

June 2016

Social Services Monthly Updates

As you are aware, House and Senate leaders reached agreement on \$22.34 billion SFY 16-17 budget. Listed are links to the [budget money report](#) and the [budget bill](#) that have been posted. State budget highlights will be discussed in more detail during our upcoming statewide DSS Director and Fiscal Officer Webinar call.

On behalf of the Division of Social Services, best wishes for a happy and safe July 4th holiday weekend. Thank you for all the good work you do!

Wayne E. Black, Director, N.C. Division of Social Services

FNS Application Timeliness

FNS timeliness on a weekly basis in **June 2016** was as follows: (a) 5/30-6/03: 96.9%; (b) 6/06-6/10: 97.2%; (c) 6/13-6/17: 96.7%; (d) 6/20-6/24: 96.8%.

Monthly timeliness rates using weekly reports for the period of January 1 through June 24, 2016 are as follows: (a) January: 90%; (b) February: 92%; (c) March: 96%; (d) April: 97%; May: 97%; June (through 6/24): 97%. For the period of January 1 – June 24, 2016, out of a total of 222,094 approved FNS applications, 210,218 were approved timely for a timeliness rate of 94.6%.

Note: N.C. began using the new methodology, which took into account those applicants with an EBT card not needing 2 days added for mailing, effective February 29, 2016.

FNS Quality Control Timeliness

For the period of October, 2015 through January, 2016, a total of 44 applications were reviewed from the sample, with 43 being timely (97.7%).

FNS Active Error Rate (QC)

For the period of October, 2015 through January, 2016, 343 cases were reviewed with total issuance of \$82,173. Of these, there were 30 error cases with issuance of \$3,903 for an Active Case Error Rate of 4.75%. **Note:** The NC QC Active Error Rate for FFY 2014-15 was 6.64%.

Case and Procedural Error Rate (QC)

For the period of October, 2015 through January 2016, 160 cases were reviewed with 61 in error, for a CAPER of 38.13%. **Note:** For FFY 2014-15 the QC CAPER was 59.21%.

Upcoming Events

July 7, 2016 (Thursday) – Statewide DSS Director and Fiscal Officer Webinar /Conference Call from 9am to 11:15am. **Please note the change of date.**

Please follow the link below to **register** for the meeting. <https://attendee.gotowebinar.com/register/7070904677983978244>

Special Note: The recording of DSS Director/Fiscal Officer Webinar meetings are available at: <https://www2.ncdhhs.gov/dss/county/dssdirectormeetings.htm>.

On the Radar Screen:

FNS Employment & Training Convening

The North Carolina Division of Social Services will be hosting the Food and Nutrition Services Employment and Training (FNS E&T) Convening event, **August 22-24, 2016** at the Sheraton Four Seasons (Koury Convention Center) in Greensboro, NC.

This special Convening Event will share useful information for the development and enhancement of FNS E&T programs. We anticipate representatives from all 100 counties, as well as staff from the Eastern Band of Cherokee Indians Tribe, Community Colleges, NC Department of Commerce and a host of Community Based Organizations throughout the state. Additional information about the FNS E&T Convening event will be forthcoming.

2016 NC Works Partnership Conference

Collaborate to Innovate (C2I)
Sheraton Four Seasons - Koury Convention Center
Greensboro, NC **October 5 – 7, 2016**

For questions regarding this conference, please contact: Robbin Broome (919) 306-1819
robbin.broome@nccommerce.com



Administrative/Dear County Director Letters issued in June 2016

June 3, 2016	BG-05-2016	Attorney Fees
June 30, 2016	OST-27-2016	Medicaid DDS Appeal Reversals
June 22, 2016	OST-28-2016	April 2016 Supervisor Cluster Meeting Material
June 15, 2016	DMA	Dear County Letter 2016 06 15.pdf CenterPoint-Cardinal Merger (MCO)

[NC DSS 2016 Dear County Letters](#)

[NC DMA 2016 Dear County Letters](#)

[NC DHHS Controllers Dear County Letters](#)

[NC DCDEE Administrative Letters](#)

[NC DAAS Dear County Letters](#)

DSS Updates - Economic & Family Services

Work First Summit

The Work First Summit was held on June 13-15, 2016 at the Embassy Suites in Greensboro, NC. Approximately **204 participants** attended the Summit which focused on sharing information received through the federal Systems to Family Stability National Policy Academy (*referred to as the TANF Academy*).

