



North Carolina Department of Health and Human Services

Division of Aging and Adult Services

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Dennis W. Streets, Director
919-855-3400

Administrative Letter No. DAAS-12-08

To: Area Agencies on Aging Administrators
County Departments of Social Services Directors

From: Dennis W. Streets, Division Director

A handwritten signature in black ink that reads "Dennis W. Streets".

Subject: Monitoring of Services Funded by the Home and Community Care Block Grant (HCCBG)

Date: June 21, 2012

Effective July 1, 2012, responsibility for the required monitoring of service delivery funded by the Home and Community Care Block Grant (HCCBG) when allocated to County Departments of Social Services (DSSs) is being delegated to Area Agencies on Aging (AAAs). This represents a reassignment of monitoring responsibilities for certain HCCBG-funded services that were previously carried out by the DAAS Program Compliance Representatives (In-home Aide, Housing and Home Improvement, and Adult Day Care/Adult Day Health Care services). This change centralizes responsibility for carrying out the monitoring functions associated with the HCCBG federal and state funds and should streamline communications relative to these funds.

In some cases, a monitoring relationship already exists between the AAA and county DSS, when the DSS is funded for HCCBG services other than In-home Aide, Housing and Home Improvement and Adult Day Care/Adult Day Health Care services. Some AAAs are also already involved with county DSSs in monitoring funding associated with the Family Caregiver Support Program or other services. Still, some county DSSs receiving HCCBG funds for only In-home Aide, Housing and Home Improvement, or Adult Day Care/Adult Day Health Care services may be unfamiliar with the AAA staff in terms of monitoring. See Attachment A for a list of county DSSs funded under the HCCBG in SFY 2011-12.

To promote a smooth transition for agencies without established monitoring relationships and to lessen any burden on AAAs and county DSSs, DAAS has opted to implement a phased approach:

- The monitoring schedule currently set by the DAAS Program Compliance Representatives for county DSSs from SFY 2013 through SFY 2015 (see Attachment B) will be used as is by affected AAAs unless changes are authorized by DAAS.
 - While requirements for AAAs to annually assess risk for each HCCBG service provider will continue to apply to all community service providers (including county DSSs), AAAs will not use the risk designation for DSSs when determining the frequency of monitoring visits during the implementation timeframe. See guidance to AAAs below for addressing any serious service-related issues that might arise between scheduled monitoring visits.
 - This timeframe for implementation (from SFY 2013 through SFY 2015) will allow every county DSS funded by HCCBG (currently 53 of 100 DSSs) to be monitored at least once during the period and to undertake any necessary follow-up with the technical assistance of AAA staff.
 - During this implementation timeframe, county DSSs without established monitoring relationships with AAAs are encouraged to ask for pre-monitoring visits. Contact information for AAAs can be found at <http://www.ncdhhs.gov/aging/aaa.htm>. AAAs without existing monitoring relationships with county DSSs in their regions are also encouraged to reach out to these DSSs and offer assistance as needed. Contact information for county DSSs can be found at <http://www.ncdhhs.gov/dss/local/>.
- It is not the intent of this administrative letter to change other monitoring policies currently in effect, such as the client record sampling guidance in Administrative Letter 09-19 (see <http://www.ncdhhs.gov/aging/admltrs/2009/DAAS-09-19.pdf>). Monitoring requirements will continue to be subject to periodic reviews and revision by DAAS, and we will welcome feedback from the network of service providers and monitors when protocols for compliance monitoring are updated.
- The reassignment of monitoring responsibilities detailed in this administrative letter is associated with routine oversight and does not negate the need for response to serious service-related issues that may arise between scheduled monitoring visits. If the AAA becomes aware of serious issues of this nature, the AAA staff is to contact the DAAS Service Operations program consultant for the specific service involved.
- Revisions to AAA monitoring plans to incorporate county DSSs and services as a result of this administrative letter must be submitted to the Lead Monitor, Kim Jacobs (Kim.Jacobs@dhhs.nc.gov) by September 1, 2012. Attachment A should be helpful in making revisions to the monitoring plan, but the addition of specific agencies and specific services to the exhibit should be based on final SFY 2013 county funding plans.
- Staff in the Adult Services Section of DAAS will continue to certify county DSSs providing In-Home Aide Home Management Only programs.

