To: County Directors of Social Services

Attention: Economic Services Administrators, Managers and Supervisors

Subject: Supervisor Cluster Meetings

Date: July 24, 2017

The Operational Support Team (OST) in conjunction with staff from the Division of Social Services, Economic and Family Services and the Division of Medical Assistance, Medicaid Eligibility Services, has scheduled the next Supervisor Cluster meetings that will be conducted state-wide. The Cluster Meetings are divided into two one-day sessions and are program specific. Depending upon the program area, the emphasis for these meetings is to provide policy training, state updates, and networking opportunities to give managers and supervisors an opportunity to interact with each other regarding the administration of the economic services benefit programs. Since these sessions are focusing more on training, be thoughtful regarding who attends the meetings because the expectation is that those who attend will retrain or share this information with the eligibility workers within their organization.

Agenda Topics: The below topic areas will be discussed during your one day assigned meeting. A separate agenda will be sent to counties in the upcoming weeks to include a detailed course description for each topic outlined below:

1. **Food and Nutrition and Work First Services Program Staff Agenda**: Fair Hearing Requirements, Recertification Timeliness, ABAWD Refresher Training, and Work First Employment Services Requirements.

2. **Medicaid Eligibility Services Program Staff Agenda**: Long Term Care, Medicaid Report Card, Application Monitoring, and additional General Updates.

Selected Locations: Cluster meetings will be held in the following geographical areas:

- **Eastern Region**: College of The Albemarle, 1208 N Road St, Elizabeth City, NC 27909
- **Western Region**: Buncombe County Health and Human Services 200 College St, Asheville, NC 28801
- **Piedmont Region**: Rowan-Cabarrus Community College, 1333 Jake Alexander Blvd S, Salisbury, NC 28146
- **North Central Region**: Durham Department of Social Services 414 E Main St, Durham, NC 27702
- **South Central Region**: Guilford Tech Community College, 601 E Main St, Jamestown, NC 27282
Each county has been assigned a designated location and date to participate. There is no registration fee. Registration will begin at 8:30am. Each meeting will begin promptly at 9:00am and end at 4:00pm, including a morning and afternoon break and lunch. Lunch will not be provided. Each county may send a maximum of five (5) participants. Attached you will find the locations and dates for the upcoming cluster meetings for your specific assigned county.

If you have questions regarding locations or agenda topics, please contact Melodie Ford, OST Trainer and Curriculum Specialist, at melodie.d.ford@dhhs.nc.gov or 919-813-5526. Thank you and we look forward to having you join us during the Summer 2017 Supervisor Cluster Meetings.

Sincerely,

Regina W. Bell, CPM
Operational Support Team Manager

Barbara Daniels
Operational Support Team Manager

OST-14-2017
Attachment
<table>
<thead>
<tr>
<th>Date</th>
<th>Assigned Counties</th>
<th>Location/General Room Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 28</td>
<td>Columbus, Brunswick, Durham, Edgecombe, Franklin, Granville, Greene, Halifax, Johnston, Jones</td>
<td>Durham Department of Social Services: <a href="http://www.dconc.gov/government">http://www.dconc.gov/government</a> 414 E Main St, Durham, NC 27702</td>
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<tr>
<td>August 9</td>
<td>Alamance, Bladen, Caswell, Chatham, Cumberland, Duplin, Forsyth, Guilford, Harnett, Hoke, Lee, Moore, Orange, Person, Randolph, Robeson, Rockingham, Scotland, Wayne</td>
<td>Guilford Tech Community College: <a href="https://home.gtcc.edu/">https://home.gtcc.edu/</a> 601 E Main St, Jamestown, NC 27282 Applied Technology Building Rooms AT 120, AT 124, AT 125, AT 325</td>
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<tr>
<td>August 16</td>
<td>Ashe, Alexander, Alleghany, Anson, Cabarrus, Catawba, Davidson, Davie, Gaston, Iredell, Lincoln, Mecklenburg, Montgomery, Richmond, Rowan, Stanly, Surry, Stokes, Union, Wilkes, Yadkin</td>
<td>Rowan-Cabarrus Community College <a href="https://www.rccc.edu/">https://www.rccc.edu/</a> 1333 Jake Alexander Blvd S, Salisbury, N.C. 28146</td>
</tr>
</tbody>
</table>
| August 24  | Avery, Buncombe, Burke, Caldwell, Cherokee/EBCI, Cleveland, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Mitchell, McDowell, Polk, Rutherford, Swain, Transylvania, Watauga, Yancey | Buncombe County Health and Human Services [https://www.buncombecounty.org](https://www.buncombecounty.org) 200 College Street, TD Bank Building Ground Floor Conference Room. Asheville, NC 28801  

