



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

Date: May 3, 2021

Dear County Directors of Social Services:

Attention: Program Integrity Managers and Supervisors

Subject: Program Integrity Pro Forma Communications

Priority: For Information and Action

NC FAST has identified several Pro Forma Program Integrity Communications previously created by PI Workers from the Person Page. The PI Communications contained in the Person Page restrict Eligibility Workers from viewing any information from the Communications folder. Counties are no longer able to create the Pro Forma notices. A NC FAST communication was sent to counties on 11/1/2019 informing PI workers not to use Pro Forma Communication from the Person Page → Client Contact tab → Communications folder in NC FAST to create forms/notices to notify a client about an Investigation Case, a PLC, a Legal Detail, or a Disqualification. **ALL** manual forms/notices that are solely used for Program Integrity should **ONLY** be used from the online catalog on the DHHS website. NC FAST has identified 588 notices that have been created using Pro Forma Communication from the Person Page.

County Program Integrity workers need to download the DSS 8230's (Appointment Notice) and DSS 8231's (Request for Information) from the Person Page, and attach to the PLC or the Investigation Case. A report listing the notices has been created titled "Pro Forma DSS 8230 and Pro Forma DSS 8231" and can be found in NC Fast Help. These notices must be removed from the Person Page and attached to the PLC or Investigation case by May 18th, 2021. The Pro Formas will be deleted effective May 19th, 2021 from the Person Page → Client Contact tab → Communications by NC FAST.

If you have any questions, please contact dss.pi.questions@dhhs.nc.gov for assistance.

Sincerely,

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

CLW/np

EFS-FNS-SEP-48-2021

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

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