



North Carolina Department of Health and Human Services  
Division of Aging and Adult Services

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Karen E. Gottovi, Director  
(919) 733-3983

July 9, 2004

Dear County Director of Social Services:

**Attention: Adult Services and Special Assistance Supervisors and Program Managers**

***Subject: Personnel Changes in the Adult Services Section***

Recently we have made several changes in our Section's central office personnel as well as work assignments related to program compliance monitoring and adult programs field staff assignments. The monitoring and field staff assignment changes impact county departments of social services. I want to make you aware of these changes as we begin SFY 04-05. Several documents are included with this letter that relate to the changes.

**Central Office Personnel Changes**

Nancy Warren has taken my former position in the Adult Services Section as the Adult Services Program Administrator. Previously, Nancy was an Adult Programs Representative in the southeastern part of the state. Nancy began her new duties effective June 1, 2004. She is responsible for supervising the adult services programs in our Section and also program compliance monitoring for the Social Services Block Grant-adult services (SSBG) and the State Adult Protective Services Fund.

We also have a new Adult Protective Services (APS) consultant in our Section, Laura Cockman. Laura began work effective June 21, 2004. Prior to coming to our Division, Laura worked for a number of years as an adult services social worker and supervisor in Moore County DSS. Laura's primary responsibilities include consultation, technical assistance, and the development and delivery of statewide training for APS social workers and supervisors in county DSSs.

**Adult Programs Compliance Monitoring**

➤ **Services Monitoring**

During SFY 02-03 and 03-04, the Adult Programs Representatives (APR) conducted program compliance monitoring for the Social Services Block Grant (adult and/or general services) and the State Adult Protective Services Fund. This was due primarily to the fact that we did not have vacancies in adult programs field staff positions to convert to full-time monitors [Program Compliance Representative (PCR)]. Our intent has been to convert two APR positions to full-time monitors as vacancies occurred.

With the recent retirement of one APR and Nancy Warren's change in responsibilities, we have converted these two APR positions to program compliance representative positions. Recruiting for these vacancies is currently underway, and we hope to have the positions filled by late summer/early fall.

In the meantime, the APRs will conduct some program compliance monitoring (SSBG-adult services, State APS Fund, Home and Community Care Block Grant) as well as complete In-Home Aide Services recertifications for DSSs subject to this quality assurance requirement. We will be in a transition period with APRs conducting monitoring activities until we have the full-time PCR's hired, trained, and ready to carry out the monitoring duties. DSSs scheduled for services monitoring or in-home aide services recertification during SFY 04-05 will be notified very soon in separate communication.

➤ **Special Assistance Monitoring**

In addition to continuing to carrying out monitoring responsibilities for adult services, we are also required to conduct similar monitoring activities for the Special Assistance for Adults (SA) and Special Assistance In-Home Programs (SA In-Home). This monitoring is scheduled to begin in SFY 04-05.

We have hired two full-time PCR's to conduct the SA and the SA In-Home program compliance monitoring. Sharon Odenwelder and Bettie Johnson began work in this capacity in the spring of this year. Prior to coming to our Division, Sharon worked for almost twenty years in Cumberland County DSS as a caseworker, supervisor, program integrity investigator and staff development specialist. Bettie worked for twenty-two years in the Special Assistance/Medicaid Unit in Watauga County DSS, twelve of those years as a supervisor, prior to coming to our Division. Jackie Franklin is the Special Assistance Program Manager and is responsible for SA and SA In-Home program compliance monitoring.

You have already received information in a separate dear director letter about the training we are conducting in July and August to introduce county DSS staff to the SA and SA In-Home monitoring tools and procedures as well as to review some of the more complex areas of determining SA eligibility. DSSs scheduled for SA and SA In-Home monitoring during SFY 04-05 have recently received notification from us about the schedule.

