

## Social Services Monthly Updates

### May 2017 is National Foster Care Month


May is National Foster Care Month, a month set aside to acknowledge foster parents, family members, volunteers, mentors, policymakers, child welfare professionals, and other members of the community who help children and youth in foster care find permanent homes and connections. This year's theme is "Empowering Caregivers, Strengthening Families".

During National Foster Care Month, we raise awareness about Foster Care and renew our commitment to ensuring a bright future for the more than 400,000 children and youth in foster care, and we celebrate all those who make a meaningful difference in their lives.



### May 2017 is also Older Americans Month

The Administration on Aging, part of the Administration for Community Living, is pleased to announce the theme for Older Americans' Month 2017. The theme, Age Out Loud, is intended to give aging a new voice—one that reflects what today's older adults have to say about aging.

The NC Division of Aging and Adult Services is using OAM 2017 to focus on how older adults in our community are redefining aging—through work or family interests, by taking charge of their health and staying independent for as long as possible, and through their community and advocacy efforts. We can also use this opportunity to learn how we can best support and learn from our community's older members. 

May 2017

### Upcoming Events

#### Statewide DSS Director and Fiscal Officer Webinar /Conference Call

9am to 11:15am on **May 24, 2017** - Note: Webinar Presentation on **Child Welfare Assist.** Register now!

<https://attendee.gotowebinar.com/register/2936212098758559491>

After registering, you will receive a confirmation email containing information about joining the webinar. [View System Requirements](#)

#### Upcoming Regional Director Meetings:

Please register for Regional Director Meetings at <http://ncacdss.org/meetings/>

Eastern Regional Meeting: Clam Digger Inn in Atlantic Beach on May 25 & 26, 2017

NOTE: Tina Bumgarner will be presenting on Foster Care and 5094's on May 24<sup>th</sup>. There will be no registration for this meeting.

#### Upcoming federal site visits

- USDA Food and Nutrition Services Management Evaluation - May 22-25, 2017 with USDA Regional Staff, Atlanta, GA
- CSBG Monitoring Visit, ACF / Office of Community Services – May 22, 2017





***NCDHHS Secretary Mandy Cohen at the April all-staff meeting.***

Secretary Mandy Cohen and Department leadership unveiled six new values for employees to focus on at a recent all-staff meeting.

“I wanted to make sure that there are some core things that we all are thinking about as we’re doing our work day-to-day, no matter where you sit in the organization,” Cohen said.

- Be focused on the customer, person, client or family. They are our “boss.”
- Work collaboratively as one team no matter where or to whom in the department you report. This requires trust, communication, collaboration and transparency.
- Proactively communicate within the department and with our stakeholders, consumers and clients.
- Be transparent. Share information and expertise within the Department, your team and with stakeholders.
- Be good stewards for resources – both time and dollars. This requires prioritization and focused strategy.
- Have joy and balance at work so we all bring our A-game when serving our “boss.” Choose optimism.

“What I think is really important, is to make sure that we are not just talking about our values, but living our values,” Cohen said.

Cohen said those values will help the Department focus on three priorities: combating the opioid crisis, transforming Medicaid and improving early childhood health and education.

While the meeting was held on the Dorothea Dix Campus in Raleigh, employees who were unable to attend can [watch](#) a recording of the meeting and learn more about the Department’s values. (The portion on Department values begins at the 8:25 minute mark.)

**Administrative/Dear County Director Letters** (issued April 20<sup>th</sup> 2017 – April 6<sup>th</sup>, 2017)

April 27, 2017	OST-09-2017	<a href="#">Medicaid Training Course Posted to NC FAST Learning Gateway</a>	<a href="#">Operational Support Team</a>
April 20, 2017	EFS-FNSEP-08-2017	<a href="#">Program Integrity State Training Survey</a>	<a href="#">Economic Services</a>
April 20, 2017	CWS-07-2017	<a href="#">PATHWAYS PROJECT FOR NC YOUTH IN TRANSITION Attachment - Letter of Interest &amp; Commitment</a>	<a href="#">Child Welfare Services</a>
April 26, 2017	DIR-01-2017	<a href="#">County Child Welfare Program Improvement Resources</a>	<a href="#">DSS Director</a>
April 27, 2017	OST-10-2017	<a href="#">Medicaid Training Courses Posted to NC FAST Learning Gateway</a>	<a href="#">Operational Support Team</a>
April 27, 2017	OST-11-2017	<a href="#">Food and Nutrition Services Training Courses Posted to NC FAST Learning Gateway</a>	<a href="#">Operational Support Team</a>
April 28, 2017	EFS-FNSEP-09-2017	<a href="#">Chop Chop Magazine</a>	<a href="#">Economic Services</a>

**Fiscal Reminders**

**Local Business Liaisons (LBLs) – Observations, Reminders and Technical Assistance**

**Reclass:** Letters to Controllers’ office to request reclassification of expenses from “all county” to an appropriate fund source can be faxed to Controller’s Office Attn: Pricillia Tabron. All request **MUST** be submitted by the close of business June 8, 2017.

**Reports:** Monitor your allocation spending and balances on the XS411 and your MOE spending on the WC373 YTD report. Also, monitor all revenues to verify receipts and projections for current year are in line with budget. If underspending review coding and adjust if appropriate.

Many counties need to code to the Foster Care Visitation Funding. Admin Staff can move Service time from SIS codes 109, 117, 118 coded to P, V, R, 9, X, O to 05-10-A.

