Social Services Monthly Updates

Welcome to the April 2016 edition of the "Social Services Monthly Updates." As you may be aware, May is a time to celebrate Older Americans Month. Information including PSAs, posters and fact sheets on aging can be found at http://www.acl.gov/

In addition, the Children's Bureau celebrates National Foster Care Month in May, focusing on family reunification with the theme "Honoring, Uniting, and Celebrating Families."

Please take the time to review the National Foster Care Month website: http://www.childwelfare.gov/fostercaremonth

Many thanks to County DSS leadership and staff for their hard work and commitment in achieving improved timeliness in FNS application processing. Over the past five weeks, our statewide timely averages have been: 95.9, 95.8, 97.4, 97.2 and 96.8 percent. A total of 48 counties were at 100 percent for each of the past two weeks!!! All counties are improving. Don't forget our **May DSS Director/ Fiscal Officer Webinar** will be held on **Monday, May 2, 2016** (9 to 11:15 a.m.).

Wayne E. Black, NC DSS Director

Update on Intuit (Turbo Tax)

Intuit announced it will discontinue "Benefit Assist" effective May 2, 2016. In 2015, Intuit's' Benefit Assist Tool resulted in N.C. Counties receiving over 12,000 faxed FNS applications. In response, DHHS leadership engaged Intuit and they subsequently discontinued this practice for N.C. Intuit approached N.C. DSS earlier this year about resuming faxed applications and the Division insisted that they not resume that practice. Intuit's practice had been to provide a link to ePASS, they notified the USDA that they will discontinue the Benefit Assist tool effective May 2, 2016.

Upcoming Events

Dates for fiscal meetings / trainings (LBLs):
May 4 and 5 Fiscal Training at Moore County DSS
May 19 and 20 Central Regional Meeting
May 26 and 27 Eastern Regional Meeting
Register for the Regional Meetings on the NCACDSS website.

May 10, 2016
Medicaid Administrative Claiming for Adults and Children (Classroom Training) at the Transylvania County Library, 212 South Gaston St., Brevard, NC. Online Registration: http://www.ncswLearn.org

Save The Dates:
The Inaugural Conference and Annual Meeting for the **N.C. Partnership to Address Adult Abuse** will be held **May 20, 2016** at the Judicial Center, Raleigh, NC. Contact 919-855-3437 for additional info.

N.C. Work First Summit will be held **June 13-15, 2016** at the Embassy Suites-Airport, Greensboro, NC. The Summit's target population will be County Work First Case Managers and/or Program Supervisors (two per county). The Summit will focus on cognitive science research, and related impact on capacities needed for successful parenting and employment. Included will be an overview of the Workforce Innovation and Opportunity Act (WIOA), and related workforce development training topics.

Administrative/Dear County Letters

N.C. DSS 2016 Dear County Letters

N.C. DMA 2016 Dear County Letters

N.C. DHHS Controllers Dear County Letters

N.C. DCDEE Administrative Letters

N.C. DAAS Dear County Letters

Special Note: The recording of DSS Director/Fiscal Officer webinar meetings are available at
https://www2.ncdhhs.gov/dss/county/dssdirectormeetings.htm

Administrative/Dear County Letters issued in April 2016

April 1, 2016	BG-03-2016	[Work First Block Grant/TANF Maintenance of Effort](#)
April 1, 2016	CSS-01-2016	[Affidavit of Parentage](#)
April 4, 2016	CSS-02-2016	[Annual Self-Assessment Report FFY 2015](#)
April 4, 2016	CSS-03-2016	[Worker Profiles in the Automated Collection and Tracking System (ACTS)](#)
April 5, 2016	OST-19-2016	[Supervisor Cluster Meetings](#) Attachment 1 - [Agenda](#) Attachment 2 - [OST Updates](#) Attachment 3 - [DMA Updates](#)
April 12, 2016	DMA	[Dear-County-Letter-04-12-2016.pdf](#) Single Audit Finding Report Corrective Action Plan
April 15, 2016	DMA	[Dear-County-Letter-04-15-2016.pdf](#) Non-Emergency Medical Transportation (NEMT) Provider Enrollment Training
April 20, 2016	BG-04-2016	[Federal Funding Accountability and Transparency Act of 2006](#) Attachment - [DUNS Signature Page](#)

Fiscal Reminders
Local Business Liaisons (LBLs)

- Contracts need to be in place by July 1 for fiscal year 2017 (only two months away).
- Review your XS411 reports and make sure you are utilizing all of your funding. Also, check the 335 and 337 reports to determine if any letters should go to the controller's office requesting a reclass.
- If your county is planning to use the CPS IV-E option or the Automation option to help meet MOE, remember to get the letter to the Budget Office by May 31.
- A new survey will need to be completed for Child Support IV-D Incentives starting next fiscal year.
- Counties need to continue getting the EA counts to their LBL's for each month
- The last month to submit expenses for reimbursement on the 2015-2016 fiscal year is May.

DSS Fiscal Monitors

- Make sure to balance your receipt book to deposits made to the general ledger to what is reported on the 1571.
- If operational procedures change in the county and/or agency, you should also examine your checks and balances to ensure they are still adequate.
- Agencies must have a way to properly account for time spent by employees performing non-DSS activities. Remember you are dealing with the reduction of FTEs, salary, and fringe, as well as other activities, such as mileage paid for traveling to and from non-DSS agencies or to training for non-DSS related activities.
- Single County Audits for FY 15/16 are beginning to come in. Counties with findings should be prepared to provide all of their resolution documentation when requested by state staff. Resolution documentation consists of, but is not limited to, corrective action plan, trainings-including attendance, correcting entries and/or repayments.

