

Social Services Monthly Updates

April 2017: Celebrates National Child Abuse Prevention Month:

National Child Abuse Prevention Month recognizes the importance of families and communities working together to prevent child abuse and neglect. In partnership with [Prevent Child Abuse North Carolina](#), NC DHHS/DSS encourages strong, nurturing communities that are supportive of families to get involved and play a role in preventing child abuse and neglect and promoting child and family well-being

As an effort to promote greater awareness, pinwheel gardens will be sprouting up all over NC this month. The Child Welfare Services Section of the Division of Social Services will again place “purple pinwheels” at the entrance of the State Farmers Market and across the grounds of Dorothea Dix Park and NC DHHS Headquarters.



The use of pinwheels, as part of the national campaign *Pinwheels for Prevention*, originated in Douglas County, Georgia. The pinwheel, is symbolic of childhood and/or representative of children and focuses on preventing child maltreatment through greater prevention efforts.

Wayne E. Black,
Senior Director for Social Services & County Operations



April 2017

Upcoming Events

Statewide DSS Director and Fiscal Officer Webinar /Conference Call

9am to 11:15am on **April 19, 2017** (*special call date on the 3rd Wednesday to accommodate NCACDSS Annual Meeting*). Please follow the link below to register for the meeting.

<https://attendee.gotowebinar.com/register/4456037335019356163>

After registering, you will receive a confirmation email containing information about joining the webinar. [View System Requirements](#)

Project NO REST 2017 Conference:

FEET on the Ground in NC *Fortifying Efforts to Eradicate Human Trafficking*

Tuesday, August 15 – Wednesday, August 16, 2017

@ Renaissance Asheville Hotel, 31 Woodfin Street, Asheville, NC

Jointly provided by Project NO REST and MAHEC
919-962-8352 | jsvaughn@email.unc.edu

April 19-21, 2017: North Carolina Employment and Training Association (NCETA) Spring Conference

Hilton Riverside in Wilmington NC

[Conference Information and Program](#)

[Conference Registration](#)

April 25th& 26th, 2017: New Administrative Officer training will be offered at the Beaufort County DSS.

April 26-28, 2017: NCACDSS Annual Meeting

Save the Date: Tuesday, May 16, 2017, from 10:30 a.m. – 12:00 p.m. for webinar presentation: **“Efficiently Licensing High-Quality Foster Parents.”**

Sponsored by the NC Division of Social Services, in partnership with the Jordan Institute for Families at the UNC-Chapel Hill School of Social Work.

More details on pages 5 and 6.

DHHS Leadership:



Michael A. Becketts has been appointed as Assistant Secretary for Social Services, NC Department of Health and Human Services.

In his new capacity, Michael will have direct oversight of the Directors of the Division of Social Services and the Division of Aging and Adult Services. He will report to the Deputy Secretary of Human Services. Michael previously served as Director of the Durham County Department of Social Services.

Administrative/Dear County Director Letters (issued in March 15th 2017 – April 6th, 2017)

| | | | |
|----------------|-------------------|--|--|
| March 15, 2017 | EFS-WF-02-2017 | Benefit Diversion Survey for State Fiscal Year 2017 - 2018 Attachment - Work First Program Benefit Diversion Survey SFY 2017 - 2018 | Economic Services |
| March 16, 2017 | CWS-05-2017 | FORM REVISIONS FOR ADOPTION RELATED FORMS | Child Welfare Services |
| March 16, 2017 | EFS-WF-03-2017 | Work First Screening Tool for Child Well-Being | Economic Services |
| March 17, 2017 | EFS-FNSEP-06-2017 | Local Agency Employee Disaster Food and Nutrition Services Application List | Economic Services |
| March 22, 2017 | EFS-WF-05-2017 | NC FAST and the Outcome Plan Training Webinar | Economic Services |
| March 27, 2017 | BG-03-2017 | The Work Number (Equifax) | Budget |
| April 3, 2017 | OST-07-2017 | FNS Training Courses Posted to NC FAST Learning Gateway | Operational Support Team |
| April 3, 2017 | OST-08-2017 | Submitting Policy Questions to OST | Operational Support Team |
| April 3, 2017 | CSS-01-2017 | Tax Affidavits | Child Support |
| April 4, 2017 | EFS-WF-06-2017 | 2016 – 2019 NC TANF State Plan | Economic Services |
| April 6, 2017 | EFS-FNSEP-07-2017 | Application Keyed Listing Report | Economic Services |