We appreciate the cooperation of all parties involved as responsibility for the monitoring of county DSSs for HCCBG services is transitioned from DAAS to AAA monitors. Questions and comments during the implementation period should be directed to Phyllis.Bridgeman@dhhs.nc.gov (919-855-3415), Steve.Freedman@dhhs.nc.gov (919-855-3411), or Nancy.Warren@dhhs.nc.gov (919-855-3463).

cc. LRO directors

Maria Spaulding

Suzanne Merrill

Steve Freedman

**ATTACHMENT A:
County DSSs Funded by the HCCBG in SFY 2012**

		Total DSSs funded by HCCBG in SFY 2012 = 53	
		DSSs only funded for IHA, H/HI, ADC/ADH = 34	
		DSSs also funded for other HCCBG services = 19	
A	Cerokee	CHEROKEE COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
A	Clay	CLAY COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
A	Haywood	HAYWOOD COUNTY DSS	HOME DELIVERED MEALS-NSIP
A	Haywood		ADULT DAY CARE TRANSPORTATION
A	Haywood		ADULT DAY HEALTH TRANSPORTATION
A	Haywood		ADULT DAY HEALTH
A	Haywood		ADULT DAY CARE
A	Haywood		HOME DELIVERED MEALS
A	Macon	MACON CO SENIOR SERVICES	HOME DELIVERED MEALS-NSIP
A	Macon		CONGREGATE NUTRITION-NSIP
A	Macon		HP-DISEASE PREVENTION
A	Macon		SENIOR CENTER GENERAL PURPOSE FUND
A	Macon		IN-HOME LEVEL 2 - PERSONAL CARE
A	Macon		IN-HOME LEVEL 1 - HOME MANAGEMENT
A	Macon		INFORMATION AND ASSISTANCE
A	Macon		CONGREGATE NUTRITION
A	Macon		ADULT DAY CARE
A	Macon		HOME DELIVERED MEALS
B	Henderson	HENDERSON COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
B	Transylvania	TRANSYLVANIA COUNTY DSS	INFORMATION AND ASSISTANCE
C	Cleveland	CLEVELAND COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
C	Cleveland		IN-HOME LEVEL 2 - PERSONAL CARE
C	McDowell	MCDOWELL COUNTY DSS	CONGREGATE NUTRITION-NSIP
C	McDowell		HP-DISEASE PREVENTION
C	McDowell		SENIOR CENTER GENERAL PURPOSE FUND
C	McDowell		IN-HOME LEVEL 2 - PERSONAL CARE
C	McDowell		TRANSPORTATION
C	McDowell		IN-HOME LEVEL 1 - HOME MANAGEMENT
C	McDowell		CONGREGATE NUTRITION
C	McDowell		HOME DELIVERED MEALS
C	Rutherford	RUTHERFORD COUNTY DSS	IN-HOME LEVEL 2 - PERSONAL CARE
E	Alexander	ALEXANDER COUNTY DSS	HOUSING AND HOME IMPROVEMENT
E	Alexander		ADULT DAY CARE
E	Alexander		HOME DELIVERED MEALS
E	Alexander		CONGREGATE NUTRITION
E	Alexander		IN-HOME LEVEL 1 - HOME MANAGEMENT
E	Burke	BURKE COUNTY DSS	TRANSPORTATION
E	Burke		IN-HOME LEVEL 1 - HOME MANAGEMENT
E	Caldwell	CALDWELL COUNTY DSS	ADULT DAY CARE
E	Caldwell		IN-HOME LEVEL 1 - HOME MANAGEMENT
E	Catawba	CATAWBA COUNTY DSS	HOME DELIVERED-SUPP MEALS
E	Catawba		ADULT DAY HEALTH

