NC Department of Health and Human Services
Division of Social Services

100 County DSS Directors Call

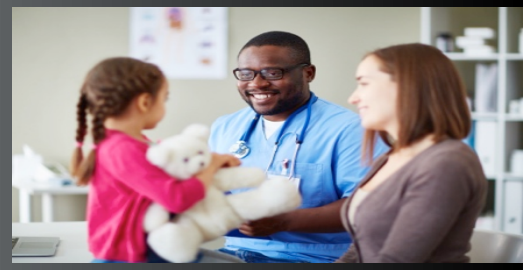
October 28, 2020

AGENDA

- Hope4NC – Matt Herr and Susan Robinson
- FNS Waivers & Flexibilities – David Locklear
- LIEAP Online Application – David Locklear
- Child Welfare Practice Model – Lisa Cauley

HOT TOPICS

- NC Fast Certification – Ashley Arrington
- COVID Funding Update – Richard Stegenga
- ACTS System Modernization – Carla West



Hope4NC: Strategic Partnerships and Engagement

Susan Robinson
Suicide Prevention Coordinator
Hope4NC Crisis Counseling Services Assistance and Training Program State Coordinator
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

Matt Herr
Assistant Director for System Performance
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

October 28, 2020

Strategic Partnership and Engagement

Strategic Engagement

Hope4NC – behavioral health crisis counseling program is designed to:

- Promote mental health as a part of overall health and wellness, selfcare, sustained resilience, and recovery (reduce stigma).
  - Individual and group counseling, outreach and education

Hope4NC during COVID-19 pandemic aims to:

- Outreach to those most at-risk of exposure and poor health/behavioral health and disability outcomes and those in need of ***'free' low/no cost MH/SUD treatment or disability services:***
  - Uninsured. Underinsured. Medicaid eligible.
  - Historically marginalized populations (HMP)
  - Social Determinants of Health (SDOH)
  - Others

- Re-engage or newly engage those who are eligible and in need of MH/SUD treatment and/or disability services.

Strategic Partnerships and Engagement

Community messaging

- Uninsured
- Under-insured
- Medicaid eligible

- Need help with mental health, a disability, substance use

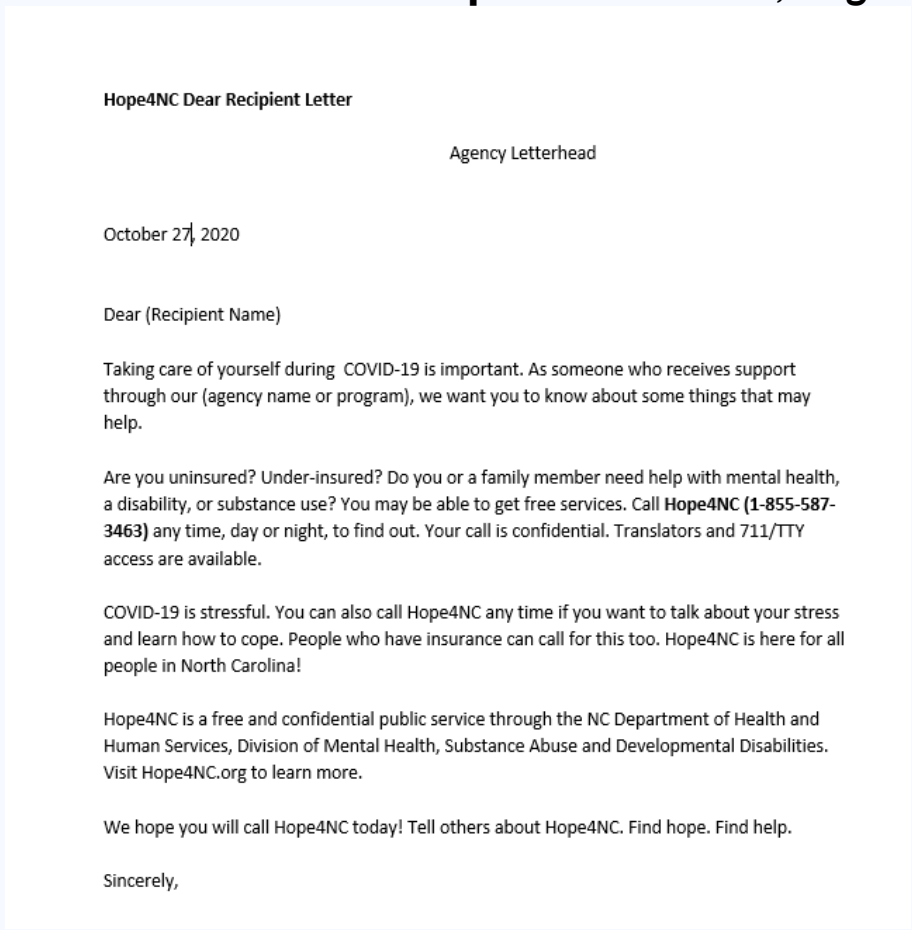
- Free
- Confidential

- COVID-19 is stressful
- Help coping
- All can call
- Talk now

Strategic Partnerships and Engagement

Strategic Engagement – DSS

Hope4NC – *state, regional, local partnerships*



Hope4NC Dear Recipient Letter

Agency Letterhead

October 27, 2020

Dear (Recipient Name)

Taking care of yourself during COVID-19 is important. As someone who receives support through our (agency name or program), we want you to know about some things that may help.