Fiscal Reminders

Local Business Liaisons (LBLs) – Observations, Reminders and Technical Assistance

Reclass: Letters to Controllers' office to request reclassification of expenses from "all county" back to an appropriate fund source can be submitted at any time. Counties do not have to wait till year-end. Letters can be faxed to Controller's Office attention: Pricillia Tabron, FAX number 919.715.5847

Reports: Continue to monitor your allocation spending and balances on the XS411 and your MOE spending on the WC373 YTD report. Also, monitor all revenues to verify receipts and projections for current year are in line with budget. If underspending review coding and adjust if appropriate. The final quarterly allocations will be available for expenses claimed March reimbursed in April 1571's.

A Funding Authorization has been issued for Foster Care Visitation Funding and an allocation has been added to the XS 411. Admin Staff can move Service time from SIS codes 109, 117, 118 coded to P, V, R, 9, X, O to 05-10-A.

Reversals: If you have reversals to do... go ahead and get them completed. You do not want to wait to month 12 to make reversals this can/will affect your numbers, possibly in a negative way. You don't want to think you have met MOE and the reversals change that outcome.

NC CoReLS: Please try to make sure you are uploading as soon as you can. Several counties are still having multiple issues with uploading and it not the same counties each month. We seem to be pushing the deadline every month because of technical issues.

Child Support: Continue to reconcile Child Support Incentives payments and reinvestment expenses reported on the DSS 1571. Are you following your plan?

DCD Letter: A Dear County Director Letter dated March 10, 2017 for Automation/CPS IV-E to help assist counties in meeting MOE. Note: If using automation, you must submit a copy of the invoices to your LBL. All request and information must be submitted by May 31, 2017.

NEMT: Please make sure you are involved in the NEMT/NC TRACKS training events. Please if you are having issues in your county let Carolyn McClanahan know.

If you have any questions, please do not hesitate to contact your designated LBL.

DSS Fiscal Monitors – Observations, Reminders, and Technical Assistance

- It is imperative that all receipts reconcile to deposits, revenues posted to the general ledger and to the amount reported on the 1571.
- ADP Equipment includes copiers and multi-function copier/printer/scanner/fax machines which are connected to your agency's network. These items are required to be on an approved ADP Plan to claim the costs – whether purchased or leased. Please consult with your LBL if you have questions or need clarification on what is to be included on your ADP Plan.
- Agencies are reminded that day-sheets are required for NEMT (Medicaid Transportation) and all IMC Programs. Please refer to the SIS Manual, Instructions for Worker Daily Report of Services (DSS-4263), By Whom Prepared located at: [Services Information System \(SIS\) Manual](#) .

- The SIS Manual and SIS-CARS Open Window Crosswalk should be referenced when determining whether a cost is reported on the Part II or Part IV.
- When reporting costs on either the Part II or the Part IV, please make sure the correct SIS and APP codes are used. For example, a Child Welfare expenditure cannot be reported under a Work First Employment code and vice versa.

NC CoReLS Update

In the Current System: Some counties have been trying to download their SIS data and import it into TEC before the data is made available, which has caused some errors and calls to the NC-CoReLS helpdesk. It was decided to publish the date on which SIS data will be available through the DSS newsletter. In addition, the cut-off dates for keying into SIS are available in the XPTR report DHRHR CALENDAR. The SIS data cannot be imported into TEC until the following business day after the published SIS cut-off. An issue with the Employee ID containing the last 4 digits of the SSN was brought up during the NC-CoReLS Executive Steering Committee meeting. This issue is outside the scope of NC-CoReLS, as the Employee ID is not created in NC-CoReLS. NC-CoReLS users will be made aware of this issue and will be required to use encryption when transferring data with Employee IDs and Employee names.

