



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

May 16, 2017

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES:

RE: Operational Support Team Updates

In response to your feedback regarding your needs at the local level and following our analysis of the most effective structure to provide needed support, the Operational Support Team (OST) is being restructured in order to more effectively target the expertise of team members to best support county performance. We have made the following modifications to the team to better serve you.

First, the Operational Support Team is expanding to include three (3) Business System Analyst positions. The primary purpose of these positions is to interpret Medicaid data by combining and analyzing diverse types of data from several sources to identify trends and develop statistical models and methods to predict, quantify, and forecast various Medicaid business metrics. These metrics can be used to develop solutions and recommend business process changes to improve Medicaid application and recertification processing.

Second, the Operational Support Team is revamping the Supervisor Cluster Meetings to focus on training in response to deficits identified during audits, reviews, and monitoring for the various programs we support. In addition, the agenda will be structured to address specific program areas so that local agency staff who are traveling can plan attendance based on the agenda. Meetings will continue to include those topics that feedback indicated were needed, such as supervisory training and networking opportunities.

Finally, the Operational Support Team is restructuring into two groups, the Economic Services Group and the Medicaid Group. The Economic Services Group is staffed by Operational Support Team Representatives who provide technical assistance for Food and Nutrition Services and Work First Family Assistance. This group will expand to include additional staff to support the Subsidized Child Care and Energy Programs. The Economic Services Group is managed by Regina Bell, Operational Support Team Manager, who will also continue to oversee the Lean Government Projects process. The Medicaid Services Group is staffed by Operational Support Team Representatives who provide technical assistance for the Medicaid Program. This group is expanding to include the Business System Analyst positions and includes the Operational Support Team Training and Curriculum Specialist. The Medicaid Services Group is managed by Barbara Daniels, Operational Support Team

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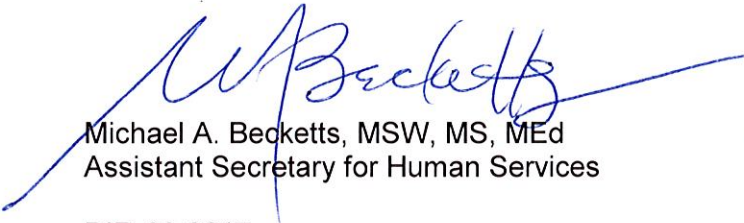
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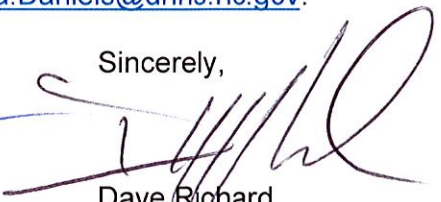
Manager. Each group will work closely with policy and monitoring staff in each program to identify areas needing attention for training and consultation. With this restructuring, counties now have two Operational Support Team Representatives assigned to provide their technical assistance needs. The county assignments are attached for your information.

If you have any questions regarding the changes, please contact the Operational Support Team Managers at Regina.Bell@dhhs.nc.gov and Barbara.Daniels@dhhs.nc.gov.

