



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Adam Sholar  
Legislative Counsel  
Director of Government Affairs

January 16, 2014

### SENT VIA ELECTRONIC MAIL

The Honorable Ralph Hise, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
Room 1028, Legislative Building  
Raleigh, NC 27601-2808

The Honorable Mark Hollo, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
Room 639, Legislative Office Building  
Raleigh, NC 27603-5925

The Honorable Justin Burr, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
Room 307A, Legislative Office Building  
Raleigh, NC 27603-5925

The Honorable Jason Saine, Co-Chair  
Joint Legislative Oversight Committee on  
Information Technology  
Room 402, Legislative Office Building  
Raleigh, NC 27603-5925

The Honorable Andrew Brock, Co-Chair  
Joint Legislative Oversight Committee on  
Information Technology  
Room 623, Legislative Office Building  
Raleigh, NC 27603-5925

The Honorable Garland E. Pierce, Chair  
North Carolina Legislative Black Caucus  
Legislative Building Room 1012  
16 West Jones Street  
Raleigh, NC 27603

Dear Chairmen,

Please find attached the most recent NC FAST reports. The first report contains pending Food and Nutrition Services (FNS) applications as of January 14, 2014, and the second report contains pending FNS recertifications as of that same date.

The data in those reports indicate that thousands of cases are untimely. First, there are 32,997 FNS applications pending statewide. Of those, there are approximately 19,800 that are considered untimely according to the standards set by the United States Department of Agriculture (USDA). Second, there are 10,776 FNS recertifications pending statewide. Of those, there are approximately 4,000 that are considered untimely according to USDA's standards.

As you read these reports, it is important to remember that those figures do not accurately reflect the number of families which are waiting for benefits. The USDA's application and recertification standards require processing to be done well in advance of the date of benefit issuance. As a result, an application may be processed in a manner considered to be untimely by the USDA yet the family would receive its benefits on the proper date. Furthermore, the numbers reflected in the attached reports include thousands of redundant applications we have identified. We believe we will identify many more such applications in the system and will see the total numbers of outstanding applications continue to decline.

[www.ncdhhs.gov](http://www.ncdhhs.gov)

Tel 919-855-4800 • Fax 919-715-4645

Location: Adams Building/Dix Campus • 101 Blair Drive • Raleigh, NC 27603

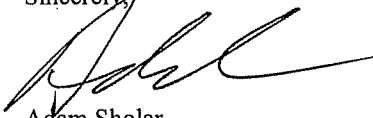
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While there is still much work to be done, the state and the counties are working diligently to process cases in accordance with USDA's standards, and we have already made progress toward that goal. To keep you informed, I will continue to provide regular reports on these issues. As always, please contact me if you have any questions.

Sincerely,



Adam Sholar

Attachments

CC: Members of the Joint Legislative Oversight Committee on Health and Human Services  
Members of the Joint Legislative Oversight Committee on Information Technology  
Members of the North Carolina Legislative Black Caucus  
Sarah Riser Theresa Matula  
Kristi Huff Joyce Jones  
Brandon Greife Susan Jacobs  
Patricia Porter Karlynn O'Shaughnessy  
Sherry Bradsher Joe Cooper  
Anthony Vellucci Wayne Black

**NC FAST Application Processing  
Pending Applications**

as of 1/14/2014

Note: All days are counted as calendar days.

