

## **DVRS Work Incentives Planning and Assistance (WIPA) 2023 Coverage Areas**

### **Wayne Howell, WIPA Project Director, Raleigh State Office**

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### **DVRS WIPA (SSA Disability Benefits Counseling) Service Areas and Staff:**

#### **Jacqueline Lucas, Rocky Mount Unit Office**

Phone: (252) 977-2112 Email: [Jackie.Lucas@dhhs.nc.gov](mailto:Jackie.Lucas@dhhs.nc.gov)

Counties: Chatham, Lee, Orange, Person

#### **Jacqueline Moore, Statesville Office**

Phone: (704) 380-6660 Main Office, (704) 380-6663 Direct Dial Email:

[Jacqueline.Moore@dhhs.nc.gov](mailto:Jacqueline.Moore@dhhs.nc.gov)

Counties: Alexander, Burke, Cabarrus, Caldwell, Caswell, Catawba, Gaston, Iredell, Lincoln, Rowan

#### **Jacqueline Moore, Statesville Office (Temporary Coverage)**

Phone: (704) 380-6660 Main Office, (704) 380-6663 Direct Dial Email:

[Jacqueline.Moore@dhhs.nc.gov](mailto:Jacqueline.Moore@dhhs.nc.gov)

Counties: Alleghany, Ashe, Avery, Cherokee, Clay, Cleveland, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, Yancey

#### **Lisa Oakley, Charlotte Office**

Phone: 704-218-5378 Direct Dial Email: [Lisa.Oakely@dhhs.nc.gov](mailto:Lisa.Oakely@dhhs.nc.gov)

Counties: Anson, Hoke, Mecklenburg, Montgomery, Moore, Richmond, Scotland, Stanly, and Union

#### **Ebony Wade, Greensboro Unit Office**

Phone: (336)487-0543 Email: [Ebony.Wade@dhhs.nc.gov](mailto:Ebony.Wade@dhhs.nc.gov)

Counties: Alamance, Buncombe, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry, Yadkin,

### **FREE SERVICES TO EVERYONE**

Social Security Administration is now providing I&R (information & referral) services to non-working clients through the Ticket-to-work Helpline. Clients that are needing information before deciding to work or that is not currently interviewing will need to call the Ticket-to-Work Helpline (number provided below).

WIPA helpdesk is 1-866-968-7842 or 1-866-833-2967 (TTY)

**The other WIPA provider in North Carolina is Employment Source, Inc. dba Service Source (SSNC).**

**Service Source Contact Information**

600 Ames Street, Fayetteville, NC  
28301  
Phone: (910) 401-5495

**Pablo Puente – Project Director**

[Pablo.Puente@servicesource.org](mailto:Pablo.Puente@servicesource.org)

**Kena Farrington - CWIC**

[Kena.Farrington@servicesource.org](mailto:Kena.Farrington@servicesource.org)

**Service Source serves the following counties:**

Beaufort, Bertie, Blade, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Durham, Greene, Jones, Johnston Lenoir, Harnett, Edgecombe, Franklin, Gates, Granville, Halifax, Hertford, Hyde, Onslow, Pamlico, Pasquotank, Martin, Nash, New Hanover, Northampton, Pender, Perquimans, Pitt, Robeson, Sampson, Tyrell, Vance, Wake, Warren, Washington, Wayne, Wilson