

WF1700 - STATE OFFICE CONTACTS

Change #2-2012

November 1, 2012

1700.01 DIVISION OF INFORMATION RESOURCE MANAGEMENT (DIRM)

DHHS Customer Support Team
2029 Mail Service Center
Raleigh, NC 27699-2017

Located at:

815 Palmer Drive
Dobbin Building, Dix Campus
Raleigh, NC 27699

Phone: (919) 855-3200

Fax: (919) 715-8864

Contact the Customer Support Team as necessary to obtain assistance in:

- A.** Activating an inoperative terminal, printer, or control unit;
- B.** Clearing a continuous system clock;
- C.** Tran L Term or ABEND message on the terminal;
- D.** Obtaining a system Operator ID and password;
- E.** Receiving messages; and
- F.** Solving security problems.

1700.02 DIVISION OF SOCIAL SERVICES (DSS)

- A.** Performance Mgmt/Reporting & Evaluation Mgmt Section
Information Support Unit
2415 Mail Service Center
Raleigh, NC27699-2415

Located at:

325 North Salisbury Street
Albemarle Building, 8th Floor
Raleigh, NC 27603

Phone: (919) 733-8938

Fax: (919) 334-1052

Contact the Information Support Unit as necessary to obtain assistance in:

1. Answering questions related to material in the following:

Child Placement and Payment System (CPPS) User's Manual
Central Registry User's Manual
EPICS User's Manual
FSIS User's Manual
SIS User's and Data Entry Manuals
Work First User's Manual
Low Income Energy Assistance Program (LIEAP)/Crisis Intervention Program (CIP) Manual.
2. Keying a form in APS, CIP, CPPS, Central Registry, EIS (Work First, Refugee, and Special Assistance programs), EPICS, EPIS, FSIS, LIEAP, RIL, and SIS.
3. Completing a computer input document per the system user's manual instructions.
4. Identifying proper procedure to correct a problem caused by an incorrect entry.
5. Reading reports in NCXPTR.

- B.** Performance Mgmt/Reporting & Evaluation Mgmt Section
Data Management Team
2420 Mail Service Center
Raleigh, NC 27699-2420

Located at:

325 North Salisbury Street
Albemarle Building, 8th Floor
Raleigh, NC 27603

Phone: (919) 733-4530
Fax: (919) 334-1052

Contact the Data Management Team as necessary to obtain assistance with:

1. DSS-5104 form deletions. A written request via the DSS-5104d form must be submitted by mail or fax.
2. TANF Data Collection (TDC) questions and access.
3. Reporting information.
4. NCANDS and AFCARS.
5. Multiple Response System (MRS).
6. DSS Website information including online forms. The forms website link:

<http://info.dhhs.state.nc.us/olm/forms/forms.aspx?dc=dss>

- C.** Child Welfare Services (CWS)
2408 Mail Service Center
Raleigh, NC 27699-2408

Located at:

325 North Salisbury Street
Albemarle Building, 7th Floor
Raleigh, NC 27603

Phone: (919) 733-4622
Fax: (919) 715-6714

Contact Child Welfare Services as necessary to obtain assistance with:

1. Policy questions related to Child Welfare (Central Registry, Responsible Individual List, Adoption, Foster Care, and CPS).
2. Requests for supplemental HIV payments. A written request via the DSS-5758 form must be submitted by mail.
3. Requests for a valid facility ID number in the Foster Care Facility License System. The completed application along with a copy of the current DFS license for review and approval must be submitted by mail with attention to the Licensing and Policy unit.

D. DHHS Controller's Office
Program/Benefits Payment Section
2019 Mail Service Center
Raleigh, NC 27699-2019

Located at:

McBryde West
1050 Umstead Drive
Raleigh, NC 27603

Phone: (919) 527-6130

If working with money pay programs, contact the Program/Benefits Payment Section as necessary to obtain assistance with:

1. Accounting procedures.
2. Request replacement checks.
3. Return a check for cancellation.
4. 5022's erroneously keyed for the same case on the same day with different benefit amounts.
5. Possible Duplicate Listing report.
6. WF288 Pull Check Listing report.

1700.03 DIVISION OF MEDICAL ASSISTANCE (DMA)

For all DMA contact information, use the website address below.

http://info.dhhs.state.nc.us/olm/manuals/dma/eis/man/Eis1200.htm#P12_263

1700.04 DIVISION OF AGING AND ADULT SERVICES (DAAS)

2101 Mail Service Center
Raleigh, NC 27699-2101

Located at:

693 Palmer Drive
Taylor Hall Building, Dix Campus
Raleigh, NC 27699

Phone: (919) 733-3983
Fax: (919) 733-0443

Contact the Division of Aging and Adult Services as necessary to obtain assistance with:

1. Procedural/policy questions related to Special Assistance and Special Assistance In Home programs.
2. Procedural/policy questions related to Adult Protective Services.