



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well-Being

June 24, 2022

**Dear County Directors of Social Services**

**Attention:** Food and Nutrition Services Income Maintenance Caseworkers, Managers and Supervisors

**Subject:** Food and Nutrition Services-Benefits Data Trust [BDT] Recertification Texting Project

**Priority:** Information

The Supplemental Nutrition Assistance Program (SNAP) outreach partners with BDT to enroll North Carolina residents in Food and Nutrition Services (FNS) using several methods such as targeted outreach by mail, phone, text, and person-centered application assistance to support enrollment.

This week, BDT launched the Recertification Texting project to help raise awareness of FNS/SNAP recertification process. Text messages will be received by households this week to remind them of their recertification at six, four, two and one week before recertification deadline to encourage them to connect with their local DSS office. Text messages will be in English and Spanish.

Messages may look like this:

“NC Dept Health & Human Services: Your FNS Recertification is due in 3 weeks. Don't have your form? Call [local phone].”

“NC Dept Health & Human Services: Your FNS Recertification is due in less than a week. Complete it today or tomorrow. Haven't received your form? Call the [County Name] DSS at [local phone].”

“NC Dept Health & Human Services: Your food (FNS) benefits end in XX hours. Don't miss out on grocery benefits that you deserve! Mail in or drop off the form at the [County Name] Department of Social Services or fax it to [local fax]. If you have questions, call your local office at [local phone].”

If you have any questions, please contact Konnie Tran at 919-527-6319 or via email at [konnie.tran@dhhs.gov](mailto:konnie.tran@dhhs.gov).

Sincerely,

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD AND FAMILY WELL-BEING**

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MV/CLW/KT

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