



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

October 1, 2026

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 subject 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 and a tentative schedule for the 2026-2027 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
- Separation of duties for update capability in NC FAST and EBT Edge

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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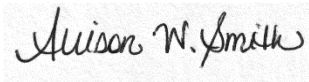
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- 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 Initial Certification Processes and Access and Household Reporting Requirements
- Data Matching
- NVRA Voter Registration for FNS and Energy.

We have also included for your information a list of the top errors cited during the 2025-2026 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 Continuous Quality Improvement Specialist via email at DSS.Policy.Questions@dhhs.nc.gov.

Sincerely,



Allison W. Smith, Deputy Director
Division of Social Services
Economic and Family Services

EFS-FNSEP-17-2026

Attachments (3)

FNS ME Tentative Schedule
Top Errors Cited
Instructions to access EBT Reports

FFY 2026-2027 Management Evaluation Schedule

Counties	Size	Tentative Review Month
Alamance	M	February 2027
Alexander	S	June 2027
Beaufort	S	March 2027
Carteret	S	March 2027
Cherokee	S	May 2027
Cleveland	M	February 2027
Craven	M	May 2027
Cumberland	L	September 2027
Davidson	M	July 2027
Edgecombe	M	February 2027
Forsyth	L	March 2027
Granville	S	May 2027
Guilford	L	August 2027
Halifax	M	June 2027
Harnett	M	May 2027
Hertford	S	April 2027
Hoke	S	April 2027
Iredell	M	March 2027
Lenoir	M	February 2027
Lincoln	S	July 2027
Macon	S	January 2027
Madison	S	April 2027
McDowell	S	August 2027
Mecklenburg	L	September 2027
Montgomery	S	March 2027
Moore	S	January 2027
Nash	M	July 2027
Northampton	S	August 2027
Perquimans	S	May 2027
Randolph	M	May 2027
Richmond	M	February 2027
Rowan	M	June 2027
Rutherford	M	April 2027
Swain	S	February 2027
Transylvania	S	March 2027
Tyrrell	S	June 2027
Vance	M	April 2027
Wake	L	September 2027
Washington	S	July 2027
Wayne	M	March 2027
Wilkes	M	May 2027
Yadkin	S	April 2027

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-8569 to households subject to work requirements or provided the DSS-8569 to households not subject to work requirements.
FNS Policy Manual Section 240	County agencies failed to update work registration for clients during recertification or reapplication.
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 Sections 170.10, 415.02, and 435.03	County agencies failed to send DSS-8650-A for all applications, including applications processed on the date of application.
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.
FNS Policy Manual Section 900.09	County agencies failed to provide sufficient documentation for restorations and supplements on the supplement and restoration contact page.
FNS Policy Manual Sections 515.01 and NC FAST Job Aids "Closing Tasks, Forwarding Task and System Generated Task"	County agencies failed to react, document, verify, and close tasks timely.
FNS Policy Manual Section 700.08	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 Sections 435.01 and 435.02	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 and failed to complete documentation in the case file impacting payment accuracy.
FNS Policy Manual Section 435.02	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 the 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.
FNS Policy Section 505.07 and 415.01	County agencies failed to document that the interview was conducted.
FNS policy section 170.11	County agencies failed to provide a notice or correct notice to inform FNS households of the eligibility decision.
FNS policy section 170.01	County agencies failed to provide a notice or correct notice to inform FNS households when changes are made to the FNS case that affect their eligibility or benefit amount.
DSS Administrative Letter 4-2014 dated October 9, 2014.	County agencies failed to complete yearly separation of duties check to ensure no single individual has dual access and update capabilities in both NC FAST and EBT Edge systems.
Energy Policy 400.03 I.	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 received in the agency.
DSS Administrative Letter EFS_LIEAP_AL-1-2019 and EP 400.03	County agencies failed to document LIEAP and CIP applications on Income Support Case Details stating NVRA was discussed with client.
Energy Policy Section 300.05 B1	County agencies failed to document the telephonic signature in NC FAST for LIEAP applications.
Energy Policy Section 400.03 A2(b)	County agencies failed to document the telephonic signature in NC FAST for CIP applications.
Energy Policy Section 400.01	County agencies denied CIP applications in error that met the CIP requirement of having a <u>late, past due</u> , or disconnection notice.

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.