E	Catawba		ADULT DAY CARE
E	Catawba		CONGREGATE NUTRITION
E	Catawba		IN-HOME LEVEL 3 - PERSONAL CARE
E	Catawba		IN-HOME LEVEL 2 - PERSONAL CARE
E	Catawba		HOME DELIVERED MEALS
F	Cabarrus	CABARRUS COUNTY DSS	IN-HOME LEVEL 2 - PERSONAL CARE
F	Gaston	GASTON COUNTY DSS	FC-ORGANIZATION/COMMUNITY EVENTS
F	Gaston		FC-INFORMATION/EDUCATION
F	Gaston		FC-TRAINING PROGRAMS
F	Gaston		FC-SUPPORT GROUPS
F	Gaston		FC-HOME SAFETY
F	Gaston		FC-LIQUID NUTRITION SUPPLEMENTS
F	Gaston		FC-PUBLIC INFORMATION
F	Gaston		FC-PROGRAM PROMOTION
F	Gaston		FC-HOME MODIFICATIONS/ACCESSIBILITY
F	Gaston		FC-INCONTINENCE SUPPLIES
F	Gaston		FC-MEDICAL EQUIP & ASST TECHNOLOGY
F	Gaston		IN-HOME LEVEL 1 - HOME MANAGEMENT
F	Gaston		FC-CARE MANAGEMENT
F	Gaston		FC-IN-HOME RESPITE
F	Gaston		TRANSPORTATION
F	Gaston		HOME DELIVERED MEALS
F	Gaston		CONGREGATE NUTRITION
F	Gaston		IN-HOME LEVEL 3 - PERSONAL CARE
F	Gaston		IN-HOME LEVEL 2 - PERSONAL CARE
F	Lincoln	LINCOLN COUNTY DSS	MENTAL HEALTH COUNSELING
F	Lincoln		IN-HOME LEVEL 1 - HOME MANAGEMENT
F	Lincoln		IN-HOME LEVEL 2 - PERSONAL CARE
F	Mecklenburg	MECKLENBURG COUNTY DSS	CONGREGATE NUTRITION-NSIP
F	Mecklenburg		PC-FED ALZ-TRANSPORTATION
F	Mecklenburg		FC-PROGRAM PROMOTION
F	Mecklenburg		FC-PERSONAL EMERG RESPONSE ALARM
F	Mecklenburg		FC-TELEPHONE REASSURANCE
F	Mecklenburg		FC-SUM CAMPS, AFTER SCHL-GRANDPARENTS
F	Mecklenburg		FC-OTHER SUPPLEMENTAL SERVICES
F	Mecklenburg		FC-MEDICAL EQUIP & ASST TECHNOLOGY
F	Mecklenburg		FC-SUPPORT GROUPS
F	Mecklenburg		FC-PUBLIC INFORMATION
F	Mecklenburg		FC-INSTITUTIONAL RESPITE
F	Mecklenburg		FC-ORGANIZATION/COMMUNITY EVENTS
F	Mecklenburg		FC-INCONTINENCE SUPPLIES
F	Mecklenburg		FC-TRAINING PROGRAMS
F	Mecklenburg		FC-TRANSPORTATION
F	Mecklenburg		FC-HOME MODIFICATIONS/ACCESSIBILITY
F	Mecklenburg		FC-CARE MANAGEMENT
F	Mecklenburg		PC-FED ALZ-IN-HOME RESPITE
F	Mecklenburg		PC-FED ALZ-ADULT DAY SERVICES
F	Mecklenburg		ADULT DAY CARE
F	Mecklenburg		FC-IN-HOME RESPITE
F	Mecklenburg		IN-HOME LEVEL 3 - PERSONAL CARE
F	Mecklenburg		FC-COMMUNITY RESPITE

