



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

325 North Salisbury Street
2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

March 25, 2010

RE: Food and Nutrition Services and Energy Programs Local Support

Dear County Director of Social Services:

In August 2009 the Economic and Family Services Section changed the way State support was provided to each DSS office in the Food and Nutrition Services and Energy Programs. This change was necessary to maximize staff resources and ensure consistency in policy and procedures.

Currently each county has a team of state staff comprised of Regional Representatives, Policy staff and Monitoring staff that provide support on a regional level. The FNS State Support Team is responsible for any required monitoring, training, policy changes, consultations and any other county support. One of the changes made in August 2009 was making the Help Desk the primary portal for questions, training requests or any other county issue. The Help Desk was responsible for responding to policy questions or assigning questions to the appropriate State Support Team. However, in an effort to enhance the support from the State office, some modifications to the local support are being made.

Effective April 1, 2010, county supervisors or trainers may contact their FNS State Support Team directly via email without going through the Help Desk. A list of each FNS State Support Team and the county assignments are attached which includes the email address for corresponding with your team. The Help Desk will continue to be available to counties when the FNS State Support Team is unavailable. Each team will answer all questions and provide consultations as needed. County staff should continue to use their internal resources to address any policy or procedural questions. Workers should go to their manual, supervisor, leadworker or training staff with policy questions before calling the State Support Team or the Help Desk. After exhausting internal resources the supervisor or trainer should email their Regional Support Team or contact the Help Desk at (919) 334-1100 or e-mail the Help Desk at DSS.EFSHD@dhhs.nc.gov.

Questions and requests must be sent to the appropriate FNS State Staff Support Team, not individual team members. Request sent directly to individual team members will be redirected to the FNS State Support Team. This is important to maintain consistency and support to counties. A response to all questions or request will be provided by the FNS State Support Team. Any questions or support with Food and Nutrition Services Program Integrity need to be sent to Shelia Dorsett at Shelia.Dorsett@dhhs.nc.gov or you may call Shelia at (919)334-1146. Any questions or request for FNS Employment and Training need to be sent to Kathy Evans at Kathy.Evans@dhhs.nc.gov or you may call Kathy at (919) 934-0672.

We believe the modifications to the current structure will continually provide a more comprehensive approach to county support. Please contact me at (919) 334-1234 or via e-mail at dean.simpson@dhhs.nc.gov or David Locklear at (919) 334-1227 or via e-mail at david.locklear@dhhs.nc.gov if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services

Attachment

EFS-FNSEP-10-2010

DS:dl