Sincerely,



Michael A. Becketts, MSW, MS, MEd
Assistant Secretary for Human Services



Dave Richard
Deputy Secretary for Medical Assistance

DIR-02-2017

Operational Support Team County Assignments

COUNTY #	COUNTY	MA	FNS/WFFA
1	ALAMANCE	RHONDA DALTON	TRACIE CRUMEL
2	ALEXANDER	ELIZABETH O'DELL	JUDITH LAWRENCE
3	ALLEGHANY	CHRISTINE COFFEY	JUDITH LAWRENCE
4	ANSON	ELIZABETH O'DELL	KELLY COLBERT
5	ASHE	CHRISTINE COFFEY	JUDITH LAWRENCE
6	AVERY	PATRICIA FIELDS	WENDY RACHELS
7	BEAUFORT	ALICE DRIVER	GINA HAMILTON
8	BERTIE	ALICE DRIVER	GINA HAMILTON
9	BLADEN	SANDY DANNER	DEBORAH BROWN
10	BRUNSWICK	SANDY DANNER	DEBORAH BROWN
11	BUNCOMBE	CHRISTY BERRONG	VACANT
12	BURKE	PATRICIA FIELDS	WENDY RACHELS
13	CABARRUS	ELIZABETH O'DELL	WENDY RACHELS
14	CALDWELL	PATRICIA FIELDS	JUDITH LAWRENCE
15	CAMDEN	ALICE DRIVER	CARL BREAZEALE
16	CARTERET	SANDY DANNER	LISABETH SUMNER
17	CASWELL	EVA FULCHER	KELLY COLBERT
18	CATAWBA	PATRICIA FIELDS	JUDITH LAWRENCE
19	CHATHAM	RHONDA DALTON	KEA ALEXANDER
20	CHEROKEE	PATRICIA FIELDS	VACANT
21	CHOWAN	ALICE DRIVER	CARL BREAZEALE
22	CLAY	CHRISTY BERRONG	VACANT
23	CLEVELAND	PATRICIA FIELDS	JUDITH LAWRENCE
24	COLUMBUS	SANDY DANNER	DEBORAH BROWN
25	CRAVEN	BRENDA GOOCH	LISABETH SUMNER
26	CUMBERLAND	BRENDA GOOCH	DEBORAH BROWN
27	CURRITUCK	BRENDA GOOCH	CARL BREAZEALE
28	DARE	ALICE DRIVER	GINA HAMILTON
29	DAVIDSON	CHRISTINE COFFEY	KELLY COLBERT
30	DAVIE	CHRISTINE COFFEY	ROBERT COX
31	DUPLIN	SANDY DANNER	DEBORAH BROWN
32	DURHAM	RHONDA DALTON	KEA ALEXANDER
33	EDGECOMBE	EVA FULCHER	LISABETH SUMNER
34	FORSYTH	CHRISTINE COFFEY	KELLY COLBERT
35	FRANKLIN	RHONDA DALTON	KEA ALEXANDER
36	GASTON	ELIZABETH O'DELL	JUDITH LAWRENCE
37	GATES	BRENDA GOOCH	CARL BREAZEALE
38	GRAHAM	CHRISTY BERRONG	VACANT
39	GRANVILLE	RHONDA DALTON	KEA ALEXANDER
40	GREENE	ALICE DRIVER	LISABETH SUMNER