NC-CoReLS Project Update:

1. The NC-CoReLS Project team is currently working on the QuIC Screens, Reports and Processes. The major portion of TEC related screens, reports and processes are complete. Some issues identified during internal testing and user testing will be fixed in the next couple of weeks.
2. A County feedback session was held on the Web Pilot testing, which included a demo of the TEC screens and reports developed to date with Web Pilots. We are anticipating increased county feedback upon release of QuIC screens and reports for testing during the last week of April. To improve the feedback and to increase the effectiveness of testing, it was decided to have a hands-on testing event at the Dix campus during the last week of April. Web Pilots and select counties that are in proximity to the Triangle area will be invited to participate in the testing event. We will also explore using a Webinar option for the Web Pilots who are not able to attend the testing event in person.
3. Requests are currently being sent individually to all counties to submit their full legacy backup for conversion of the data into the new system. The plan was to send the requests to all the counties by the end of March and to receive the data from counties by April 10th. The NC CoReLS project team is in the process of cleansing and loading the data into the NC-CoReLS development environment. We will use an algorithm (currently followed by the SIS system) to convert the Employee IDs with an SSN to a Non-SSN ID. NC-CoReLS data available during the UAT will not have any SSNs.
4. The DHHS Infrastructure team will set up a UAT for NC-CoReLS in the Harvey Building server. This environment will be used for testing and training purposes during implementation and Operations and Maintenance. The NC-CoReLS

project team has already sent in a request to set up the UAT environment. The following high level UAT plan has been proposed:

- All the 10 web pilots and 10 more counties (total of 20) will do the UAT (decided during an earlier ESC meeting)
 - The Plan is to run 2 months of the entire cycle in NC-CoReLS and test the results from NC-CoReLS with the results from the legacy system. Counties will run reports and check to see if the reports produced in web NC-CoReLS and legacy are the same (or similar in some cases due to rounding) for the 2 months for which the process is run.
5. Counties will also run the reports for earlier months (5 months at least) and check to see if the data has migrated correctly from the legacy to NC-CoReLS. The migrated data will be checked in various screens. The following steps for User Training have been proposed:
- Use Live Web based training whenever possible. Have train the trainers (hands-on) sessions for LBLs.
 - Create training videos; each one will be about 5 minutes' duration or less and will cover one screen, report or process.
 - UAT counties will be trained first, and the rest will be scheduled to follow the implementation phases.
 - User Manual will also be made available.

Child Support Services

Good news from Child Support Services! Preliminary data for FFY 2016 has NC Child Support Services climbing to an **overall national rank of 6** in terms of outcome performance. Ranked behind: 1. Wisconsin, 2. Pennsylvania, 3. Ohio, 4. Indiana, and 5. Iowa.

Child Support's overall performance ranking is due to the consistency of performance across several outcome measures:

| | |
|--|---|
| % of Paternity (99.91% rank #13) | % of Cases Paying on Arrears (67.28% rank # 13) |
| % Current Child Support Paid (68.05% rank #13) | Total Collections (\$ 699.8 Million rank # 11) |

Child Welfare Services

Child Welfare ASSIST - NC DHHS and NC DIT have developed a new Information Technology tool aimed at providing efficient access to key data available via a web-based system for ease of use and accessibility. The data brought into this system comes from many sources, most of which county agencies have access. This tool allows for that information to be easily accessed and utilized. In all cases, the data will need to be part of the decision-making process using critical thinking and engagement with family members and key partners. Please review all materials as you develop your agency strategy to use this IT tool to address safety of children, families and staff.