County	Total Pending Applications	Apps Subject to 30 Day Processing							Apps Subject to Expedited Processing						
		Pending at End of Month							Pending at End of Month						
		Timely	Untimely						Timely	Untimely					
	Under 30 Days	31-40 Days	41-50 Days	51-60 Days	61-90 Days	91-120 Days	Over 120 Days	Under 7 Days	8-19 Days	20-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days	
Alamance	478	158	23	12	17	36	17	51	47	36	28	27	19	3	4
Alexander	35	15	0	0	1	0	1	13	1	2	1	1	0	0	0
Alleghany	18	13	0	0	0	0	1	0	2	1	1	0	0	0	0
Anson	74	23	4	1	4	4	6	8	5	6	3	5	4	0	1
Ashe	57	35	3	0	0	0	0	9	5	1	0	3	0	0	1
Avery	30	7	3	3	1	3	5	2	1	1	0	1	1	1	1
Beaufort	172	82	6	7	2	7	7	37	8	5	2	4	3	0	2
Bertie	76	34	5	4	0	1	0	21	7	1	1	1	0	0	1
Bladen	113	45	3	1	1	4	2	23	14	7	8	4	1	0	0
Brunswick	290	120	18	16	10	9	3	28	11	20	14	28	8	2	3
Buncombe	742	405	12	2	1	6	8	75	136	60	31	3	0	0	3
Burke	367	144	49	23	15	15	4	21	19	14	7	38	12	2	4
Cabarrus	700	175	34	31	35	77	49	66	35	28	14	56	51	17	32
Caldwell	312	49	16	11	11	25	39	68	4	12	2	30	15	9	21
Camden	24	10	0	0	0	0	0	12	1	0	0	0	1	0	0
Carteret	132	62	7	4	1	4	6	18	12	5	3	8	2	0	0
Caswell	34	23	0	0	0	0	0	2	5	2	2	0	0	0	0
Catawba	342	191	10	3	3	6	4	61	24	24	6	6	2	1	1
Chatham	100	51	2	1	1	2	1	11	16	6	3	4	2	0	0
Cherokee	73	54	1	0	1	2	1	2	7	2	2	0	1	0	0
Chowan	27	15	0	1	0	1	1	7	2	0	0	0	0	0	0
Clay	23	13	0	0	0	0	1	7	2	0	0	0	0	0	0
Cleveland	354	200	12	6	8	6	6	39	28	19	8	15	2	2	3
Columbus	316	103	28	15	11	28	14	46	9	16	6	23	8	1	8
Craven	281	159	12	12	5	4	1	26	30	13	8	7	3	0	1
Cumberland	2,294	653	259	177	152	104	47	310	25	25	23	245	117	32	125
Currituck	55	28	0	0	1	2	1	7	10	0	3	0	1	0	2
Dare	84	44	6	2	0	2	1	12	7	5	2	3	0	0	0
Davidson	385	170	13	16	3	18	20	72	27	13	9	13	6	0	5
Davie	57	15	2	0	2	5	3	20	4	1	0	1	1	2	1
Duplin	202	115	8	5	4	8	3	19	18	6	3	5	3	2	3
Durham	942	358	67	21	14	35	12	116	73	56	63	86	15	5	21
Edgecombe	217	79	6	3	4	6	14	46	17	11	5	8	5	1	12
Forsyth	2,233	603	98	66	70	163	77	201	136	126	96	273	163	82	79
Franklin	133	69	9	0	2	0	0	23	14	4	7	3	1	1	0
Gaston	716	249	39	19	15	40	34	133	32	42	18	33	13	14	35
Gates	21	17	0	0	0	0	0	2	1	1	0	0	0	0	0

