



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ECONOMIC & FAMILY SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

December 22, 2017

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES:

RE: Economic and Family Services Operational Support Team Updates

Effective January 2, 2018, the Division will make changes regarding the method of communication with the Operational Support Team assigned to the Economic and Family Services Section. Those changes include new county assignments, contact information for submitting policy questions, and program compliance.

County Reassignments

Structurally, the Economic and Family Services Operational Support Team is comprised of eight (8) Operational Support Team Representatives. These team members provide direct support to the county departments of social services for the Food and Nutrition Services and Work First Programs. These eight (8) team members have county assignment responsibilities and the county assignment list is attached and can also be located at <https://www2.ncdhhs.gov/dss/team/index.htm>.

Regina Bell, Assistant Section Chief for Economic and Family Services, continues to supervise the Operational Support Team for this section. If you have any concerns regarding the Operational Support Team, please contact Ms. Bell at (919) 527-6251 or Regina.Bell@dhhs.nc.gov.

Integrated Eligibility Link

In addition, the method in which staff can submit policy questions has been revised. The current process requires staff to submit policy questions utilizing the Policy Questions Link in the Integrated Eligibility Manual (IEM). This Link process is being terminated; however, the Policy Question Submission Form will continue to be utilized for submitting questions and a copy of the form is attached for your convenience.

New Email Address

The email address for submitting policy questions will also change. The current email address OST.Policy.Questions@dhhs.nc.gov is being renamed to DSS.Policy.Questions@dhhs.nc.gov, this email address is only for Food and Nutrition Services and Work First Family Assistance questions. Any emails sent to OST.Policy.Questions@dhhs.nc.gov after December 31, 2017 will not be received since this email account will be closed.

WWW.NCDHHS.GOV

TEL 919-527-6300 • FAX 919-334-1265

LOCATION: 820 S. BOYLAN AVE. • MCBRYDE BUILDING • RALEIGH, NC 27603

MAILING ADDRESS: 2420 MAIL SERVICE CENTER • RALEIGH, NC 27699-2420

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Program Compliance

The Operational Support Team will also be providing more direct support to counties assisting with the development of effective and measurable corrective action and improvement plans for the Food and Nutrition Services and Work First Family Assistance Programs.

If you any questions concerning the information contained in this letter, please contact Regina Bell or me.

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director
Economic and Family Services Section

Attachments (2)

[EFS OST County Assignments](#)

[DSS OST Policy Questions Form](#)

OST-18-2017