*Carpooling is highly recommended.* There is a parking deck beside the building or there may be available street parking. |
| August 29  | Bertie, Beaufort, Craven, Camden, Carteret, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, Northampton, Onslow, Pamlico, Pasquotank, Perquimans, Tyrrell, Washington | College of The Albemarle [https://www.albemarle.edu/](https://www.albemarle.edu/) 1208 N Road St, Elizabeth City, NC 27909  

John Wood Foreman Technology Center (building closest to the YMCA) Room FC-121 Turn at the elevator, room is on the right. |
## Division of Medical Assistance

<table>
<thead>
<tr>
<th>Date</th>
<th>Assigned Counties</th>
<th>Location/General Room Capacity</th>
</tr>
</thead>
</table>
| **August 10** | Columbus  
Brunswick  
Durham  
Edgecombe  
Franklin  
Granville  
Greene  
Halifax  
Johnston  
Jones  
Lenoir  
Nash  
New Hanover  
Pender  
Pitt  
Sampson  
Wake  
Warren  
Wilson  
Vance  | Durham County DSS  
http://www.dconc.gov/government  
414 E Main St, Durham, NC 27702  
2nd Floor - Conference Room 2421 and 2422 |
| **August 11** | Alamance  
Bladen  
Caswell  
Chatham  
Cumberland  
Duplin  
Forsyth  
Guilford  
Harnett  
Hoke  
Lee  
Moore  
Orange  
Person  
Randolph  
Robeson  
Rockingham  
Scotland  
Wayne  | Guilford Tech Community College:  
https://home.gtcc.edu/  
601 E Main St, Jamestown, NC 27282  
Applied Technology Building - Rooms AT 120, AT 124, AT 125, AT 325 |
| **August 18** | Ashe  
Alexander  
Alleghany  
Anson  
Cabarrus  
Catawba  
Davidson  
Davie  
Gaston  
Iredell  
Lincoln  
Mecklenburg  
Montgomery  
Richmond  
Rowan  
Stanly  
Surry  
Stokes  
Union  
Wilkes  
Yadkin  | Rowan-Cabarrus Community College  
https://www.rccc.edu/  
1333 Jake Alexander Blvd S, Salisbury, N.C. 28146 |
| **August 23** | Avery  
Buncombe  
Burke  
Caldwell  
Cherokee/EBCI  
Cleveland  
Clay  
Graham  
Haywood  
Henderson  
Jackson  
Macon  
Madison  
Mitchell  
McDowell  
Polk  
Rutherford  
Swain  
Transylvania  
Watauga  
Yancey  | Buncombe County Health and Human Services  
https://www.buncombecounty.org  
200 College Street, TD Bank Building Ground Floor Conference Room. Asheville, NC 28801  
**Carpooling is highly recommended.** There is a parking deck beside the building or there may be available street parking. |
| **August 31** | Bertie  
Beaufort  
Craven  
Camaro  
Carteret  
Chowan  
Curtluck  
Dare  
Dare  
Eagar  
Hertford  
Hyde  
Martin  
Northampton  
Onslow  
Pamlico  
Pasquotank  
Perquimans  
Tyrrell  
Washington  | College of The Albemarle  
https://www.albemarle.edu/  
1208 N Road St, Elizabeth City, NC 27909  
John Wood Foreman Technology Center (building closest to the YMCA) Room FC-121 Turn at the elevator, room is on the right. |