



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

December 16, 2021

**Dear County Directors of Social Services**

**Attention:** Food and Nutrition Services Employment & Training Managers and Supervisors

**Subject:** Food and Nutrition Services (FNS) Employment & Training (E&T) Management  
Evaluation Tentative Schedule and Summary of Findings

**Priority:** Information Only

The United States Department of Agriculture (USDA) regulations require North Carolina to ensure the FNS E&T program is operating in accordance with the Food and Nutrition Act of 2008 and the approved FNS E&T State Plan. To ensure and measure compliance, Management Evaluation Reviews of participating E&T counties are conducted annually. As a part of the new E&T monitoring process some counties will be reviewed annually while others every two or three years. A tentative schedule for the 2021-22 Federal Fiscal Year (FFY) is attached. This schedule is subject to change. An official notification will be sent to directors and FNS E&T 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 to develop solutions to problems in program policy and procedures.

To accomplish the objectives, the review of each participating county will include the following priority areas:

- FNS E&T referral process to include reverse referrals
- Referrals and component enrollment entered and updated correctly in GeoSol
- Participant information transmittal among FNS eligibility staff, DSS E&T staff, and E&T provider/partner E&T staff
- Participant eligibility for the program
- Completed assessments prior to component placement
- Component enrollment and outcomes

**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

- Documentation of E&T monthly hours for ABAWD compliance
- County DSS outreach and promotion
- County DSS 100% and 50/50 funding for reimbursements and allowable expenses
- Monitoring of county partners

The review of the contracted partners will include the following priority areas:

- FNS E&T referral process to include reverse referrals
- Participation tracking
- Communication with participants
- Participant eligibility confirmation
- Participant information transmittal between DSS E&T staff and E&T provider/partner E&T staff
- Completed assessments prior to component placement
- Case documentation
- Completed employment plan
- Component enrollment and outcomes
- Participant reimbursements and allowable expenses

Included for your information is list of the top errors cited during the FFY 2021-22 Management Evaluation reviews. These are common errors cited statewide that will be monitored during each review. If you have any questions, please contact Raven Bynum, FNS E&T Monitor via email at [Raven.Bynum@dhhs.nc.gov](mailto:Raven.Bynum@dhhs.nc.gov).

Sincerely,



Carla West, Senior Director for Economic Security  
Division of Social Services, Economic and Family Services

CW/RB

Attachment (2)

FFY 2021-2022 Management Evaluation  
Top Errors Cited Statewide FFY 2021

**EFS-FNS-ETP-02-2021**