



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

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

June 26, 2015

Dear County Directors of Social Services:

RE: Transitioning to a Task-Oriented Model for the Operational Support Team

In response to your feedback during the initial consultation visits, to the Department of Health and Human Services, Divisions, and others, we have heard your priorities in what you need most and have developed tasks and other responsibilities that will help us provide quality services efficiently to your agencies and staff. The Operational Support Team (OST) is transitioning to a task-oriented operational model to support the priorities you identified as your needs.

Your feedback identified four distinct areas in which the OST will focus:

- Local Agency Support
- Training
- Policy Interpretation and Application
- Program Compliance/Special Projects

### Local Agency Support

Local agency support includes conducting supervisor cluster meetings, local agency visits to address specific agency or program needs, business process reviews or work flow analysis, monitoring NC FAST reports regarding performance, and contacting agencies to resolve issues.

### Training

Training consists of the development and delivery of training that is program specific, reviewing and providing feedback on draft policies developed by the various programs the OST supports, reviewing and providing feedback on new or revised NC FAST Job Aids and Post Cards.

### Policy Interpretation and Application

Policy interpretation and application involves interpreting policy and responding to the policy questions that are received through the [OST.Policy.Questions@dhhs.nc.gov](mailto:OST.Policy.Questions@dhhs.nc.gov), providing support to the NC FAST Help Desk to resolve tickets, and responding to questions from our various state level partners.

[www.ncdhhs.gov](http://www.ncdhhs.gov)

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Program Compliance and Special Projects


Program compliance and special projects responsibilities include contacting agencies that have not responded to a Division's request to provide documentation to support that errors identified during monitoring or auditing visits. OST will provide this level of follow-up for the monitoring of Medicaid Applications, County Single Audits, and Food and Nutrition Services Management Evaluation Reviews. This area also includes responsibilities related to special projects assigned to OST such as contacting counties in response to performance issues identified through NC FAST reports or departmental needs.

We appreciate your patience as OST gears up for this change beginning July 1, 2015. We have received many request for individual trainings at the agency level. OST is currently developing webinars to address the statewide need for training. Please continue to submit your policy questions in accordance with DCDL EFS-FNSEP-18-2014 regarding the process for submitting policy questions to the OST. If you have questions regarding this change, please contact the OST office at (919) 813-5521.

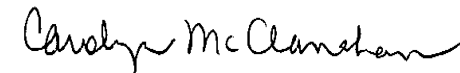
Sincerely,



Regina Watkins Bell, CPM  
Operational Support Team Manager



Ron Byrd, CPM  
Operational Support Team Manager



Carolyn McClanahan  
Operational Support Team Manager

**OST-03-2015**