

NCACCDSS REGIONAL MEETING

# Impact of H.R. 1 on SNAP in North Carolina & Implementation Update

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# Agenda

- **NCDHHS' Approach to H.R. 1 SNAP Implementation**
- **Data Analysis on FFY25 Quality Control Sample and Previous Payment Errors**
- **US Digital Response Root Cause Analysis Findings**
- **Incoming Support for NCDHHS and County DSS to Drive Down Error Rates**
- **Learning More About the NCACDSS Requests of NCGA**

## Over 1.4 Million North Carolinians Rely on SNAP

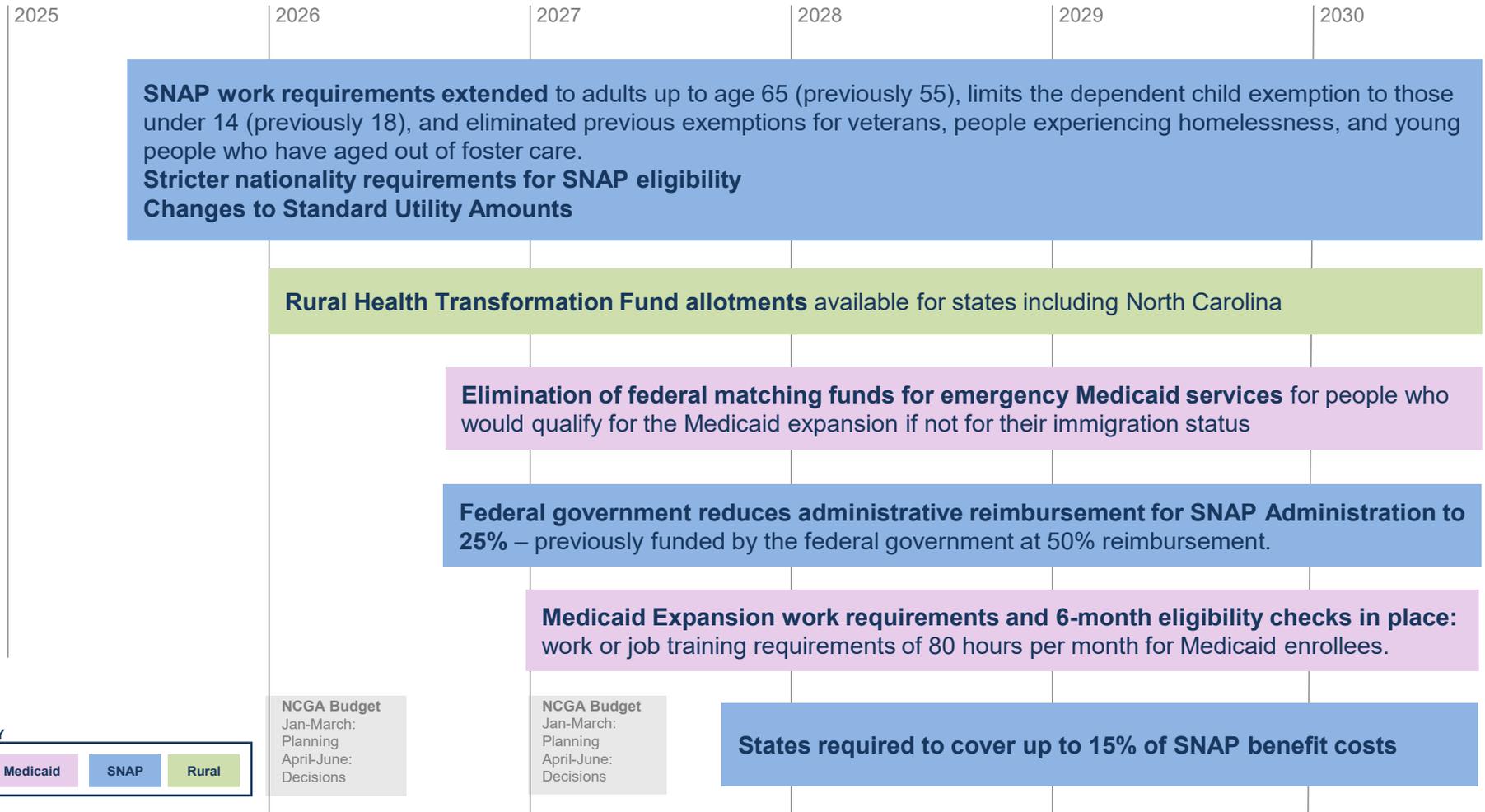
- **More than a million North Carolinians are food insecure**, including 1 in 6 children
- **600,000+ children** under 18 and 159,000+ older adults over 65 benefit from SNAP
- **4 in 5 families** participating in SNAP in NC have either a child, a senior, or an adult with a disability
- **46,000+ NC veterans** benefit from SNAP
- SNAP is a critical economic driver and can account for **40-50% of sales for retailers in rural North Carolina**
- SNAP beneficiaries in NC receive about \$2.8B in annual federal funds (which generate \$4.2B in economic impact)



