

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF SOCIAL SERVICES

County Operations

ROY COOPER  
GOVERNOR

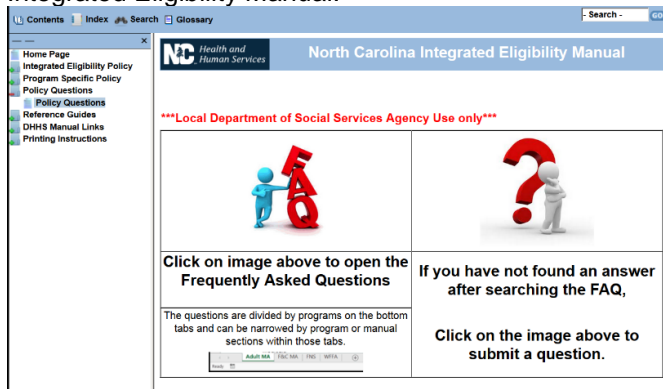
MANDY COHEN, MD, MPH  
SECRETARY

WAYNE E. BLACK  
SR. DIRECTOR OF SOCIAL SERVICES  
AND COUNTY OPERATIONS

**To:** County Directors of Social Services  
**Attention:** Economic Services Administrators, Managers, and Supervisors  
**Subject:** Submitting Policy Questions to OST  
**Date:** April 5, 2017

As a result of a Lean Rapid Improvement Event with the Operational Support Team (OST), OST has developed a web form to simplify and standardize the submission of policy questions. In addition, OST has developed a Frequently Asked Questions (FAQ) that local agencies may use to research questions prior to submitting a new question. The FAQ is a living document and will be updated periodically to incorporate new questions and answers. Both the question submission form and the FAQ can be found in the Integrated Eligibility Manual. Effective upon receipt of this letter please submit all policy questions via the web form.

Integrated Eligibility Manual:



If there are any questions concerning these new procedures, please contact your OST Representative.

Sincerely,

Regina W. Bell  
OST Manager

OST-08-2017

Barbara M. Daniels  
OST Manager

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