NC-CoReLS (N.C. County Reimbursement Ledger Suite)

Selection of voluntary County representation for NC CoReLS completed. Participating Counties include: Beaufort, Buncombe, Carteret, Catawba, Chowan, Gaston, Jackson, New Hanover, Mecklenburg, Orange-Child Support and Wayne. Special thanks to all the counties that expressed an interest in participating on the NC-CoReLS workgroup.

Update: Child Welfare Services Program Improvement Plan (PIP)

The Child Welfare section has devoted hundreds of hours developing the Program Improvement Plan (PIP) in response to the federal review, known as the Child and Family Services Review (CFSR). The PIP will need to address a range of challenges in the delivery of Child Welfare Services. The development of the plan has been facilitated by weekly calls with the federal representatives who are providing feedback to N.C. in perfecting the Plan.

The Plan will be comprised of five goals: (1) Improve risk and safety response protocols, (2) Strengthen the quality assurance system, (3) Develop court tracking and improvement measures, (4) Develop service agreements with the LME/MCOs and (5) Enhance the quality of data to better assess the functioning of the system. Successful implementation of the goals will need to be completed within a two year time period, beginning when the plan is formally accepted. Also needed for successful completion is a strong partnership with all 100 counties, and their child welfare staff and leadership. Fortunately, such a partnership exists, and is being enhanced by working closely in preparing the PIP. Counties have designated five staff to work diligently alongside state staff as the plan is being developed. External stakeholders, such as court and managed care providers will also need to partner to achieve better outcomes. While this is a daunting task, it is also an exciting time for North Carolina's Child Welfare program to stretch, reach for more uniform practices, greater oversight and support of the direct practitioners.

Office of Family Assistance Peer TA

The OFA (Office of Family Assistance) Peer TA is designed to connect TANF agencies and their partners (FNS, WIOA, etc.) in serving low-income families. The website is a hub for the provision of technical assistance, resources, and online learning facilitating the exchange of information among organizations serving TANF and low-income families. The site includes reports, self-directed training, webinars, and pre-recorded conference videos highlighting research, innovative programs and best practices focused on successful approaches to support TANF and low-income families.

Join the Office of Family Assistance for a **webinar on integrating two-generation strategies into TANF programs** on Thursday, April 28, 2016 from 1-2:30 p.m. The two-generation approach to serving low-income or disadvantaged families has seen renewed interest in recent years, with models focused on combining comprehensive, career-focused employment and training opportunities for parents with educational and enrichment. https://peerta.acf.hhs.gov/

Civil Rights Posters

New Civil Rights posters were mailed to County Department of Social Services/Human Service agencies between March 28 and April 8, 2016. These posters are to be displayed in the lobby/reception area and office space area related to program intake. This includes the following Civil Rights posters:

- United States Department of Agriculture (USDA), Supplemental Nutrition Assistance Program (SNAP) Food Nutrition Services (FNS) non-discrimination posters
  - AD-475A-WIC, Commodity Supplemental Food Program, Food Distribution Program and other Special Nutrition Programs
  - AD-475B-FoodStamp/SNAP
- N.C. DSS FNS "You have Rights" poster
- N.C. State Board of Election poster
  Note: For additional Voting Rights posters, please contact Veronica.Degraffenreid@ncsbe.gov.

Operation Support Team: LEAN Projects

An important and ongoing opportunity for counties will be provided through the Operational Support Team (OST), whose members have or are completing LEAN Certification. They have coordinated and participated in several projects at the Department, including travel reimbursement, contract process and NC FAST Help Desk ticketing. Significant efficiencies have been identified through the process. OST members have initiated projects, held kickoff events or are in planning stages with the following counties using the LEAN process.

1. Orange – FNS Applications and Recertifications
2. Wake – Work Assignment Process
3. Wake – Over-the-Shoulder Support, Help Desk Process
4. Davidson – Reception Configuration
5. Chatham – Universal Intake
6. Pender – FNS Applications
7. Madison – FNS Recertifications
8. Yancey – Timeliness from Intake to Family and Children Medicaid Processes
9. Richmond – Customer Care and Income Maintenance Communications
10. McDowell – Customer Intake
11. Harnett – FNS Applications (under review)

Counties interested in participating in a LEAN Process Improvement Project should contact OST Managers Regina Bell or Barbara Daniels for more information. Presentations by a couple of counties regarding their process and lessons learned will be presented during a future 100 Directors Webinar.

On a related note, please welcome to the Operation Support Team - Barbara M. Daniels, OST Manager
barbara.daniels@dhhs.nc.gov

Operation Support Team: May 2016 Webinar Topic List

• Work First Federal 60 Month Time Clock, Work Frist State 60 Month Time Clock and 24 Month Time Clock
• FNS Determining Eligibility
• Medicaid DDS Appeal Reversals
• FFP Change of Circumstances
• Medicaid Inquires and Medicaid Automatic Newborn Coverage
• MAGI Introduction, MAGI Household and MAGI Income

DAAS Update: World Elder Abuse Awareness Day (WEAAD)

Advocacy Day at HALIFAX MALL – MAY 26

A. Tent at the Legislative Mall – Raise Awareness (Time: 9:30 a.m. – 12 p.m.)
• Handout educational materials, distribute EA bracelets and small bottles of water with EA logo & info

Thirty Days of Purple Contest – Have one at your agency! Starts **May 9** and runs through **June 17**. Whomever can wear purple clothing the longest string of days wins a gift card or will be entered into a raffle for a gift card (if there is a tie). Men can wear ties if they are primarily purple. Women have to wear either purple tops, skirts, pants, or dresses to count.

Reception at DAAS on June 15 in recognition of World Elder Abuse Awareness Day
A. Event will be held at DAAS from 2:30 – 3:30 p.m. in the second floor conference room
B. Short program and refreshments