



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

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Wayne E. Black  
Division Director

September 12, 2014

**Dear County Director of Social Services:**

**RE: Process to submit policy questions for FOOD AND NUTRITION SERVICES to the Operational Support Team**

Over the past few months the DHHS Operational Support Team (OST) has been developed by integrating several program representatives into one team. With the implementation of the OST, new processes and procedures are being developed to assist counties as the state moves forward with policy integration and NC FAST implementation.

Per Dear County Director Letter EFS-WF-15-2014 dated August 29, 2014, an e-mail account was established for **Medicaid** and **Work First** policy questions. Beginning **Monday, September 15, 2014**, DSS staff should begin submitting all **Food and Nutrition Services** policy questions **in addition** to Medicaid and Work First policy questions to the e-mail address based on the procedures listed below. If follow-up information is needed, the OST staff member will contact the county by phone and help triage the situation. Using the e-mail account will help to assure that questions will be handled in a timely manner and all responses will be in writing and shared with other OST staff.

Before a policy question is submitted to the OST group, counties should use their internal resources. County staff should first consult the policy manual and discuss the situation with their lead worker and/or their supervisor. If questions still remain, a **supervisor or designee** must submit the question to [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov). All e-mails should:

- Protect client confidentiality. EIS or NC FAST case IDs should be provided, if available. **No Medicaid IDs, Social Security Numbers or client names should be included in the e-mail or subject line.**
- Include the program name in the subject line of the email.
- Submit one email question per case or per program area. If there are multiple questions on one case then all of the questions related to that particular case should be submitted on one e-mail.
- Provide detailed information on the situation. Please provide adequate information for staff to respond. Incomplete information will require additional correspondence and will delay the final response.
- Provide results of the county's research. Inform the OST of the county's policy research and any additional research on the case situation.
- State whether the case is an application, change, or redetermination and give the processing deadline.
- Provide contact information, including the phone number of the supervisor or county contact person should additional information be needed.

www.ncdhhs.gov • www.ncdhhs.gov/dss  
Tel 919-527-6335 • Fax 919-334-1018

Location: McBryde Bldg. • 820 S. Boylan Avenue • Raleigh, NC 27603  
Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401  
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Please note that this email account is for county questions only. **Do not share this email with the public.**

The email account will be monitored by OST staff during regular business hours. Counties can expect to have a response within 24 hours to 48 hours answering the question, asking for additional information or informing the county that additional research is needed. If OST staff needs to do additional research, an indication of when an answer will be provided will be included in the e-mail response.

**At this time, all policy questions related to Refugee Programs, Subsidized Child Care and Special Assistance will continue to be submitted to those program areas directly under existing guidelines. Policy questions regarding the Energy Programs as well as Program Integrity related to FNS, Work First and Energy MUST be submitted to: [dss.energy.pi.questions@dhhs.nc.gov](mailto:dss.energy.pi.questions@dhhs.nc.gov)**

**Please note: Effective Monday, September 15, 2014, the FNS regional email addresses previously used for the Central, Eastern and Western counties will be deactivated.**

We plan to transition the additional program areas to the new OST e-mail account by early 2015.

If you have questions or need assistance from your OST representatives, please contact Dean Simpson at [dean.simpson@dhhs.nc.gov](mailto:dean.simpson@dhhs.nc.gov) or 919-527-6330 or Ron Byrd at [ron.byrd@dhhs.nc.gov](mailto:ron.byrd@dhhs.nc.gov) or 919-527-6319.

Sincerely,



Dean Simpson  
OST Operational Manager

DS:lw

cc: Policy Governance Board

**EFS-FNSEP-18-2014**