



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MICHAEL BECKETTS • Assistant Secretary for Human Services

**January 15, 2019**

**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**

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 2018-2019 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 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
- Separation of duties for update capability in NC FAST and EBT Edge

**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

- 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 Recertification process.
- Data Matching

We have also included for your information a list of the top errors cited during the 2017-2018 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](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director

DL/jh

Attachments (3)  
FNS ME Tentative Schedule  
Top Errors Cited  
Instructions to access EBT Reports

**EFS-FNSEP-04-2019**

### FFY 2018-2019 Management Evaluation Schedule

<b>Counties</b>	<b>Size</b>	<b>Tentative Review Month</b>
Alamance	M	Feb-19
Alleghany	S	Apr-19
Anson	S	Jun-19
Ashe	S	May-19
Beaufort	S	Feb-19
Camden	S	Jan-19
Chowan	S	Dec-18
Cleveland	S	Nov-18
Craven	M	Dec-18
Cumberland	L	Jul-19
Currituck	S	Nov-18
Dare	S	May-19
Davidson	M	Jan-19
Duplin	S	Jan-19
Edgecombe	M	Jan-19
Gates	S	Mar-19
Graham	S	Aug-19
Greene	S	Apr-19
Guilford	L	Aug-19
Halifax	M	Jan-19
Harnett	M	Feb-19
Haywood	S	Jan-19
Hyde	S	May-19
Lee	S	Mar-19
Lenoir	M	Mar-19
Lincoln	S	Jul-19
Martin	S	Apr-19
McDowell	S	Jul-19
Mecklenburg	L	Aug-19
Mitchell	S	Jul-19
Nash	M	May-19
Orange	M	May-19
Pamlico	S	Apr-19
Pender	S	Jun-19
Person	S	May-19
Polk	S	Jun-19
Randolph	M	Aug-19
Rowan	M	Jun-19
Rutherford	M	Mar-19
Sampson	M	Jul-19
Stanly	S	Jun-19
Stokes	S	Feb-19
Vance	M	Sep-19
Wake	L	Sep-19
Watauga	S	May-19
Wayne	M	Sep-19
Wilkes	M	Sep-19
Wilson	M	Jun-19

### 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.
FNS Policy Manual Section 240	County agencies failed to work register clients correctly.
FNS Policy Manual Section 310.03	County agencies failed to send a DSS-8650 with specific and time for interviews.
FNS Policy Section 310.01	County agencies failed to send a second DSS-8650 informing applicants of a missed application interview.
DSS Administrative Letter (3-2015)	County agencies failed to enter interviews into NC FAST for application and recertifications.
FNS Policy Manual Section 315.04	County agencies failed to enter applications into NC FAST within three workdays.
Dear County Director's Letter (15-0005)	County agencies failed to send correct denial notices.
Dear County Director's Letter dated October 6, 2015	County agencies failed to provide sufficient documentation for restorations and supplements.
FNS Policy Manual Section 705.08	The county agencies failed to submit the DSS-1473 State Hearing Form timely. The county did no complete an updated form.
Energy Programs Policy Section 300.06	The county agencies did not meet the timeframes for processing Low Income Energy Assistance Program (LIEAP) cases.
Energy Programs Policy Section 400.03	The county agencies did not meet the timeframes for processing Crisis Intervention Program (CIP) cases.

### 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 are to be monitored daily and results are to be recorded on a spreadsheet or county log.