F	Mecklenburg		IN-HOME LEVEL 1 - HOME MANAGEMENT
F	Mecklenburg		TRANSPORTATION
F	Mecklenburg		CONGREGATE NUTRITION
F	Mecklenburg		HOME DELIVERED MEALS
F	Mecklenburg		ADULT DAY HEALTH
F	Mecklenburg		IN-HOME LEVEL 2 - PERSONAL CARE
F	Rowan	ROWAN CO DSS	ADULT DAY CARE TRANSPORTATION
F	Rowan		IN-HOME LEVEL 1 - HOME MANAGEMENT
F	Rowan		ADULT DAY HEALTH
F	Rowan		ADULT DAY CARE
F	Rowan		IN-HOME LEVEL 3 - PERSONAL CARE
F	Rowan		IN-HOME LEVEL 2 - PERSONAL CARE
F	Union	UNION COUNTY DSS	ADULT DAY CARE TRANSPORTATION
F	Union		IN-HOME LEVEL 3 - PERSONAL CARE
F	Union		ADULT DAY HEALTH
F	Union		ADULT DAY CARE
F	Union		IN-HOME LEVEL 2 - PERSONAL CARE
G	Guilford	GUILFORD COUNTY DSS	ADULT DAY CARE TRANSPORTATION
G	Guilford		IN-HOME LEVEL 3 - PERSONAL CARE
G	Guilford		IN-HOME LEVEL 1 - HOME MANAGEMENT
G	Guilford		ADULT DAY CARE
G	Guilford		IN-HOME LEVEL 2 - PERSONAL CARE
I	Forsyth	FORSYTH COUNTY DSS	IN-HOME LEVEL 3 - HOME MANAGEMENT
I	Forsyth		IN-HOME LEVEL 2 - PERSONAL CARE
I	Forsyth		IN-HOME LEVEL 1 - HOME MANAGEMENT
I	Stokes	STOKES COUNTY DSS	IN-HOME LEVEL 3 - PERSONAL CARE
I	Stokes		FC-IN-HOME RESPITE
I	Stokes		IN-HOME LEVEL 2 - PERSONAL CARE
J	Durham	DURHAM COUNTY DSS	HOME DELIVERED MEALS
J	Durham		IN-HOME LEVEL 2 - PERSONAL CARE
J	Johnston	JOHNSTON COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
J	Johnston		IN-HOME LEVEL 2 - PERSONAL CARE
J	Orange	ORANGE COUNTY DSS	IN-HOME LEVEL 2 - PERSONAL CARE
K	Person	PERSON COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
K	Person		IN-HOME LEVEL 2 - PERSONAL CARE
K	Vance	VANCE COUNTY DSS	FC-LIQUID NUTRITION SUPPLEMENTS
K	Vance		FC-SUPPORT GROUPS
K	Vance		FC-TRANSPORTATION
K	Vance		IN-HOME LEVEL 1 - HOME MANAGEMENT
K	Vance		FC-INFORMATION AND ASSISTANCE
K	Vance		TRANSPORTATION (MEDICAL)
K	Vance		SENIOR CENTER GENERAL PURPOSE FUND
K	Vance		FC-IN-HOME RESPITE
K	Vance		TRANSPORTATION
K	Vance		CONGREGATE NUTRITION
K	Vance		SENIOR CENTER OPERATION
K	Vance		HOME DELIVERED MEALS
K	Vance		IN-HOME LEVEL 2 - PERSONAL CARE