➤ **Monitoring Assignments**

We have divided the one hundred counties into two territories for purposes of adult programs compliance monitoring. Bettie Johnson (SA-PCR) and one of the services PCR hirees are assigned to the western territory, while Sharon Odenwelder (SA-PCR) and the second services PCR hiree are assigned to the eastern territory. A map entitled, Adult Programs Compliance Monitoring Assignments, is included with this letter and indicates the monitoring territories and staff assignments. The monitoring is conducted over a multi-year schedule, so not all DSSs are visited annually unless there are significant compliance issues that require more frequent on-site visits.

**Adult Programs Representatives New Assignments**

With the conversion of two APR positions to services PCR positions, we now have eight APRs. The reduction in the number of APRs necessitated changes in their county assignments. A map entitled, Adult Programs Representatives County Assignments, is included with this letter and indicates the new assignments. Realigning the APR assignments was a difficult task as we tried to take as many factors into consideration as we possibly could such as maintaining former APR assignments to minimize disruption; maintaining a balanced and manageable work load for eight field staff; travel costs; overlapping APR county assignments with other field based and regionally based staff assignments; and maintaining groups of counties that have been previously clustered together for purposes of regional meetings, training events, etc. While taking the above factors into consideration, we recognize that the new APR assignments have created a change for many DSSs.

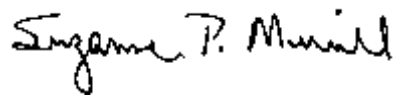
In addition to the map, there are two other documents included with this letter that relate to the change in field staff assignments. One document is a list of county assignments by APR. The other document provides you contact information for the APRs as well as the SA program compliance representatives.

The new APR assignments were effective July 1, 2004. July will be a month of transition as APRs wrap up outstanding work activities with their former counties and begin making contact with their newly assigned counties.

**Conclusion**

We are committed to making the changes described in this letter as seamless as possible and minimizing any disruption to you and your adult services and SA staff while we are in transition. We look forward to a productive SFY 04-05 with you and your staff. If you have questions about these changes, please contact me at (919) 733-3818 or your Adult Programs Representative.