# Background on H.R. 1

- H.R. 1 was signed into law on July 4, 2025.
- Summary of SNAP Changes:
  - Eligibility
    - Expansion of work requirements to additional groups
    - Eliminated certain exemptions
    - Limits the SNAP-Low Income Home Energy Assistance Program (LIHEAP) connection
    - Limits SNAP non-citizen eligibility
  - Funding
    - Eliminates future funding for SNAP-Ed
    - Beginning in October 2026, reduces the federal administrative match from 50% to 25%
    - Beginning in October 2027, establishes benefit cost-share for states with Payment Error Rates (PER) above 6%

# Some H.R. 1 policies are effective immediately while others will come later



## H.R. 1 Changes to SNAP – Eligibility

<b>Work Requirements</b>	SNAP work requirements will apply to able-bodied adults without dependents (ABAWD) ages 18-64 and parents of children over age 14. Eliminates certain exemptions.
<b>Standard Utility Allowance</b>	Only households with an elderly or disabled member who receive a qualifying LIHEAP or energy payment will automatically qualify for the Heating and Cooling Standard Utility Allowance (HCSUA).
<b>Non-citizen eligibility</b>	Limits SNAP eligibility to individuals who reside in the United States and are (1) U.S. citizens or U.S. nationals; (2) lawful permanent residents, with exceptions; (3) aliens who are Cuban or Haitian entrants; or (4) individuals who are lawfully residing in the United States in accordance with the Compacts of Free Association between the United States and Micronesia, the Marshall Islands, and Palau.

# H.R. 1 Changes to SNAP – Funding

<p><b>Administrative Cost Share</b></p>	<p>Starting October 2026, Federal government pays 25% of administrative costs of SNAP. State and counties will pay 75% of administrative costs for SNAP. <i>Additional costs estimated at \$16M for the state and \$69M for counties annually.</i></p>
<p><b>Benefit Cost Share</b></p>	<p>Starting October 2027, states may be required to pay a portion of benefit costs each year based on SNAP payment error rates. <i>This could be as much as \$420M based on FFY24 payment error rate and benefit cost amount.</i></p>

Benefit Cost Share	Payment Error Rate	State & National Error Rates for FFY24
0% Cost Share	Less than 6%	8 states
5% Cost Share	Between 6% and 8%	6 states
10% Cost Share	Between 8% and 10%	16 states
15% Cost Share	Over 10%*	20 states; <b>NC rate is 10.21%</b> (National average is 10.93%)

*\*For the first two years of implementation, states with a PER of greater than 13.3% will have 0% benefit cost share.*

# Key Considerations for Implementing H.R. 1

**NC administrative cost share will increase by an estimated \$16 million for the state and \$69 million for counties annually beginning Oct 2026.**

**NC benefit cost share would be an estimated \$420+ million per year based on FFY24 payment error rate (10.21%) and benefit amount (over \$2.8 billion).**

