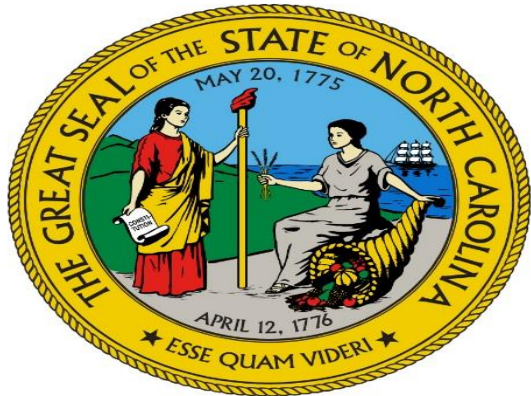




**NC Department of Health and Human Services
Division of Social Services**

100 County DSS Directors Call

April 28, 2021



North Carolina Department Of Health And Human Services

NC Medicaid Annual Audits

Betty Dumas-Beasley

April 28, 2021

Audit Events & Dates

- Statewide Single Audit SFY 2021: Conducted by the Office of State Auditor, with an assigned OCPI Liaison (May 2021)
- County Single Audit SFY 2021: County selected Local Certified Public Accounting Firm, with an assigned OCPI Liaison (June 2021)
- Payment Error Rate Measurement (PERM): RY 2023 (April 2021 Kick-off)
- Recipient Eligibility Determination Audit (REDA): CY 2021 Cycle 3 (March 2021)

Audit Status

- SFY 2020 County Single Audit
 - OCPI staff currently reaching out to validate findings and calculate county charge backs
- Recipient Eligibility Determination Audit (REDA) CY 2020 Cycle 2
→ Finalized
 - Final REDA Cycle 2 letters to be shared with Counties by May 2021
- SFY 2020 Statewide Single Audit
 - Validation complete → No Eligibility Errors

Audit Results

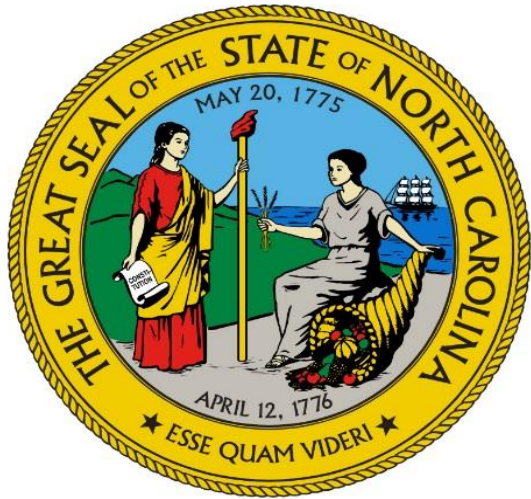
- SFY 2020 County Single Audit
 - Management Decision Letters from OIA
 - Will include OCPI feedback prior to Management Letter approval
- Recipient Eligibility Determination Audit (REDA) CY 2020 Cycle 2
 - Accuracy Improvement Plan (AIP) Kick-Off Meetings tentatively scheduled for August 2021
- Recipient Eligibility Determination Audit (REDA) CY 2019 Cycle 1
 - Accuracy Improvement Plan (AIP) underway
 - Improvements noted based on detailed plans provided to County staff

