



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

October 6, 2021

**Dear County Directors of Social Services**

**Attention:** Refugee Administrators, Managers & Supervisors

**Subject:** Refugee Programs Training 2021

**Priority:** For Information and Action Needed

A webinar is scheduled for Refugee Programs staff to provide a collaborative training on policy, NC FAST procedures, and best practices. We strongly encourage attendance, as the webinar will provide an opportunity for County Department of Social Services (DSS) staff to review and discuss the Refugee Programs. The information is relevant to Refugee Medical Assistance (RMA) and Refugee Cash Assistance (RCA) managers, supervisors, and eligibility staff. This collaborative training is designed for both County DSS staff and Refugee contractors, service providers, refugee resettlement agencies, community agencies that provide Refugee services in cooperation with the county DSS.

**The webinar is scheduled for Tuesday, November 2, 2021 from 10:00 am to 12:00 pm EDT.**

Registration is required to view and hear the webinar. The webinar link is:

<https://attendee.gotowebinar.com/register/800438286028078859>

**The webinar is scheduled for Wednesday, November 3, 2021 from 2:00 pm to 4:00 pm EDT.**

Registration is required to view and hear the webinar. The webinar link is:

<https://attendee.gotowebinar.com/register/3474612192988607499>

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES**

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

After registering, you will receive a confirmation email containing information about joining the webinar.

If you have questions regarding the webinar, contact Clarissa Gunter at [clarissa.gunter@dhhs.nc.gov](mailto:clarissa.gunter@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West".

Carla L. West, Senior Director for Economic Services  
Division of Social Services, Economic and Family Services

CLW/cg

**EFS-RA-04-2021**