- Benefit cost share is based on the payment error rate from 3 years prior.
- States don't control most SNAP rules; Congress decides who can get benefits and how much they receive.
- States can't control how many people enroll in SNAP. During a recession or tough economy, more people may need help, and states could have to pay more than expected.
- Since COVID, states have seen large swings in payment error rate
- Payment error rates have historically increased when new policy is implemented.
- If NC cannot pay for increased state benefit cost share, NC will have to stop offering the SNAP program completely

## What is a Payment Error?

- A payment error is an incorrect benefit determination, resulting in an overpayment or underpayment.
- The payment error rate (PER) is the total value of the overpayments and underpayments divided by the total value of payments distributed for a sample of FNS cases in a given federal fiscal year.
- Only payment errors greater than +/- \$57 count towards the payment error rate in the FFY25 sample. In the FFY26 sample, the error rate threshold will be +/- \$58.
- Payment error rates are driven by unintentional mistakes made at the county or client level.

# OUR GOAL: UNDER 6% IN 2026



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**NC's preliminary payment error rate for FFY25 is 7.01%**

***Note: NC's official rate for FY25 will not be issued until June 30, 2026 and will include the federal review of our sample and the sample rate regression.***

# NCDHHS Workstreams



# Policy and Training

<b>Update NCDHHS policy with HR1 changes</b>	<b>Jul 2025 – Feb 2026</b>
Work requirements and exemption changes	Completed
Standard Utility Allowance	Completed
Non-citizen eligibility	Completed

<b>Train county DSS staff on changes to policy and common errors</b>	<b>Nov 2025 – Apr 2026</b>
Training on work requirements and exemption changes	Completed
Training on Standard Utility Allowance changes	Completed
Training on non-citizen eligibility changes	Completing
Training on enhancements to NC FAST to decrease common payment errors	Completing Apr 2025
Training on root causes and solutions of common payment error rates	Completing Jun 2026

<b>Streamline policy to aid eligibility workers</b>	<b>Jan 2026 – Dec 2026</b>
Review existing policy and identify opportunities for simplification	In progress
Use root cause analysis to identify common policy errors	In progress
Rewrite sections of NCDHHS policy manual	Completing Dec 2026

# Technical Assistance & Continuous Quality Improvement

<b>Collect and disseminate best practices</b>	<b>Jul 2025 – Dec 2025</b>
Engage with the 10 highest performing counties to collect lessons learned	Completed
Engage with highest and lowest performing counties to share lessons learned and establish points of contact for mentorship	Completed
Conduct a 6-week assessment in 3 counties to help identify root causes of county caused payment errors.	Completed
<b>Provide tailored technical assistance to counties that have higher error rates</b>	<b>Oct 2025 – Aug 2026</b>
Implement 1:1 meetings to discuss payment errors and tailor technical assistance for the 11 counties that have largest impact on PER	Completed
Support counties on decreasing their payment errors through workflow redesign, specific TA, and quality assurance improvements	Completing Aug 2026
<b>Provide Continuous Quality Improvement (CQI) Support</b>	<b>Jan 2026 – Dec 2026</b>
CQI team revised ongoing engagement plan with counties to emphasize PER focus	Completed
Trained county DSS on CQI process as it relates to payment errors	In progress
Execute CQI processes with counties to systematize the reduction of payment errors	Completing Dec 2026

# Information Technology

<b>Update NC FAST with HR1 policy changes</b>	<b>Jul 2025 – Dec 2025</b>
Work requirements and exemption changes	Completed
Standard Utility Allowance	Completed
Non-citizen eligibility	Completed

<b>Enhance NC FAST to support county workers in mitigating errors</b>	<b>Dec 2025 – Apr 2026</b>
Implement NC FAST enhancements based on county DSS feedback to prevent county eligibility workers from making common payment errors	In progress
Evaluate how NC FAST can be adjusted to address other root causes of payment errors and implement identified changes	Completing Apr 2026