CWS Webinar "Efficiently Licensing High-Quality Foster Parents"

Audience: Child welfare professionals, especially those involved with foster home licensing, from North Carolina county DSS agencies and private child-placing agencies.

Presenters: Michelle Reines, Foster Home Licensing Manager for the NC Division of Social Services; Alice

Moore, Social Work Supervisor, New Hanover County Social Services; and Jonathan Rockoff, Foster Care Licensing Supervisor, Methodist Home for Children.

On Tuesday, **May 16, 2017, from 10:30 a.m. – 12:00 p.m.** the NC Division of Social Services, in partnership with the Jordan Institute for Families at the UNC-Chapel Hill School of Social Work, will offer the 90-minute webinar “Efficiently Licensing High-Quality Foster Parents.” This webinar will describe what the NC Division of Social Services is doing to enhance the foster home licensing process and to support Supervising Agencies, and it will share effective strategies Supervising Agencies are using to speed up licensing of families while maintaining an emphasis on quality and mutual assessment.

Registration and Training Credit: To receive credit through ncswlearn.org, you **must** preregister for this webinar no later than Monday, May 8, 2017. You must preregister even if you are joining the webinar as part of a group. To preregister: (1) Log in to your account* on <http://www.ncswLearn.org>, (2) Select “Personalized Learning Portfolio (PLP),” (3) Select the “Webinar” option, and (4) Click the “apply for registration” button. If you need further information on how to apply to participate, please e-mail Vicky Chang (vjchang@email.unc.edu).

Economic and Family Services

TANF 2-PARENT WORK PARTICIPATION RATE CORRECTIVE ACTION PLAN

For FFY 2014-15 North Carolina successfully met the required overall Work Participation Rate. This was accomplished by applying the state’s caseload reduction credit of 45.5% to the overall participation rate of 50% for FFY 2015. Thus, the adjusted target rate for North Carolina became 4.5%.

Our state’s overall participation rate was 19.8% which exceeded the adjusted target rate. However, North Carolina did not meet the minimum 2-Parent Work Participation Rate. When the caseload reduction credit (45.5%) was applied to the 90% rate, our state’s adjusted 2-Parent Rate was reduced to 44.5%. North Carolina achieved a 2-Parent Work Participation Rate of 20.8%.

The Division of Social Services prepared and submitted a Corrective Compliance Plan to the Administration for Children & Families (ACF) on February 16, 2017. On April 3, 2017, the Division received a letter from ACF approving our Corrective Compliance Plan. **If North Carolina achieves the 2-Parent Participation Rate (adjusted for caseload reduction credit) by September 30, 2017, a financial penalty will not be imposed by ACF.** Staff of the Economic and Family Services Section and the Operational Support Team will continue to provide support to counties as we strive to achieve this performance requirement. If you need assistance, please contact your Operational Support Team Representative.

Operational Support Team (OST)

Upcoming OST Training Webinars:

| | |
|--|-----------------------------------|
| FNS 610 Inactive EBT | Medicaid Estate Recovery |
| FNS 625 Commodities Programs | Medicaid Retroactive Coverage |
| FNS 705 Hearings | Medicaid Suspension |
| FNS 805 Requirements for Establishing Recipient Claims | Medicaid Pregnant Woman |
| Medicaid Third Party Recovery | Medicaid Money Follows the Person |
| Medicaid Notices | |

Status Updates on Lean Projects:

| | |
|--|--|
| Project 11 Pender County DSS FNS Application Process | Project 25 NC Foster Care Licensing Process |
| Project 20 NC FAST Defects Process | Project 26 Forsyth County Customer Care Center Staff Utilization |
| Project 22 Cleveland County Reception Area Reconfiguration | Project 27 Stanly County FNS Application Processing Timeliness |
| Project 23 Wayne County FNS/MA Recertification Triage Unit Process | Project 28 Henderson County Foster Care Recruitment and Licensing Business Process (Pending) |
| Project 24 Scotland County New Hire Training Model | Project 29 Union County Family and Children's Medicaid Redeterminations Process (Pending) |

SNAP Collaborative Updates:

NC State Team SNAP Process Improvement Visit is scheduled for April 24-25, 2017

Pitt County SNAP Process Improvement Visit is scheduled for April 26-27, 2017

New OST Training and Curriculum Specialist:

Melodie D. Ford is the newest member of the OST. She will be coordinating all OST training development for the Team. Join us in welcoming Melodie to her new role with OST.

