

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF AGING AND ADULT SERVICES

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SECRETARY

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DIVISION OF AGING AND ADULT SERVICES

February 3, 2017

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: MANAGERS AND SUPERVISORS OF ADULT SERVICES PROGRAMS

SUBJECT: Adult Programs Representatives (APR) County Assignments

This letter is to inform you that the Division of Aging and Adult Services (DAAS) has made changes in the assignments of APR's to county departments of social services (DSS) for the Adult Services programs. Since 2012, the APR's have been assigned teams to regional teams of three and rotated technical assistance and consultation visits and monitoring among each team.

Effective January 1, 2017, DAAS assigned the eight APR's to a set group of counties for a three-year rotation. A map of the assignments and a listing of the assigned APR's is attached. We have made this change to allow continuity for counties for a longer period of time without having the same APR permanently assigned to a group of counties. We believe this will create a good balance for the counties and the APR's.

DSSs can continue to expect to have a minimum of four contacts per year from the assigned APR utilizing a combination of on-site visits and phone conferences. The programmatic monitoring for SSBG services, APS, Guardianship, Medicaid Administrative Claiming, Special Assistance In-Home, and In-Home Aide Certification will be conducted by the assigned APR.

County staff should continue using the Adult Services listserv instead of contacting your APR via telephone or e-mail. Continued use of the list serv will help assure that requests for consultation and technical assistance from DSS Adult Services staff are handled in an efficient and consistent manner. The listserv is staffed Monday through Friday from 8:00 am to 5 pm. DSSs can expect a timely response to questions and in all cases a response within two business days for questions that are not time sensitive. Requests for consultation or technical assistance of a time sensitive nature, such as APS, will continue to be handled accordingly.

The listserv has also been a valuable resource for the Adult Services Team. Where we've seen a number of questions related to the same issue has helped us in developing improved guidance and technical assistance.

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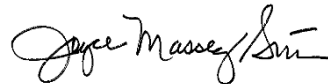
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E-mails submitted to the listserv should:

- Protect client confidentiality. No Medicaid identification numbers, social security numbers or client names should be included in the e-mail.
- Provide information on the situation and which program area the question pertains to, and if it is a time sensitive issue. Please provide adequate information for APR staff to respond. Incomplete information will require additional correspondence and will delay the final response. In some cases, the APR follow up may need to be by telephone with the DSS staff person submitting the e-mail to the list serv.
- Provide results of the DSS staff research on the question or issue. Include efforts to research relevant program policy, including manual references, and any additional information on the situation.
- Provide agency contact information, including a phone number should additional information be needed.

Please remember that the listserv is for county DSS use only and is viewed only by staff in the Adult Services Section. We welcome your feedback and look forward to your continued use of this resource. If you have any questions, please email me at Joyce.Massey-Smith@dhhs.nc.gov or contact me by telephone at 919-855-3401.

Sincerely,



Joyce Massey-Smith Chief
Adult Services Section

JMS/ctw

Attachment
AFS-01-2017