Questions

Betty Dumas-Beasley

Associate Director, OCPI/Quality Assurance

betty.j.beasley@dhhs.nc.gov



NC Department of Health and Human Services **CCDF Plan 2022-2024**

Division of Child Development and Early Education

April 2021

Child Care and Development Block Grant Act of 2014

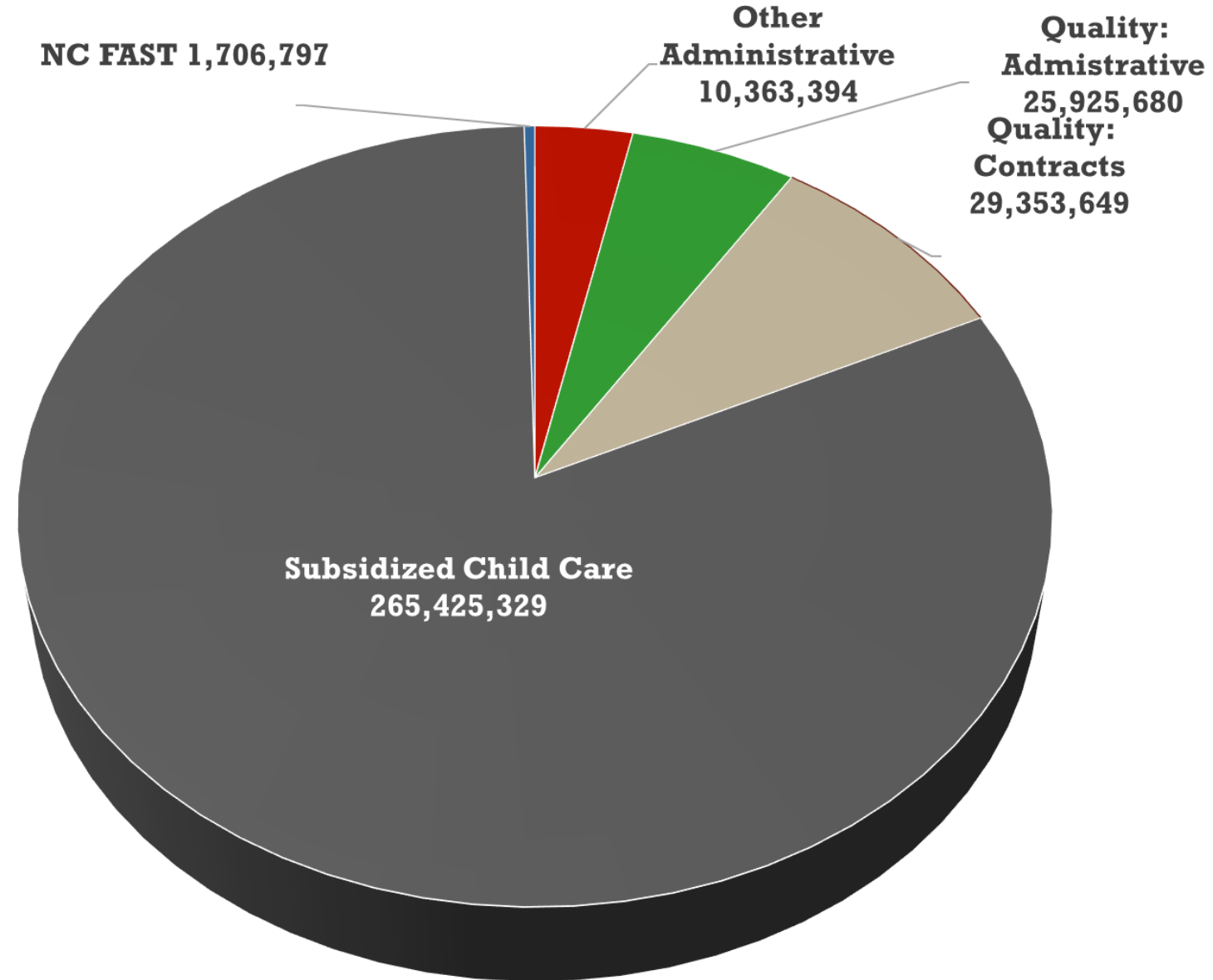


Child Care and Development Fund (CCDF)



CCDF Final Rule

CCDF Budget SFY 20-21



CCDF Purposes

- Promote parent choice in child care
- Improve consumer education
 - To help parents make informed choices
 - To promote involvement of parents
- Support state efforts to offer high quality child care
- To assist states in improving the overall quality of child care services

CCDF Plan

- Plan is submitted every three years
- Edits to Plan Jan. – May
- Public Hearings – Links posted under What's New. Draft Plan posted May 3

May 17 12-1

May 18 6:30-7:30

Website Location

Current Plan 2019-2021
<https://ncchildcare.ncd.hhs.gov/Services/Child-Care-Development-Fund-CCDF>