NC seeks to improve the Work First service delivery system by exploring evidenced-based practices – specifically, considering multi-generational / two-generational approaches that simultaneously focus on goal achievement, parental employment, and youth development. Core to this effort will be strengthening state and local workforce development partnerships through the Workforce Innovation & Opportunity Act (WIOA) in order to improve life skills, economic security and well-being of low-income families.

Highlighted presentation workshops included: **Family-Centered Services & Case Management; 2Gen for Tennessee; CalWORKs Program and Work Based Learning**. These four workshops were also successfully broadcasted as real-time webinars and “poll everywhere” technology was also utilized during the Summit. While each of these workshops were well-received, feedback from participant evaluations gave exceptionally high marks to Dr. Pamela Howze presentation on Work Based Learning and Mr. Tracy Bell’s presentation on 2 Gen for Tennessee – see listed below link to Mr. Bell’s drop box containing his presentation file:

<https://www.dropbox.com/s/ui2w4iestn84g5g/2Gen4TN%20%282016%29-DHS.pptx?dl=0>

In general, attending participant feedback and recommendations noted the following:

1. The primary training request centered on NC FAST functionality and related “Q &A”. Specifically, in addition to webinar trainings, more hands-on training and over-the-shoulder support related to the NC FAST system.
2. Division of Social Services needs to increase engagement opportunities with counties (outside of monitoring) around the areas of staff training on Work First policy, specifically on development of MRA/ Outcome Plan, WIOA implementation and activities that impact Work First participation rates.
3. Increased State program direction for NC Work First is needed – specific interest in case management and related assessment tools, streamlining referral processes, two-generational approaches, identification of career pathways and work-based learning options. Specific interest on next steps as related to resources and technical assistance.

Encouraged increased collaboration between OST, Work First Policy, and NC FAST in developing and presenting Work First policies and procedures.

Child Support Services

North Carolina Session Law 2015-241 requires the North Carolina Child Support (NCCSS) program to achieve four goals:

- Retain up to fifteen percent of the federally earned incentives;
- Review the incentives methodology;
- Prepare the incentives guide; and
- Submission of an annual plan by each county on the use of incentives.

As a condition of receiving federal incentive funds, each county will submit an annual plan due to NCCSS by August 1st of each state fiscal year. This plan documents county reinvestment of federal incentive funding supporting the IV-D program.

Child Welfare Services:

The new issue of *Children's Services Practice Notes* describes resources and shares examples of NC Child Welfare Services partnering with NC's Mental Health System



[Read the current issue](#)

The Division of Social Services along with the entire NC Department of Health & Human Services extends congratulations and best wishes to Rita Bland, CWS Program Manager Regulatory & Licensing, who received the Cardinal Award in honor of her retirement and many years of exemplary service to the State of North Carolina.

DAAS Updates

APS Residence Policy Clarified

In June 2015, a workgroup was convened to develop clarifying guidance for counties receiving APS reports for adults located in their county but who are residents of another NC county. While not a common occurrence, it is the division's goal to ensure that vulnerable adults out of their home county receive immediate intervention when there is an alleged need for protection.

County DSS representatives, appointed by the NC ACDSS Adult Services Committee Chairs, from 10 county DSSs of various sizes and regions of the state, DAAS staff, and NC Assistant Attorney General Raj Premakumar comprised the workgroup. Based upon a clarification from the AG, 10A NCAC 71A.0201 is clear that the primary responsibility for APS evaluations rests upon the victim's county of residence. Based on this guidance, NC APS Statute's intent is that the county DSS in which the APS victim is located is to cooperate with the county of residence in completing the APS process according to policy.

