



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

Date: July 11, 2023

Dear County Directors of Social Services

Attention: Work First Administrators, Managers, Supervisors, and Case Managers

Subject: Work First Participant Outreach

Priority: Information only

The Work First team has two (2) Public Policy student interns from Duke University, Emma Chun and Andhrea Tagle, this summer. As part of the TANF Modernization efforts, they will be conducting focus groups with Work First participants from various counties to gain insight into the customer experience and solicit feedback for program growth.

Please be advised that over the next two weeks, they will be reaching out to Work First participants in the following counties:

Alamance, Alexander, Beaufort, Bertie, Caldwell, Catawba, Cherokee, Durham, Gaston, Graham, Guilford, Lee, Lenoir, Lincoln, Macon, Martin, Mecklenburg, Polk, Richmond, Robeson, Swain, Transylvania, Wake, Washington, and Wilson.

Clients will receive information about the purpose of the focus groups and an invitation to join via email. Please note that participation is completely voluntary, and all responses will be kept anonymous to ensure confidentiality.

We request your assistance in informing relevant county staff about this outreach effort. Should participants contact your county with any questions regarding the email they receive, please feel free to direct them to: emma.chun@dhhs.nc.gov.

We appreciate your support and collaboration in this matter.

Sincerely,

Allison W. Smith, Deputy Director
Economic and Family Services Section

AWS/ec

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

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