
Social Services Monthly Updates

May 2016

Upcoming Events

June 7, 2016 – Statewide DSS Director / Fiscal Officer Webinar. June 2016 DSS Director's Meeting
Register now!

<https://attendee.gotoweinar.com/register/5489852036558699268>

NC 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 (2 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.** Note that an email announcement of designated workshops available to County DSS Directors via webinars will be forthcoming. As of May 30th, approximately 95 counties have registered to attend the WF Summit.

Child Welfare Services: **Program Improvement Plan (PIP) Webinar on June 21, 2016** – See Page 2 for full description.

Administrative/Dear County Letters

[NC DSS 2016 Dear County Letters](#)

[NC DMA 2016 Dear County Letters](#)

[NC DHHS Controllers Dear County Letters](#)

[NC DCDEE Administrative Letters](#)

[NC 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>.

As you may be aware, June celebrates National Safety Month. Observed annually in June, National Safety Month focuses on reducing leading causes of injury and death at work, on the roads and in our homes and communities.

Please note that the 2016 Atlantic hurricane season runs from June 1st through November 30th. Researchers at NC State predict a significantly more active season with an estimated 15 to 18 tropical storms and hurricanes forming in the Atlantic basin (Atlantic Ocean, the Gulf of Mexico and the Caribbean Sea). Of those named storms, 8 to 11 may grow strong enough to become hurricanes, with the possibility of three to five storms becoming major hurricanes



As a reminder - Vol. 21, No. 2, April 2016 edition of **Children's Services Practice Notes** provides a listing of course work and registration through to www.ncswLearn.org

Additional Safety-Focused Websites:

- **NASW, Social Worker Safety**
This page contains many resources and relevant links:
<http://bit.ly/1RhWWe2>
- **National Child Welfare Workforce Institute**
Home to a range of resources on worker safety, self-care, and secondary trauma:
<http://conta.cc/1PsmvU4>
- **Child Welfare Information Gateway**
See especially this page:
<http://1.usa.gov/1o7Cz7A>

Administrative/Dear County Director Letters issued in May 2016

April 27, 2016	OST-20-2016	April 2016 Supervisor Cluster Meeting Material
May 2, 2016	EFS-WF-08-2016	Work First Summit
May 2, 2016	OST-21-2016	Work First Job Quit Penalty
May 2, 2016	OST-22-2016	Medicaid Courses Posted
May 4, 2016	EFS-FNSEP_07-2016	Loss of ABAWD Waiver in Exempt Counties
May 11, 2016	EFS-FNSEP-09-2016	Abled-Bodied Adults Without Dependents (ABAWD) Notices
May 13, 2016	OST-23-2016	Alien Status and Medicaid Eligibility Course
May 16, 2016	OST-24-2016	Reports for Supervisors: Key Reports in XPTR Document

DMA (DCDL) – May 23, 2016

Current status of NEMT provider enrollment and plans for a six (6) county pilot to begin September 1, 2016. Pilot counties include: Alamance, Catawba, Cumberland, Franklin, Lincoln and Rowan. All other counties will implement beginning in 2017. DCDL offers instructions for recording gas vouchers, DSS employee transports, etc.

DCDEE (DCDL) – May 18, 2016

Details policy regarding Blended Rates and Provider Closings with Pay.

DCDEE (DCDL)– May 31, 2016

Details changes to Child Care Subsidy Program policy to align with provisions of Child Care and Development Fund Act of 2014.

DCDEE (DCDL) – May 25, 2016

Details procedures to follow when a child care provider no longer wishes to participate in the Child Care Subsidy Services program.

OST (DCDL) – May 26 & 27, 2016

- Work First Federal 60 Month Time Clock, Work First State 24 Month Time Clock and Work First State 60 Month Time Clock Webinars
- Emergency Services Medicaid Course

DSS Updates

Voter Registration

Increasing numbers of public assistance recipients at County Departments of Social Services are choosing to register to vote as the next election nears. During the first four (4) months of calendar year 2016, a total of 16,848 voter registrations forms were completed through County Departments of Social Services. A total of 30,462 voter registration forms were completed in 2015 as compared to 13,340 in 2014.

FNS Application Timeliness Percentage Rates

Statewide FNS timeliness rates over the past four (4) weeks have been: 96.8%; 97.5%; 97.3% and 97.0%.

USDA has recognized North Carolina for exceeding the 85% timeliness rate requirement for the July – December 2016 period as mandated in the May 2015 Advance Warning Letter. QC sample of 137 applications during these 6 months produced an 86.86% rate – However, our final percentage is based on the “upper bound” of statistical sampling error which was 92.52%. This improvement clearly demonstrates the hard work of County DSS staff!

