



## 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 18, 2009

### **RE: Food and Nutrition Services and Energy Programs Reorganization**

Dear County Director of Social Services:

The Economic and Family Services Section has reorganized and changed the way State support is provided to each DSS office in the Food and Nutrition Services and Energy Programs. As stated in the Dear County Director Letter dated September 1, 2009 the reorganization will maximize staff resources and ensure consistency in policy and procedures.

Changes have been made in regards to county consultations, Management Evaluations, training and how information is shared with each county office. Each county will have a team of state staff comprised of Regional Representatives, Policy staff and Monitoring staff that will provide support on a regional level. Attached is a copy of the regional county assignments as well as the members of the State Support Team for each region. The FNS State Support Team is responsible for any required monitoring, training, policy changes and any other county support. A member of the State Support Team will contact the County Office to schedule a consultation or monitoring prior to the on-site visit. Counties due a Management Evaluation will be contacted 30 days in advance.

The Help Desk will be the primary portal for questions, training requests or any other county issue. The Help Desk will be responsible for responding to policy questions or assigning questions to the appropriate State Support Team. 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 calling the Help Desk. After exhausting internal resources the supervisor or trainer should call the Help Desk at (919) 334-1100 or e-mail the Help Desk at [DSS.EFSHD@dhhs.nc.gov](mailto:DSS.EFSHD@dhhs.nc.gov). A response to all inquires will be provided within 48 hours unless additional research is required.

The State Office is excited about the change to the regional team structure. We believe that this structure will provide a more comprehensive approach to county support. Each county office will have a team of state staff available to support the Food and Nutrition Services and Energy programs. Please contact me at (919) 334-1234 or via e-mail at [dean.simpson@dhhs.nc.gov](mailto:dean.simpson@dhhs.nc.gov) if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Dean Simpson". The signature is written in a cursive style with a large, looped "D" and "S".

Dean Simpson, Chief  
Economic and Family Services

Attachment

**EFS-FNSEP-25-2009**

DS:ds