<b>Identify and implement new technology solutions to decrease workforce burden and prevent errors</b>	<b>Oct 2025 – Dec 2026</b>
Engage counties and other partners on potential technological solutions for PER	In progress
Prioritize and implement IT solutions that will reduce PER and are feasible within NC FAST	Completing Dec 2026

# Key Goal: Engaging with Counties, States, & Participants

## County Departments of Social Services

- Regular communication and engagement with Directors and staff through the NC Association of County DSS Directors recurring meetings and workgroups, trainings and office hours, the Social Services Institute, and individual county engagements

## County Commissioners and Managers

- Briefings before and after HR 1 passage, ongoing engagement with NC Association of County Commissioners leadership and County Managers

## Engaging with States & American Public Human Services Association

- NCDHHS is a member of multiple working groups on HR1 including a workgroup of only state supervised, county administered states

## SNAP Participants

- Providing outreach through multiple communications channels and external partners on H.R.1 changes affecting SNAP eligibility

# Data Analysis on FFY25 Quality Control Sample and Previous Payment Errors

# In FFY25, 64 counties had a PER of less than 6% and at least one case included in the sample.

0% Error Rate in FFY25	0% Error Rate in FFY25	0% Error Rate in FFY25	0.74% - 5.69% in FFY25
BLADEN	HAYWOOD	PASQUOTANK	ROBESON
CALDWELL	HOKE	PERSON	DURHAM
CARTERET	HYDE	POLK	WAYNE
CATAWBA	IREDELL	ROWAN	BUNCOMBE
CHATHAM	JACKSON	RUTHERFORD	CUMBERLAND
CHEROKEE	JONES	SAMPSON	MOORE
CHOWAN	LEE	SCOTLAND	PITT
CLAY	LENOIR	STANLY	EDGECOMBE
CRAVEN	LINCOLN	STOKES	COLUMBUS
CURRITUCK	MACON	SURRY	ROCKINGHAM
DARE	MADISON	TYRRELL	NASH
DAVIE	MARTIN	WARREN	FRANKLIN
DUPLIN	MCDOWELL	WILKES	HENDERSON
GRAHAM	MITCHELL	WILSON	BRUNSWICK
GREENE	MONTGOMERY	YADKIN	ALAMANCE
HALIFAX	NORTHAMPTON	YANCEY	CLEVELAND

# Top 5 Error Types in FFY24 and FFY25

FFY2024	Count and Percent of Error Dollars	FFY2025	Count and Percent of Error Dollars
Wages & Salaries	57, 50%	Wages & Salaries	40, 47%
Shelter Deduction	18, 9%	Retirement, Survivors, and Disability Insurance (RSDI) Benefits	9, 10%
Household Composition	8, 7%	Household Composition	8, 9%
Self-Employment	6, 5%	Self-Employment	5, 7%
Standard Utility Allowance	13, 5%	Shelter Deduction	12, 6%

**Agency errors accounted for 55% of error dollars, but 65% of total errors.**

**84% of error dollars occurred at the most recent action by agency. 72% of error dollars occurred at recertification.**

Row Labels	Sum of Dollar Error in this Variance	Sum of Allotment	Sum of Dollar Error in this Variance2	Count of Dollar Error in this Variance3
<b>Agency</b>	<b>\$13,317</b>	<b>\$27,309</b>	<b>54%</b>	<b>71</b>
<b>1 - Certification</b>	<b>\$3,504</b>	<b>\$6,168</b>	<b>14%</b>	<b>20</b>
2 - At time of most recent action by agency	\$3,229	\$5,475	13%	17
3 - After the most recent action by agency	\$275	\$693	1%	3
<b>2 - Recertification</b>	<b>\$9,813</b>	<b>\$21,141</b>	<b>40%</b>	<b>51</b>
2 - At time of most recent action by agency	\$9,667	\$19,983	40%	50
3 - After the most recent action by agency	\$146	\$1,158	1%	1
<b>Client</b>	<b>\$11,128</b>	<b>\$17,157</b>	<b>46%</b>	<b>34</b>
<b>1 - Certification</b>	<b>\$3,207</b>	<b>\$3,484</b>	<b>13%</b>	<b>9</b>
2 - At time of most recent action by agency	\$688	\$791	3%	3
3 - After the most recent action by agency	\$2,519	\$2,693	10%	6
<b>2 - Recertification</b>	<b>\$7,921</b>	<b>\$13,673</b>	<b>32%</b>	<b>25</b>
1 - Before most recent action by agency (The most recent action would be either a certification or a recertification.)	\$714	\$768	3%	1
2 - At time of most recent action by agency	\$5,205	\$9,882	21%	18
3 - After the most recent action by agency	\$2,002	\$3,023	8%	6
<b>Grand Total</b>	<b>\$24,445</b>	<b>\$44,466</b>	<b>100%</b>	<b>105</b>

