



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well-Being

July 26, 2024

Dear County Directors of Social Services

Attention: Food and Nutrition Services Managers and Supervisors

Subject: Termination of Benefits Data Trust Contract and Food and Nutrition Services (FNS) Recertification Texting Project

Priority: Information

This letter is to inform counties BDT's FNS recertification texting project that launched in June 2024 will end July 31st, 2024. This project was part of a SNAP Outreach Plan with the North Carolina Department of Health and Human Services (NC DHHS). The purpose of the project was to remind FNS beneficiaries through BDT's texting platform to submit their FNS recertification in a timely manner. BDT communicated to NCDHHS that they will cease operations for the entire organization, including their SNAP Outreach contract with NCDHHS, effective August 24, 2024. In addition, BDT will also close the NC Benefit Call Center on July 26th, 2024.

Please know that NC DHHS still has contracts with six SNAP-Outreach partners that will continue to conduct SNAP-Outreach for our state, and they include: North Carolina State University, More in My Basket program, Foodbank of Central & Eastern NC, MANNA Foodbank, Second Harvest Foodbank of NW NC, UNC Chapel Hill, and Urban League of Central Carolinas. You can also find their information at the link below.

<https://www.ncdhhs.gov/divisions/child-and-family-well-being/food-and-nutrition-services-food-stamps/north-carolina-snap-outreach-partners>

If you have any questions, please contact Konnie Tran at 919-707-5657 or via email at konnietran@dhhs.nc.gov

Sincerely,

Madhu Vulimiri, MPP
Deputy Director
Division of Child and Family Well-Being

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD AND FAMILY WELL-BEING

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