NC FAST Application Processing  
Pending Applications

as of 1/14/2014

County	Total Pending Applications	Apps Subject to 30 Day Processing								Apps Subject to Expedited Processing							
		Pending at End of Month								Pending at End of Month							
		Timely	Untimely							Timely	Untimely						
	Under 30 Days	31-40 Days	41-50 Days	51-60 Days	61-90 Days	91-120 Days	Over 120 Days	Under 7 Days	8-19 Days	20-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days			
Graham	41	12	1	1	1	1	0	17	8	0	0	0	0	0			
Granville	133	78	3	0	1	3	2	18	14	6	5	0	0	1	2		
Greene	24	9	1	0	0	2	0	8	2	1	0	1	0	0	0		
Guilford	1,394	309	52	42	45	76	63	399	36	56	38	80	47	30	121		
Halifax	114	33	8	5	0	8	7	27	8	4	0	5	1	2	6		
Harnett	117	56	8	7	3	5	0	2	14	10	5	6	1	0	0		
Haywood	145	52	10	3	5	2	5	43	7	3	0	8	2	0	5		
Henderson	193	71	21	7	5	12	9	18	7	11	6	13	4	6	3		
Hertford	169	43	8	2	2	6	18	68	8	1	1	4	0	0	8		
Hoke	217	65	12	7	5	14	3	32	27	12	8	13	7	5	7		
Hyde	18	6	0	1	0	0	2	6	2	0	0	0	1	0	0		
Iredell	402	148	18	18	8	26	11	93	6	6	8	14	16	9	21		
Jackson	90	38	6	0	2	7	6	10	6	3	2	6	2	0	2		
Johnston	434	211	14	3	6	6	12	104	36	23	8	8	2	1	0		
Jones	39	10	1	0	1	4	0	14	1	2	0	4	0	1	1		
Lee	91	47	3	0	1	1	0	23	8	2	3	1	0	1	1		
Lenoir	203	98	11	0	0	3	3	27	32	11	8	6	0	2	2		
Lincoln	132	67	3	2	0	1	6	30	12	5	1	5	0	0	0		
Macon	77	49	1	0	0	0	0	9	9	3	5	1	0	0	0		
Madison	49	20	1	2	1	5	1	9	4	0	0	4	1	0	1		
Martin	141	40	7	8	5	16	10	33	4	6	2	5	3	0	2		
McDowell	121	64	6	2	1	0	0	26	9	6	3	3	1	0	0		
Mecklenburg	3,311	1,421	269	89	52	124	74	429	171	147	139	159	56	41	140		
Mitchell	28	14	2	0	1	1	3	5	0	0	0	0	0	0	2		
Montgomery	57	35	2	1	0	1	0	8	8	2	0	0	0	0	0		
Moore	131	57	6	3	0	2	4	30	7	5	5	2	1	2	7		
Nash	274	135	11	4	6	8	13	28	16	17	12	8	3	3	10		
New Hanover	520	223	9	1	10	12	9	161	53	13	11	9	3	2	4		
Northampton	44	30	0	0	0	0	2	6	2	2	2	0	0	0	0		
Onslow	819	240	63	43	36	77	50	95	45	17	20	71	30	14	18		
Orange	189	104	9	3	0	5	2	21	25	9	7	4	0	0	0		
Pamlico	85	36	6	2	1	5	0	10	8	2	5	6	2	1	1		
Pasquotank	128	68	1	1	2	4	5	28	13	3	1	0	2	0	0		
Pender	301	100	15	19	13	21	10	71	10	9	6	9	14	3	1		
Perquimans	28	21	0	1	0	1	0	1	4	0	0	0	0	0	0		
Person	73	40	3	4	0	1	1	10	3	3	7	0	1	0	0		
Pitt	1,661	267	78	59	71	199	189	297	54	38	30	92	66	85	136		
Polk	21	9	2	0	0	0	1	6	1	0	1	0	0	0	1		
Randolph	294	135	17	12	9	10	8	33	17	18	10	12	6	0	7		
Richmond	213	106	17	9	8	10	8	13	18	4	3	10	5	2	0		