Are you uninsured? Under-insured? Do you or a family member need help with mental health, a disability, or substance use? You may be able to get free services. Call **Hope4NC (1-855-587-3463)** any time, day or night, to find out. Your call is confidential. Translators and 711/TTY access are available.

COVID-19 is stressful. You can also call Hope4NC any time if you want to talk about your stress and learn how to cope. People who have insurance can call for this too. Hope4NC is here for all people in North Carolina!

Hope4NC is a free and confidential public service through the NC Department of Health and Human Services, Division of Mental Health, Substance Abuse and Developmental Disabilities. Visit Hope4NC.org to learn more.

We hope you will call Hope4NC today! Tell others about Hope4NC. Find hope. Find help.

Sincerely,

Division of Social Services

- ***Hope4NC*** *can connect individuals with needed treatment or disability services.*
- Consider ways we can partner to help those in need of free/low cost services:
  - currently enrolled service recipients
  - new applicants for social services assistance and/or Medicaid/Health Choice
- **Suggestions?**

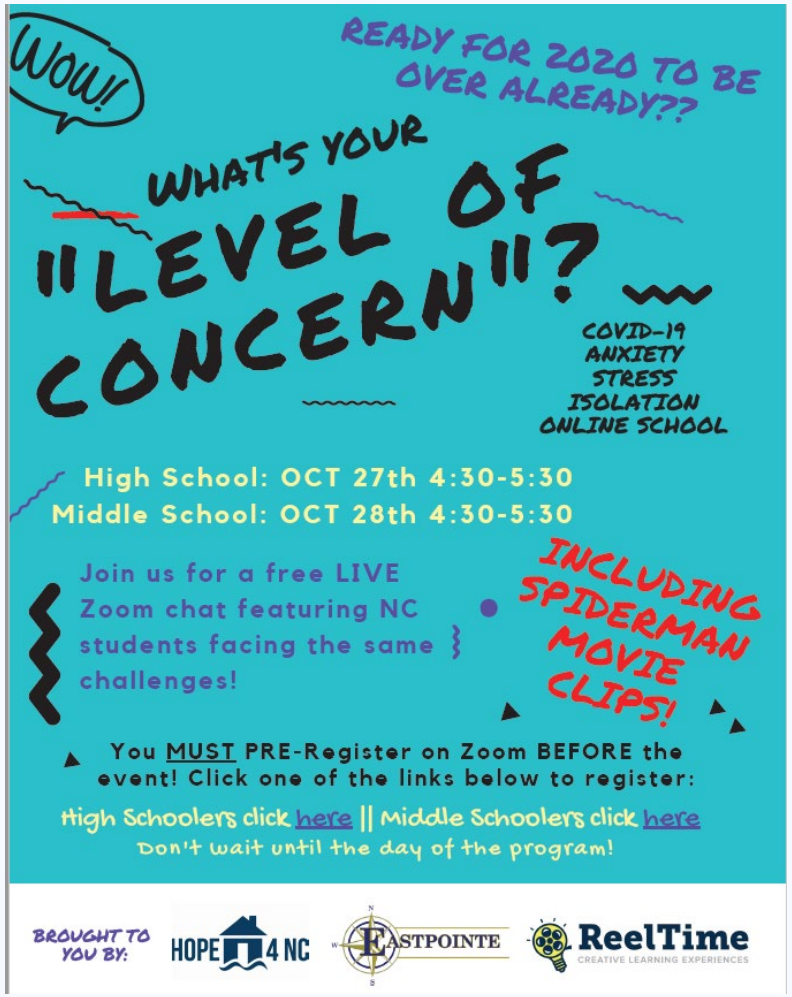
Strategic Partnerships and Engagement

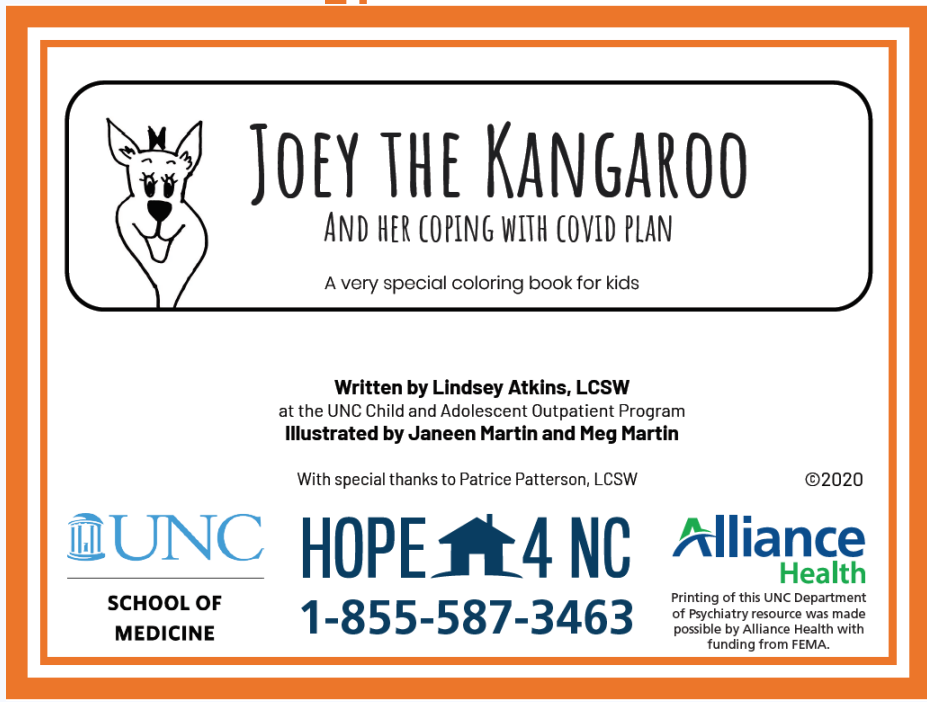
Strategic Engagement – DSS

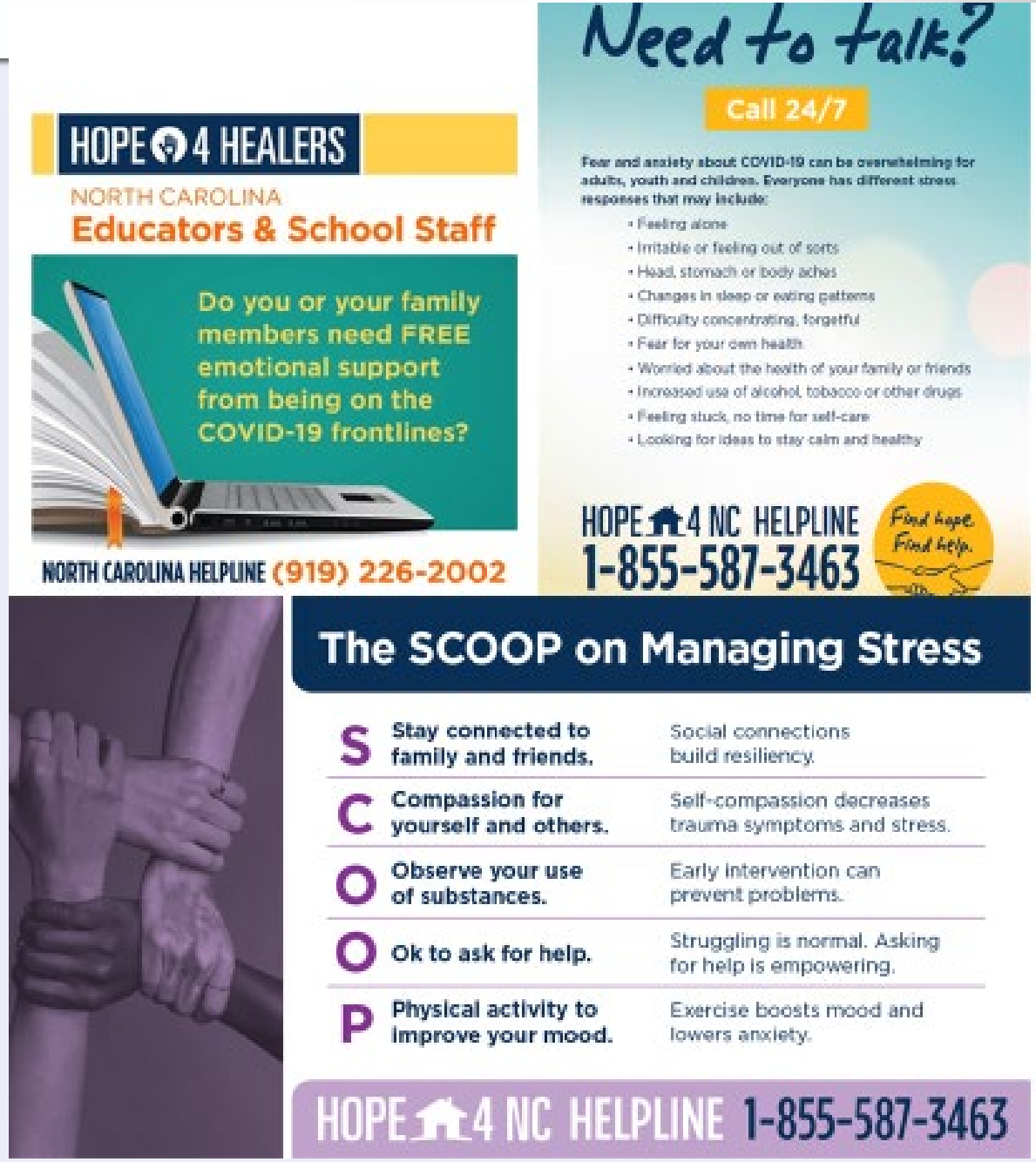
Hope4NC – *state, regional, local partnerships*