FNS Recertification QC Timeliness Percentage Rates

For the period of October – December 2015, QC sampling of 171 cases resulted in 153 being timely for an 89.47% recertification timeliness percentage.

FNS Active Error Rate

For the period of October – December 2015, the QC FNS Active Error Rate for NC was 5.17%.

Case & Procedural Error Rate (CAPER)

The CAPER error rate for October – December 2015, based on QC sample was 38.81%.

Child Welfare Services: Program Improvement Plan (PIP) Webinar

On **Tuesday June 21, 2016 from 1:00-2:30 p.m.** the NC Division of Social Services, in partnership with the Jordan Institute for Families at the UNC-Chapel Hill School of Social Work, will offer “The Child and Family Services Review and Program Improvement Plan: What’s Ahead for NC?” a 90-minute webinar for all child welfare staff from NC county DSS agencies.

In early 2016 the U.S. Children’s Bureau shared the results of its recent review of North Carolina’s child welfare system. Since then, the Division of Social Services has been working intently with county DSS agencies, community partners, and other stakeholders to develop a program improvement plan (PIP) to strengthen our child welfare system. This 90-minute webinar will provide an overview of the key takeaways from the CFSR, describe the process used to develop the PIP, and explore how the PIP will be implemented over the next two years. The goal of this webinar is to inform county DSS staff about what’s ahead and how they can help prepare to implement the strategies and activities in the PIP.

Audience: Directors, child welfare program administrators/managers, and child welfare staff from North Carolina county DSS agencies.

Presenters: This webinar will be presented by individuals who participated in the development of NC’s PIP, including representatives from the NC Department of Health and Human Services’ Division of Social Services, and local DSS agencies.

Registration and Training Credit for Child Welfare Professionals: To receive credit through ncswlearn.org, you **must preregister for this webinar by Monday, June 13, 2016**. You must preregister even if you are joining the webinar as part of a group. To preregister:

- Log in to your account* on <http://www.ncswLearn.org>,
- Select “Personalized Learning Portfolio (PLP),”
- Select the “Webinar” option, and
- Click the “apply for registration” button.

To participate in this webinar a computer must have: (1) external speakers or headphones (to avoid disturbing others); (2) broadband Internet access; (3) latest version of Adobe Flash Player.

If you need further information on how to apply to participate, please e-mail Vicky Chang (vichang@email.unc.edu).

Behavioral Health Task Force Recommendations

A statewide task force on behavioral health, led by DHHS Secretary Rick Brajer and NC Supreme Court Chief Justice, Mark Martin, has recommended financing for four specific areas of assistance, including: case management; more treatment options for opioid and prescription-drug abuse; diversion from criminal justice to treatment through drug courts; and transitional housing, including independent living.

Case management reform would include:

- Creating a standalone, billable service that includes navigator assistance and a “step down” mechanism for individuals needing less intense assistance
- Establishing liaisons within managed-care organizations, or MCOs, such as CenterPoint Human Services, to help with juvenile court proceedings

Efforts to reduce opioid- and prescription-drug abuse would include:

- Creating a community education campaign based on regional needs
- Providing additional capacity for outpatients and resident opioid treatment services, including treatment medications

Criminal justice system reform would include:

- Developing and expanding pre-booking diversion programs, such as crisis intervention teams and the law-Enforcement-assisted diversion program
- Enhancing and expanding therapeutic courts for mental health, recovery and veteran courts

Transitional housing reform would include:

- Providing housing that is “appropriate, affordable and available,” such as establishing a master leasing agreement, in cooperation with the N.C. Department of Health and Human Services and MCOs
- Increasing assistance to individuals with developmental disabilities who are transitioning from adult-care homes into independent living

Recommendations for one-time financing include:

- Increasing access to psychiatric advanced directives similar to medical directives
- Encouraging local task forces on mental-health and substance-abuse issues
- Expanding access to specialty psychiatric treatment beds
- Standardizing service delivery for the deaf and hard of hearing
- Expanding services for homeless veterans

The approved N.C. House budget sets aside \$30 million from the general fund to a reserve fund toward the recommendations. Spending must be approved by the Joint Legislative Oversight Committee on Health and Human Services and the Office of State Budget and Management.

Detail on the recommendations can be found:

[Http://ncdhhs.s3amazonaws.com/s3fs-public/documents/files/mental-health-task-force/governors-task-force-mhsu-final.pdf](http://ncdhhs.s3amazonaws.com/s3fs-public/documents/files/mental-health-task-force/governors-task-force-mhsu-final.pdf)

DAAS Updates

DAAS/State/County Special Assistance

State/County Special Assistance rules, 10A NCAC 71P, have been approved by the Rules Review Commission (RRC) with an effective of June 1, 2016. There were 14 repeals, 3 adoptions, and 25 amendments.