CCDF Leadership and Coordination

2021 Focus Groups

Four topic areas of discussion

- **Subsidized Child Care**
- **Program Quality and Family Engagement**
- **Improving the Supply and Quality of Services for Infants and Toddlers**
- **Professional Development Framework**

Focus Group Participation

7 total CCDF Focus Groups

2/9 272

2/11 350

2/15 220

3/17 280

3/24 103

4/12 22 (Spanish-speaking with an interpreter)

Total = 1,247 (Includes duplicates and DCDEE staff)

Subsidized Child Care Focus Group Questions

- What can DCDEE and local purchasing agencies (county DSS and others) do to continue to improve family-friendly policies in the subsidized child care program?
- For FCCH operators: What challenges are you facing providing services to families receiving child care subsidies?
- How can more providers in your community be encouraged to participate in the subsidized child care program?
- How should subsidy services be prioritized for children in vulnerable or underserved populations? Homelessness, Child Welfare, CPS, Special Needs

What We Heard: Highlights from Subsidized Child Care

- Keep flexible application policies implemented during pandemic/like current email application
- Increase reimbursement to FCCH and the homeless
- Want a universal fillable online application
- Create a NC FAST training for new providers

What We Heard: Highlights from Program Quality and Family Engagement

- Approve curriculum frameworks
- Compensation and benefits for staff
- Require developmental screenings (at least for programs receiving subsidy)
- [NC Early Childhood Family Engagement and Leadership Framework](#)
- Consider a two generation strategy in child care

What We Heard:

Highlights from Improving the Supply and Quality of Services for Infants and Toddlers

- Need for additional resources/I/T specialists/Coaches
- Contracted slots
- FCCH staff patterns and ratios
- New PD to include racism in child care, how to use developmental screening tools, recognizing children with special needs

What We Heard: Highlights from Professional Development Framework

- Expand mentoring/coaching model
- Increase supports to help retain high quality workforce
- Allow intensive coaching TA count towards PD for teachers and administrators
- Interested in a professional development registry
- Add NC FAST information to Pre-Licensing Workshop content

What We Heard: Highlights from the Spanish-Speaking Focus Group

- Need information about subsidy process in Spanish. Can those in the immigration process receive subsidy?
- Want rules and laws translated into Spanish
- Publicize the availability of interpreters for child care visits and how to secure those
- Provide more trainings in Spanish (Eg. Pre-licensing workshop, special needs and challenging behaviors).
- Difficult to maintain Stars due to cost of quality
- Health Insurance/other benefits

DCDEE Disaster Plan

Child Care and Development Fund, 45 C.F.R. § 98.16 (2016) (aa)(1)

Requires DCDEE to describe in CCDF Plan how specified EC partners provided input in the development of the State Child Care Disaster Plan

**Thank you for all
you do for NC's
children & families!**



DCDEE CCDF Planning, Parent Fees, COVID Grants

Elizabeth Everette and Ariel Ford – April 27 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Low-Income Energy Assistance Payment (LIEAP) One-Time Supplement Payment

Carla West – April 27 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

- **Any remaining funds will be distributed to counties to send a one-time supplemental payment to clients**
- **Report will be created in mid-May 2021**
- **Enhancements:**
 - **Allow county staff the ability to edit the supplement payment to change the energy provider and/or account number**



