To: County Directors of Social Services  
Attention: Economic Services Administrators, Managers, and Supervisors  
Subject: Updates to Operational Support Team Policy Question submission forms  
Date: June 9, 2017

This is to notify you of changes being made to the Operational Support Team (OST) question submission form. Security issues require that we discontinue the use of the Google documents web form. To maintain the simplification, standardization, and automation of the submission of policy questions, the Google document will be replaced with a word form. While the basic process of submitting all policy questions through the links in the Integrated Eligibility Manual has not changed, the look of the documents will be different for the user. Instructions are included on the Policy Questions page on the Integrated Eligibility Manual. See below for a description of the new documents.

Effective upon receipt of this letter please submit all Food and Nutrition Services, Medicaid, and Work First policy questions via the Policy Questions link located in the Integrated Eligibility Manual.

Integrated Eligibility Manual:
Sample Word Form:

<table>
<thead>
<tr>
<th>Operational Support Team Food and Nutrition Services Policy Question Submission Form</th>
<th>For Local Department of Social Services use only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Contact Information:</td>
<td></td>
</tr>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Local Agency:</td>
<td></td>
</tr>
<tr>
<td>Program Area and Policy Sections Researched:</td>
<td></td>
</tr>
<tr>
<td>Program Area:</td>
<td></td>
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<tr>
<td>Policy Sections Researched:</td>
<td></td>
</tr>
<tr>
<td>Case Identifier and Question</td>
<td></td>
</tr>
<tr>
<td>Type:</td>
<td>Number:</td>
</tr>
<tr>
<td>Question:</td>
<td></td>
</tr>
<tr>
<td>- Give as much detail as possible</td>
<td></td>
</tr>
<tr>
<td>- If there are details you cannot list here, you may need that we call you for more detail</td>
<td></td>
</tr>
<tr>
<td>- We will contact you by phone or email if we need additional information / Do not use any confidential information in this form</td>
<td></td>
</tr>
<tr>
<td>- Only submit questions on one case per submission</td>
<td></td>
</tr>
<tr>
<td>- We cannot respond to NC FAST functionality questions, please contact the NC FAST help desk</td>
<td></td>
</tr>
</tbody>
</table>

Send Question

If you have questions concerning these new procedures or issues submitting policy questions, please contact your assigned OST Representative.

Sincerely,

Regina W. Bell
OST Manager

Barbara M. Daniels
OST Manager

OST-13-2017