# 72% of errors are found in the case record or through an interview.

Row Labels	Sum of Dollar Error in this Variance	Sum of Allotment	% of Dollar Error in this Variance	Count of Dollar Error in this Variance
1 - Variance clearly identified from case record: documentation is not from an automated match	\$4,576	\$8,420	19%	24
2 - Variance clearly identified from case record: documentation is from an automated match	\$2,975	\$5,718	12%	13
3 - Variance discovered from recipient interview	\$10,271	\$19,438	42%	42
4 - Employer (present or former)	\$5,359	\$8,429	22%	18
Categories 6, 7, 8 and 9	\$1,264	\$2,461	5%	8
Grand Total	\$24,445	\$44,466	100%	105

# US Digital Response Root Cause Analysis Findings

North Carolina

# SNAP Payment Accuracy Discovery Sprint

Final Presentation

12/12/2025



**NCDHHS**



# Project summary

North Carolina's Department of Health and Human Services (NC DHHS), staff from Gaston, Robeson, and Wake counties, and USDR partnered for a rapid, 6-week qualitative and quantitative sprint on payment accuracy.

## Objectives

- Identify root causes of payment errors
- Propose technical and operational recommendations by expected impact vs. effort
- Provide recommendations to track payment accuracy improvements

## Activities

- Interview caseworkers through case reviews, documenting tools, processes, decision points, and quality challenges they face when working cases
- Analyze quantitative QC data to identify the most significant error categories, frequency, and case characteristics
- Interview QC supervisors and analysts to understand their workflow, tools, and evaluation methods
- Interview systems and field stakeholders to begin implementation feasibility analysis

# Our approach

## Research methodology

- Conducted qualitative, structured interviews with NC staff from Gaston, Robeson and Wake counties, including frontline workers and supervisors
- Included staff with a variety of tenure, from new to very experienced
- Completed quantitative analysis to analyze error categories and trends on 2024-2025 QC data
- Reviewed state policy documents and recent changes to process
- Interviewed state leadership to understand systems and policy context

## Participants

- 7 NC DHHS staff
- 4 NC supervisors
- 2 QA county analysts
- 2 QC state staff
- 5 technical leaders

## Deliverables

- Research and recommendations report
- Qualitative research templates
- Anonymized interview transcripts
- QC error data summary



# Executive Summary

## What's Going Well

- NC FAST is well-regarded by participants and upcoming technical changes will likely be helpful to caseworkers
- CQI team has built trust across the state and is making great progress on conducting county-to-county learning sessions to share best practices
- Counties have unique experiences with quality assurance and can learn from one another about effective QA approaches
- NC PER was below 6% before the COVID pandemic, and PER data for the first three quarters of FY 2025 was lower than the prior year

# Compounding factors

- **County-administered** state may make certain changes more difficult or slower to implement
- Higher program demands than **staff capacity and resourcing**
- NC FAST is an **integrated eligibility system** that other programs rely on
- Key systems have limited capacity to build new features, while **tech resources** focused on incoming modernization effort
- Other **H.R. 1 SNAP policy changes** may impact payment accuracy and errors (e.g., ABAWD waivers expiring)

