



North Carolina Department of Health and Human Services

Division of Aging and Adult Services

2101 Mail Service Center • Raleigh, North Carolina 27699-2101

Tel 919 855-3400 • Fax No. 919 715-0023

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Dennis W. Streets, Director
919-855-3400

July 18, 2012

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: MANAGERS AND SUPERVISORS OF ADULT SERVICES PROGRAMS

**SUBJECT: Consolidation of Adult Programs Representatives and Program Compliance
Representatives Staff and Restructuring of Duties**

This letter is to inform you that the Division of Aging and Adult Services (DAAS) is restructuring the way consultation, technical assistance and programmatic monitoring are provided to county departments of social services (DSS) for the Adult Services programs. Currently programmatic consultation and technical assistance are provided to DSSs by Adult Programs Representatives (APR) and programmatic monitoring is conducted by Program Compliance Representatives (PCR).

Effective August 1, 2012, DAAS is consolidating the roles of the APRs and PCRs into a blended role that carries out all of the functions listed above. DAAS will transition to three regional teams (eastern, central and western) and each team will have three APRs. Each regional team will be responsible for providing consultation, technical assistance, monitoring and some training events for the Adult Services programs. We believe this restructuring will allow us to provide better customer service to your agency. A map of the three regions and the assigned APR team is attached.

DSSs can expect to have a minimum of four contacts per year from the APR regional team utilizing a combination of on-site visits and phone conferences. The programmatic monitoring for SSBG services APS, and At-Risk Case Management and In-Home Aide Certification will continue based upon our existing multi-year schedule. Each regional team will develop quarterly work plans to address on-site consultation and monitoring visits as well as any regional training events. Team calendars will be available on DAAS' web site.

As part of this restructuring effort, an e-mail list serve will be established and managed by our APR teams in collaboration with Raleigh based program consultants. The list serve address is DAAS.AdultServices@dhhs.nc.gov County staff should begin using this list serve August 1, 2012, instead of contacting your APR regional team members via telephone or e-mail. Utilizing a list serve will help assure that requests for consultation and technical assistance from DSS Adult Services staff are handled in an efficient and consistent manner. The list serve will be 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 be handled accordingly. We believe this will provide streamlined access to APRs and help eliminate delays in getting information back to you and your staff.

Dear County Director of Social Services
Re; Consolidation of APR and PCR Staff
July 18, 2012
Page 2

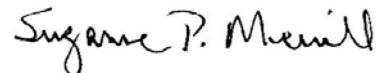
E-mails submitted to the list serve should:

- 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 serve.
- Provide results of the DSS staff research on the question or issue. Include efforts to research relevant program policy and any additional information on the situation.
- Provide agency contact information, including a phone number should additional information be needed.

Program manuals are available online at <http://www.ncdhhs.gov/aging/manuals.htm> and should be consulted for guidance prior to submitting questions to the list serve.

DAAS looks forward to implementing these changes and believes that in doing so the overall administration of the Adult Services programs will be improved at the state and local levels. Your newly assigned regional team members will be contacting you to schedule future consultation and monitoring visits. As always I welcome your feedback. I can be reached at 919-855-3460 or Suzanne.Merrill@dhhs.nc.gov.

Sincerely,



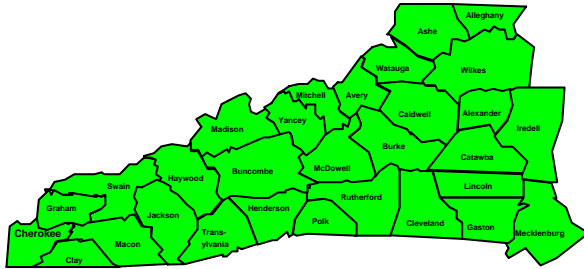
Suzanne P. Merrill, Chief
Adult Services Section

