



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child Development and Early
Education

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
ARIEL FORD • Director

Dear County Directors of Social Services and Local Purchasing Agencies

Date: May 15, 2024

Letter Number: SCCA DCDL 2024 - #04

Attention: Directors of County Departments of Social Services
Directors of Other Local Purchasing Agencies
Child Care Coordinators, Supervisors, and Managers
Other DSS Personnel who work with the Subsidized Child Care Assistance Program

Subject: Subsidy Policy Help Desk to close on June 30, 2024

The purpose of this letter is to inform you of an upcoming change with the Subsidy Policy Help Desk on June 30. Effective July 1, 2024, the Subsidy Policy Help Desk email (DCDEE.Subsidy.Policy.Help@dhhs.nc.gov) will become inactive. You will be expected to consult with your Technical Assistance Consultant for all policy inquiries and subsidy training requests at that time. We are making this change to improve your experience and manage responses to your inquiries in a timelier fashion. Because of the already-established rapport with your current Technical Assistance Consultant, we believe this transition will be a smooth one. For quick reference, you will find a current Technical Assistance Consultant map with contact information for the Subsidy TA Consultants.

If you have questions regarding this letter, please contact Tania Lee, Senior Subsidy Manager, at tania.lee@dhhs.nc.gov.

Sincerely,

A handwritten signature in cursive script that reads "Ariel S. Ford".

Ariel Ford

AF/TL

Attachment