



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

November 2, 2021

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 2021-2022 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 LIEAP.

We have also included for your information a list of the top errors cited during the 2020-2021 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 Operational Support Team via email at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Carla West, Senior Director for Economic Security

Attachments (3)

FNS ME Tentative Schedule

Top Errors Cited

Instructions to access EBT Reports

EFS-FNSEP-88-2021

FFY 2021-2022 Management Evaluation Schedule

Counties	Size	Tentative Review Month
Alleghany	S	January 2022
Anson	S	January 2022
Ashe	S	May 2022
Beaufort	M	March 2022
Brunswick	M	July 2022
Buncombe	M	June 2022
Burke	M	February 2022
Cabarrus	M	February 2022
Caldwell	M	January 2022
Camden	S	March 2022
Catawba	M	April 2022
Chowan	S	May 2022
Columbus	M	April 2022
Cumberland	L	September 2022
Currituck	S	February 2022
Dare	S	September 2022
Duplin	S	April 2022
Durham	M	July 2022
Forsyth	L	March 2022
Gaston	M	December 2021
Gates	S	May 2022
Graham	S	May 2022
Greene	S	March 2022
Guilford	L	August 2022
Haywood	S	June 2022
Hyde	S	June 2022
Iredell	M	February 2022
Johnston	M	July 2022
Lee	S	July 2022
Lincoln	S	June 2022
Martin	S	July 2022
McDowell	S	July 2022
Mecklenburg	L	August 2022
Mitchell	S	May 2022
New Hanover	M	August 2022

Onslow	M	August 2022
Orange	S	March 2022
Pamlico	S	January 2022
Pender	S	January 2022
Person	S	May 2022
Pitt	M	March 2022
Polk	S	April 2022
Richmond	M	September 2022
Robeson	M	April 2022
Rockingham	M	May 2022
Stanly	S	March 2022
Stokes	S	January 2022
Surry	M	June 2022
Union	M	June 2022
Wake	L	September 2022
Watauga	S	May 2022

***This is a tentative schedule; dates are subject to change.**

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-8640 to households subject to work requirements or provided the DSS-8640 to household not subject to work requirements.
FNS Policy Manual Section 240	County agencies failed to work register clients correctly.
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 Section 435.04	County agencies failed to send a second DSS-8650 for required verifications.
FNS Policy Manual Section 435.04	County agencies failed to include the application denial date on the second DSS-8650.
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.
NC FAST Release Postcard dated 2/23/2015 and Job Aid titled "Processing FNS Underpayments"	County agencies failed to provide sufficient documentation for restorations and supplements on the supplement and restoration contact page.
FNS Policy Manual Sections 400.04, 450.09 and NC FAST Job Aid "Closing a Task"	County agencies failed to react, document, verify, and close tasks timely.

FNS Policy Manual Section 705.08	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 Section 435.01 and DSS Administrative Letter EFS_FNS_AL-1-2015 dated 6/24/2015 Section IV (5.)	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, impacting payment accuracy.
FNS Policy Manual Section 340.01	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).
DSS Administrative Letter EFS_EA_AL-1-2020	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_FNS_AL-6-2019	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 th and 25 th of each month.

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.