SPM:nw

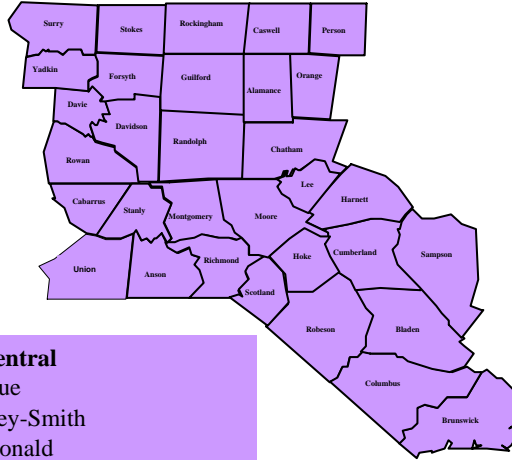
Attachment

AFS-09-2012

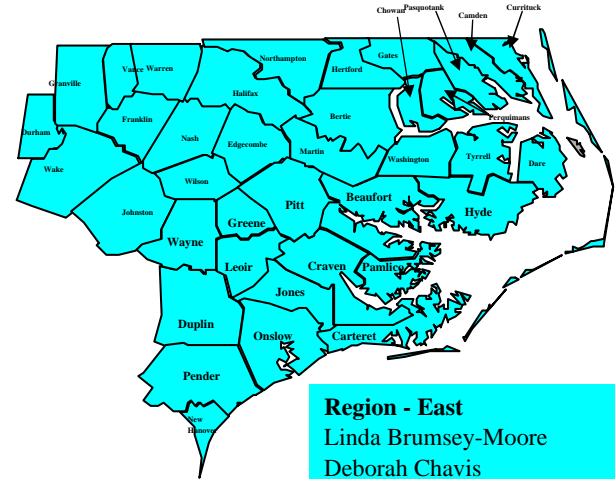
Adult Programs Representatives Regional Teams Map August 1, 2012



Region - West
 Laura Cockman
 Kem Roberts
 TBD



Region - Central
 LaVerne Blue
 Joyce Massey-Smith
 Kathy McDonald

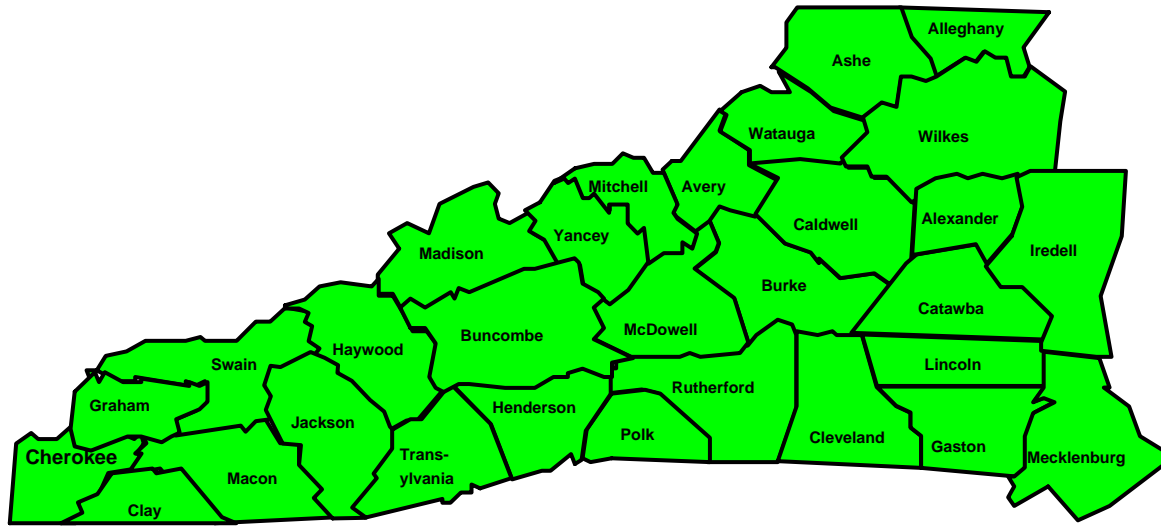


Region - East
 Linda Brumsey-Moore
 Deborah Chavis
 Joann Windley

Alexander	Cleveland	McDowell
Alleghany	Gaston	Mecklenburg
Ashe	Graham	Mitchell
Avery	Haywood	Polk
Buncombe	Henderson	Rutherford
Burke	Iredell	Swain
Caldwell	Jackson	Transylvania
Catawba	Lincoln	Watauga
Cherokee	Macon	Wilkes
Clay	Madison	Yancey

Alamance	Forsyth	Robeson
Anson	Guilford	Rockingham
Bladen	Harnett	Rowan
Brunswick	Hoke	Sampson
Cabarrus	Lee	Scotland
Caswell	Montgomery	Stanly
Chatham	Moore	Stokes
Columbus	Orange	Surry
Cumberland	Person	Union
Davidson	Randolph	Yadkin
Davie	Richmond	