# High-level Observations

## Qualitative insights

- Frequently cited opportunities for potential errors include wage documentation, unreported or missed income changes, household allowance calculations, missed OVS data, or data entry mistakes
- Policy changes can be a challenge for frontline staff to understand
- Various manual processes, including workload management and creating custom client notices, can slow down processing
- Institutional knowledge from more experienced frontline staff is not always passed down to the newer generation of workers
- Frontline staff struggle with some minor NC FAST issues, including a delay when adding new household members, challenges with the task queue, and instances when data must be deleted and re-entered for the system to register the data
- NC FAST re-assesses SNAP determination when data from another program is received

# High-level Observations

## Data insights

- Across all years: no counties have systematically disproportionate rates of errors or error dollars
- Manually extracted QC data from FFY 2024 and 2025:
  - 65.5% of error dollars came from the agency compared to from clients
  - 76.0% of agency error dollars came from recertifications
  - Top individual causes for errors related to:
    - OVS - 10.8% of agency error dollars
    - Base period - 8.2% of agency error dollars
    - Income calculations - 7.2% of agency error dollars

# Theory of Change

We can help **reduce administrative burden and payment errors** while improving the overall work experience for staff by:

Identifying **where** staff  
encounter process or system  
friction

+

Understanding **what**  
drives common errors

# Recommendations

**1** High-risk Case Elements

**2** Proactive QA

**3** Quality Retrospectives

**4** Trial Budget Adoption

**5** Action Items in NC FAST



# Deeper Dive

# Recommendation summary

#	Key Insight Theme	Recommended Action	Overall Implementation Effort	Approx. Impact on PER	Additional Client Burden	Additional Worker Burden
1	<b>High-risk Case Elements</b>	Flag cases with higher likelihood of errors in NC FAST	Medium / High	High	None	Low
2	<b>Proactive QA</b>	Shift county QA to look at pending cases	Medium	Medium	Low	Medium
3	<b>Quality Retrospectives</b>	Increase communication with staff around payment errors and share best practices	Medium	Medium	None	Medium
4	<b>Trial Budget Adoption</b>	Encourage more counties to use the trial budget tool	Low	Medium / High	None	Medium
5	<b>Action Items in NC FAST</b>	Create a separate channel for NC FAST to flag actions required from workers	Medium / High	High	None	Low

# 1 High-risk Case Elements

## Recommendation

**Certain case elements**, like types of irregular income or SSI benefits, are correlated with **higher probability of payment errors**.

If any of these elements are present on a case, **NC FAST should flag the relevant fields** for workers to double-check for correctness.

## STEPS TO GET STARTED

1. **Implement a system in NC FAST to flag these key areas for review when they exist on a case**
2. **Convene a feedback council of caseworkers, supervisors, QA analysts, and QC staff to continuously improve the items that are flagged for a second check**

2

## Proactive QA

### Recommendation

**Pilot a new approach to QA, shifting from a focus on the quality of individual caseworkers to a focus on a review of case details that might produce an error.**

**QA is more effective when focusing on pending cases instead of past cases.**

### STEPS TO GET STARTED

- 1. Update case selection criteria to determine thresholds or tags for review**
- 2. Using NC FAST or an external tool, pause cases that match the predetermined criteria**
- 3. Route these cases to supervisors or dedicated QA staff to review and make final determinations, ultimately processing these cases**

## Proactive QA

### INSIGHT SUMMARY

Across counties, **QA processes are inconsistent**. Caseworkers feel that **these practices can be punitive at times**, and don't always help them to learn and improve.

