



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ECONOMIC & FAMILY SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

September 27, 2017

To: County Directors of Social Services

Attention: Work First Program Administrators, Managers, and Supervisors

Subject: Effective Case Management for Two-Parent Families

The Work First Policy Team developed the following Work First Employment Services (WFES) webinar: Effective Case Management for Two-Parent Families. It will be available via the [NC FAST Learning Gateway](#).

The objectives of the webinar are to emphasize existing case management techniques and introduce new case management strategies. The desired outcomes are for staff to utilize the knowledge gained to improve the employment services experience and increase the work participation rate for two-parent families.

The webinar will be available on September 27, 2017. All Employment Services staff are required to view the webinar. Work First Program Managers are asked to maintain a record of the date staff viewed the webinar.

If there are questions, contact the DHHS Operational Support Team (OST) via the Policy Questions link located in the Integrated Eligibility Manual, <https://economicbenefits.nc.gov>.

Sincerely,

A handwritten signature in black ink that reads "David Locklear".

David Locklear, Deputy Director
Economic and Family Services Section

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