



## North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

January 16, 2003

**Dear County Director of Social Services:**

**Subject: County Operations Liaison**

I am pleased that many of you have already had the opportunity to work with Lee Quick and Neil Walters in their roles as County Operations Liaisons. The purpose of this letter is to reiterate information I am sure Lee and Neil have shared with many of you about their duties and to outline for you the specific county assignments.

Unfortunately, loss of the local support manager positions meant that you lost much of the day to day management consultation those 10 staff provided. While the duties of the County Operations Liaisons are not exactly the same, our goal is for them to serve some of the same functions. For example, a few of the duties of the County Operations Liaisons include providing consultation and technical assistance to Directors and DSS Boards, as requested, serving as support staff to the Social Services Board Members' Association, and coordinating orientation for new directors, as requested, coordinating with the director's association in the planning of County Directors meetings.

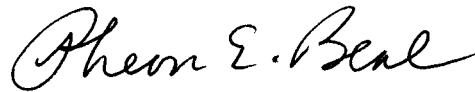
A complete list of duties for the County Operations Liaisons is attached.

In order to maximize staff resources and tap valuable experience, James Clark, local Business Liaison supervisor, has taken on some of the County Operations Liaison duties by providing management consultation and technical assistance for 10 counties. See the attached chart for county assignments, telephone numbers and email addresses.

While Neil, James and Lee are available to work with individual counties on management concerns, they must give priority to counties with compliance issues, new directors or to those who have otherwise requested assistance.

I encourage you to continue to work with Neil, James, or Lee as you have been and feel free to contact them by telephone or email for assistance and consultation.

Sincerely,

A handwritten signature in black ink that reads "Pheon E. Beal". The signature is written in a cursive style with a large, stylized initial "P".

Pheon E. Beal

PEB:

Attachments

BG-1-2003

## **DUTIES OF COUNTY OPERATIONS LIAISON**

- 1. Serve as Liaison to County Boards of Social Services Association and represent the Division at their meetings**
- 2. Provide or coordinate Technical Assistance to County Directors /Boards re: Board/Director relations, board training, community planning as need is identified.**
- 3. Contact all assigned counties annually**
- 4. Serve as support staff to the State/County Relations Committee**
- 5. Serve as Program Monitoring Coordinator for the Division**
- 6. Provide or coordinate technical assistance to Counties, as requested, or for those found to be non compliant in program monitoring, including:**
  - Staffing needs assessments**
  - Organizational redesign/restructuring**
  - Critical programmatic reform**
  - Identification & location of needed resources**
- 7. Assist County Directors in strengthening community collaborative efforts to increase capacity to meet local service needs, as requested**
- 8. Assist Boards in recruitment, interview process, and selection of new County Directors, as requested**
- 9. Coordinate Orientation for new County Directors**
- 10. Provide technical assistance to counties that are found to be non-compliant during facility inspections as requested by Budget Office.**
- 11. Assist in the planning of Directors Meetings with Central Office staff and NCACDSS Representatives**
- 12. Organize Cluster meetings for Directors with NCACDSS Representatives.**
- 13. Facilitate County Accreditation process under the direction of the Accreditation Council**
- 14. Represent the State/Division in a declared disaster**
- 15. Staff the Division Communications Center during a disaster**
- 16. Coordinate the applications for appointment of members for local Boards of Social Services**
- 17. Complete Facility Assessments on all State Operated Child Support agencies at least every 3 years**

| <b>Lee Quick</b><br>910-582-4174<br><a href="mailto:Lee.Quick@ncmail.net">Lee.Quick@ncmail.net</a>  | <b>Neil Walters</b><br>910-266-9318<br><a href="mailto:Neil.Walters@ncmail.net">Neil.Walters@ncmail.net</a>  | <b>James Clark</b><br>336-643-4537<br><a href="mailto:James.Clark@ncmail.net">James.Clark@ncmail.net</a>  |
|---|--|---|
| Alamance<br>Alexander<br>Anson<br>Avery<br>Buncombe<br>Burke<br>Cabarrus<br>Caldwell<br>Catawba<br>Chatham<br>Cherokee<br>Clay<br>Cleveland<br>Davidson<br>Davie<br>Forsyth<br>Gaston<br>Graham<br>Haywood<br>Henderson<br>Iredell<br>Jackson<br>Lee<br>Lincoln<br>Macon<br>Madison<br>McDowell<br>Mecklenburg<br>Mitchell<br>Montgomery<br>Moore<br>Orange<br>Polk<br>Randolph<br>Richmond<br>Rowan<br>Rutherford<br>Stanly<br>Swain<br>Transylvania<br>Union<br>Watauga<br>Wilkes<br>Yadkin<br>Yancey | Beaufort<br>Bertie<br>Bladen<br>Brunswick<br>Camden<br>Carteret<br>Chowan<br>Columbus<br>Craven<br>Cumberland<br>Currituck<br>Dare<br>Duplin<br>Durham<br>Edgecombe<br>Franklin<br>Gates<br>Greene<br>Halifax<br>Harnett<br>Hertford<br>Hoke<br>Hyde<br>Johnston<br>Jones<br>Lenoir<br>Martin<br>Nash<br>New Hanover<br>Northampton<br>Onslow<br>Pamlico<br>Pasquotank<br>Pender<br>Perquimans<br>Pitt<br>Robeson<br>Sampson<br>Scotland<br>Tyrrell<br>Wake<br>Warren<br>Washington<br>Wayne<br>Wilson | Alleghany<br>Ashe<br>Caswell<br>Granville<br>Guilford<br>Person<br>Rockingham<br>Stokes<br>Surry<br>Vance |