The rules were sent for review and comment to the DSS Directors and the Economic Policy Subcommittee in August, 2014. After publication, public comment period, and a hearing with the Social Services Commission on November 17, 2015 all rule actions requested were approved on May 19, 2016, by the RRC.

The majority of the amendments, repeals, and adoptions for 71P are intended to:

- Update obsolete language within the rules:
 - a) Assure gender neutral language
 - b) Update obsolete language including references to “domiciliary” care

- Update obsolete rules where policy and practice has changed:
 - a) Change all references to the supervising agency to Division of Aging and Adult Service;
 - b) Elimination of eligibility groups which became obsolete in 1998;
 - c) Update all references to the “family” budget unit to a single budget unit which changed in practice prior to 1995;
 - d) Clarify the rule on payee and assure that it is not more restrictive than the General Statute.

- Encompass the Special Assistance In-Home Program which was codified in 2007.

- Incorporate changes in terminology and instructions as the Special Assistance moves into the NC FAST case management system and electronic issuance.

For additional information, please contact Chris.Urso @dhhs.nc.gov

No Wrong Door Initiative Update

At the March meeting, program managers for Division of Aging and Adult Services (DAAS) and United Way’s NC 2-1-1 presented an overview of the key component of North Carolina’s implementation plan for a No Wrong Door (NWD) system in North Carolina. A NWD system will make it easier for individuals, families, and caregivers of aging adults and/or people with disabilities to learn about and access the help they need to remain in their homes and communities. United Way’s NC 2-1-1 has been identified as the most appropriate partner to work with DAAS to develop a NWD “virtual front door”; providing awareness, education and assistance to those in need of long-term services and supports (LTSS).

As of May, DAAS has a fully executed contract with United Way’s NC 2-1-1 to provide an array of enhanced I&R services for identified LTSS consumers. To advise and inform the direction of “front door” development and partnership with 2-1-1, a NWD Stakeholder Advisory Committee has been formed. Committee members were selected for their first-hand knowledge and experience working with LTSS consumers. Comprised of members from AAA, DSS, Senior Resources and Disability Services; the committee will meet monthly during the initial phase of development. NC 2-1-1 has also hired a dedicated NWD Data Coordinator to oversee integration of LTSS community resources into the existing NC 2-1-1 database. And, efforts are underway to identify and locate existing databases, resource lists and/or other sources of “healthy” information that can be imported into the 2-1-1 database and website; building a solid foundation for a NWD system in North Carolina.

Fiscal Reminders

Local Business Liaisons (LBLs)

- Make sure to Review May 1571 submitted in June for any year end changes that you need to make. May is the last month to claim any expenditures to be reimbursed this Fiscal Year.
- Letters are due to the Controller's Office by COB on June 15, 2016 if you need to funds moved.
- June expenditures will be reimbursed in July start of the new Fiscal Year.
- Review day sheet coding for the start of the new Fiscal Year.
- CIP, LIEAP and LINKS expenditures in June will be reimbursed out of next Fiscal Year's Allocation.
- ADP Plans need to be updated for the new Fiscal Year.
- New Contracts are needed for the new Fiscal Year.

DSS Fiscal Monitors

- Some Payroll Journals now include travel reimbursements under benefits. Counties need to reconcile their payroll journal to the general ledger to determine if these reimbursements are include and make the necessary adjustments to prevent travel reimbursement from being claimed twice.
- Counties are reminded if a Penetration Rate is not entered in TEC, any time coded to the applicable code will be dropped in the SIS import process. To avoid this error, reconcile the Percentage of Time Report to the minutes reported in TEC.
- Counties need to review and verify IV-E Penetration Rates are entered in TEC correctly.
- Not only must an approved ADP Plan be on file before claiming the expenditure(s), all approved ADP Costs on the plan are to be reported using the applicable ADP codes on the Part II.
- When Support, Supervisory and/or Admin staff have direct client service time, the total minutes of the month must be calculated to determine the amount of time reported under the applicable Support, Supervisory or Admin function/column on the Part I. Using the copy forward option and not performing calculation will result in incorrect allocation of salary and fringe for these staff members.
- Agencies which utilize the Copy Forward feature in TEC for Support, Supervisory and Admin Staff should review the staff selected on a monthly basis to verify employees who have moved to position in a program area are no longer being copied forward.

