

**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

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## 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

*Are you uninsured?*

Need free services for mental health, disabilities, or substance use?

*Call now. Free and confidential.*

**HOPE  4 NC HELPLINE**  
**1-855-587-3463**

Call anytime, day or night. 711/TTY and translators available.

COVID-19 is stressful for us all!  
Need help coping? Anyone can call.

*Find hope. Find help.*

*¿No tiene seguro médico?*

Necesita servicios gratuitos de salud mental, o discapacidades o consumo de sustancias?

*llame ahora. Servicio gratuito y confidencial.*

LÍNEA TELEFÓNICA DE AYUDA LINE **HOPE  4 NC**  
**1-855-587-3463**

Llamo a cualquier hora del día o la noche. Hay servicio de traductores y 711/TTY para dificultades de audición.

¡COVID-19 nos causa estrés a todos!  
Necesita ayuda? Cualquier persona puede llamar.

*Encuentre esperanza. Encuentre ayuda.*

# 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](http://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

*Are you uninsured?*

**Need free services for mental health, disabilities, or substance use?**

*Call now. Free and confidential.*

**HOPE  4 NC HELPLINE  
1-855-587-3463**

Call anytime, day or night. 711/TTY and translators available.

**COVID-19 is stressful for us all!  
Need help coping? Anyone can call.**

*Find hope. Find help.*

*Need help?*

**We all feel stressed sometimes:**

- Feeling alone
- Irritable or feeling out of sorts
- Head, stomach or body aches
- Changes in sleep or eating patterns
- Difficulty concentrating, forgetful
- Fear for your own health
- Worried about the health of your family or friends
- Increased use of alcohol, tobacco or other drugs
- Feeling stuck, no time for self-care
- Looking for ideas to stay calm & healthy

**Get the SCOOP on managing stress.**

- S**tay connected to family and friends.
- C**ompassion for yourself and others.
- O**bserve your use of substances.
- O**k to ask for help.
- P**hysical activity to improve your mood.

# Strategic Partnerships and Engagement

## Community messaging - samples

**WOW!**

READY FOR 2020 TO BE OVER ALREADY??

WHAT'S YOUR "LEVEL OF CONCERN"?

COVID-19  
ANXIETY  
STRESS  
ISOLATION  
ONLINE SCHOOL

High School: OCT 27th 4:30-5:30  
Middle School: OCT 28th 4:30-5:30

Join us for a free LIVE Zoom chat featuring NC students facing the same challenges!

INCLUDING SPIDERMAN MOVIE CLIPS!

You **MUST** PRE-Register on Zoom BEFORE the event! Click one of the links below to register:  
High Schoolers click [here](#) || Middle Schoolers click [here](#)  
Don't wait until the day of the program!

BROUGHT TO YOU BY: HOPE 4 NC EASTPOINTE ReelTime CREATIVE LEARNING EXPERIENCES

 LUNA LA CANGURA  
Y SU PLAN PARA ENFRENTAR EL COVID-19  
Un libro de colorear especial para niños

 JOEY THE KANGAROO  
AND HER COPING WITH COVID PLAN  
A very special coloring book for kids


Written by Lindsey Atkins, LCSW  
at the UNC Child and Adolescent Outpatient Program  
Illustrated by Janeen Martin and Meg Martin

With special thanks to Patrice Patterson, LCSW ©2020

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scientes en UNC  
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Alliance Health  
Printing of this UNC Department of Psychiatry resource was made possible by Alliance Health with funding from FEMA.

 UNC SCHOOL OF MEDICINE

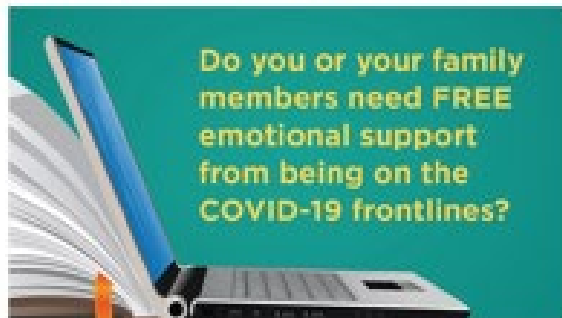
HOPE 4 NC  
1-855-587-3463

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HOPE 4 HEALERS

NORTH CAROLINA  
Educators & School Staff



Do you or your family members need FREE emotional support from being on the COVID-19 frontlines?

NORTH CAROLINA HELPLINE (919) 226-2002

Need to talk?