In practice, when a county DSS receives an APS report regarding a resident of another county who is located (at the time of the report) in their county, the report should be screened by the county of location (COL). The COL will immediately notify the APS victim's county of residence (COR) while ensuring that all initiation timelines are met. The COR will be responsible for the APS case decision and, while the adult is located outside the COR, the COL will cooperate with all requests made by the COR to conduct a complete and thorough evaluation.

To clearly delineate this process, a flowchart and written guidelines have been developed for inclusion in the APS Manual as appendices and the manual will be edited, as necessary, to include this guidance. The APS Intake Form has also been modified to allow county APS personnel to document activities related to residency in their reporting and screening activities.

This material was presented at the May Adult services Committee meeting with follow-up Q&A at the June meeting. A manual change notice will be sent to counties in mid-July for an effective date of August 1, 2016. Training on these procedures will be provided via webinar beginning in late July. Questions regarding the guidance should be directed to the DAAS Adult Services Listserv at: DAAS.AdultServices@dhhs.nc.gov The Division of Aging and Adult Services extends its thanks to the county representative who served on the workgroup.

Dementia-Capable North Carolina: A Strategic Plan for Addressing Alzheimer's Disease and Related Dementias:

The NC Institute of Medicine in partnership with the Department of Health and Human Services Division of Aging and Adult Services released "Dementia-Capable North Carolina: A Strategic Plan for Addressing Alzheimer's Disease and Related Dementias," in March 2016.

The Task Force recommendations support community collective impact— efforts where local stakeholders, businesses, faith communities, health and human services agencies, and families develop the services and supports necessary to support and care for those with dementia in communities. The framework of this plan follows the principals of a 'Dementia-Friendly Community' which focuses on enhanced local leadership and stakeholder engagement, in partnership with state agencies and philanthropic organizations, to create Dementia-Capable communities.

There are currently an estimated 160,000 persons with Alzheimer's disease in North Carolina and over 5 million nationwide. With the growth of the aging population, **these numbers are anticipated to double in the next two decades.** Alzheimer's disease is the most common type of dementia. The progression of dementia varies - caregiving can last from 8 to 20 years. Alzheimer's disease has no known cure and is fatal. Medications may slow the disease modestly, but early diagnosis, treatment, and caregiver support can make a significant positive impact. Early diagnosis can give families more time to plan legally, financially and emotionally. Caregivers also need support including home and community based services, respite care, and quality health care and long-term care options.

Collectively, these resources will allow a person with dementia to live at home, and provide much-needed support to their unpaid caregivers. The 33 recommendations in the state plan are focused around improving the overall care of the people living with Alzheimer's disease and related dementias in all communities of North Carolina. To access the full report, issue brief and other related information, please visit www.nciom.org and select "publications".

Fiscal Reminders

Local Business Liaisons (LBLs)

Some counties are experiencing issues with duplicate generic employee ID numbers. In most cases the duplication is due to the county not assigning a generic Worker ID# for all employees including those that do not currently do day sheets and not making workers inactive when they leave employment with the county.



Duplicate worker ID numbers not only create problems with day sheets but also with entries on DSS-5027, 5104, 5094/5095. For the 1571 preparer duplicate worker ID numbers will create reporting issues for the county when worker effort is imported from SIS into NC-CoReLS. It may combine employee effort and it may give error messages during the import process that are extremely time consuming to correct especially for the larger counties.

Please take time to review the following Dear County Letters as the intent is for this process to be an agency employee ID system, not only for those employees who will be using SIS to enter information on a day sheet.

- [Use of Alternative Worker Identification Numbers within the DSS-1571 Upload Files](#)
- [DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL- 0507](#)
- [DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL-0407](#)
- [DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL-0307](#)
- [DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL-0207](#)
- [DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL-01-07](#)