Operational Support Team County Assignments

Co. #	COUNTY	MA	FNS
41	GUILFORD	EVA FULCHER	CARL BREAZEALE
42	HALIFAX	RHONDA DALTON	GINA HAMILTON
43	HARNETT	EVA FULCHER	KEA ALEXANDER
44	HAYWOOD	CHRISTY BERRONG	VACANT
45	HENDERSON	CHRISTY BERRONG	WENDY RACHELS
46	HERTFORD	BRENDA GOOCH	CARL BREAZEALE
47	HOKE	BRENDA GOOCH	TRACIE CRUMEL
48	HYDE	RHONDA DALTON	GINA HAMILTON
49	IREDELL	ELIZABETH O'DELL	ROBERT COX
50	JACKSON	CHRISTY BERRONG	VACANT
51	JOHNSTON	EVA FULCHER	DEBORAH BROWN
52	JONES	BRENDA GOOCH	LISABETH SUMNER
53	LEE	BRENDA GOOCH	TRACIE CRUMEL
54	LENOIR	ALICE DRIVER	LISABETH SUMNER
55	LINCOLN	ELIZABETH O'DELL	JUDITH LAWRENCE
56	MACON	CHRISTY BERRONG	VACANT
57	MADISON	CHRISTY BERRON	WENDY RACHELS
58	MARTIN	ALICE DRIVER	GINA HAMILTON
59	MCDOWELL	CHRISTY BERRONG	WENDY RACHELS
60	MECKLENBURG	ELIZABETH O'DELL	ROBERT COX
61	MITCHELL	PATRICIA FIELDS	WENDY RACHELS
62	MONTGOMERY	EVA FULCHER	KELLY COLBERT
63	MOORE	ALICE DRIVER	TRACIE CRUMEL
64	NASH	RHONDA DALTON	KEA ALEXANDER
65	NEW HANOVER	SANDY DANNER	LISABETH SUMNER
66	NORTHAMPTON	BRENDA GOOCH	GINA HAMILTON
67	ONSLow	SANDY DANNER	LISABETH SUMNER
68	ORANGE	EVA FULCHER	TRACIE CRUMEL
69	PAMLICO	SANDY DANNER	GINA HAMILTON
70	PASQUOTANK	ALICE DRIVER	CARL BREAZEALE
71	PENDER	SANDY DANNER	DEBORAH BROWN
72	PERQUIMANS	ALICE DRIVER	CARL BREAZEALE
73	PERSON	RHONDA DALTON	TRACIE CRUMEL
74	PITT	ALICE DRIVER	LISABETH SUMNER
75	POLK	PATRICIA FIELDS	WENDY RACHELS
76	RANDOLPH	EVA FULCHER	KELLY COLBERT
77	RICHMOND	BRENDA GOOCH	KELLY COLBERT
78	ROBESON	SANDY DANNER	TRACIE CRUMEL
79	ROCKINGHAM	EVA FULCHER	KELLY COLBERT
80	ROWAN	ELIZABETH O'DELL	ROBERT COX

Operational Support Team County Assignments

Co. #	COUNTY	MA	FNS
81	RUTHERFORD	PATRICIA FIELDS	ROBERT COX
82	SAMPSON	SANDY DANNER	DEBORAH BROWN
83	SCOTLAND	BRENDA GOOCH	TRACIE CRUMEL
84	STANLY	ELIZABETH O'DELL	ROBERT COX
85	STOKES	CHRISTINE COFFEY	KELLY COLBERT
86	SURRY	CHRISITNE COFFEY	ROBERT COX
87	SWAIN	CHRISTY BERRONG	VACANT
88	TRANSYLVANIA	CHRSITY BERRONG	VACANT
89	TYRRELL	ALICE DRIVER	CARL BREAZEALE
90	UNION	ELIZABETH O'DELL	ROBERT COX
91	VANCE	RHONDA DALTON	KEA ALEXANDER
92	WAKE	SANDY DANNER	GINA HAMILTON
93	WARREN	RHONDA DALTON	KEA ALEXANDER
94	WASHINGTON	ALICE DRIVER	CARL BREAZEALE
95	WATAUGA	CHRISTINE COFFEY	JUDITH LAWRENCE
96	WAYNE	EVA FULCHER	DEBORAH BROWN
97	WILKES	CHRISTINE COFFEY	KELLY COLBERT
98	WILSON	EVA FULCHER	KEA ALEXANDER
99	YADKIN	CHRISTINE COFFEY	ROBERT COX
100	YANCEY	PATRICIA FIELDS	WENDY RACHELS

Operational Support Team (OST)
Economic Services Group Regional Territory Guide
Food and Nutrition Services & Work First

