



**North Carolina Department of Health and Human Services
Division of Aging and Adult Services**

2101 Mail Service Center • Raleigh, North Carolina 27699-2101
Tel 919 733-3818 • Fax No. 919 715-0023

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Dennis W. Streets, Director
919-733-3983

July 28, 2011

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

**ATTENTION: Special Assistance Supervisors
Adult Services Supervisors**

SUBJECT: Special Assistance Program Monitoring Changes

This letter is to inform you about changes in the way the Division of Aging and Adult Services (DAAS) will monitor the Special Assistance (SA) Program administered locally by county departments of social services (DSS). There are two significant changes in the way DAAS will now conduct SA monitoring. The first change targets specific areas of policy when reviewing cases rather than reviewing all aspects of case eligibility. The second change is that most monitoring will be conducted as a desk review by a DAAS Special Assistance Program Representative (SAPR) instead of on-site at the DSS. These changes are an effort to improve the effectiveness and efficiency of the monitoring process.

Staff has evaluated the results from the past two rounds of monitoring and identified the most common areas of noncompliance to be resources and transfer of resources. SA monitoring for state fiscal years 2012 and 2013 will target these two areas of policy. Only applicants and recipients who do not receive SSI must have a resource evaluation, so non-SSI cases will be the only ones monitored through 2013. Documentation verifying that the recipient resides in an appropriately licensed facility will also be reviewed. The counties scheduled to be monitored during state fiscal year 2011-2012 are listed on the enclosed Monitoring Schedule. SAPRs will begin contacting the counties scheduled for August on or after August 8.

The record reviews will be done primarily off-site in the offices of the SAPR. The DSSs will receive a list of the cases for the sample month and will send the records to the office of the SAPR. The SAPR will review the records and conduct an exit conference with the DSS staff prior to the completion of the monitoring report. The Special Assistance Monitoring Plan is on the DAAS website at http://www.ncdhhs.gov/aging/adultsvcs/SA_Monitoring_Plan_June_2011.pdf

The Monitoring Plan includes more details about the process and procedures. The instructions about the process will depend on whether the DSS is “paperless.” If the DSS uses traditional case records, specific instructions for packaging and shipping will be sent to the DSS at the time the list of sample cases is sent. For paperless counties, instructions to send cases via CD will be included with the list of sample cases. We understand that this process is the same one used by the Division of Medical Assistance for Medicaid monitoring. The monitoring tool that will be used for the targeted monitoring is on the DAAS Monitoring website at <http://www.ncdhhs.gov/aging/monitor/tools/SAMonitoringToolLevell.xls>

DAAS is working with other divisions within the Department of Health and Human Services (DHHS) and with local DSSs on several initiatives to streamline the eligibility determination process for benefits programs. These initiatives will include changes to statutes, rules and procedures to align policy and processes. These initiatives are concurrent with the development of NC FAST, which is designed to eliminate redundant work activities and eligibility processes, increase program accuracy, and simplify the process for clients. These changes will impact and should simplify the monitoring processes and procedures for SA. DAAS will adjust the SA monitoring process and procedures as these initiatives are implemented.

Please call Chris Urso, SA Program Administrator, if you have questions about these monitoring changes. Chris can be reached at 919-733-3818 or Chris.Urso@dhhs.nc.gov.

Sincerely,

Suzanne P. Merrill, Chief
Adult Services Section

SPM:cu

AFS-04-2011

Attachment

Attachment to AFS 04-11 Special Assistance Monitoring Schedule

SFY 2011-2012 Month to be Monitored	County Name	SAPR	SFY 2011-2012 Month to be Monitored	County Name	SAPR
August	Camden	Brenda Porter	February	Martin	Brenda Porter
August	Dare	Brenda Porter	February	Northampton	Brenda Porter
August	Alexander	Angie Phillips	February	Wilson	Brenda Porter
August	Alleghany	Angie Phillips	February	Guilford	Angie Phillips
September	Bladen	Brenda Porter	February	Yancey	Angie Phillips
September	Duplin	Brenda Porter	March	Bertie	Brenda Porter
September	Alamance	Angie Phillips	March	Hyde	Brenda Porter
September	Ashe	Angie Phillips	March	Moore	Brenda Porter
October	Harnett	Brenda Porter	March	Swain	Angie Phillips
October	Mecklenburg	Brenda Porter	March	Durham	Angie Phillips
October	Avery	Angie Phillips	March	Stanly	Angie Phillips
October	Caswell	Angie Phillips	April	New Hanover	Brenda Porter
November	Chatham	Brenda Porter	April	Warren	Brenda Porter
November	Johnston	Brenda Porter	April	Orange	Angie Phillips
November	Madison	Angie Phillips	April	Anson	Angie Phillips
November	McDowell	Angie Phillips	May	Edgecombe	Brenda Porter
December	Currituck	Brenda Porter	May	Washington	Brenda Porter
December	Wayne	Brenda Porter	May	Wilkes	Angie Phillips
December	Mitchell	Angie Phillips	May	Polk	Angie Phillips
December	Person	Angie Phillips	May	Cabarrus	Angie Phillips
January	Hertford	Brenda Porter	June	Nash	Brenda Porter
January	Lee	Brenda Porter	June	Tyrrell	Brenda Porter
January	Wake	Brenda Porter	June	Haywood	Angie Phillips
January	Catawba	Angie Phillips	June	Lenoir	Angie Phillips
January	Yadkin	Angie Phillips			
January	Burke	Angie Phillips			