Sincerely,

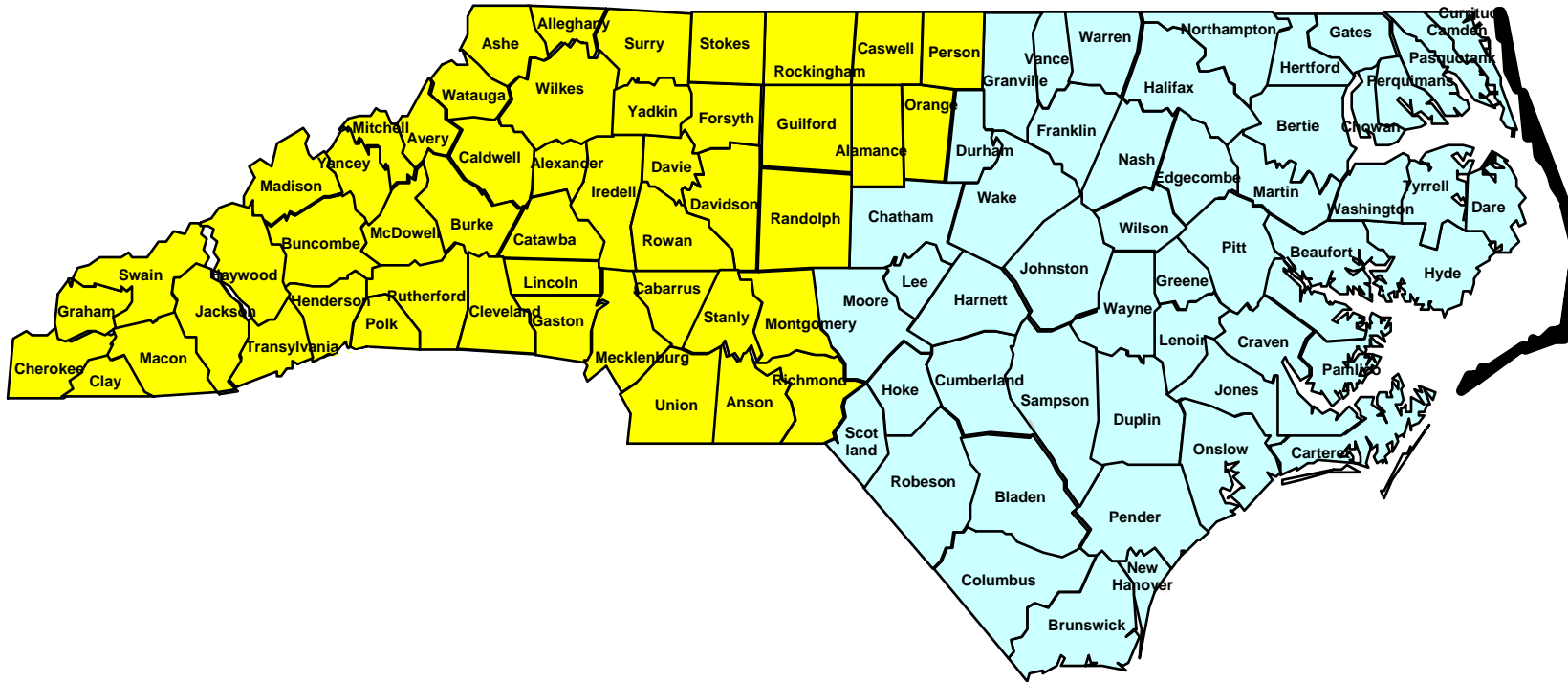


Suzanne P. Merrill, Chief  
Adult Services Section

/spm

# Adult Programs Compliance Monitoring Assignments

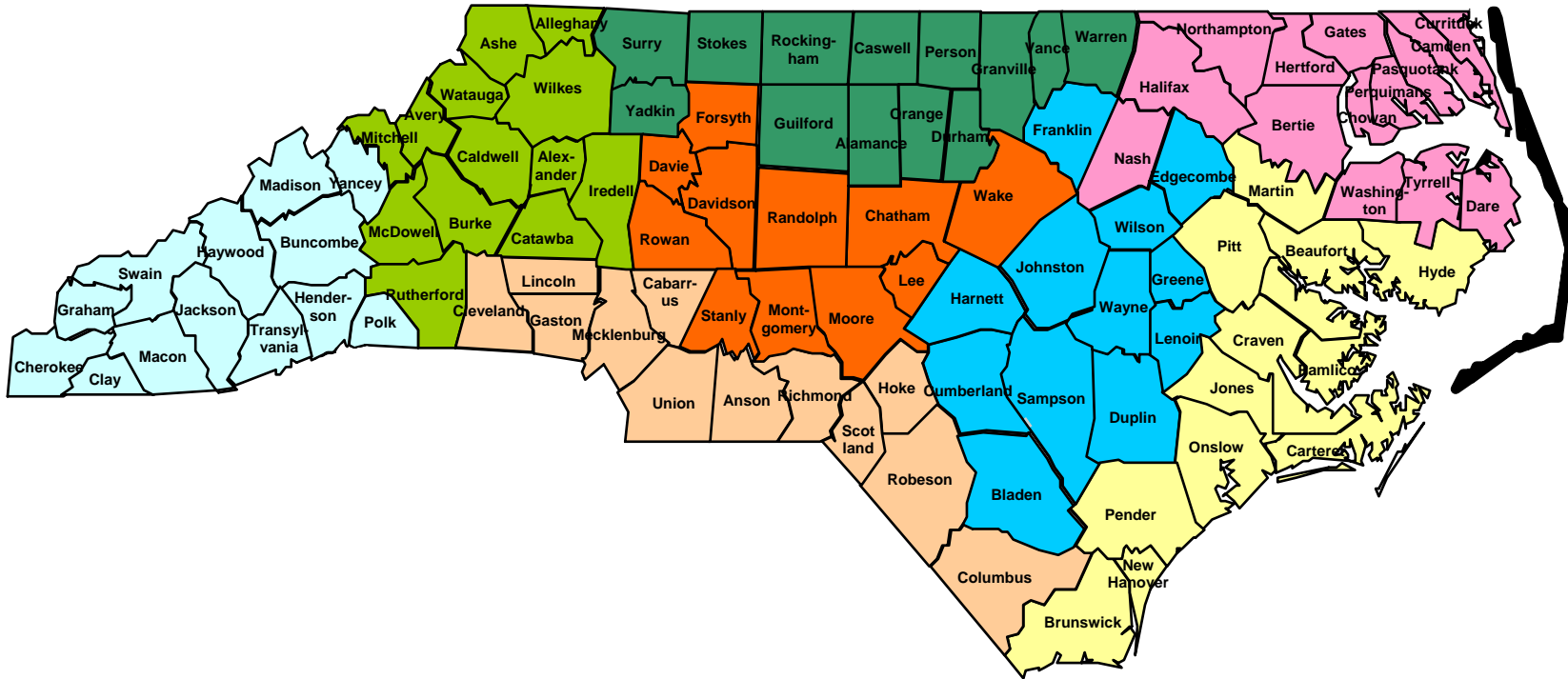
(SSBG-Adult Services; State APS Fund; Special Assistance and Special Assistance In-Home Programs; HCCBG; and In-Home Aide Recertification)  
Effective SFY 04-05



