



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Recipient Services MEU**  
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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Mark T. Benton, Director  
William W. Lawrence, Jr., M.D., Senior Deputy  
Director

May 25, 2007

Dear County Director of Social Services:

**Attention: Medicaid, Child Welfare, Work First and Food Stamp Supervisors**

This letter is to determine how many County Departments of Social Services have Medicaid, Child Welfare Work First and Food Stamp workers with access to online manuals and forms. Therefore, we are sending this survey to all of the 100 County Department of Social Services in North Carolina regarding the necessity of mailing hard copies of manual material, administrative letters, forms, or change notices to your offices. We are trying to determine, with your help, if there is the need for such mailings since all manual material, administrative letters, forms, and change notices are accessible on line in PDF version and can be printed by the county as need arises.

We are also evaluating the ability to stop the storage of forms. Forms stored on hand for county mailings are very often outdated quickly by constant policy changes. In addition, most forms on line are interactive or will be made interactive and are updated. We recognize that there are a few forms that are not conducive to local printing, especially those in booklet form, such as the Food Stamp application. We will evaluate those few forms for centralized printing and storage.

Please complete the attached survey and forward within two (2) weeks upon the receipt of this letter to your appropriate Program Representative. We will evaluate your responses and determine whether or not hard copies of manual material, administrative letters, forms, or change notices will continue to be mailed to your county. You will be notified of the final outcome.

Thank you for taking the time to help us.

Sincerely,

Mark T. Benton, Director  
North Carolina Division of Medical Assistance

Sherry S. Bradsher, Director  
North Carolina Division of Social Services