Division of Aging and Adult Services

APS Manual Under Review

DAAS has been working with county staff through a workgroup appointed by the NCACDSS Adult Services Committee to review and update the APS Manual. (Workgroup members and their counties are listed below.) The effort has two important goals - improve guidance for county APS staff and have clear guidance possible as we move to implement NCFAS and the design flow. Revisions to date have included the statutory provision for obtaining a subpoena to access financial records. We have more recently revised our guidance around county of residence issues. We have more recently expanded the workgroup to focus on the evaluation process. The workgroup has identified several challenging areas. In addition, questions trending on the Adult Services Listserv are being addressed. The following key areas have been identified:

- More examples and guidance regarding "able, willing and responsible" to help counties address premature closing of cases without any indication that the able, willing, and responsible person has acted or followed through to protect the adult;
- More guidance and practical approaches to serving individuals with mental illness, intellectual and developmental disabilities, and substance use disorders;
- Reformatting the manual for more efficient reference by users;
- Differentiation between law, policy and guidance and best practice;
- Clarification and expansion of guidance regarding the movement of APS clients from county to county at various stages of the APS process;
- Improved guidance for DSS agency attorneys;
- Greater detail in the description of recommended practice regarding anomalies during the APS process, such as multiple reports during an existing evaluation and changes in the cognitive status of an individual after a capacity decision;
- Improve guidance regarding conflict of interest procedures;

- Additional guidance on diligent efforts to locate the adult for initiation.

The workgroup is meeting monthly and will be consulting with staff in the Attorney General's Office on legal issues. The tentative date for the revisions to be completed is October 2017. In the interim, updates on progress will be provided to the Adult Services Committee and in the DSS Director's Newsletter.

APS Workgroup Representatives

Becky Alexander – Adult Protective Services Supervisor, Mecklenburg DSS
Kristina Kiska –Adult Protective Services Supervisor, Jackson DSS
Tammy Chaney –Adult Protective Services Supervisor, Hoke DSS
Tonja Davis – Adult Protective Services Supervisor, Craven DSS
Laurie Dotson – Adult Protective Services Supervisor, Buncombe HHS
Darryl Griffin-Adult Protective Services Supervisor, Guilford HHS
Diana Frederick –Adult Services Supervisor, Rowan DSS
Pamela Nelms-Adult Protective Services Supervisor, Franklin DSS
Tonja Davis-Adult Protective Services Supervisor, Craven DSS
Leslie Smiley-Adult Protective Services Supervisor, New Hanover DSS
Wendy Whitfield-Adult & Family Services Program Manager, Johnston DSS

DAAS Staff

LeShana Baldwin – Adult Services Coordinator DAAS
Rick Hall-Adult Program Representative, DAAS
Laverne Blue -Adult Program Representative, DAAS
Rick Hall-Adult Program Representative, DAAS
Joanne Windley -Adult Program Representative, DAAS
Karey Perez-Adult Program Representative, DAAS

NC FAST Project Status

Project 3 Child Care and Energy:

- Child Care Provider Portal functionality went live ahead of schedule in June 2016. Pilot Counties went live with Child Care Caseworker Functionality and began the process of converting cases from into NC FAST in November 2016. Pilot continues through March 2017 with State-wide rollout through the first half of 2017.
- Energy program (LIEAP, CIP) pilot started March 2017, with statewide rollout concluding July 2017.