Call 24/7

Fear and anxiety about COVID-19 can be overwhelming for adults, youth and children. Everyone has different stress responses that may include:

- Feeling alone
- Irritable or feeling out of sorts
- Head, stomach or body aches
- Changes in sleep or eating patterns
- Difficulty concentrating, forgetful
- Fear for your own health
- Worried about the health of your family or friends
- Increased use of alcohol, tobacco or other drugs
- Feeling stuck, no time for self-care
- Looking for ideas to stay calm and healthy

HOPE 4 NC HELPLINE  
1-855-587-3463



## The SCOOP on Managing Stress

- |  |   |
|--|---|
| <b>S</b> Stay connected to family and friends.   | Social connections build resiliency.                  |
| <b>C</b> Compassion for yourself and others.     | Self-compassion decreases trauma symptoms and stress. |
| <b>O</b> Observe your use of substances.         | Early intervention can prevent problems.              |
| <b>O</b> Ok to ask for help.                     | Struggling is normal. Asking for help is empowering.  |
| <b>P</b> Physical activity to improve your mood. | Exercise boosts mood and lowers anxiety.              |

HOPE 4 NC HELPLINE 1-855-587-3463

# Hope4NC Hope4Healers

Crisis Counseling  
During  
COVID-19  
*Free - Confidential*

DHHS  
DMHDDSAS  
NC Psychological Foundation

Questions:  
[susan.robinson@dhhs.nc.gov](mailto: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.

## 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.*

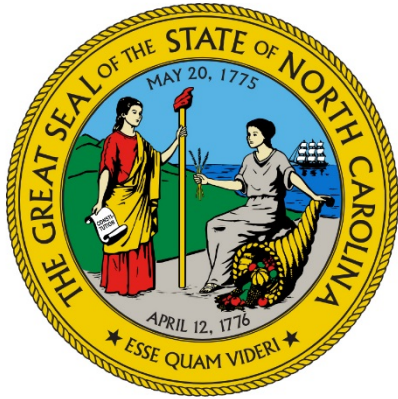
## What Progress Has Been Made?

- 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

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## 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

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# 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 1<sup>st</sup> attempt of Core Function assessment.
  - 48% -- average completion amount currently for Level 1 Program Training users.

What's Next?

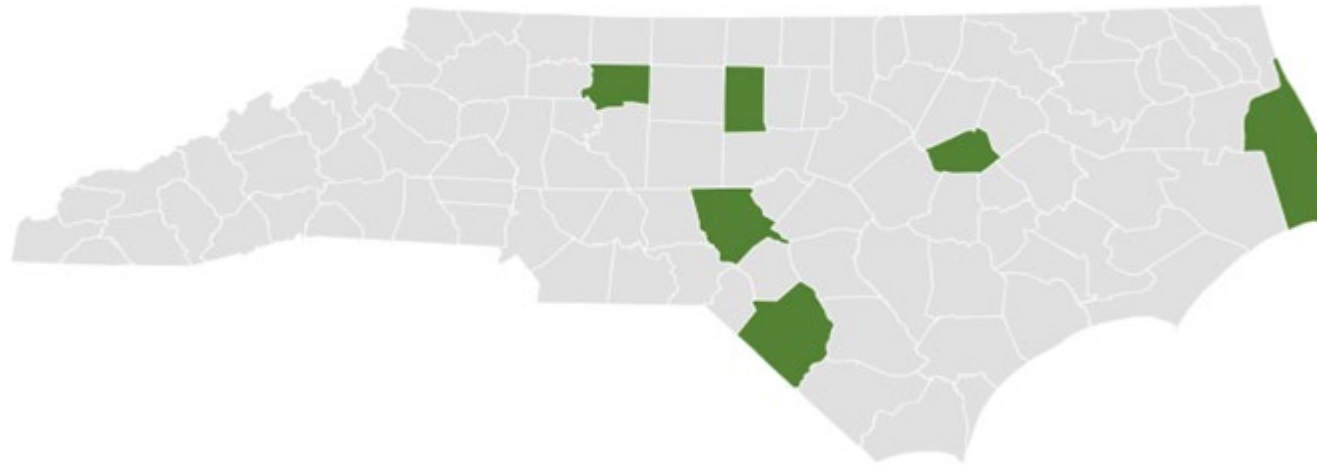
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# Projected Timeline