Strategic Partnerships and Engagement

Community messaging - samples







Hope4NC
Hope4Healers

Crisis Counseling
During
COVID-19
Free - Confidential

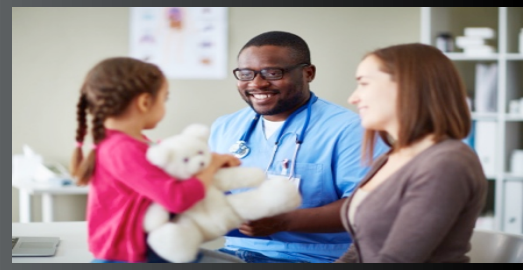
DHHS
DMHDDSAS
NC Psychological Foundation

Questions:
susan.robinson@dhhs.nc.gov

Economic Services Updates

- ✓ FNS Waivers and Flexibilities
- ✓ LIEAP Online Applications

DAVID LOCKLEAR
DEPUTY DIRECTOR



Developing a Practice Model for North Carolina

Lisa T. Cauley, MSW
Senior Director of Child Family and Adult Services
October 28, 2020

Why is NC implementing a child welfare practice model?

- To assure child welfare services are provided consistently across 100 counties
- To improve outcomes for children and families

From practice model to practice standards

Practice Model

Practice models provide a framework or organizing principles
to guide child welfare to achieve its mission and values.

Essential Functions

Essential Functions are features that must be present to say the program exists.*

Practice Standards

Practice standards provide guidance to staff on the concrete behaviors they should be demonstrating to carry out core activities for essential functions.

*Innovations Defined." http://nirn.fpg.unc.edu/learn-implementation/innovations-defined

North Carolina's Practice Model Has Two Primary Components

1. **Practice standards** that workers, supervisors and leaders will follow from the beginning to the end of child welfare services are the foundation of the practice model.

2. **Safety Organized Practice (SOP),** which includes specific tools for working with children and families to achieve safety, permanency and well-being.

North Carolina's Practice Model Pyramid

Safety, Permanency and Well-being

Safety Organized Practice

Essential Functions and Practice Standards

Why Is NC Developing Practice Standards?

- Practice standards provide the basis for teaching core skills to the workforce that are critical to working with children and families and to successfully using SOP

- Practice standards describe in observable, behaviorally specific terms how workers, supervisors and leaders will conduct the essential functions of child welfare

Why Is NC Developing Its Own Practice Standards?

- To root the standards in NC Child Welfare's core values: *safety focused, trauma informed, family centered* and *culturally competent.*

- To allow robust input from state and county workers and leaders, partner provider agencies, and persons with lived experience receiving child welfare services.

Why Is North Carolina Implementing SOP?

- SOP includes specific tools for working with families that NC believes will be effective such as:
  - Structured Decision-Making Tools
  - Harm and danger statements
  - Three Houses
  - Safety Mapping
  - Safety Networks
  - Behaviorally specific case plans

- SOP embodies NC Child Welfare's core values: *safety focused, trauma informed, family centered* and *culturally competent.*

What Progress Has Been Made?

- The Unified Public Agency Leadership Team (ULT) has defined how five essential functions—*Communicating, Engaging, Assessing, Planning,* and *Implementing*—will be practiced in NC.

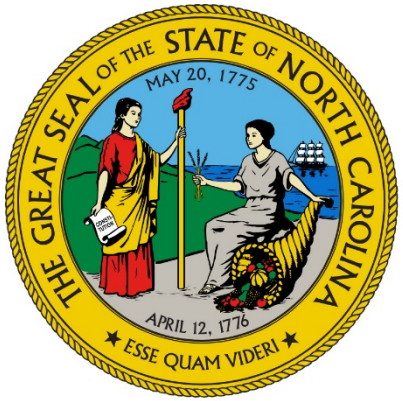
- Stakeholder design teams and focus groups are providing input into specific behaviors they want--and do not want—to see when workers, supervisors and leaders perform these functions.

- The National Council on Crime and Delinquency (NCCD) is ready to begin updating and revalidating NC's structured decision-making (SDM) tools as a first step towards SOP implementation.

What Is The Projected Timeline?

June 2021	--Practice Standards completed --Implementation plan drafted
June 2022	--Training and implementation of Practice Standards completed --SDM tools, updated, re-validated and implemented --Training begun on other SOP tools
Dec. 2023	--Training and implementation of SOP completed
June 2024	--Ongoing maintenance activities

HOT TOPICS



NC Department of Health and Human Services

Human Services Business Information & Analytics (HSBIA)

NC FAST Training & Certification Program Update

Ashley Arrington, HSBIA
Human Services Training Support Manager
August 26, 2020

Reminder Overview

Key Definitions/Terminology Reminder:

New Worker: *A worker who completes work in NC FAST and was not hired to do that work until* ***on or after*** *the first date of the county's NC FAST Training & Certification implementation*

Existing Worker: *A worker who completes work in NC FAST and was hired to do that work* ***prior to*** *the first date of the county's NC FAST Training & Certification implementation*

Components Included In Certification:

1) NC FAST Core Functions Certificate (Pass/Fail):

- Includes basic functionality Web-Based Trainings (WBTs) and Training Materials.

