



## North Carolina Department of Health and Human Services Division of Social Services

Beverly Eaves Perdue, Governor  
Albert A. Delia, Acting Secretary

Sherry S. Bradsher, Director

Economic and Family Services  
2420 Mail Service Center  
Raleigh, NC 27699-2420  
(919) 527-6300

August 21, 2012

**Re: Food and Nutrition Services (FNS)  
Policy Conference Call**

**Dear County Director of Social Services:**

**Attention: Food and Nutrition Services Managers and Supervisors**

Payment Accuracy continues to be a growing issue in the Food and Nutrition Services Program. As part of the states Corrective Action Plan with USDA, we must focus on policy regulations and procedural techniques that will enhance our payment accuracy rate. North Carolina's Negative Error Rate for the period of October 2011 through March 31, 2012 is 21.35%.

In an ongoing effort to combat the error rates in the program, we have scheduled a policy conference call with county FNS Managers and Supervisors. During this call we plan to discuss the top negative errors that have occurred. We ask that a representative from all 100 counties participate in this call.

The call is scheduled for **Wednesday, September 5, 2012 beginning at 9:30 am until 11:00 am.** The call in number for the call is **919-662-4657.** In order to accommodate all 100 counties in a single conference call, counties must call in from one location using the same phone.

If you have any questions, please contact your Food and Nutrition Services Regional Team via email.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief  
Economic and Family Services

DS/tb

**EFS-FNSEP-17-2012**