- 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

Pilot Group 1

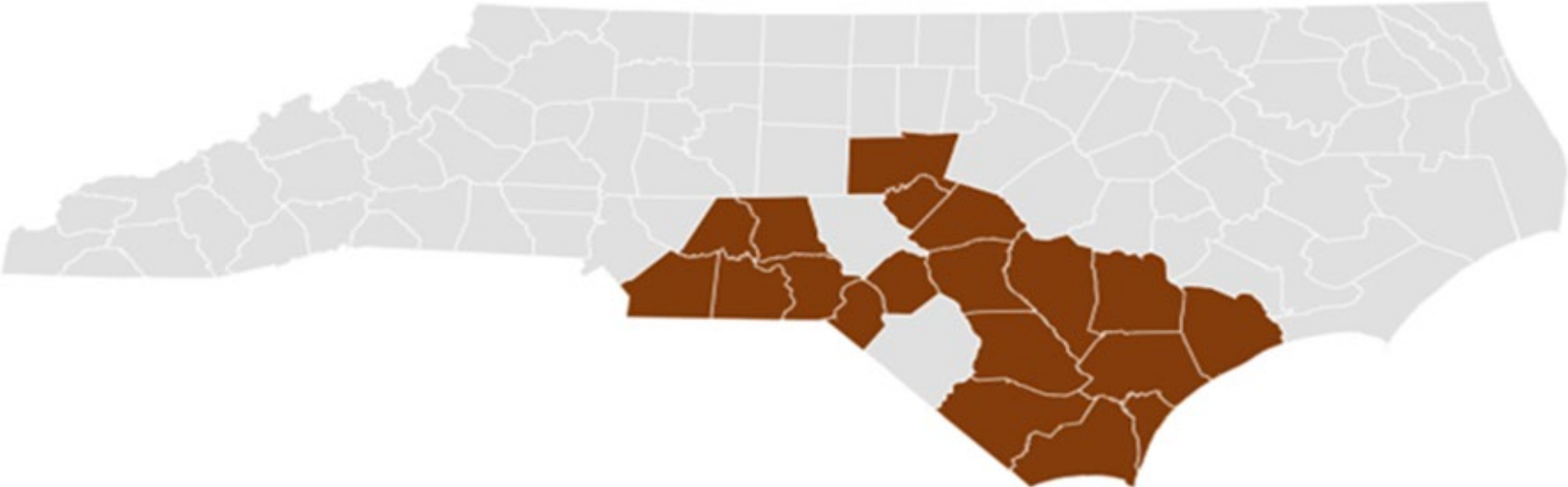


Group 1 (Pilots)		
Dare	Forsyth	Robeson
Moore	Alamance	Wilson



# NC FAST Certification Roll-Out Schedule

Group 2

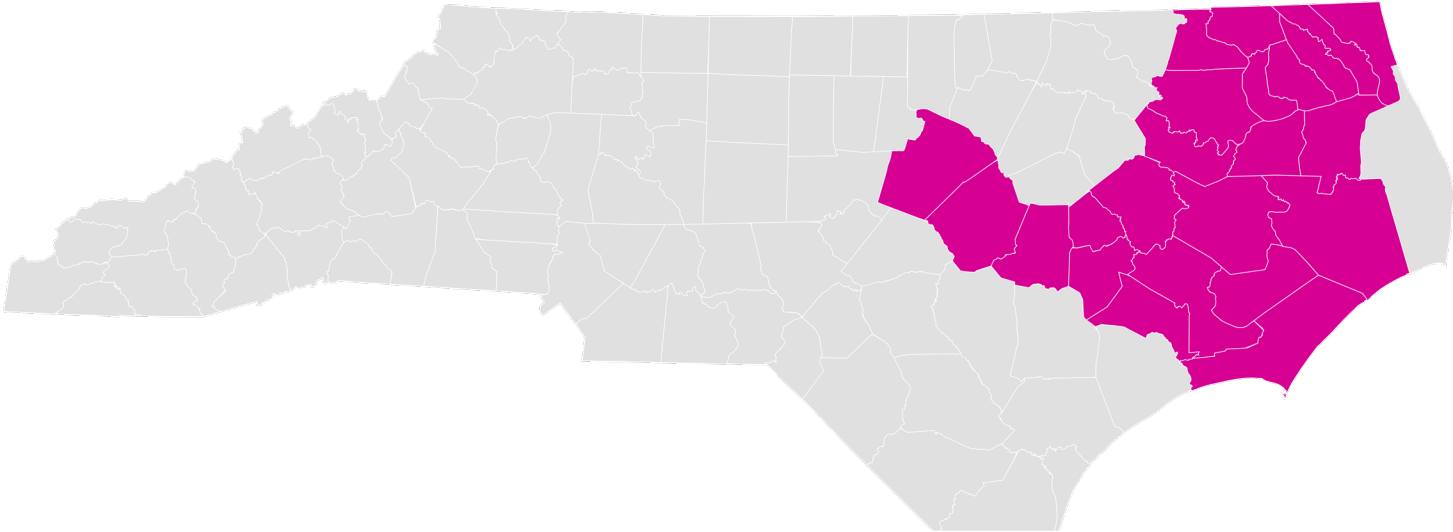