Services Monitoring Position East - Vacant		SA Program Compliance Monitoring Position East - Sharon Odenwelder	
Services Monitoring Position West - Vacant		SA Program Compliance Monitoring Position West - Bettie Johnson	

# Adult Programs Representatives County Assignments

## Effective July 1, 2004



Barbara Gillespie	<span style="color: blue;">■</span>
Emily Hale	<span style="color: pink;">■</span>
John Castro	<span style="color: orange;">■</span>
Joyce Massey-Smith	<span style="color: green;">■</span>
LaVerne Blue	<span style="color: lightorange;">■</span>
Sam Hubbard	<span style="color: lightblue;">■</span>
Sam Robertson	<span style="color: lightgreen;">■</span>
Terry Brubaker	<span style="color: yellow;">■</span>

**DIVISION OF AGING AND ADULT SERVICES  
ADULT PROGRAMS REPRESENTATIVES  
COUNTY ASSIGNMENTS  
EFFECTIVE JULY 1, 2004**

<b>Barbara Gillespie</b>		<b>Emily Hale</b>		<b>John Castro</b>		<b>Joyce Massey-Smith</b>	
<i>(12 counties)</i>		<i>(14 counties)</i>		<i>(11 counties)</i>		<i>(13 counties)</i>	
09	Bladen	08	Bertie	19	Chatham	01	Alamance
26	Cumberland	15	Camden	30	Davie	17	Caswell
31	Duplin	21	Chowan	29	Davidson	32	Durham
33	Edgecombe	27	Currituck	34	Forsyth	39	Granville
35	Franklin	28	Dare	53	Lee	41	Guilford
40	Greene	37	Gates	62	Montgomery	68	Orange
43	Harnett	42	Halifax	63	Moore	73	Person
51	Johnston	46	Hertford	76	Randolph	79	Rockingham
54	Lenoir	64	Nash	80	Rowan	85	Stokes
82	Sampson	66	Northampton	84	Stanly	86	Surry
96	Wayne	70	Pasquotank	92	Wake	91	Vance
98	Wilson	72	Perquimans			93	Warren
		89	Tyrrell			99	Yadkin
		94	Washington				
<b>LaVerne Blue</b>		<b>Sam Hubbard</b>		<b>Sam Robertson</b>		<b>Terry Brubaker</b>	
<i>(12 counties)</i>		<i>(13 counties)</i>		<i>(13 counties)</i>		<i>(12 counties)</i>	
04	Anson	11	Buncombe	02	Alexander	07	Beaufort
13	Cabarrus	20	Cherokee	03	Alleghany	10	Brunswick
23	Cleveland	22	Clay	05	Ashe	16	Carteret
24	Columbus	38	Graham	06	Avery	25	Craven
36	Gaston	44	Haywood	12	Burke	48	Hyde
47	Hoke	45	Henderson	14	Caldwell	52	Jones
55	Lincoln	50	Jackson	18	Catawba	58	Martin
60	Mecklenburg	56	Macon	49	Iredell	65	New Hanover
77	Richmond	57	Madison	59	McDowell	67	Onslow
78	Robeson	75	Polk	61	Mitchell	69	Pamlico
83	Scotland	87	Swain	81	Rutherford	71	Pender
90	Union	88	Transylvania	95	Watauga	74	Pitt
		00	Yancey	97	Wilkes		

