



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

September 1, 2009

RE: Food and Nutrition and Energy Programs Help Desk

Dear County Director of Social Services:

The Economic and Family Services Section is in the process of reorganizing and changing the way State support is provided to each DSS office in the Food and Nutrition and Energy Programs. The purpose of the reorganization is to maximize staff resources and to ensure consistency in policy and procedures.

Over the next few months changes will be made in regards to monitoring, county support, training and how information will be shared with each county office. One of the main changes will be the role of the Help Desk. Effective September 1, 2009, the Food and Nutrition and Energy Programs local support model changed to a centralized statewide support model. The FNS Program Representative will no longer be the county contact person. Counties are asked to direct all questions and requests (including policy questions, training request, consultation request, etc.) related to Food and Nutrition Services and Energy Programs to the Economic and Family Services Help Desk at (919) 334-1100 or DSS.EFSHD@dhhs.nc.gov and State Staff will assist and respond to the question or request. The Help Desk will provide a response to any question or request within 5 to 7 business days unless an emergency situation or if research is required.

Please contact me at (919) 334-1234 or via e-mail at dean.simpson@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

DS:ds

EFS-FNSEP-22-2009