

Phaltheia "Phal" Parker  
Case Manager  
Human Services

Phal joined the Wake County Department of Social Services on February 20, 1989 as a Data Entry Operator. In this position, she was responsible for keying the forms for all programs to release benefits to the citizens of Wake County.

In June 1989, she was promoted to Income Maintenance Caseworker I. In this role, she was trained to take and process applications for the following programs: Aid to Families with Dependent Children (AFDC), Medicaid for Family and Children, Medicaid for Infants and Children, and Medicaid for Pregnant Women.

Two years later, Phal was promoted to Income Maintenance Caseworker II, which was a travelling position. Each week she visited the satellite offices in Holly Springs, Fuquay Varina, Zebulon, and Wake Forest, taking applications in most of the agency's programs. She also worked at the Wake County Health Department and Rock Quarry Road Family Medicine, taking Medicaid applications and completing home visits throughout Wake County.

In 2001, Phal became a Food and Nutrition Services applications Case Manager at the Swinburne location. This position is where she finished her 27 year career with Wake County on August 31.

In retirement, Phal plans to return to school to obtain a second college degree. She also hopes to become more active in her church and community activities, along with spending more time with her family.

Please join me in congratulating Phal on her retirement.