



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

July 28, 2011

RE: Food and Nutrition Services and Energy Programs Local Support

Dear County Director of Social Services:

The Food and Nutrition Services and Energy Programs within Economic and Family Services Section have had a number of vacancies due to retirements in the past several months and those positions have not been filled. In an effort to provide customer service to the county departments of social services within these programs, we are making some changes in how local support is provided to counties. These changes are 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 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 needed. Effective August 1, 2011, the Regional Representatives primary responsibilities will shift to conducting required monitoring within the counties. Other county support such as policy training, policy interpretations, and all other support will be provided by staff at the central office in Raleigh.

County supervisors or trainers will continue to contact their FNS State Support Team directly via email with questions and any other support related to the FNS and Energy Programs. Each team will answer all questions and provide consultations as needed. While the FNS State Support Teams are willing to provide support, county staff should 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 contacting the FNS State Support Team. After exhausting internal resources, the supervisor or trainer should email their FNS State Support Team. A list of each FNS State Support Team and the county assignments are attached which includes the email address for each region.

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.

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-18-2011

DS:dl