



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: Supervisor Cluster Meetings
Date: July 24, 2017

The Operational Support Team (OST) in conjunction with staff from the Division of Social Services, Economic and Family Services and the Division of Medical Assistance, Medicaid Eligibility Services, has scheduled the next Supervisor Cluster meetings that will be conducted state-wide. The Cluster Meetings are divided into two one-day sessions and are program specific. Depending upon the program area, the emphasis for these meetings is to provide policy training, state updates, and networking opportunities to give managers and supervisors an opportunity to interact with each other regarding the administration of the economic services benefit programs. Since these sessions are focusing more on training, be thoughtful regarding who attends the meetings because the expectation is that those who attend will retrain or share this information with the eligibility workers within their organization.

Agenda Topics: The below topic areas will be discussed during your one day assigned meeting. A separate agenda will be sent to counties in the upcoming weeks to include a detailed course description for each topic outlined below:

1. **Food and Nutrition and Work First Services Program Staff Agenda:** Fair Hearing Requirements, Recertification Timeliness, ABAWD Refresher Training, and Work First Employment Services Requirements.
2. **Medicaid Eligibility Services Program Staff Agenda:** Long Term Care, Medicaid Report Card, Application Monitoring, and additional General Updates.

Selected Locations: Cluster meetings will be held in the following geographical areas:

- **Eastern Region:** College of The Albemarle, 1208 N Road St, Elizabeth City, NC 27909
- **Western Region:** Buncombe County Health and Human Services 200 College St, Asheville, NC 28801
- **Piedmont Region:** Rowan-Cabarrus Community College, 1333 Jake Alexander Blvd S, Salisbury, NC 28146
- **North Central Region:** Durham Department of Social Services 414 E Main St, Durham, NC 27702
- **South Central Region:** Guilford Tech Community College, 601 E Main St, Jamestown, NC 27282

www.ncdhhs.gov

Tel 919-813-5521 • Fax 919-813-5010

Location: 79 T.W Alexander Drive • 4301 Research Commons • Durham, NC 27709

Mailing Address: P.O. Box 110606 • Durham, NC 27709

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Each county has been assigned a designated location and date to participate. There is no registration fee. Registration will begin at 8:30am. Each meeting will begin promptly at 9:00am and end at 4:00pm, including a morning and afternoon break and lunch. Lunch will not be provided. Each county may send a maximum of five (5) participants. Attached you will find the locations and dates for the upcoming cluster meetings for your specific assigned county.

If you have questions regarding locations or agenda topics, please contact Melodie Ford, OST Trainer and Curriculum Specialist, at melodie.d.ford@dhhs.nc.gov or 919-813-5526. Thank you and we look forward to having you join us during the Summer 2017 Supervisor Cluster Meetings.

Sincerely,



Regina W. Bell, CPM
Operational Support Team Manager



Barbara Daniels
Operational Support Team Manager

OST-14-2017
Attachment

Food and Nutrition Services/Work First Family Assistance

Date	Assigned Counties		Location/General Room Capacity
<p style="text-align: center;">July 28</p>	<p>Columbus Brunswick Durham Edgecombe Franklin Granville Greene Halifax Johnston Jones</p>	<p>Lenoir Nash New Hanover Pender Pitt Sampson Wake Warren Wilson Vance</p>	<p>Durham Department of Social Services: http://www.dconc.gov/government 414 E Main St, Durham, NC 27702</p>
<p style="text-align: center;">August 9</p>	<p>Alamance Bladen Caswell Chatham Cumberland Duplin Forsyth Guilford Harnett Hoke Lee</p>	<p>Moore Orange Person Randolph Robeson Rockingham Scotland Wayne</p>	<p>Guilford Tech Community College: https://home.gtcc.edu/ 601 E Main St, Jamestown, NC 27282 Applied Technology Building Rooms AT 120, AT 124, AT 125, AT 325</p>
<p style="text-align: center;">August 16</p>	<p>Ashe Alexander Alleghany Anson Cabarrus Catawba Davidson Davie Gaston Iredell</p>	<p>Lincoln Mecklenburg Montgomery Richmond Rowan Stanly Surry Stokes Union Wilkes Yadkin</p>	<p>Rowan-Cabarrus Community College https://www.rccc.edu/ 1333 Jake Alexander Blvd S, Salisbury, N.C. 28146</p>
<p style="text-align: center;">August 24</p>	<p>Avery Buncombe Burke Caldwell Cherokee/EBCI Cleveland Clay Graham Haywood Henderson Jackson</p>	<p>Macon Madison Mitchell McDowell Polk Rutherford Swain Transylvania Watauga Yancey</p>	<p>Buncombe County Health and Human Services https://www.buncombecounty.org 200 College Street, TD Bank Building Ground Floor Conference Room. <i>Asheville, NC 28801</i></p> <p><i>Carpooling is highly recommended.</i> There is a parking deck beside the building or there may be available street parking.</p>
<p style="text-align: center;">August 29</p>	<p>Bertie Beaufort Craven Camden Carteret Chowan Currituck Dare Gates Hertford</p>	<p>Hyde Martin Northampton Onslow Pamlico Pasquotank Perquimans Tyrrell Washington</p>	<p>College of The Albemarle https://www.albemarle.edu/ 1208 N Road St, Elizabeth City, NC 27909</p> <p><i>John Wood Foreman Technology Center (building closest to the YMCA) Room FC-121 Turn at the elevator, room is on the right.</i></p>

Division of Medical Assistance

Date	Assigned Counties		Location/General Room Capacity
<p>August 10</p>	<p>Columbus Brunswick Durham Edgecombe Franklin Granville Greene Halifax Johnston Jones</p>	<p>Lenoir Nash New Hanover Pender Pitt Sampson Wake Warren Wilson Vance</p>	<p>Durham County DSS http://www.dconc.gov/government 414 E Main St, Durham, NC 27702 2nd Floor - Conference Room 2421 and 2422</p>
<p>August 11</p>	<p>Alamance Bladen Caswell Chatham Cumberland Duplin Forsyth Guilford Harnett Hoke Lee</p>	<p>Moore Orange Person Randolph Robeson Rockingham Scotland Wayne</p>	<p>Guilford Tech Community College: https://home.gtcc.edu/ 601 E Main St, Jamestown, NC 27282 Applied Technology Building - Rooms AT 120, AT 124, AT 125, AT 325</p>
<p>August 18</p>	<p>Ashe Alexander Alleghany Anson Cabarrus Catawba Davidson Davie Gaston Iredell</p>	<p>Lincoln Mecklenburg Montgomery Richmond Rowan Stanly Surry Stokes Union Wilkes Yadkin</p>	<p>Rowan-Cabarrus Community College https://www.rccc.edu/ 1333 Jake Alexander Blvd S, Salisbury, N.C. 28146</p>
<p>August 23</p>	<p>Avery Buncombe Burke Caldwell Cherokee/EBCI Cleveland Clay Graham Haywood Henderson Jackson</p>	<p>Macon Madison Mitchell McDowell Polk Rutherford Swain Transylvania Watauga Yancey</p>	<p>Buncombe County Health and Human Services https://www.buncombecounty.org 200 College Street, TD Bank Building Ground Floor Conference Room. <i>Asheville, NC 28801</i> <i>Carpooling is highly recommended.</i> There is a parking deck beside the building or there may be available street parking.</p>
<p>August 31</p>	<p>Bertie Beaufort Craven Camden Carteret Chowan Currituck Dare Gates Hertford</p>	<p>Hyde Martin Northampton Onslow Pamlico Pasquotank Perquimans Tyrrell Washington</p>	<p>College of The Albemarle https://www.albemarle.edu/ 1208 N Road St, Elizabeth City, NC 27909 <i>John Wood Foreman Technology Center (building closest to the YMCA) Room FC-121 Turn at the elevator, room is on the right.</i></p>