



**United States
Department of
Agriculture**

**Food and
Nutrition
Service**

Southeast Region

**61 Forsyth St. S.W.
Room 8T36
Atlanta, GA
30303-3415**

Aldona Vos, M.D.
Secretary
Department of Health and Human Services
2001 Mail Service Center
Raleigh, NC 27699-2001

February 14, 2014

Dear Dr. Vos:

The Food and Nutrition Service (FNS) has reviewed the recent application and recertification processing reports that the State has provided dated February 10, 2014. These reports indicate that as of February 10, the North Carolina Department of Health and Human Services (DHHS) has significantly corrected to the satisfaction of FNS the deficiencies identified in the FNS advance notification letter dated December 11, 2013 and in our follow-up letter dated January 23, 2014, regarding problems with the North Carolina Families Accessing Services through Technology (NC FAST) eligibility system.

The State has made significant strides in providing service to those households that have been waiting for SNAP benefits. According to DHHS data, there is a remaining backlog of 1,254 households. FNS anticipates that this backlog will be resolved well before the March 31, 2014 deadline, given the progress the State has made thus far. The quick resolution of this backlog will position the State to ensure that effective measures are in place for counties to process all new applications and recertification in accordance with the Federal timeframes and prevent future backlogs.

The State must continue to comply with its corrective plan, including providing weekly reports that include the status of corrective action strategies along with the data on pending applications and recertifications showing days beyond the Federal processing requirements, with specific distinction of those requirements (expedited and regular processing).

If DHHS fails to comply with the requirements in its corrective action plan, as previously outlined in our January 23, 2014 letter, FNS will issue a formal warning, in accordance with 7 CFR 276.4. DHHS would have 30 days from receipt of the formal warning to submit additional evidence that it is in compliance or submit a revised corrective action plan. If DHHS' response is inadequate, FNS will take action to suspend Federal funding for State administrative expenses.

Peggy Fouts, Regional Director of the Supplemental Nutrition Assistance Program, is available at (404) 562-7099 to answer questions.

Sincerely,

A handwritten signature in cursive script that reads "Peggy Fouts".

for
ROBIN D. BAILEY, JR.
Regional Administrator

cc: Jason Donaldson
Sherry Bradsher
Wayne Black
Joe Cooper
Anthony Vellucci
James Blackie
Dian Carrol
Dean Simpson