K	Warren	WARREN COUNTY DSS	ADULT DAY CARE
K	Warren		ADULT DAY HEALTH
K	Warren		IN-HOME LEVEL 1 - HOME MANAGEMENT
K	Warren		IN-HOME LEVEL 2 - PERSONAL CARE
L	Edgecombe	EDGECOMBE COUNTY DSS	HOME DELIVERED MEALS
L	Edgecombe		TRANSPORTATION
L	Edgecombe		CONGREGATE NUTRITION
L	Edgecombe		ADULT DAY CARE
L	Halifax	HALIFAX COUNTY DSS	IN-HOME LEVEL 3 - PERSONAL CARE
L	Halifax		IN-HOME LEVEL 1 - HOME MANAGEMENT
L	Halifax		ADULT DAY HEALTH
L	Halifax		ADULT DAY CARE
L	Halifax		IN-HOME LEVEL 2 - PERSONAL CARE
L	Nash	NASH COUNTY DSS	ADULT DAY HEALTH TRANSPORTATION
L	Nash		ADULT DAY HEALTH
L	Nash		IN-HOME LEVEL 1 - HOME MANAGEMENT
L	Nash		IN-HOME LEVEL 2 - PERSONAL CARE
L	Northampton	NORTHAMPTON COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
L	Northampton		IN-HOME LEVEL 2 - PERSONAL CARE
L	Wilson	WILSON COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
L	Wilson		IN-HOME LEVEL 2 - PERSONAL CARE
M	Cumberland	CUMBERLAND CO DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
M	Cumberland		IN-HOME LEVEL 3 - PERSONAL CARE
M	Cumberland		IN-HOME LEVEL 2 - PERSONAL CARE
M	Harnett	HARNETT COUNTY DSS	IN-HOME LEVEL 2 - HOME MANAGEMENT
N	Scotland	SCOTLAND COUNTY DSS	ADULT DAY CARE TRANSPORTATION
N	Scotland		ADULT DAY CARE
N	Scotland		ADULT DAY HEALTH
O	Brunswick	BRUNSWICK CO DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
O	Brunswick		IN-HOME LEVEL 3 - PERSONAL CARE
O	Brunswick		IN-HOME LEVEL 2 - PERSONAL CARE
O	Pender	PENDER COUNTY DSS	IN-HOME LEVEL 3 - PERSONAL CARE
P	Carteret	CARTERET COUNTY DSS	IN-HOME LEVEL 2 - PERSONAL CARE
P	Craven	CRAVEN COUNTY DSS	FC-LIQUID NUTRITION SUPPLEMENTS
P	Craven		HP-MEDICATION MANAGEMENT
P	Craven		HP-EVIDENCE BASED
P	Craven		HP-DISEASE PREVENTION
P	Craven		FC-INCONTINENCE SUPPLIES
P	Craven		SENIOR CENTER GENERAL PURPOSE FUND
P	Craven		HEALTH PROMOTION
P	Craven		FC-IN-HOME RESPITE
P	Craven		IN-HOME LEVEL 3 - PERSONAL CARE
P	Craven		CARE MANAGEMENT
P	Craven		IN-HOME LEVEL 2 - PERSONAL CARE
P	Craven		CONGREGATE NUTRITION
P	Craven		HOME DELIVERED MEALS
P	Greene	GREENE COUNTY DSS	IN-HOME LEVEL 3 - PERSONAL CARE

P	Greene		IN-HOME LEVEL 2 - PERSONAL CARE
P	Jones	JONES COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
P	Lenoir	LENOIR COUNTY DSS	IN-HOME LEVEL 3 - PERSONAL CARE
P	Lenoir		IN-HOME LEVEL 2 - PERSONAL CARE
P	Pamlico	PAMLICO COUNTY DSS	IN-HOME LEVEL 3 - HOME MANAGEMENT
P	Pamlico		IN-HOME LEVEL 3 - PERSONAL CARE
P	Pamlico		IN-HOME LEVEL 2 - PERSONAL CARE
Q	Beaufort	BEAUFORT COUNTY DSS	CDC-PERSONAL CARE SUPP
Q	Beaufort		CDC-FINANCIAL MANAGEMENT SERVICES
Q	Beaufort		CDC-CARE ADVISOR
Q	Beaufort		CDC-PERSONAL ATTENDANT
Q	Beaufort		TRANSPORTATION
Q	Beaufort		INFORMATION AND ASSISTANCE
Q	Beaufort		HOME DELIVERED MEALS
Q	Beaufort		CONGREGATE NUTRITION
Q	Beaufort		IN-HOME LEVEL 2 - RESPITE
Q	Beaufort		IN-HOME LEVEL 2 - PERSONAL CARE
Q	Bertie	BERTIE COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
Q	Hertford	HERTFORD COUNTY DSS	IN-HOME LEVEL 2 - HOME MANAGEMENT
Q	Pitt	PITT COUNTY DSS	IN-HOME LEVEL 2 - HOME MANAGEMENT
Q	Pitt		IN-HOME LEVEL 2 - RESPITE
Q	Pitt		IN-HOME LEVEL 1 - HOME MANAGEMENT
Q	Pitt		IN-HOME LEVEL 2 - PERSONAL CARE
R	Currituck	CURRITUCK COUNTY DSS	IN-HOME LEVEL 3 - PERSONAL CARE
R	Currituck		IN-HOME LEVEL 2 - PERSONAL CARE
R	Currituck		IN-HOME LEVEL 1 - HOME MANAGEMENT
R	Dare	DARE COUNTY DSS	LEGAL SERVICES
R	Dare		IN-HOME LEVEL 2 - PERSONAL CARE
R	Dare		IN-HOME LEVEL 2 - HOME MANAGEMENT
R	Dare		IN-HOME LEVEL 3 - PERSONAL CARE
R	Hyde	HYDE COUNTY DSS	TRANSPORTATION (MEDICAL)
R	Hyde		IN-HOME LEVEL 2 - PERSONAL CARE
R	Perquimans	PERQUIMANS COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT
R	Tyrrell	TYRRELL COUNTY DSS	IN-HOME LEVEL 1 - HOME MANAGEMENT