NC FAST Application Processing  
Pending Applications

as of 1/14/2014

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	Under 30 Days	31-40 Days	41-50 Days	51-60 Days	61-90 Days	91-120 Days	Over 120 Days	Under 7 Days	8-19 Days	20-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days		
Robeson	666	222	38	21	13	34	19	102	45	27	38	62	24	10	11	
Rockingham	115	49	5	3	2	3	0	23	8	9	4	3	3	0	3	
Rowan	474	171	33	12	16	23	7	86	28	30	18	24	10	5	11	
Rutherford	167	93	1	0	0	1	1	23	23	17	6	0	2	0	0	
Sampson	168	89	7	2	2	8	9	23	14	4	1	6	1	2	0	
Scotland	258	35	4	1	2	9	1	85	23	16	17	38	14	2	11	
Stanly	218	76	17	14	14	22	6	37	2	4	6	6	3	3	8	
Stokes	102	44	6	1	0	7	2	6	9	7	4	12	2	2	0	
Surry	202	70	15	9	8	10	4	46	9	5	8	12	2	2	2	
Swain	48	20	2	0	0	1	0	15	5	2	0	1	0	0	2	
Transylvania	65	33	0	0	0	3	3	8	7	4	0	3	1	2	1	
Tyrrell	6	2	1	0	1	0	0	2	0	0	0	0	0	0	0	
Union	422	158	25	18	15	35	16	62	20	32	10	17	12	1	1	
Vance	125	57	4	2	3	5	6	27	13	2	3	3	0	0	0	
Wake	3,897	671	148	81	110	345	265	646	78	101	97	317	415	290	333	
Warren	47	14	3	1	0	1	3	17	4	1	1	0	0	0	2	
Washington	21	12	0	1	0	0	1	3	0	1	1	1	1	0	0	
Watauga	62	26	1	0	0	2	2	21	3	2	2	2	0	1	0	
Wayne	418	172	25	12	15	26	13	48	17	12	18	23	17	7	13	
Wilkes	193	20	17	9	4	19	19	78	1	4	3	7	1	3	8	
Wilson	198	110	8	0	2	1	3	37	11	12	4	9	1	0	0	
Yadkin	69	24	3	1	1	3	7	18	3	3	3	1	2	0	0	
Yancey	26	18	0	0	0	1	0	4	2	0	1	0	0	0	0	
Statewide	32,997	11,339	1,823	1,011	904	1,862	1,312	5,299	1,835	1,326	986	2,050	1,248	718	1,284	

**NC FAST Recertification Processing  
Pending Recertifications**

as of 1/14/2014

Note: All days are counted as calendar days.

County	Total Pending Recertifications	Recertifications Pending by Days Pending						
		Timely Pending 1-14 Days	Timely Pending 15-30 Days	Untimely Pending 31-42 Days	Untimely Pending 43-60 Days	Untimely Pending 61-90 Days	Untimely Pending 91-120 Days	Untimely Pending Over 120 Days
Alamance	25	2	7	7	1	3	2	3
Alexander	45	25	15	3	2	0	0	0
Alleghany	17	1	5	9	2	0	0	0
Anson	120	63	23	30	1	0	0	3
Ashe	15	9	5	0	0	0	0	1
Avery	4	0	0	0	4	0	0	0
Beaufort	96	1	2	10	50	26	6	1
Bertie	58	38	14	2	1	1	0	2
Bladen	9	0	1	8	0	0	0	0
Brunswick	34	9	4	15	1	0	0	5
Buncombe	595	405	181	2	3	2	0	2
Burke	93	1	1	50	23	17	0	1
Cabarrus	19	1	0	2	4	8	2	2
Caldwell	774	234	118	366	52	1	2	1
Camden	1	0	0	1	0	0	0	0
Carteret	203	143	42	14	2	1	1	0
Caswell	6	1	4	1	0	0	0	0
Catawba	204	116	50	27	4	0	0	7
Chatham	65	47	12	3	1	0	1	1
Cherokee	131	70	58	2	1	0	0	0
Chowan	15	12	2	1	0	0	0	0
Clay	7	1	3	1	1	0	1	0
Cleveland	85	27	16	28	5	4	1	4
Columbus	14	4	0	8	1	0	1	0
Craven	539	454	83	1	0	0	1	0
Cumberland	82	3	13	36	13	6	1	10
Currituck	10	6	3	1	0	0	0	0
Dare	79	63	11	3	2	0	0	0
Davidson	191	38	45	68	13	13	0	14
Davie	27	1	2	5	2	10	5	2
Duplin	347	240	48	43	5	3	4	4
Durham	40	6	4	17	4	5	2	2
Edgecombe	27	7	3	9	2	1	0	5
Forsyth	140	16	24	56	16	22	2	4
Franklin	31	15	9	5	0	1	0	1
Gaston	133	35	32	49	9	6	0	2