### ESTIMATED IMPACT & PRIORITY

**Impact to PER: Medium**

**Admin effort: Medium**

**Tech effort: Medium**

### KEY PERFORMANCE INDICATORS

- **Increase in errors discovered prior to case determination**
- **Increase in job satisfaction, trust, and retention**
- **Minimal increase to case processing time**
- **No increase in untimely processing**

## 3 Quality Retrospectives

### Recommendation

**Conduct regular, standardized feedback meetings to review top errors identified by either county QA or state QC teams.**

**These meetings could be led by supervisors, as some are already conducting impactful retrospectives now, to identify ways of addressing challenging cases, and to highlight what is going well in catching errors.**

#### STEPS TO GET STARTED

- 1. Identify a caseworker team to present best practices for quality retros at an upcoming quarterly regional county meeting.**
- 2. Create a standard agenda with sample questions. Use a strength-based approach with a focus on inquiry and learning to improve worker performance.**
- 3. Organize supervisors-only sessions to provide training and support on how to lead effective quality retros.**

# Quality Retrospectives

## INSIGHT SUMMARY

Caseworkers have complex jobs with a **high caseload volume** and fast turnaround rates for each case. They don't always apply policy consistently, and **often lack a safe training environment to learn and grow.**

"You know, **everybody reads policy different** ... I would like to have a meeting with QC and the supervisor. So when we do run across a policy, we're all on the same page."

- QA

## ESTIMATED IMPACT & PRIORITY

**Impact to PER: Medium**

**Admin effort: Medium**

**Tech effort: None**

## KEY PERFORMANCE INDICATORS

- **Increase in awareness of common and recurring errors**
- **Increase job satisfaction, trust, and retention**
- **Minimal decrease in case load throughput**

# Trial Budget Adoption

## Recommendation

**Strongly encourage adoption of the trial budget tool across counties.**

**NC FAST should be seen as the ultimate source of truth, but using the trial budget to double-check their work can be an incredibly useful step for caseworkers.**

### STEPS TO GET STARTED

- 1. Review the NC FAST trial budget to ensure parity on a usability level with the Excel version**
- 2. Communicate to counties and individual caseworkers to only use the version of the trial budget within NC FAST**
- 3. Consider ways to incentivize counties who do not currently use the trial budget to opt-in to adding it to their standard operating procedures**

# Trial Budget Adoption

## INSIGHT SUMMARY

NC FAST is a **complex tool**, and information is spread across multiple screens. For those who use the trial budget, they believe it helps them **double-check their own work** and spot potential errors or discrepancies **before** making a final determination.

“The trial budget sort of boils it down a little bit into much simpler terms, **almost like balancing a checkbook**.

[If] the trial budget and NC FAST coincide. There's about a **99.9% chance that the payment rate will be accurate.**”

- QA Supervisor

## ESTIMATED IMPACT & PRIORITY

**Impact to PER: Medium / High**

**Admin effort: Medium**

**Tech effort: None**

## KEY PERFORMANCE INDICATORS

- **Decrease in payment errors for counties who adopt the use of the trial budget**
- **Decrease in error dollars attributed to data entry (15.6% of agency error dollars in past two years)**

## Action Items in NC FAST

### Recommendation

**In the short term, create a new method of communicating the most important, actionable tasks in NC FAST, and separate them out from other tasks. In the longer term, consider revisiting the task feature of NC FAST altogether.**

#### STEPS TO GET STARTED

- 1. Sort out the most important tasks that require user action and are necessary for processing a case without payment errors.**
- 2. Identify the best channel or mechanism to communicate these tasks to workers: a new section or tab in NC FAST, in-app notifications in NC FAST, email, etc.**
- 3. Create an actionable task in NC FAST when all OVS calls have been completed, signaling that the case is ready for the next step of processing.**

# Other Places for Improvement

6

## Merge Policy + Tech Updates

Frequent policy changes make it challenging for caseworkers' to understand what updates mean and how they might their affect day-to-day work

7

## Use Plain Language for Client Notices & Forms

Key client-facing notices for Request for Information (RFI) (DSS-8550) and change reporting (DSS-8550) can be confusing and difficult to understand, leading to errors

8

## Income Screen Redesign

Adding or redesigning tooling around the income screen, done in partnership with caseworkers, could help reduce these common errors

9

## Update Interview Guides

Income calculations and changing household composition are frequent challenges for caseworkers, and can lead to errors if information is missed

## Discussion

- **What are your reactions to these recommendations?**
- **How is quality assurance executed in your county?**
  - Would you be able to adjust your QA review to before a case is confirmed?
  - Would your county be able to review cases that are most risky instead of a random sample?
- **What ways do your teams perform quality retrospectives?**
  - How could NCDHHS support this work better?
- **How do your staff use the trial budget?**
  - What would make your team more likely to use it?