Regina Bell - Manager	
Gina Hamilton 910-850-9667 (Office) Gina.Hamilton@dhhs.nc.gov	Counties Assigned Beaufort, Bertie, Dare, Halifax, Hyde, Martin, Northampton, Pamlico, Wake
Deborah Brown 910-827-5412 (office) Deborah.M.Brown@dhhs.nc.gov	Counties Assigned Bladen, Brunswick, Columbus, Cumberland, Duplin, Johnston, Pender, Sampson, Wayne
Tracie Crumel 919-271-3956 (office) Tracie.crumel@dhhs.nc.gov	Counties Assigned Alamance, Hoke, Lee, Moore, Orange, Person, Richmond, Robeson, Scotland
Kelly Colbert 336-528-2034 (office) Kelly.colbert@dhhs.nc.gov	Counties Assigned Anson, Caswell, Davidson, Forsyth, Montgomery, Randolph, Richmond, Rockingham, Stokes
Robert Cox 704-933-4349 (Office) Robert.cox@dhhs.nc.gov	Counties Assigned Davie, Iredell, Mecklenburg, Rowan, Rutherford, Stanly, Surry, Union, Yadkin,
Judith Lawrence 336-213-8907 (office) Judy.lawrence@dhhs.nc.gov	Counties Assigned Alexander, Alleghany, Ashe, Caldwell, Catawba, Cleveland, Gaston, Lincoln, Watauga
Wendy Rachels 704-422-3139 (office) wendy.rachels@dhhs.nc.gov	Counties Assigned Avery, Burke, Cabarrus, Henderson, Madison, McDowell, Mitchell, Polk, Yancey
Kea Alexander 919-224-9171 (office) kca.alexander@dhhs.nc.gov	Counties Assigned Chatham, Durham, Franklin, Granville, Harnett, Nash, Vance, Warren, Wilson
Carl Breazeale 919-556-2759 (office) carl.breazeale@dhhs.nc.gov	Counties Assigned Camden, Chowan, Currituck, Gates, Guilford, Hertford, Pasquotank, Perquimans, Tyrell, Washington
Lisabeth Sumner 252-435-4258 (office) Lisabeth.Sumner@dhhs.nc.gov	Counties Assigned Carteret, Craven, Edgecombe, Greene, Jones, Lenoir, New Hanover, Onslow, Pitt
Vacant	Counties Assigned Buncombe, Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain, Transylvania,

Operational Support Team (OST)

Medicaid Services Regional Territory Guide

Barbara Daniels - Manager	
Christy Berrong	Counties Assigned
828-837-9719 (Office) Christy.Berrong@dhhs.nc.gov	Buncombe, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Swain, Transylvania
Patricia Fields	Counties Assigned
828-738-8468 (Office) Patricia.Fields@dhhs.nc.gov	Avery, Burke, Caldwell, Catawba, Cherokee, Cleveland, ECBI, Mitchell, Polk, Rutherford, Yancey
Christine Coffey	Counties Assigned
336-940-3894 (Office) Christine.Coffey@dhhs.nc.gov	Alleghany, Ashe, Davidson, Davie, Forsyth, Stokes, Surry, Watauga, Wilkes, Yadkin
Elizabeth O'Dell	Counties Assigned
704-651-6817 (Office) Elizabeth.Odell@dhhs.nc.gov	Alexander, Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, Union
Rhonda Dalton	Counties Assigned
336-514-6020 (Office) Rhonda.Dalton@dhhs.nc.gov	Alamance, Chatham, Durham, Franklin, Granville, Halifax, Hyde, Nash, Person, Vance, Warren
Brenda Gooch	Counties Assigned
919-270-4104 (Office) Brenda.Gooch@dhhs.nc.gov	Craven, Cumberland, Currituck, Gates, Hertford, Hoke, Jones, Lee, North Hampton, Richmond, Scotland
Eva Fulcher	Counties Assigned
336-406-2411 (Office) Eva.Fulcher@dhhs.nc.gov	Caswell, Edgecombe, Guilford, Harnett, Johnston, Montgomery, Orange, Randolph, Rockingham, Wayne, Wilson
Sandy Danner	Counties Assigned
910-599-7688 (Office) Sandy.Danner@dhhs.nc.gov	Bladen, Brunswick, Carteret, Columbus, Duplin, New Hanover, Onslow, Pamlico, Pender, Robeson, Sampson, Wake
Alice Driver	Counties Assigned
919-280-8100 (Office) Alice.Driver@dhhs.nc.gov	Beaufort, Bertie, Camden, Chowan, Dare, Greene, Lenoir, Martin, Moore, Pasquotank, Perquimans, Pitt, Tyrrell, Washington