services

Attachments (3)

FNS ME Tentative Schedule

Top Errors Cited

Instructions to access EBT Reports

FFY 2024-2025 Management Evaluation Schedule

Counties	Size	Tentative Review Month
Alamance	M	February 2025
Anson	S	March 2025
Ashe	S	July 2025
Camden	S	March 2025
Cleveland	M	February 2025
Craven	M	July 2025
Cumberland	L	September 2025
Dare	S	May 2025
Davidson	M	July 2025
Duplin	S	March 2025
Edgecombe	M	February 2025
Forsyth	L	March 2025
Gates	S	April 2025
Graham	S	February 2025
Greene	S	August 2025
Guilford	L	August 2025
Halifax	M	March 2025
Harnett	M	April 2025
Haywood	S	April 2025
Hyde	S	June 2025
Iredell	M	April 2025
Lee	S	May 2025
Lenoir	M	May 2025
Mecklenburg	L	September 2025
Mitchell	S	May 2025
Nash	M	July 2025
Pamlico	S	April 2025
Person	S	April 2025
Polk	S	June 2025
Randolph	M	May 2025
Richmond	M	June 2025
Rowan	M	August 2025
Rutherford	M	May 2025
Sampson	M	February 2025
Stanly	S	July 2025
Stokes	S	June 2025
Vance	M	April 2025
Wake	L	September 2025
Warren	S	August 2025
Watauga	S	August 2025
Wayne	M	June 2025
Wilkes	M	June 2025

Top Errors Cited Statewide

Regulatory Provisions/FNS and Energy Programs Guidance and Policy	Findings
FNS Policy Manual Section 240	County agencies failed to provide the DSS-8569 to households subject to work requirements or provided the DSS-8569 to households not subject to work requirements.
FNS Policy Manual Section 240	County agencies failed to update work register for clients during recertification or reapplication.
FNS Policy Manual Section 240 and NC FAST Job Aid "Work Registration Exemptions"	County agencies failed to use work registration exemptions correctly. Work Non-Participation used incorrectly and/or was not updated.
FNS Policy Manual Sections 170.10, 415.02, and 435.03	County agencies failed to send DSS-8650-A for all applications, including applications processed on the date of application.
FNS Policy Manual Section 170.10	County agencies failed to send correct reason on denial notices.
FNS Policy Manual Section 350.07	County agencies failed to use regulatory delay correctly.
FNS Policy Manual Section 900.09	County agencies failed to provide sufficient documentation for restorations and supplements on the supplement and restoration contact page.
FNS Policy Manual Sections 515.01 and NC FAST Job Aids "Closing Tasks, Forwarding Task and System Generated Task"	County agencies failed to react, document, verify, and close tasks timely.
FNS Policy Manual Section 700.08	County agencies failed to submit the DSS-1473 State Hearing Form timely. County agencies did not complete an updated form and failed to complete the form in its entirety.
FNS Policy Sections 435.01 and 435.02	County agencies requesting unnecessary verifications for applications on DSS-8650.
Review Food and Nutrition Services Manual Section 305.05	County agencies failed to maintain verifications in case file.
FNS Policy Manual Section 315.08	County agencies failed to calculate child support income correctly.
FNS Policy Manual Section 305.	County agencies failed to calculate earned and unearned income correctly and failed to complete documentation in the case file impacting payment accuracy.
FNS Policy Manual Section 435.02	County agencies failed to date stamp FNS verifications to record the date received in the agency.
DSS Administrative Letter EFS_FNS_AL-6-2019	County agencies failed to document on Income Support Case Details stating NVRA was discussed with client.
Energy Policy 400.03 I.	County agencies failed to date stamp CIP applications and verifications to record the date information was received in the agency.

Energy Programs Policy Section 300.06 B (1).	County agencies failed to date stamp LIEAP applications and verifications to record the date information was received in the agency.
DSS Administrative Letter EFS_LIEAP_AL-1-2019 and EP 400.03	County agencies failed to document LIEAP and CIP applications on Income Support Case Details stating NVRA was discussed with client.
Dear County Director Letter (05-2018)	County agencies failed to monitor approved Alcohol and Drug Treatment Centers (ADTC) on the 10 th and 25 th of each month.
FNS Policy Section 505.07 and 415.01	County agencies failed to document that the interview was conducted.
Energy Policy Section 300.05 B1	County agencies failed to document the telephonic signature in NC FAST for LIEAP applications.
Energy Policy Section 400.03 A2(b)	County agencies failed to document the telephonic signature in NC FAST for CIP applications.
FNS policy section 170.11	County agencies failed to provide a notice or correct notice to inform FNS households of the eligibility decision.
FNS policy section 170.01	County agencies failed to provide a notice or correct notice to inform FNS households when changes are made to the FNS case that affect their eligibility or benefit amount.

Instructions to Access EBT Undeliverable and Bad Address Reports

To access reports, log into EBT Edge and click on reports. Click on support reports. Next click on reports titled "Card Status Undeliverable County" and "NC DHHS Card Status Report- Local Office/Bad Address." Both reports must be monitored daily, and results are to be recorded on a spreadsheet or county log.