Project 4 Child Services:

- Project continues working to meet the legislatively mandated go-live date of December 2017. Pilot counties will start in July. Counties that were involved in system design will follow three months later. By end of year, the pilots will have experience with all the Child Services functionalities.
- At that point, if the pilot counties agree, the system will roll out regionally to the rest of the state over the first half of 2018. For details, system users can go to the Child Services site on the NC FAST Learning Gateway (ncfasttraining.nc.gov).
- The deployment plan and approach has been defined and is being reviewed by the Child Services Tri-Chair Committee.

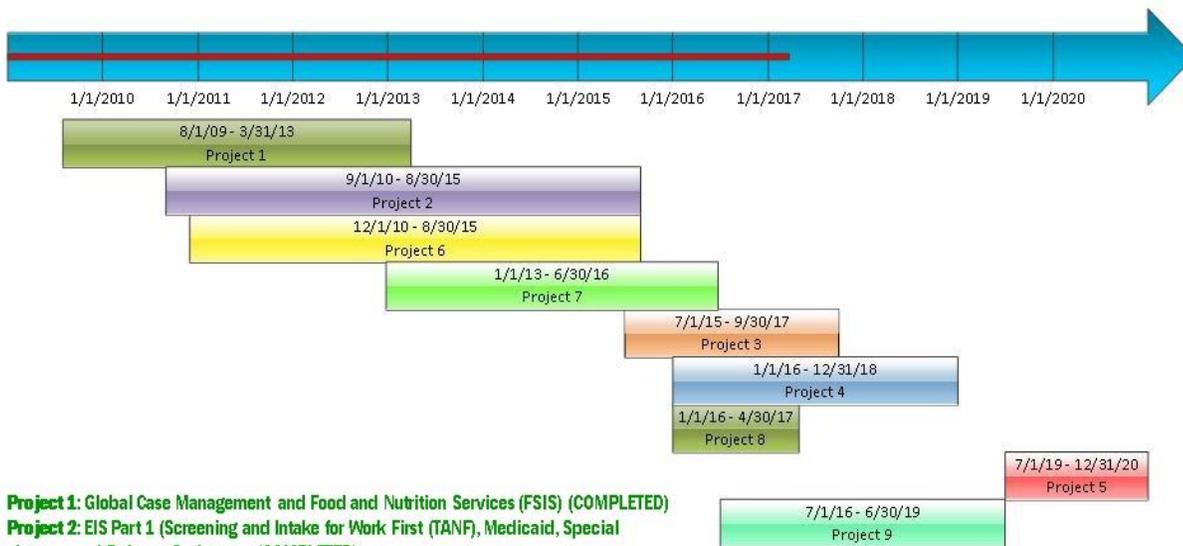
Project 8 Eastern Band of Cherokee Indians (EBCI):

- The project is working with the DHHS PMO for successful implementation in 2017.

Project 9 Medicaid Self-Service and Enterprise Program Integrity:

- Project is on schedule and continues to provide more client-facing capabilities for those individuals applying for and/or receiving Medicaid as well as ACA MAGI updates and IRS changes for 2016 updates for 1095-B form/1094 IRS interface.
- Program Integrity Requirements scheduled to begin spring 2017, pending Accenture Amendment 8 approval from our Federal partners.

NC FAST Project Timeline



- **Project 1:** Global Case Management and Food and Nutrition Services (FSIS) (COMPLETED)
- **Project 2:** EIS Part 1 (Screening and Intake for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance (COMPLETED)
- **Project 3:** LIEAP, Child Care and CIP
- **Project 4:** Child Services
- **Project 5:** Aging and Adult Services
- **Project 6:** EIS Part 2 (Eligibility for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance (COMPLETED)
- **Project 7:** Federally-Facilitated Marketplace Interoperability (COMPLETED)
- **Project 8:** Eastern Band of Cherokee Indians (EBCI) Integration
- **Project 9:** Medicaid Self-Service and Enterprise Program Integrity

Other Training Events



**Opioid Misuse & Overdose
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