NC-CoReLS (NC 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.

House Ways & Means Committee Approves Four TANF Bills

The House Ways & Means Committee approved four bills related to the Temporary Assistance for Needy Families (TANF) program. The bills make modifications to TANF, but do not reauthorize the program. During the mark-up, the TANF Accountability and Integrity Improvement Act (H.R. 2959) was amended to freeze at current levels a state's ability to count non-governmental third party expenditures as TANF maintenance-of-effort. H.R. 5170 and H.R. 2990 would redirect TANF contingency funds to new demonstration programs (social impact partnerships and a subsidized job program). H.R. 2966 adds a poverty-reduction purpose to the program. It remains to be seen whether any of these proposed bills will be enacted this session.

Operational Support Team (OST) Activities:

- County visits for on-site consultation regarding overall performance as well as business process (LEAN) review. Staff also involved in LEAN Certification projects.
 - LEAN Reviews: Davidson, Chatham, Madison, McDowell, Orange. Richmond, Wake and Yancey
 - Consultation: Robeson and Forsyth
- Effective June, 2016 – OST staff will begin scheduling ongoing county consultation visits with all 100 county DSS agencies
- Two (2) OST staff dedicated to the Long Term Care Facility Clean-up Project

Operational Support Team: Work Support Strategies (WSS) Library

The WSS Library includes books on the following topics: Basics of LEAN, Change Management and Leadership. These resource books will be stored at the Office of the Operational Support Team and are available for loan to County DSS Directors. Listed below are book titles and authors (4 copies of each) that will be available for loan:

BASICS OF LEAN	
Title / Author(s)	Title / Author(s)
Lean Six Sigma for Service – Michael George	Creating Continuous Flow – Mike Rother & Rick Harris
Lean Thinking – Jim Womack & Daniel T. Jones	Becoming Lean – Jeffrey K. Liker
Lean Solutions – Jim Womack & Daniel T. Jones	The Machine that Changed the World – Womack, Jones, Roos
The Elusive Lean Enterprise – Keith Gilpatrick & Brian Furlong	The Perfect Engine – Anand Sharma & Peter E. Moody
The Toyota Way and The Toyota Way Field Book – Jeffrey K. Liker	The Kaizen Event Planner – Karen Martin & Mike Osterling
Value Stream Management – Don Tapping	A3 Problem Solving for Healthcare – Cindy Jimmerson
Learning to See – Mike Rother & John Shook	Facilitation at a Glance by Goal QPC
CHANGE MANAGEMENT	
Title / Author(s)	Title / Author(s)
Managing Transitions – William Bridges	Deep Change – Robert Quinn
Teaching the Elephant to Dance – James Belasco	The Fifth Discipline – Peter Senge
The Wisdom of Teams – Jon Katzenbach & Douglas Smith	Action Learning in Action – Michael Marquardt
Real Change Leaders – Jon Katzenbach	Leading Change: Overcoming the Ideology of Comfort and Tyranny of Custom – O’Tool
Leading Change – John Kotter	Employees Survival Guide to Change – Prosci Research
The Heart of Change – John Kotter	Switch - How to Change Things When Change is Hard – Chip Heath
LEADERSHIP	
Title / Author(s)	Title / Author(s)
The Servant – James C. Hunter	Leadership without Easy Answers – Ronald Heifetz
The World’s most powerful leadership principle – How to Become a Servant Leader – James C. Hunter	Leadership on the Line: Staying Alive through the Dangers of Leading – Martin Linsky & Ronald Heifetz
Shackleton’s Way – Margot Morrell & Stephanie Capparell	Getting to Yes: Negotiating Agreement w/o Giving In – Fisher
The 21 Indispensable Qualities of a Leader: Becoming the Person Others will Want to Follow – John C. Maxwell	Managing Transitions – William Bridges
The Five Dysfunctions of a Team – Patrick Lencioni	The Four Agreements – Don Miguel Ruiz
Overcoming the Five Dysfunctions of a Team – Patrick Lencioni	Crucial Conversation by Tools for Taling when Stakes Are High- Kerry Patterson
Stewardship: Choosing Service Over Self-Interest – P. Block	Decisive – Chip and Dan Heath
The Leadership Engine – Noel Tichy	7 Habits of Highly Effective People – Stephen Covey
Build to Last – Jim Collins & Jerry Porras	Made to Stick: Why Some Ideas Survive and Others Die
Good to Great – Jim Collins	Contagious – John Berger
The Checklist Manifesto: How to Get Things Right – A. Gawande	Teams of Teams – General Stanly McCrystal





 Nothing Compares 