# Incoming Support for NCDHHS and County DSS to Drive Down Error Rates

# Upcoming support for Counties

Reinforcing and building on the Continuous Quality Improvement Support happening with 13 counties through March, NCDHHS is contracting for additional support for 8 counties to review and improve the eligibility process for intake, renewal, and caseload cleanup.

## Tasks:

1. Fine-tune and optimize SNAP intake and renewal processes to enable real-time decisions and documentation.
2. Identify opportunities to improve standardized tools and guidance to increase consistency and reduce variability.
3. Conduct eligibility interview observations to identify training needs and error trends.
4. Conduct statistical analysis to identify the risk profile and common characteristics of high-error households (e.g., new applicants, renewals).
5. Redesign case selection criteria for supervisory reviews.
6. Revamp the supervisor case review process using updated root cause findings and high-risk profiles.
7. Develop prioritized strategies to identify and correct error-prone cases in existing SNAP caseload.

# Upcoming support for NCDHHS

Our Contractor will review the US Digital Response data and recommendations, will evaluate state policies and procedures, and use their in-county experience to provide a comprehensive improvement plan and support improvements.

1. Policy and process review and recommendations including DHHS policy alignment to streamline eligibility and increase QC protections and review federal waivers.
2. Quality Control (QC) Review and Strengthening including reviewing processes with the FNS 310 Handbook, standardizing decision making criteria, enhance collaboration between QC and other key players including county operations, and validating our root cause analysis.

# Upcoming support for NCDHHS

3. Define opportunities for continuous evaluation, data monitoring, and NC-specific use cases for automation or AI-enabled solutions.
4. Develop a SNAP PER Improvement Plan and manage the plan's implementation at the county and state levels including providing technical assistance, building a quality assurance framework, and supporting the design and configuration of technology tools.
5. Transfer of knowledge to NCDHHS staff on tools and methods for identifying PER issues at the county and State levels and how to quickly address them.

# Learning more about the NCACDSS Requests of NCGA

# What are the next upgrades that are most important to county DSS? How do we do it in collaboration with you?

## 2. Modernization of Eligibility Systems and Technology

Compliance with HR 1's expanded verification and documentation requirements will not be possible without improved technology infrastructure. Counties request state support for:

- **Enhanced automation**, including AI-supported verification and rules processing.
- **Upgrades to NCFAST** to improve document management, real-time alerts, and error detection.
- **Mobile-friendly, multilingual client portals** to reduce in-office volume and improve access.
- **Strengthened data-sharing across state systems** (e.g., Vital Records, DES, DOR) to reduce manual verification.

We respectfully request that the General Assembly direct NC DHHS to prioritize and implement these enhancements in full partnership with counties.

# What do you envision with statewide standard operating procedures? What audit requirements are outside of federal requirements?

## 3. Clear, Streamlined, and Consistent State Policy Guidance and Audit of Federal Guidelines

HR 1 introduces new federal documentation, reporting, and verification timelines. Counties need:

- **Timely, unified statewide policy guidance** from NC DHHS.
- **Concise policy communications** with summaries of changes, implementation deadlines, and county-focused quick reference tools.
- **Standardized statewide procedures** to reduce variation and error risk.
- **Mandatory state-led training**, including on-demand refresher modules and onboarding materials.

We respectfully request that the General Assembly direct NC DHHS to streamline SNAP/FNS policy to only those elements required by federal regulation and provide adequate lead time for training and implementation. In alignment, we respectfully request a **moratorium on non-federal eligibility audit requirements during the implementation period.**

**Thank you for participating!**

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