Hurricane Preparedness

Lisa Cauley and Carla West – April 27 2021



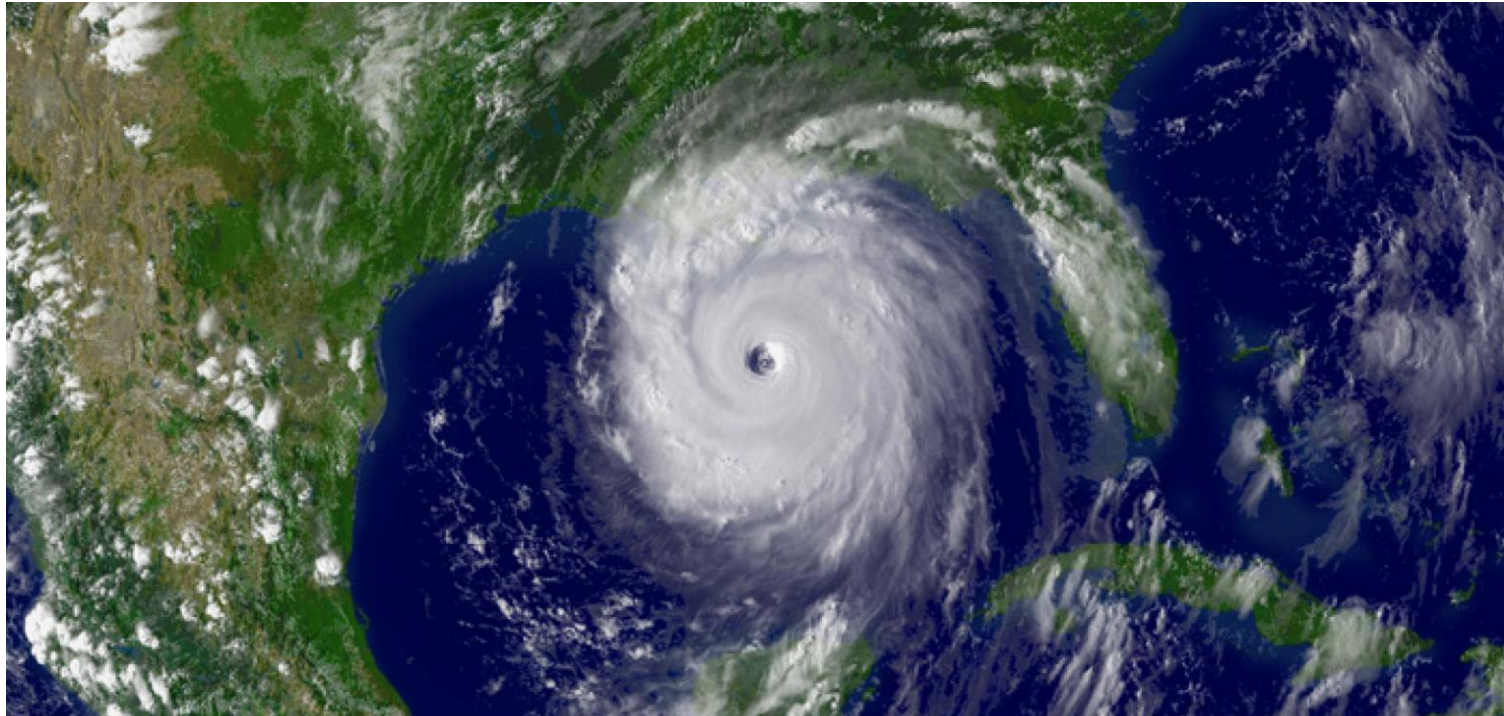
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Preparation for Hurricane Season

Moved up to June 1, 2021

Predicting an active year

Start preparing now for shelters and D-SNAP



Preparation for Hurricane Season

County Continuity of Operations (COOP) Plans: review and update

Child Welfare requires a disaster plan that in the event of a natural or health related disaster, these are county specific and can be included in the COOP.

To support preparation:

- Contract with UNC to conduct webinars regarding disaster planning
- Development of a toolkit to create county specific child welfare disaster plans
- One hour course for resource parents

Preliminary American Rescue Plan Act (ARPS) Funds

Carla West – April 27 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Preliminary ARPA Funds

Supplemental Nutrition Assistance Program (SNAP)

- Currently waiting on guidance and funding allocation
- Extends the 15% increase in SNAP benefits through September 30, 2021
- Sets minimum increase to \$95.00
- Provides funds for online purchasing and technology improvements, including electronic benefit transfer (EBT) modernization, mobile technologies, and technical assistance for retailers

Pandemic Electronic Benefits Transfer (P-EBT)

- Extends funding through September 30, 2022
- Provides P-EBT benefits for summer months