A Funding Authorization has been issued for TANF CW Worker. Refer to May 1, 2017

[County Child Welfare Program Improvement Resources](#)  
[TANF CW Worker](#)

**Reversals:** If you have reversals to do in month 12, be careful of unintended consequences. Reversals can/will affect your numbers and possibly in a negative way.

**CoReLS:** Upload as soon as possible. Several counties continue with multiple issues uploading and it is not always the same counties each month. The deadline is being pushed every month. Do not risk an audit exception for a late submission.

**Child Support:** Continue to reconcile Child Support Incentives payments and reinvestment expenses reported on the DSS 1571. Are you following your CSS Incentive plan?

**DCD Letter:** A Dear County Director Letter dated March 10, 2017 for Automation/CPS IV-E to help assist counties in meeting MOE. Note: If using automation, you must submit a copy of the invoices to your LBL. All request and information must be submitted by May 31, 2017.

**NEMT:** Please make sure you are involved in the NEMT/NC TRACKS training events. Please if you are having issues in your county let Carolyn McClanahan know.

### **DSS Fiscal Monitors – Observations, Reminders, and Technical Assistance**

- Please remember when support, supervisory and/or admin staff complete a day-sheet for direct service time, you must calculate the entire minutes of the month to report their non-direct service time to their applicable support, supervisory or admin function and column. Whether the “Copy Forward” option is used, or if these staff members are manually entered each month - when time is imported from SIS, we are finding the non-direct service time is either being under-reported or not reported.
- Although the Commissioners in your County may have elected to allow the accumulation of \$250.00 before funds are required to be deposited, the Local Government Budget and Fiscal Control Act, N. C. General Statute § 159-32 requires funds to be deposited on the last business day of the month in which they were collected.
- When entering NCHC and IV-E Penetration Rates, always double-check your entries against the published rates.
- Counties are reminded to reconcile their General Ledger Expenditures & Revenues, Payroll Report(s) and Receipts when preparing the monthly 1571 report.

## **Child Welfare Services**

[Child Welfare IT Tool: Accessing Sensitive Safety Information through Secure Technology \(ASSIST\)](#)

Attachment 1 - [CPS Pilot Project Legislation](#)

Attachment 2 - [How to Request Access to CW ASSIST for a CW Worker](#)

Attachment 3 - [Child Welfare ASSIST User Guide](#)

Attachment 4 - [Accessing the Application](#)

Attachment 5 - [Child Welfare ASSIST - System Information QRG](#)

## **Division of Aging and Adult Services**

Lorrie Roth has been hired as the new In Home Aide Program Consultant replacing Donn. Many of you may already know Lorrie as she previously worked for DAAS as the NC Community Living Coordinator working with the LCA program. She has been in this role the past six years. Lorrie has 15 years of home care/in-home aide experience as the director/manager of home care agencies in NC and Pennsylvania. She has substantive experience/knowledge of home care licensure rules, PACE policies, and Medicaid regulations as well as being familiar with IHA standards. Lorrie started her new position May 1. She will be working with the IHA team that includes Glenda Artis and Mary Jo Littlewood.

## NC CoReLS Project Summary

NC County Reimbursement Ledger Suite - County DSS administers Social Service / Public Assistance programs and then reports expenditures monthly to the DHHS Controller's Office for reimbursement of federal and state funds.

- DHHS Uplift of former Maximus County Reimbursement System.
- 24-month project: Create a web-based application with centralized management features.
  - ✓ Included in Budget Assessment Phase (business requirements) – **Completed**
  - ✓ DSS provide Level 1 business support for TEC and QuIC – **Ongoing**
  - ✓ DHHS-IT provides technical support – **Ongoing**
  - ✓ Development phase includes
    - Design and develop data entry screens and reports – **In Process**
    - Data conversion of current and prior years' data - NC-CoReLS project team extract, cleanse, load and test legacy county data into NC-CoReLS – **In Process**
    - 10 initial County Pilots and 10 additional counties (total of 20) will complete User Acceptance Testing (UAT) – Comparison of data reports and data migration between Legacy and NC-CoReLS – **Planned from August through October 2017**
    - NC-CoReLS implementation will be in 4 phases (one phase per month) with about 25 counties per phase – **Planned from November 2017 through February 2018.**

## Upcoming Retirement for Jack Rogers, DSS Deputy Director:

After much reflection, I decided to submit my retirement papers in early April with an effective date of June 1, 2017. I recognized that it was time to seek and adopt a healthier lifestyle (*along with new travel adventures*). It has been an honor to serve as the Deputy Director for the NC Division of Social Services for the past 8+ years and my personal pleasure to serve under the outstanding leadership of two Division Directors, Wayne Black and Sherry Bradsher.

I would like to recognize the dedication and hard work of our Section Chiefs and the division staff - we have faced many tough challenges together and somehow we found a way "to do more with less". I would also be remised, if I did not take this opportunity to express my admiration and immense respect for the County Directors of Social Services and their staff for their tireless work – you are truly unsung heroes, who serve and protect North Carolina's most vulnerable citizens daily. I have been very fortunate over the years to work closely with numerous commissions and stakeholder groups, specifically the NC Social Services Commission, the NC Association of County Directors of Social Services (NCACDSS), the NC Association of County Boards of Social Services (NCACBSS), the NC Commission of Indian Affairs, the NC Council on Developmental Disabilities and the NC Employment and Training Association.

Most of all, I am very thankful for the many friendships that I have made over the years, the value of which means everything to me.

Best wishes for your continued success.