



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES

ECONOMIC & FAMILY SERVICES

ROY COOPER  
GOVERNOR

MANDY COHEN, MD, MPH  
SECRETARY

WAYNE E. BLACK  
DIRECTOR

December 6, 2017

To: County Directors of Social Services

Attention: Food and Nutrition Services Program Administrators, Managers, and Supervisors

Subject: Processing Timeliness Best Practices and Processes Survey Report

The SNAP Collaborative State Team identified 52 counties that met or exceeded 95% FNS application and recertification processing timeliness at least three of four selected baseline months in 2016-2017. These 52 counties were issued a survey to identify trends and stand-alone practices that may be helpful to all counties in identifying processes for increasing FNS recertification processing timeliness. The survey produced responses from 26 counties, which have been compiled in the attached Food and Nutrition Services Processing Timeliness Best Practices and Processes Survey Report.

Counties are encouraged to review this report and consider testing the implementation of processes they feel may increase FNS timeliness for applications and recertifications. If assistance is needed in assessing current and desired business processes, please contact your Operational Support Team (OST) Representative.

If there are questions, contact the OST via the Policy Questions link located in the Integrated Eligibility Manual, <https://economicbenefits.nc.gov>.

Sincerely,

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

David Locklear, Deputy Director  
Economic and Family Services Section

Attachment (1):

[FNS Processing Timeliness Best Practices and Processes Survey Report](#)

**EFS-FNSEP-25-2017**

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