**DIVISION OF AGING AND ADULT SERVICES  
ADULT PROGRAMS REPRESENTATIVES**

<p>LaVerne Blue, APR <a href="mailto:LaVerne.Blue@ncmail.net">LaVerne.Blue@ncmail.net</a> <i>Home: 6306 Martin Lake Rd. Charlotte, NC 28227</i> <i>Business Phone: 704-569-4391</i> <i>Fax: 704-567-8208</i></p>	<p>Terry Brubaker, APR <a href="mailto:Terry.Brubaker@ncmail.net">Terry.Brubaker@ncmail.net</a> <i>Home: 10 Batts Hill Rd. New Bern, NC 28562</i> <i>Business Phone: 252-637-3279</i> <i>Fax: 252-637-1105</i></p>	<p>John Castro, APR <a href="mailto:John.Castro@ncmail.net">John.Castro@ncmail.net</a> <i>Home: 802 Emerald Bay Dr. Salisbury, NC 28146</i> <i>Business Phone: 704-639-7729</i> <i>Fax: 704-639-7729</i></p>
<p>Barbara Gillespie, APR <a href="mailto:Barbara.Gillespie@ncmail.net">Barbara.Gillespie@ncmail.net</a> <i>Home: 209 Shalimar Dr. Durham, NC 27713</i> <i>Business Phone: 919-484-1458</i> <i>Fax: 919-484-1458</i></p>	<p>Emily Hale, APR <a href="mailto:Emily.Hale@ncmail.net">Emily.Hale@ncmail.net</a> <i>Home: PO Box 607 Roanoke Rapids, NC 27870</i> <i>Business Phone: 252-536-4586</i> <i>Fax: 252-536-4586</i></p>	<p>Sam Hubbard, APR <a href="mailto:Sam.Hubbard@ncmail.net">Sam.Hubbard@ncmail.net</a> <i>Home: 9 Wood Rd. Arden, NC 28704-2520</i> <i>Business Phone: 828-684-3248</i> <i>Fax: 828-684-3248</i></p>
<p>Joyce Massey-Smith, APR <a href="mailto:Joyce.Massey-Smith@ncmail.net">Joyce.Massey-Smith@ncmail.net</a> <i>Home: 824 N. Main Street Walnut Cove, NC 27052</i> <i>Business Phone: 336-591-4205</i> <i>Fax: 336-591-8429</i></p>	<p>Sam Robertson, APR <a href="mailto:Sam.Robertson@ncmail.net">Sam.Robertson@ncmail.net</a> <i>Home: 34 Diana Dr. Black Mountain, NC 28711</i> <i>Business Phone: 828-664-0366</i> <i>Fax: 828-664-0366</i></p>	
<b>SPECIAL ASSISTANCE PROGRAM COMPLIANCE REPRESENTATIVES</b>		
<p>Bettie Johnson <a href="mailto:Bettie.Johnson@ncmail.net">Bettie.Johnson@ncmail.net</a> <i>SA Program Compliance Monitor</i> <i>Home: PO Box 1626 Boone, NC 28607</i> <i>Business Phone: (828) 262-4050</i></p>	<p>Sharon Odenwelder <a href="mailto:Sharon.Odenwelder@ncmail.net">Sharon.Odenwelder@ncmail.net</a> <i>SA Program Compliance Monitor</i> <i>Home: 5700 Trotter Ct. Hope Mills, NC 28348</i> <i>Business Phone: (910) 429-0785</i> <i>Fax: (910) 429-0785</i></p>	