**NC FAST Recertification Processing  
Pending Recertifications**

as of 1/14/2014

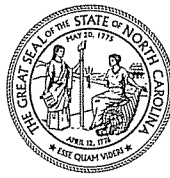
County	Total Pending Recertifications	Recertifications Pending by Days Pending						
		Timely Pending 1-14 Days	Timely Pending 15-30 Days	Untimely Pending 31-42 Days	Untimely Pending 43-60 Days	Untimely Pending 61-90 Days	Untimely Pending 91-120 Days	Untimely Pending Over 120 Days
Gates	11	9	0	0	0	1	0	1
Graham	0	0	0	0	0	0	0	0
Granville	15	4	5	4	0	0	0	2
Greene	1	0	0	0	0	0	0	1
Guilford	124	3	2	18	19	24	26	32
Halifax	589	334	124	110	17	0	1	3
Harnett	135	88	36	4	2	2	1	2
Haywood	17	11	2	1	0	1	0	2
Henderson	72	15	18	30	6	0	0	3
Hertford	20	5	6	7	1	0	0	1
Hoke	16	1	5	5	2	2	1	0
Hyde	3	1	1	0	0	0	0	1
Iredell	114	7	15	2	20	47	21	2
Jackson	47	24	4	11	2	3	1	2
Johnston	739	475	177	46	8	23	1	9
Jones	3	2	1	0	0	0	0	0
Lee	53	22	24	0	0	0	0	7
Lenoir	7	1	1	2	0	0	0	3
Lincoln	5	2	0	0	1	0	1	1
Macon	13	7	5	0	0	0	1	0
Madison	4	1	0	2	0	0	0	1
Martin	39	5	5	13	6	8	1	1
McDowell	30	16	7	5	2	0	0	0
Mecklenburg	99	2	4	40	15	11	4	23
Mitchell	13	3	6	1	0	2	0	1
Montgomery	117	79	33	4	0	0	0	1
Moore	24	7	1	13	3	0	0	0
Nash	183	111	34	30	4	1	1	2
New Hanover	25	6	2	11	0	2	1	3
Northampton	93	39	25	26	3	0	0	0
Onslow	843	230	229	338	42	3	1	0
Orange	35	9	8	12	5	1	0	0
Pamlico	1	0	0	0	1	0	0	0
Pasquotank	54	31	14	4	2	0	1	2
Pender	8	1	1	3	1	0	1	1
Perquimans	36	13	9	11	3	0	0	0
Person	22	10	2	4	0	1	0	5
Pitt	30	2	10	9	6	2	0	1
Polk	4	4	0	0	0	0	0	0

**NC FAST Recertification Processing  
Pending Recertifications**

as of 1/14/2014

County	Total Pending Recertifications	Recertifications Pending by Days Pending							
		Timely Pending 1-14 Days	Timely Pending 15-30 Days	Untimely Pending 31-42 Days	Untimely Pending 43-60 Days	Untimely Pending 61-90 Days	Untimely Pending 91-120 Days	Untimely Pending Over 120 Days	
Randolph	73	19	22	22	3	4	2	1	
Richmond	146	55	28	50	11	1	0	1	
Robeson	150	7	28	71	18	14	3	9	
Rockingham	22	6	4	6	2	1	0	3	
Rowan	195	82	39	61	7	1	1	4	
Rutherford	46	23	14	3	3	0	1	2	
Sampson	45	25	16	2	0	1	1	0	
Scotland	23	5	3	7	3	4	0	1	
Stanly	294	248	30	7	1	3	0	5	
Stokes	30	1	2	13	7	5	1	1	
Surry	27	2	8	12	1	0	0	4	
Swain	0	0	0	0	0	0	0	0	
Transylvania	3	0	0	0	1	0	0	2	
Tyrrell	8	8	0	0	0	0	0	0	
Union	58	22	9	16	2	0	2	7	
Vance	21	0	4	12	1	0	1	3	
Wake	196	22	19	60	22	19	15	39	
Warren	6	3	2	1	0	0	0	0	
Washington	5	0	2	2	0	1	0	0	
Watauga	4	3	1	0	0	0	0	0	
Wayne	1,443	327	319	641	130	22	3	1	
Wilkes	20	12	1	1	1	0	1	4	
Wilson	24	2	12	6	2	0	0	2	
Yadkin	5	3	0	0	1	1	0	0	
Yancey	7	1	4	1	0	0	1	0	
Statewide	10,776	4,550	2,223	2,643	612	341	128	279	





## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

January 15, 2014

Peggy Fouts  
Regional Director  
United States Department of Agriculture  
Food and Nutrition Services, Southeast Region  
61 Forsyth Street, S.W.  
Room 8T36  
Atlanta, GA 30303-3415

Dear Ms. Fouts:

Please accept this letter as an addendum to the corrective action letter submitted to USDA on December 23, 2013. It is our understanding USDA has requested an overall timeframe as to when the backlog of Food and Nutrition Services (FNS) pending applications and pending recertifications will be completed. We are writing this letter to address this issue.

Please note that the corrective actions spelled out in the December 23<sup>rd</sup> letter are underway. In addition, the Department of Health and Human Services (DHHS), with significant input from the counties, has implemented additional strategies to achieve our mutual goal of ensuring that FNS benefits are issued to households within the timeframes set by federal regulations. For example, DHHS is currently monitoring county performance through weekly reports, and is working with counties daily to provide support and assistance.

Based upon current progress being made, and the plans we have implemented, DHHS expects and believes that all FNS applications and recertifications will be processed in accordance with federal requirements not later than March 31, 2014.

In addition to those strategies outlined in the December letter, the following actions are also being taken:

- Re-deploy NC FAST state staff located in the county DSS agencies to NC FAST and create a Centralized Case Support Team that will be available for county agencies to call and send any case that they cannot get to process completely in NC FAST.

[www.ncdhhs.gov](http://www.ncdhhs.gov)

Telephone 919-855-4800 • Fax 919-715-4645

Location: 101 Blair Drive • Adams Building • Raleigh, NC 27603

Mailing Address: 2001 Mail Service Center • Raleigh, NC 27699-2001

An Equal Opportunity / Affirmative Action Employer

Ms. Peggy Fouts  
January 15, 2014  
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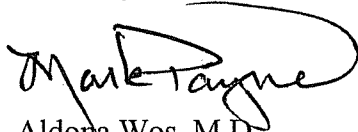
The Centralized Case Support Team will review the cases to identify the issues and the process required to complete the case. The Centralized Case Support Team will contact the county worker and explain what they did and how to get the case processed.

The Centralized Case Support Team will track trends that seem to be common process mistakes and share these with County NC FAST Champions, Over the Shoulder Support (OSS) state staff and FNS Program Policy Staff.

- Twenty NC FAST Trainers and skilled OSS staff will be reassigned to counties to provide onsite complex case triage. This will also include some over the shoulder county worker support to ensure county workers understand the process to complete the more complicated cases.
- FNS Program State staff will receive additional training in NC FAST and will provide targeted county support based on feedback from the Centralized Case Support Team.
- DHHS will continue to send weekly reports to the DSS Directors and FNS program managers to assist with identifying, tracking, and monitoring pending applications and pending recertifications. County agencies are receiving specific instructions to complete and process the applications and/or recertifications that have been pending the longest immediately.
- An evaluation of “work-arounds” is being conducted based on county feedback. The NC FAST team is working to reduce the number of “work-arounds” starting with those that are more complex and have 5 or more steps.

DHHS takes this correction action plan very seriously and is working hard to assure that eligible recipients receive timely benefits. Thank you for your continued support and guidance. We would be glad to answer any additional questions you may have.

Sincerely,



for Aldona Wos, M.D.  
DHHS Secretary