- Examination will be pass/fail and the number of attempts will be at the discretion of the county.

- Any worker whose job involves changing any data in NC FAST will be required to complete this Certification.

- Worker gets Certification when they have:
  - Viewed all related WBTs and training materials
  - Passed the Examination (Greater than or equal to 70% on ~50 question exam)

Components Included In Certification:

2) Level 1 Programmatic Training Courses: (Course Completion)

- Individual “level 1” program courses for FNS, Traditional Medicaid, MAGI Medicaid, Cash/WF, Special Assistance, Energy Programs, and Child Care Subsidy.

- Examinations **will not be pass/fail** but will show the worker the correct answers as they take the exam (serving as a training tool).

- Designated county staff will be able to pull reports about what questions their workers missed in order to develop training and/or QA plans.

- Any worker who makes eligibility determinations for one of the programs listed above will need to complete the corresponding programmatic course.

- Worker gets course completion credit when they have:
  - Viewed all WBTs and training materials
  - Completed at least 1 attempt of the examination

Where We Are

Where We Are

- Timeline adjusted and revised to account for:
  - COVID-19
  - Upcoming NC FAST Releases
  - Possible needs for counties and NC DHHS
  - Reporting Needs captured and validation

- NC FAST and Division Partners (DSS, DHB, DAS, DCDEE, etc.) have developed course builds within the Learning Gateway. These include training materials and knowledge checks.

- NC FAST LMS administrator worked with Remote Learner to develop needed reports in a reporting tool called Zoola that will be integrated into the Learning Gateway.

- Core Function Course Question Validation completed by pilots.

Where We Are – By the Numbers

- Pilot Counties are in the first month of phasing in their new hires for all programs.
  - 15 – new hires spread out over multiple programs and pilot counties.
  - 7 – successful NC FAST Core Function Certifications.
  - 0 – number of enrollees needing remediation course.
  - 1.41 – average number of attempts for successful NC FAST Core Functions Certification score.
  - 5 – average number of business days for completion of materials and 1st attempt of Core Function assessment.
  - 48% -- average completion amount currently for Level 1 Program Training users.

What’s Next?

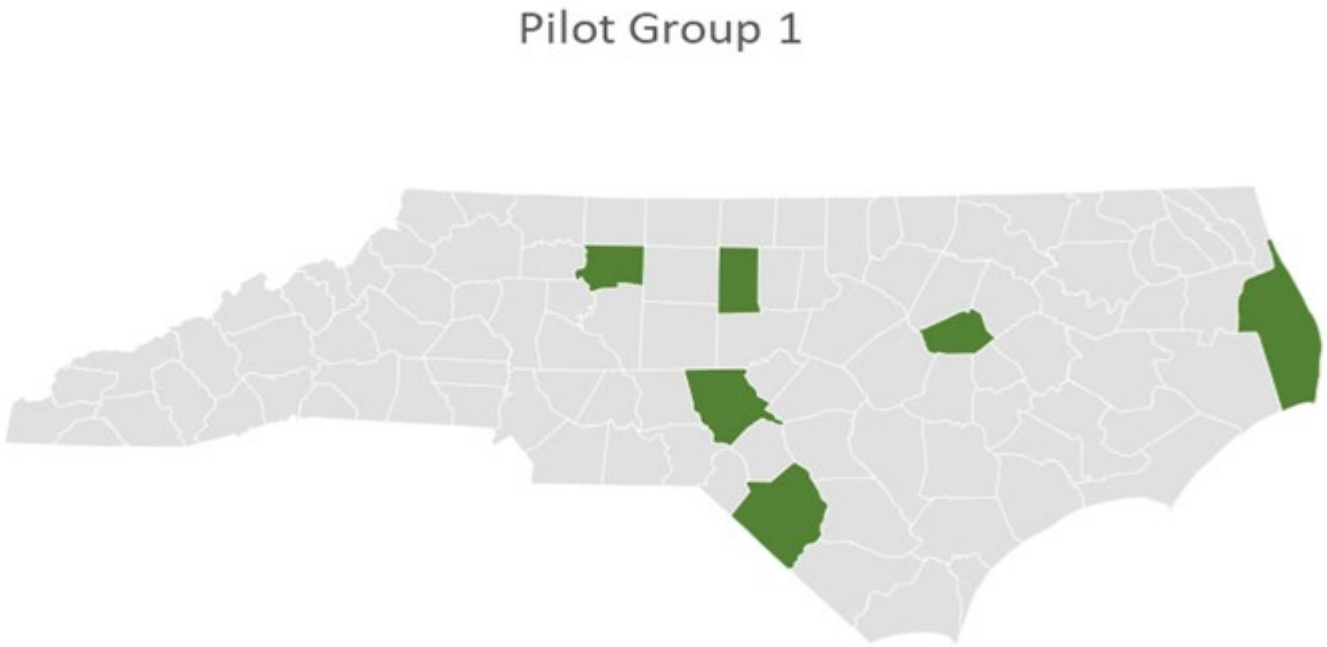
Projected Timeline

- Pilot Counties will continue their phased roll-ins of staff into the NC FAST Core Functions Certification and Level 1 Program Training.

- NC FAST and partnering divisions will continue to work with pilot counties to validate data and improve the process for both Core Functions Certification and Level 1 Program Training requirements.

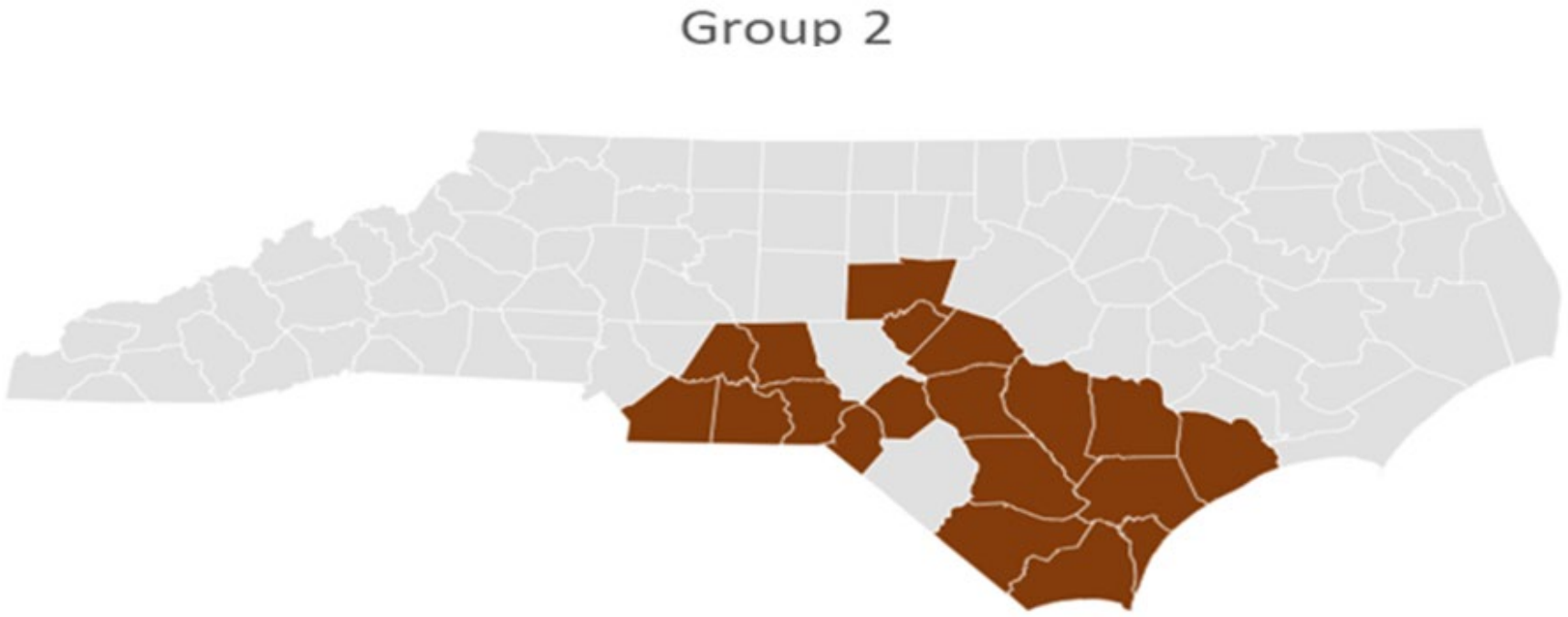
- Group 2 will be delayed until 2021 to allow for pilot county extension. Communications forthcoming for readiness activities.

NC FAST Certification Roll-Out Schedule



Group 1 (Pilots)		
Dare	Forsyth	Robeson
Moore	Alamance	Wilson

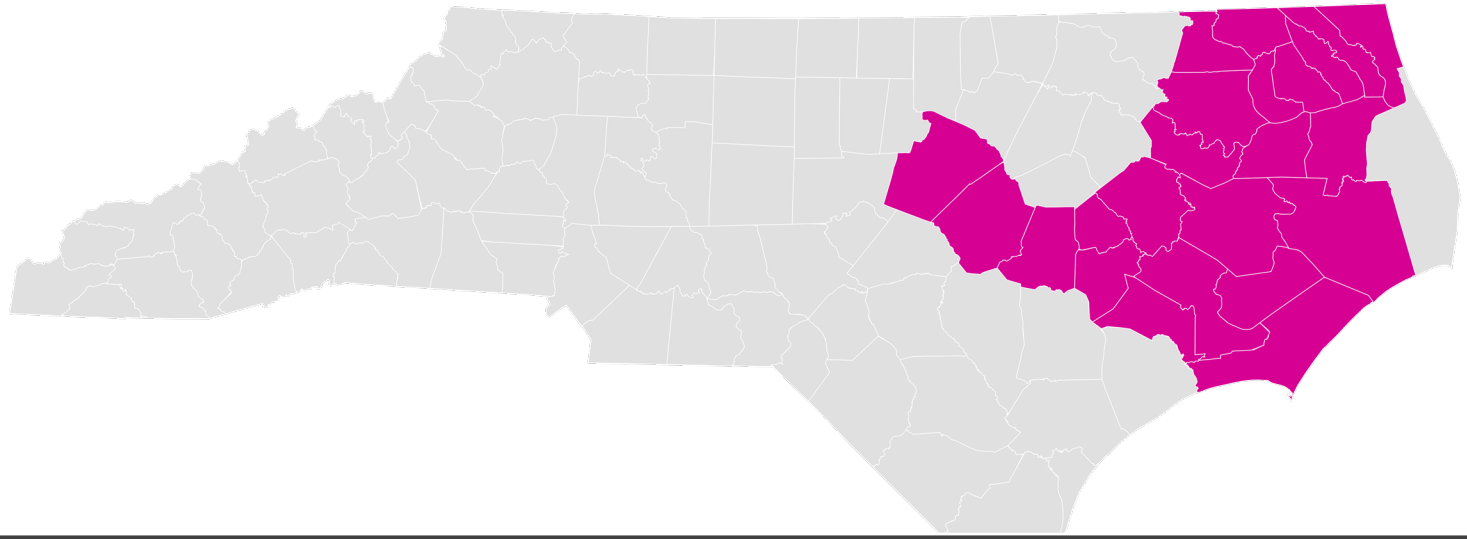
NC FAST Certification Roll-Out Schedule



Group 2									
Anson	Bladen	Brunswick	Chatham	Columbus	Cumberland	Duplin	Harnett	Hoke	Lee
Montgomery	New Hanover	Onslow	Pender	Richmond	Sampson	Scotland	Stanly	Union	

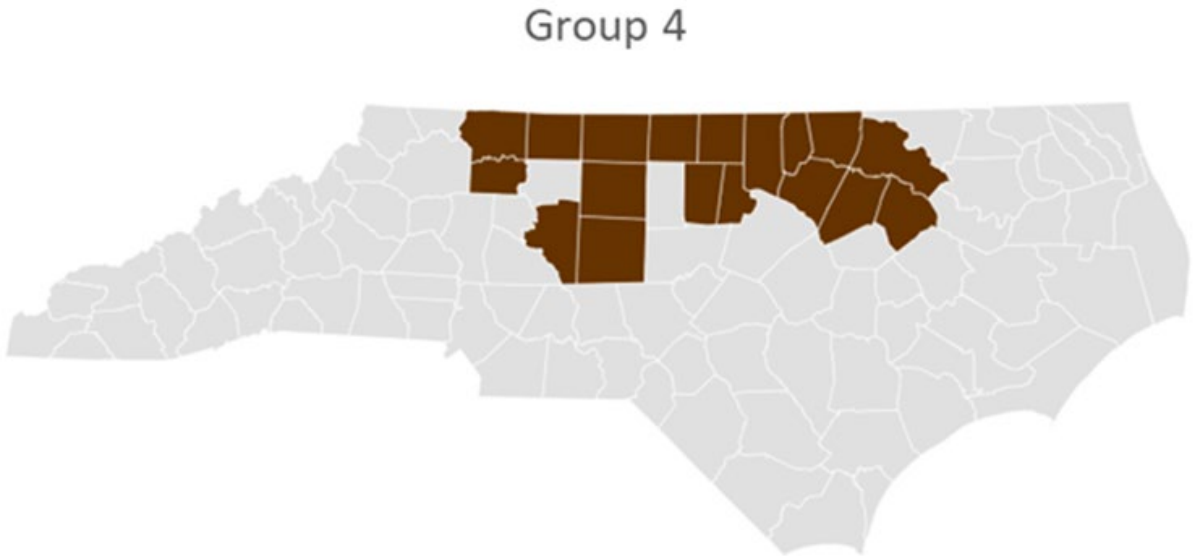
NC FAST Certification Roll-Out Schedule

Group 3



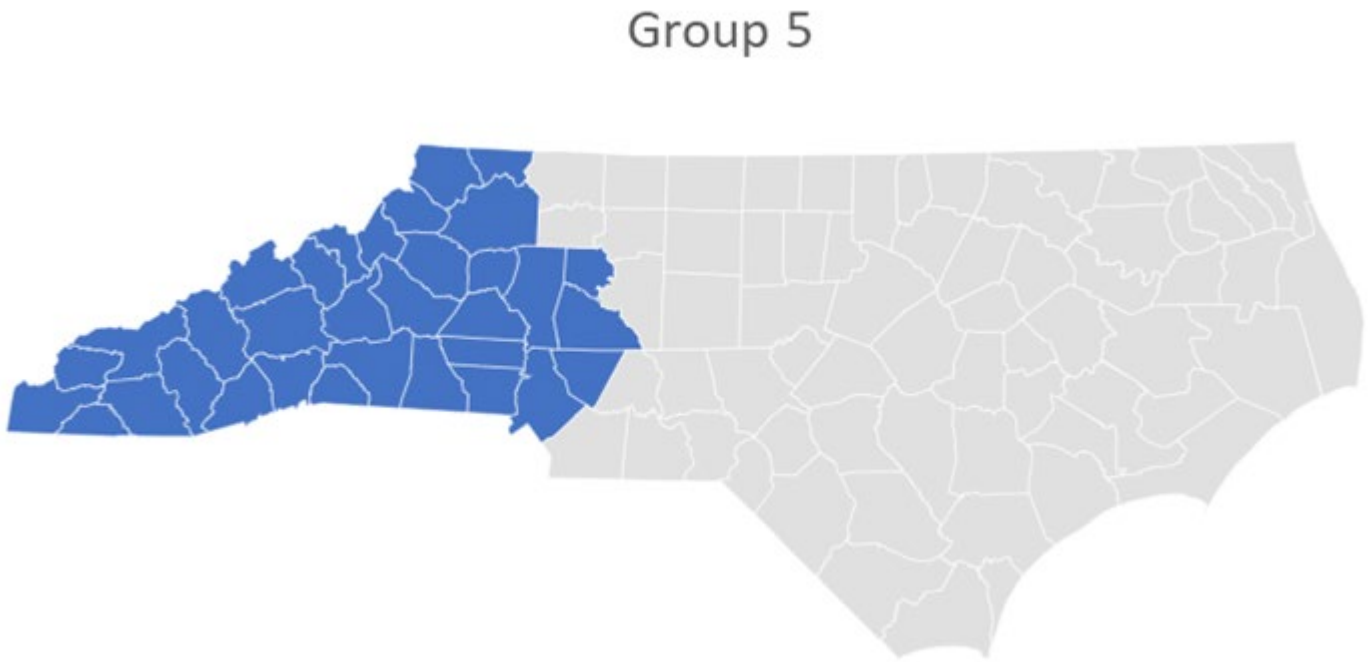
Group 3							
Beaufort	Bertie	Camden	Carteret	Chowan	Craven	Currituck	Gates
Greene	Hartford	Hyde	Johnston	Jones	Lenoir	Martin	North Hampton
Pamlico	Pasquotank	Pitt	Perquimans	Tyrell	Wake	Washington	Wayne

NC FAST Certification Roll-Out Schedule



Group 4								
Caswell	Davidson	Durham	Edgecombe	Franklin	Granville	Guildford	Halifax	Nash
Orange	Person	Rockingham	Randolph	Stokes	Surry	Vance	Warren	Yadkin

NC FAST Certification Roll-Out Schedule



Group 5	
Alleghany	Iredell
Alexander	Jackson
Buncombe	Lincoln
Burke	Macon
Cabarrus	McDowell
Caldwell	Madison
Catawba	Mecklenburg
Cherokee	Mitchell
Clay	Polk
Cleveland	Rutherford
Clay	Polk
Cleveland	Swain
Davie	Transylvania
Gaston	Watauga
Graham	Wilkes
Haywood	Yancey
Henderson	

Thank you

100 County DSS Director Call
Richard Stegenga

October 28, 2020

Coronavirus Relief Fund (CRF)

Coronavirus Relief Fund (CRF)

Discussion:

*Allocations
*Spending
*Reporting
*Monitoring

We anticipate one more APS/CPS funding survey update after the first week in November.

Updated: October 9th

Human Services COVID-19 funds update: CRF

★ *Funds added in latest NCGA package*

Coronavirus Relief Fund (CRF)	Awarded	Obligated	$ Expensed	% Expensed	End of funding
★ Special Assistance	*$45M*	*$21.5M*	*$21.5M*	*48%*	*Dec 30, 2020*
★ Reinvestment Partners	*$3.5M*	*$2.5M*	*$833K*	*24%*	*Dec 30, 2020*
APS/CPS	*$8.3M*	*$8.3M*	*$65K*	*<1%*	*Dec 30, 2020*
★ Foster care assistance	*$4.35M*	*$1.9M*	*$1.9M*	*44%*	*Dec 30, 2020*
LINKS	*$290K*	*$14K*	*$14K*	*5%*	*Dec 30, 2020*

Child Support Services Updates

System Modernization

Carla West
Senior Director for Economic Security

- **The Automated Collection and Tracking System (ACTS) was implemented in 1994 and federally certified in 2000**
- **Built in Cobol language**
- **Over 2200 screens**
- **Over 350 documents**
- **Over 20 federal and state interfaces**

BACKGROUND | BENEFITS | CURRENT STATUS

- **Provide better service to our customers**
- **Update processes and procedures**
- **Add new interfaces**
- **Improve performance measures**
- **Increase functionality**

- **Provide better service to our customers**
- **Update processes and procedures**
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- **Increase functionality**

- **Statement of Work to hire a Planning Vendor issued on October 2 – closes on November 9**
- **Joint County-State effort**
- **What would you change?**

QUESTIONS?

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF SOCIAL SERVICES