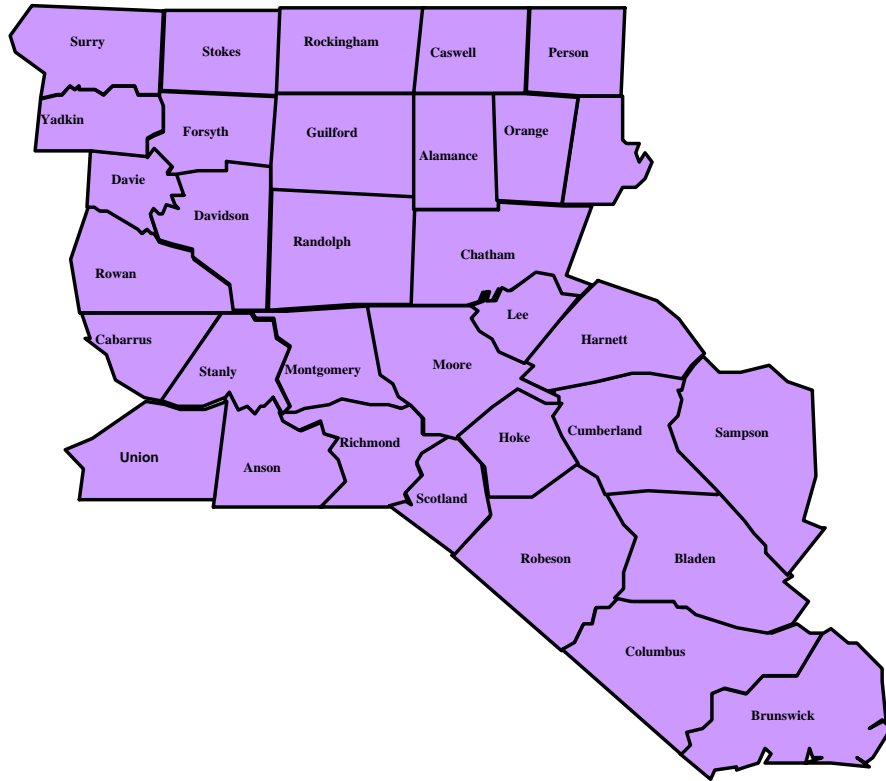
Beaufort	Granville	Pamlico
Bertie	Greene	Pasquotank
Camden	Halifax	Pender
Carteret	Hertford	Perquimans
Chowan	Hyde	Pitt
Craven	Johnston	Tyrrell
Currituck	Jones	Vance
Dare	Lenoir	Wake
Duplin	Martin	Warren
Durham	Nash	Washington
Edgecombe	New Hanover	Wayne
Franklin	Northampton	Wilson
Gates	Onslow	



Alexander
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Buncombe
Burke
Caldwell
Catawba
Cherokee
Clay

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Gaston
Graham
Haywood
Henderson
Iredell
Jackson
Lincoln
Macon
Madison

McDowell
Mecklenburg
Mitchell
Polk
Rutherford
Swain
Transylvania
Watauga
Wilkes
Yancey



