



United States
Department of
Agriculture

June 3, 2014

Food and
Nutrition
Service

Southeast Region

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

Mr. Keith Horton, Commissioner
Department of Human Services
2 Peachtree Street, NW, Suite 29-250
Atlanta, Georgia 30303-3142

Dear Mr. Horton:

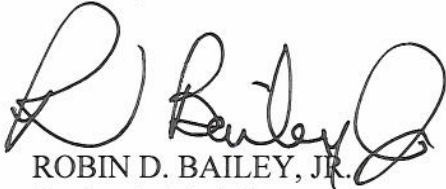
The Food and Nutrition Service (FNS) has reviewed the State's application and recertification processing reports dated May 13, 2014, as well as the revised Corrective Action Plan (CAP) submitted by the Department of Human Services (DHS) on May 13, 2014. This letter serves as acknowledgement that DHS has met the requirements to reduce its backlog, as identified in the FNS advance notification and formal warning letters dated March 5, 2014 and April 14, 2014, respectively. As DHS has corrected the deficiencies to FNS's satisfaction, the formal warning is canceled.

The State has made strides in providing service to those households that experienced delays in receiving their Supplemental Nutrition Assistance Program benefits. FNS will continue to closely monitor case processing data to ensure the State remains in compliance with Federal processing requirements. The State must continue to provide 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, including specific distinction of those requirements (e.g. expedited and regular processing). These reports must be submitted to FNS weekly for a minimum of 90 days from the date of this letter.

In addition to improvements in application and recertification timeliness, the State's data reports show that there have been some improvements in services through the call center in recent weeks; however, more work remains. FNS is aware that the State is actively working to procure a call center platform to better meet its service delivery needs. In order to offset deficiencies in the call center, DHS has also made local offices available for walk-in applicants and recipients to receive services in an effort to create more opportunities for access to the program. Since the call center continues to be one of the primary mechanisms for clients to reach the agency via telephone, the State must ensure callers are able to make contact with DHS through its call center. FNS will continue to monitor program access through the weekly reports and through the FY 2014 Management Evaluation CAP.

We appreciate the State's efforts and expect Georgia will continue to make it a priority to ensure eligible families receive nutrition benefits in a timely manner. FNS remains committed to working with the State of Georgia to support its ongoing efforts to create efficiencies and ensure access to SNAP. Questions may be directed to Peggy Fouts, Regional Director, Supplemental Nutrition Assistance Program, at (404) 562-7099.

Sincerely,



ROBIN D. BAILEY, JR.
Regional Administrator

cc: Sharon Hill
Carol Christopher
Ann Carter

File Code: FNS 42 Performance Systems Reports FY 2014 Georgia