Preliminary ARPA Funds

Low-Income Home Energy Assistance Program (LIHEAP)

- North Carolina allocation - \$115,475,000
- Funds are available through September 30, 2022
- 10% limit on carryover funds does not apply
- Waiting on additional program instruction

Pandemic Electronic Assistance Fund (PEAF)

- North Carolina allocation - \$16,774,000
- Non-recurring short-term case and other benefits to families experiencing crisis (not limited to TANF beneficiaries)
- Can spend no more than 15% of funds on administration
- Initial allocation must be spent by September 30, 2022



Preliminary ARPA Funds

Low-Income Household Water Assistance Program (LIHWAP)

- Currently waiting on guidance and funding allocation
- New Federal Program: LIHWAP- Low Income Household Water Assistance Program will provide assistance to low-income households with water and wastewater bills.
- The Federal Income limit for households is equal to or less than 150% of the Federal Poverty Line. Same income limit for CIP.
- The LIHWAP Model Plan has not been finalized but anticipate it to be streamlined and replicate the LIHEAP Model Plan.



Preliminary ARPA Funds

Low-Income Household Water Assistance Program (LIHWAP)

- Once plan is finalized, each State will know the amount of funding they will receive. This will help determine the allotment amounts for applicants.
- Funding distribution will begin at the end of May 2021 and must be expended by December 30, 2023.
- We are in the planning stages of this program and will be engaging counties for input.

For all funds:

We are going through an internal process to get ideas on the best use of these funds and will be working with our partners to develop the plans.







NC FAST

North Carolina Families Accessing
Services through Technology

Office of NC FAST

Projects 14.2 IBE and 14 4.0 MCC/TO

100 County Director Call

April 28, 2021

County Readiness Calls

- The April Readiness Call with both Project 14s and Medicaid Transformation was held Tuesday April 13 from 10:00-11:30am. The call recording was sent to County Champions and Posted to Fast Help on April 14th.
- The May Readiness Call with both Project 14s and Medicaid Transformation is scheduled for Tuesday May 11 from 10:00-11:30am. The invitation for the call will be sent to County Champions the week of May 5th. *(Note: Other than updates for CoC, 14.2 will not be included in the May call.)*

Releases

- The NC FAST April Release included:
 - Manual generation of the DHB-2040 Pending Verification Notice in both English and Spanish.
- The NC FAST May Release will include:
 - Auto Enrollment and Change in Circumstance Report.

NC FAST P14 4.0 - Managed Care Changes & EBCI Tribal Option

Training Update

- Training Release 3 (Auto Enrollment and Change in Circumstance Report) WBTs were posted to the Learning Gateway on April 12th. Courses included:
 - Auto Enrollment Overview
 - Auto Enrollment Algorithm
 - Auto Enrollment Examples 1
 - Auto Enrollment Examples 2
 - Auto Enrollment Examples 3
 - Auto Enrollment Tribal Option
 - Change in Circumstance Report
- On April 19th County Champions received the first completion report for Training Release 3. Completion reports will be sent each Monday through May 10th.

NC FAST P14 4.0 - Managed Care Changes & EBCI Tribal Option

Training Update Continued

- Training Release 3 Checklists (Auto Enrollment and Change in Circumstance Report) were sent to County Champions on April 16th to assist counties with tracking their progress on activities that will ensure that each county is prepared for Auto Enrollment and the release of the Change in Circumstance Report.
 - Checklists are due May 14th.
- Training Release 3 job aids will be posted to FAST Help on May 5th. Job Aids include:
 - End to End Process flow for Auto Enrollment
 - Change in Circumstance job aid
 - Medicaid Card Changes Reference Guide
- Updates were made to the Enrollment Broker Reference Guide

NC FAST P14 4.0 - Managed Care Changes & EBCI Tribal Option

Open Enrollment

- Open Enrollment period for Managed Care and EBCI Tribal Option began March 15th and will run through May 14th.

