



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

Economic Independence Section • 325 North Salisbury Street  
2420 Mail Service Center • Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Buell, Secretary

E. C. Modlin, ACSW, Director  
(919) 733-3055

May 11, 2001

### **Re: Economic Independence Help Desk Procedures**

Dear County Director of Social Services:

**Attention: CIP Supervisors  
LIEAP Supervisors  
Food Stamp Supervisors  
Work First Supervisors**

The Economic Independence Help Desk was developed as a part of the Food Stamp Program's corrective action plan to help reduce the error rate. It is operational from 8:00 A.M. to 5:00 P.M., Monday through Friday. It provides clarity in policy materials, tracking of questions and answers, and assists in determining if training is needed or if policy should be rewritten. It also provides consistency in answers to policy questions. Callers will be notified that calls may be monitored for quality control purposes.

The Help Desk is committed to providing correct and timely responses to policy inquiries received from county staff, state staff, and client customers for the Energy, Food Stamp, and Work First Programs. We are requesting your assistance to meet this goal. Please use the following procedural steps to ensure that the Help Desk operation meets the needs of all its customers.

First, contact your Program Integrity or Work First Representative to obtain policy interpretations and clarifications. Keep in mind that Program Integrity and Work First Representatives are typically able to respond to your e-mails and phone messages the same day you e-mail or call or by the next workday. In the event that your representative is not available, please call the **Help Desk at 919-733-9370**. This is not a toll-free number, and long distance charges are incurred when the call is answered. This number is assigned exclusively to the Help Desk and is designed to hold calls and/or roll them over to the front desk when the Help Desk lines are full. Calls that roll over are promptly assigned to a program consultant.

**Automation** calls should be directed to 919-733-8938. Callers should tell the attendant they need to speak with an Automation Consultant and indicate which system is affected: EIS, FSIS, EPICS, EPIS, or CNDS. Calls regarding **EBT problems** should be directed to 919-733-9100.

We strive to respond to each policy and automation inquiry the day you e-mail or call or by the next workday. If you have any questions about Economic Independence Help Desk procedures, please call Gale Bullard, Help Desk Coordinator, at 919-733-7831.

Thank you for your cooperation.

Sincerely,

Pheon Beal, Chief  
Economic Independence Section

GB/bh

**EI-06-2001**