Alamance

Anson

Bladen

Brunswick

Cabarrus

Caswell

Chatham

Columbus

Cumberland

Davidson

Davie

Forsyth

Guilford

Harnett

Hoke

Lee

Montgomery

Moore

Orange

Person

Randolph

Richmond

Robeson

Rockingham

Rowan

Sampson

Scotland

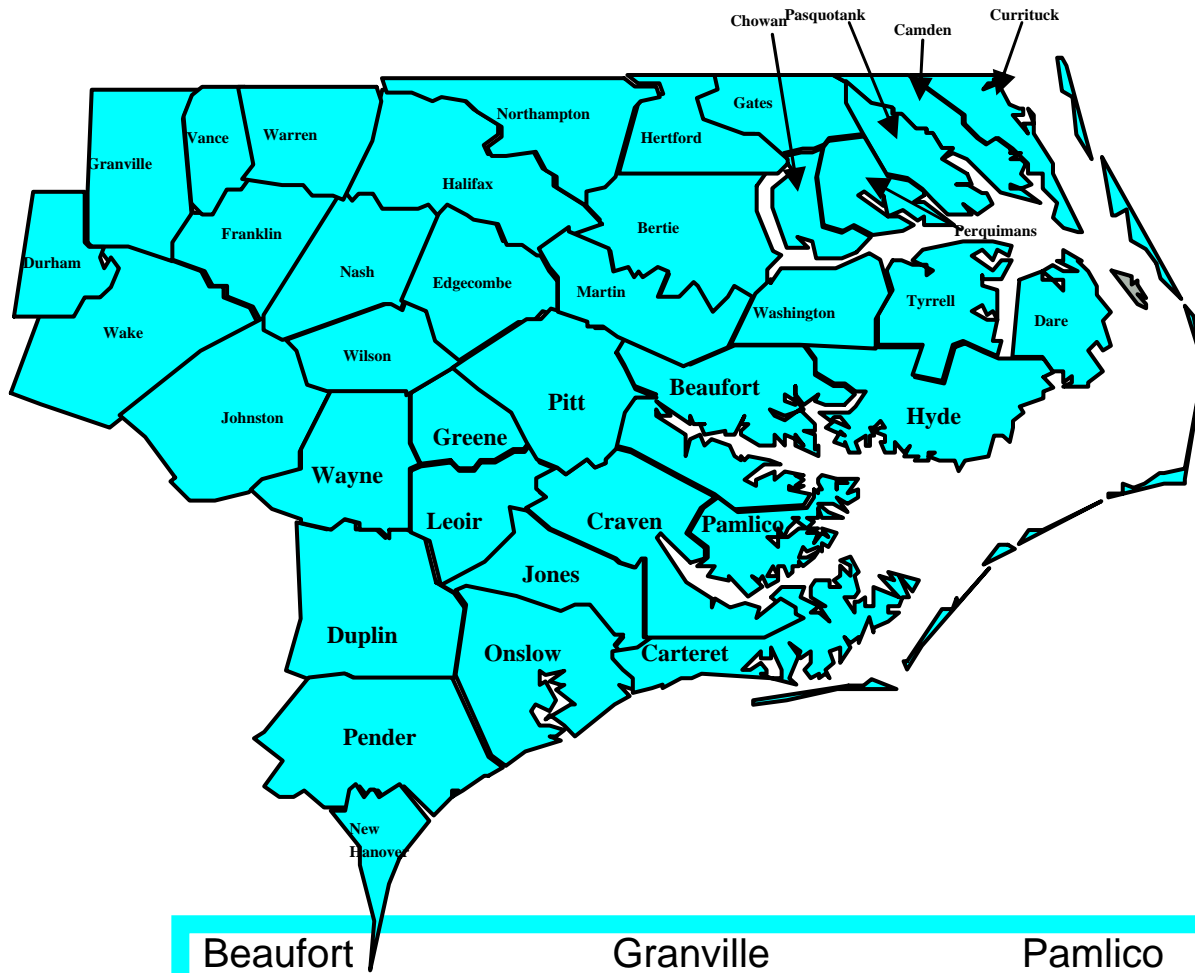
Stanly

Stokes

Surry

Union

Yadkin



- | | | |
|-----------|-------------|------------|
| Beaufort | Granville | Pamlico |
| Bertie | Greene | Pasquotank |
| Camden | Halifax | Pender |
| Carteret | Hertford | Perquimans |
| Chowan | Hyde | Pitt |
| Craven | Johnston | Tyrrell |
| Currituck | Jones | Vance |
| Dare | Lenoir | Wake |
| Duplin | Martin | Warren |
| Durham | Nash | Washington |
| Edgecombe | New Hanover | Wayne |
| Franklin | Northampton | Wilson |
| Gates | Onslow | |

Alphabetical Listing of DSSs Color Coded by Regional Teams

01	Alamance
02	Alexander
03	Alleghany
04	Anson
05	Ashe
06	Avery
07	Beaufort
08	Bertie
09	Bladen
10	Brunswick
11	Buncombe
12	Burke
13	Cabarrus
14	Caldwell
15	Camden
16	Carteret
17	Caswell
18	Catawba
19	Chatham
20	Cherokee
21	Chowan
22	Clay
23	Cleveland
24	Columbus
25	Craven
26	Cumberland
27	Currituck
28	Dare
29	Davidson
30	Davie
31	Duplin
32	Durham
33	Edgecombe
34	Forsyth

35	Franklin
36	Gaston
37	Gates
38	Graham
39	Granville
40	Greene
41	Guilford
42	Halifax
43	Harnett
44	Haywood
45	Henderson
46	Hertford
47	Hoke
48	Hyde
49	Iredell
50	Jackson
51	Johnston
52	Jones
53	Lee
54	Lenoir
55	Lincoln
56	Macon
57	Madison
58	Martin
59	McDowell
60	Mecklenburg
61	Mitchell
62	Montgomery
63	Moore
64	Nash
65	New Hanover
66	Northampton
67	Onslow
68	Orange

69	Pamlico
70	Pasquotank
71	Pender
72	Perquimans
73	Person
74	Pitt
75	Polk
76	Randolph
77	Richmond
78	Robeson
79	Rockingham
80	Rowan
81	Rutherford
82	Sampson
83	Scotland
84	Stanly
85	Stokes
86	Surry
87	Swain
88	Transylvania
89	Tyrrell
90	Union
91	Vance
92	Wake
93	Warren
94	Washington
95	Watauga
96	Wayne
97	Wilkes
98	Wilson
99	Yadkin
00	Yancey

= Western

= Central

= Eastern