Auto Enrollment

- Initial Auto Enrollment will take place the weekend of May 15th and will be implemented nightly thereafter for newly activated cases, and in some instances recertification and/or change in circumstance.
- Current NC Medicaid beneficiaries with a Managed Care Status of Tribal Exempt, IHS Exempt, Tribal Excluded or IHS Excluded who reside in one of the 5 EBCI counties and have not contacted the EB by May 14, 2021 will be auto enrolled into EBCI Tribal Option.
- Current NC Medicaid beneficiaries with a Managed Care Status of Mandatory Standard Plan who have not contacted the EB by May 14, 2021 will be auto enrolled into a Prepaid Health Plan.

NC FAST P14 4.0 - Managed Care Changes & EBCI Tribal Option

Change in Circumstance Report

- The Change in Circumstance report will Go-Live the weekend of May 15th.
- The Change in Circumstance report functionality captures changes reported by the beneficiary to the tribe and/or PHP. Changes reported to the EB are not captured in this report.
- State workers will have access to the Detail and Summary reports in May. Eligibility Lead Workers and Eligibility Supervisors will have access to these reports in July.

NC FAST P14.2 Improved Beneficiary Experience

Release 3

- Straight Through Processing (STP) for recertification started on April 1 for partner counties; however, during county support calls, some issues arose which the NC FAST Team is working to resolve. Once resolved, STP for recertification will begin again with the partner counties.
- WakeMed and Wake County are actively piloting Auto Newborn functionality.
- Lincoln County and Atrium Lincoln will start Phase 2 on May 24.
- Mecklenburg County and Atrium Mecklenburg will begin on June 1.
 - Additional information explaining the Auto Newborn functionality continues to be provided on 14.2 Readiness Calls and Fact sheets.
 - Further information regarding when additional counties can begin using Auto Newborn functionality will be provided post-pilot.

NC FAST P14.2 IBE Change of Circumstance (CoC)

- Change of Circumstance (CoC) functionality will Go-Live as part of the May Release.
- Partner County Workshops were held mid-March; however, due to some functionality updates prior to release, and questions received from counties, the NC FAST Team will be offering an updated and more concise CoC overview/Q&A session for counties.
 - Session will be held next Tuesday, May 4th, from 9:00-11:00am
 - Will cover existing functionality and updates
 - Recorded session will be made available to counties
- Updated Partner County Workshop slides will be posted to Fast Help later this week.
- Additional training materials, including WBTs will also be posted on the Learning Gateway early next week.

Pandemic Electronic Benefits Transfer (P-EBT) Administrative Funding Survey

Carla West - April 27, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

- **Provides for 100% administrative funding back to October 1, 2020**
- **Survey sent Monday 4/26/2021 – due Friday 4/30/2021**
- **High-level estimated of the amount of money you would be seeking in 100% administrative costs**

NOTE: Previously submitted claims would need to be adjusted out via a prior period correction in NC-CoReLs then resubmitted under a new 100% federal code



Child Welfare Quarterly Reports

Lisa Cauley - April 27, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Child Welfare Quarterly Report

- Created by UNC School of Social Work, led by Dean Duncan
- This quarter's report focuses on the impact of the pandemic on the child welfare system
- A copy of the report is attached to this webinar
- Will be posted on the UNC website



Quarterly Report Main Points

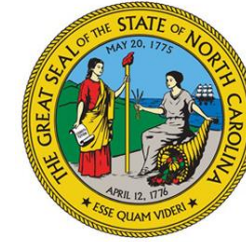
- The pandemic had an unparalleled, widespread, and sustained impact on child welfare.
- There were significant decreases in maltreatment reports, substantiated and non-substantiated findings, entries and exits into foster care, which have yet to recover to pre-pandemic levels.
- Declines in referrals from educational personnel due to school closures and ongoing disruptions explained much of the decrease in maltreatment reports.



Quarterly Report Main Points

- The rate of decline was not as steep for substantiations, entries into foster care, and exits for foster care as that of non-substantiated findings and overall reports, suggesting that the child welfare system continued to respond to the most at-risk and worked to achieve permanence for most children already in care.





NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Business Operations Updates

4/27/2021



THANK YOU FOR
JOINING US TODAY

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES