



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 Agenda and Workshop Descriptions**  
**Date: July 27, 2017**

The Operational Support Team (OST) has scheduled supervisor cluster meetings that will be conducted state-wide. The purpose of these meetings is to provide training, state updates as well as give managers and supervisors an opportunity to interact with each other regarding the administration of the Economic Services benefits program.

Attached you will find the agenda and workshop descriptions for the upcoming Food and Nutrition and Work First Employment Services cluster meetings. Further instructions regarding how to access training materials will be provided prior to your scheduled training date. The agenda and workshop descriptions for the Medicaid Services cluster meetings will be available in August.

If you have additional questions or concerns, please contact Melodie Ford, OST Trainer and Curriculum Specialist, at [melodie.d.ford@dhhs.nc.gov](mailto: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,

Handwritten signature of Regina W. Bell in cursive.

Regina W. Bell, CPM  
Operational Support Team Manager

Handwritten signature of Barbara M. Daniels in cursive.

Barbara Daniels  
Operational Support Team Manager

OST-15-2017  
Attachment

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

Tel 919-813-5521 • Fax 919-813-5010

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# **Supervisor Cluster Meeting Summer Session 2017**

## **Food and Nutrition Services & Work First Employment Services**

### **Agenda**

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8:30am–9:00am      Registration  
9:00am-9:05am      Welcome and Introduction of State Level Staff  
9:05am-9:10am      Meeting Logistics  
9:10am-9:15am      Icebreaker

#### **Session 1**

9:15am-10:15am      FNS Able-bodied Adults Without Dependents Refresher Training  
10:15am-10:30am      FNS Reopening Recertifications and Late Recertification Closure Reasons  
10:30am-10:45am      Break

#### **Session 2**

10:45am-11:45am      Fair Hearings and Appeals Policy and Recommended Procedures  
11:45am-12:45pm      Lunch

#### **Session 3**

12:45pm-1:45pm      Work First Employment Services Requirements  
1:45pm-2:00pm      Break  
2:00pm-3:00pm      Work First Monitoring Errors  
3:00pm-4:00pm      Final Q&A/Wrap Up and Farewell

# Supervisor Cluster Meeting Summer Session 2017

## Food and Nutrition Services & Work First Employment Services

### Workshop Descriptions

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#### Session 1

##### FNS ABAWDs and Work Requirements: Pieces of the Puzzle

This session is designed to provide refresher FNS policy training regarding ABAWD's; specifically tracking eligible months, recoding and regaining eligibility. Periodic training assists with improving employee efficiency, enhancing program accuracy rates, and consistent application of policy statewide.

##### FNS Reopening Recertifications and Late Recertification Closure Reasons

There is a continued increase in the number of errors found in cases reviewed for recertification across the State. This interactive session is an effort to reduce negative findings for all counties. If your county received any negative findings during your last monitoring evaluation or your county has yet to be monitored, this session is for you!

#### Session 2

##### Fair Hearings and Appeals Policy and Recommended Procedures

North Carolina continues to fail in meeting the timely availability of fair hearings to our citizens. NC is currently under a corrective action plan with USDA to improve our timeliness. This session will provide refresher training on the availability of hearings and the timeframe that a worker must react to be considered timely. In addition, it will provide counties an opportunity to discuss best practices they may have developed to meet this goal.

#### Session 3

##### Work First Employment Services and Monitoring Errors

This session will discuss Work First Employment Services requirements, meeting the federal work participation rates, and monitoring findings. The training will include a review of these policies, small group networking to discuss case examples, and interactive dialogue to support what you have learned. You do not want to miss this session if you are looking for ways to equip your Work First Employment Services team with valuable information and tools! This training will ensure customers are receiving the services they need while meeting work participation requirements. The goal of this portion of the training is to provide staff with information that will assist in reducing county stress levels before a monitoring visit is made.