



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 29, 2023

**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 and a tentative schedule for the 2023-2024 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**

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

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

We have also included for your information a list of the top errors cited during the 2022-2023 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](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,



Allison W. Smith, Deputy Director

**Attachments (3)**

**FNS ME Tentative Schedule**

**Top Errors Cited**

**Instructions to access EBT Reports**

**FFY 2023-2024 Management Evaluation Schedule**

<b>Counties</b>	<b>Size</b>	<b>Tentative Review Month</b>
Alexander	S	February 2024
Beaufort	M	March 2024
Brunswick	M	May 2024
Buncombe	M	June 2024
Burke	M	March 2024
Cabarrus	M	November 2023
Caldwell	M	April 2024
Carteret	S	March 2024
Catawba	M	May 2024
Cherokee	S	April 2024
Columbus	M	April 2024
Cumberland	L	September 2024
Durham	M	July 2024
Forsyth	L	March 2024
Gaston	M	June 2024
Granville	S	May 2024
Guilford	L	August 2024
Hertford	S	April 2024
Hoke	S	January 2024
Johnston	M	July 2024
Lincoln	S	July 2024
Macon	S	March 2024
Madison	S	May 2024
McDowell	S	August 2024
Mecklenburg	L	September 2024
Montgomery	S	July 2024
Moore	S	May 2024
New Hanover	M	July 2024
Northampton	S	February 2024
Onslow	M	February 2024
Orange	M	April 2024
Perquimans	S	May 2024
Pitt	M	April 2024
Robeson	M	February 2024
Rockingham	M	February 2024
Surry	M	June 2024
Swain	S	July 2024
Transylvania	S	August 2024
Tyrrell	S	June 2024
Union	M	March 2024
Wake	L	September 2024
Washington	S	July 2024
Wilson	M	March 2024
Yadkin	S	May 2024

### Top Errors Cited Statewide

<b>Regulatory Provisions/FNS and Energy Programs Guidance and Policy</b>	<b>Findings</b>
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.
DSS Administrative Letter EFS_FNS_AL-6-2019	County agencies entered NVRA evidence in error on the Evidence Dashboard in NC FAST for undocumented aliens. (NVRA should be only added to US citizens included on the case).

Energy Policy Section 400.03 G.	County agencies failed to document the crisis description tied to a life threatening or health related crisis. (Age and temperature are not sufficient reasons for crisis, only contributing factors).
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	County agencies failed to document LIEAP 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 <sup>th</sup> and 25 <sup>th</sup> of each month.
FNS Policy Section 505.07 and DSS Administrative Letter 31-2020 dated 10/23/2020	County agencies failed to document that the interview was conducted or that it was waived.
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.