**ATTACHMENT B:
DAAS PCR Monitoring Schedule – SFY 2010 – SFY 2015**

County	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Alamance						
Alexander		HCCBG			HCCBG	
Alleghany						
Anson						
Ashe						
Avery						
Beaufort			HCCBG			HCCBG
Bertie		HCCBG			HCCBG	
Bladen						
Brunswick		HCCBG			HCCBG	
Buncombe						
Burke	HCCBG			HCCBG		
Cabarrus			HCCBG			HCCBG
Caldwell			HCCBG			HCCBG
Camden						
Carteret		HCCBG			HCCBG	
Caswell						
Catawba			HCCBG			HCCBG
Chatham						
Cherokee	HCCBG			HCCBG		
Chowan						
Clay	HCCBG			HCCBG		
Cleveland			HCCBG			HCCBG
Columbus						
Craven		HCCBG			HCCBG	
Cumberland			HCCBG			HCCBG
Currituck		HCCBG			HCCBG	
Dare		HCCBG			HCCBG	
Davidson						
Davie						

Duplin						
Durham	HCCBG			HCCBG		
Edgecombe		HCCBG			HCCBG	
Forsyth	HCCBG			HCCBG		
Franklin						
Gaston		HCCBG			HCCBG	
Gates						
Graham						
Granville						
Greene			HCCBG			HCCBG
Guilford		HCCBG			HCCBG	
Halifax		HCCBG			HCCBG	
Harnett	HCCBG			HCCBG		
Haywood				HCCBG		
Henderson		HCCBG			HCCBG	
Hertford			HCCBG			HCCBG
Hoke						
Hyde		HCCBG			HCCBG	
Iredell						
Jackson						
Johnston			HCCBG			HCCBG
Jones			HCCBG			HCCBG
Lee						
Lenoir			HCCBG			HCCBG
Lincoln		HCCBG			HCCBG	
Macon				HCCBG		
Madison						
Martin						
McDowell		HCCBG			HCCBG	
Mecklenburg	HCCBG			HCCBG		
Mitchell						
Montgomery						
Moore						

Nash			HCCBG			HCCBG
New Hanover						
Northampton			HCCBG			HCCBG
Onslow						
Orange		HCCBG			HCCBG	
Pamlico	HCCBG			HCCBG		
Pasquotank						
Pender	HCCBG			HCCBG		
Perquimans			HCCBG			HCCBG
Person				HCCBG		
Pitt			HCCBG			HCCBG
Polk						
Randolph						
Richmond						
Robeson						
Rockingham						
Rowan				HCCBG		
Rutherford	HCCBG			HCCBG		
Sampson						
Scotland	HCCBG			HCCBG		
Stanly						
Stokes			HCCBG			HCCBG
Surry						
Swain						
Transylvania						
Tyrrell			HCCBG			HCCBG
Union	HCCBG			HCCBG		
Vance			HCCBG			HCCBG
Wake						
Warren		HCCBG			HCCBG	
Washington						
Watauga						
Wayne						

Wilkes						
Wilson		HCCBG			HCCBG	
Yadkin						
Yancey						