DSS Fiscal Monitors

- If the DSS Director or other agency staff oversee non-DSS departments such as County Transportation, Senior Services or a county-run child care center, you must adjust their salary, fringe benefits and equivalency on the Part I to reflect the time spent on non-DSS activities.
- Enter the IV-E and NCHC Penetration Rates as they are issued. Never round any penetration rates.
- Be sure you have an approved ADP Plan on file before claiming ADP expenditure(s), and please be sure to report all approved ADP Costs on the plan using the applicable ADP codes on the Part II. We continue to see this error in numerous counties.
- ADP Plan requirements have expanded to include such items as networked copiers and Voice over IP (VoIP) telephone systems – these costs are no longer reported as a 310 General Admin expense on the Part II. All costs approved on the ADP Plan are to be reported under the appropriate ADP Part II Code
- Counties need to make sure they are reconciling payroll costs reported on the Part I to the actual expenditures on their general ledger. Payroll reports and payroll journals do not always match and without a reconciliation which documents the difference, counties may only claim the actual costs on the general ledger.
- Costs for security officers and janitorial staff are considered Cost of Space expenditures and are to be reported on the Part II even if the security officer(s) or janitorial staff are included in the DSS budget and listed on the payroll ledger. These costs should not be reported on the Part I.
- The SIS Manual and [SIS-CARS Open Window Crosswalk](#) needs to be referenced when determining whether a cost is reported on the Part II or Part IV.

NC-CoReLS (NC County Reimbursement Ledger Suite)

Please be sure to read the 6/28/16 email from Jane Long, NC CoReLS Business Support, concerning uploading of the 1571 and NC CoReLS installation information. The latest CORELS version 11.4. has been removed from the web and will be replaced by version 11.5. If you have version 10.5 and are not having problems with NC CORELS, there is no need to download the new version.

Operational Support Team (OST) Activities:

The Operational Support Team continues to assist counties with LEAN projects across the state:

County	Project	County	Project
Chatham County DSS	Universal Intake	Moore County DSS	Family Licensing Review
Davidson County DSS	Reception Configuration Process	Pender County DSS	FNS Application Process
Harnett County DSS	FNS Work Assignment Process	Richmond County DSS	Customer Care and IMC Communications Process
Hyde County DSS	Work Assignment Process	Union County DSS	Intake Application
Madison County DSS	FNS Recertification Process	Yancey County DSS	Timeliness From Intake to Family & Children Processors
McDowell County DSS	Customer Intake Process		

OST's ongoing responsibility is to assist counties with streamlining businesses processes. LEAN is a systematic approach to identifying and eliminating waste (non-value added activities) through continuous process improvement. In other words, it is looking at the way we do things and reduce as much waste as possible so the customer gets the most value.

OST is seeking new LEAN projects with local department of social services. Please contact Regina Bell or Barbara Daniels at Regina.Bell@dhhs.nc.gov and Barbara.Daniels@dhhs.nc.gov if you would like more information.

Upcoming OST Training Webinars dates (Note: information of event times will be forthcoming):

- Medicaid Notices: DSS-8110 Adequate v. Timely – Updated June 29, 2016
- FNS Categorically Eligible – July 19, 2016
- Work First Required Family Unit Members – July 19, 2016
- FNS Work Registration – July 25, 2016
- Auto-newborn Coverage – July 29, 2016
- Family Planning Program Changes of Circumstance – July 29, 2016
- FNS Changes during the Application Processing and Application Disposition – August 2016
- FNS Changes during the Application Processing and Application Disposition – August 2016

Other Reminders

July 12 – 13, 2016 NCACDSS PLANNING RETREAT for COMMITTEES

(Executive Committee, Committee Chairs and Apprentices, Regional Representatives and Apprentices, Members of Joint State/County Relations). Location: Holiday Inn Express, 3741 Thistledown Dr, Raleigh, NC.



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Share your experience!

Have you had a personal or professional experience related to guardianship? The Rethinking Guardianship workgroup would like to hear about it. We want to hear about the significant experiences you've had related to guardianship. Then we want to share your stories with other families, legislators, guardian representatives, clerks of court, and more to help them better understand adult guardianship in NC. Stories can be shared anonymously. We're looking to hear about people's experience from:

- People who have a guardian
- People who retained their rights or had them restored
- Family members or friends of people with guardianship
- Guardianship representatives/specialists
- Clerks of Superior Court
- DSS Adult Protective Services
- Others with related experience

For more information, or to set up an interview, please contact:

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