



Richard O. Brajer  
*Secretary*

To: Dear County Directors of Social Services  
Attention: Economic Services Managers and Supervisors  
Subject: Supervisor Cluster Meetings  
Date: November 14, 2016

The Operational Support Team (OST) has scheduled Supervisor Cluster meetings that will be conducted state-wide. The purpose of these meetings is to provide state updates as well as to give managers and supervisors an opportunity to interact with each other regarding the administration of the economic services benefit programs.

Beginning with this round of Supervisor Cluster meetings, OST will begin providing a series of supervisor training modules. These training modules will benefit both the new and experienced supervisor.

OST has scheduled ten (10) sessions across the state. Each county has been assigned a designated location and date to participate. There is no registration fee. Registration will begin at 9:30am. Each meeting will begin promptly at 10:00am and end at 3:00pm, with a break for lunch. Lunch is not provided. Each county may send a maximum of five (5) participants.

Attached you will find the agenda for the upcoming cluster meetings in addition to information concerning the location your county is assigned to attend. OST also requests that each county bring copies of any second party review tools they utilize for sharing.

If you have questions or concerns, please contact Wendy Rachels at [wendy.rachels@dhhs.nc.gov](mailto:wendy.rachels@dhhs.nc.gov), Valerie Sutton at [valerie.sutton@dhhs.nc.gov](mailto:valerie.sutton@dhhs.nc.gov), or Lisabeth Sumner at [lisabeth.sumner@dhhs.nc.gov](mailto:lisabeth.sumner@dhhs.nc.gov), Brenda Gooch at [Brenda.gooch@dhhs.nc.gov](mailto:Brenda.gooch@dhhs.nc.gov) or Tracie Crumel at [tracie.crumel@dhhs.nc.gov](mailto:tracie.crumel@dhhs.nc.gov). Thank you and we look forward to having you join us at these supervisor cluster meetings.

A handwritten signature in black ink, appearing to read 'Regina W. Bell'.

Regina W. Bell, CPM  
Operational Support Team Manager

A handwritten signature in black ink, appearing to read 'Barbara M. Daniels'.

Barbara Daniels  
Operational Support Team Manager

Attachments (2):  
1. County assignments and Locations  
2. Draft agenda

OST-39-2016