Group 2

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

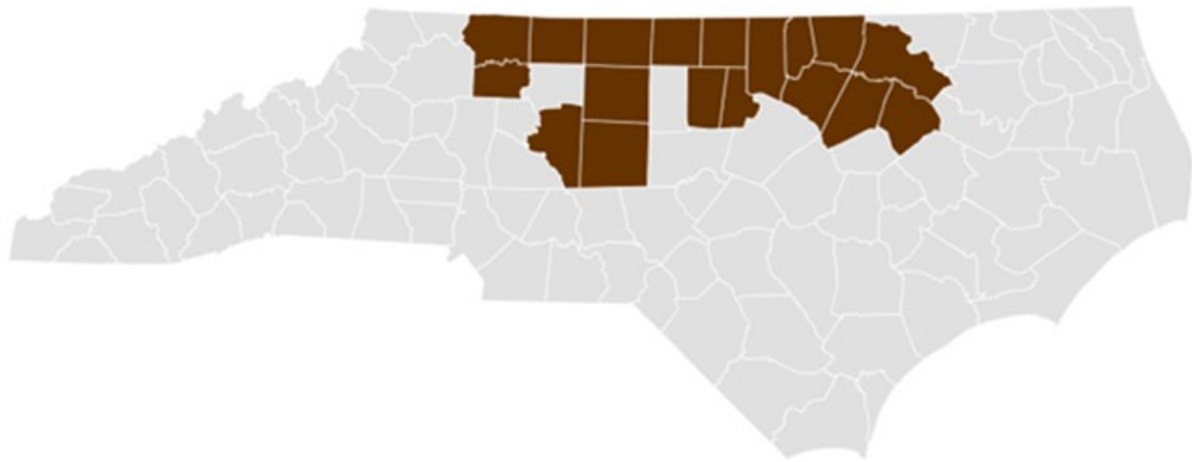
## Group 3



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

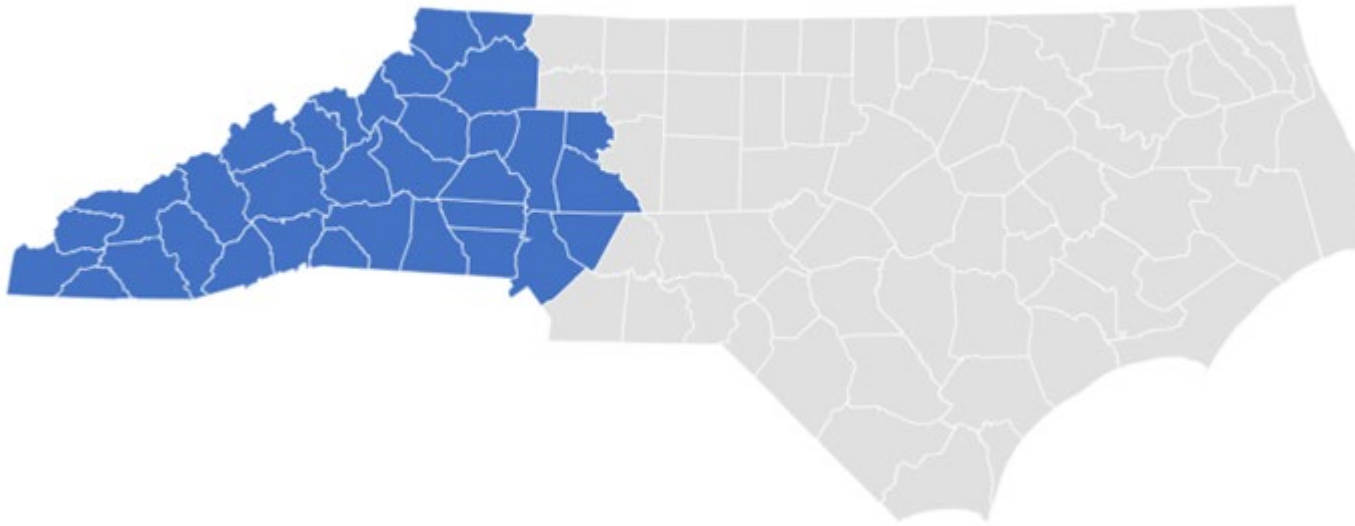
Group 4



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

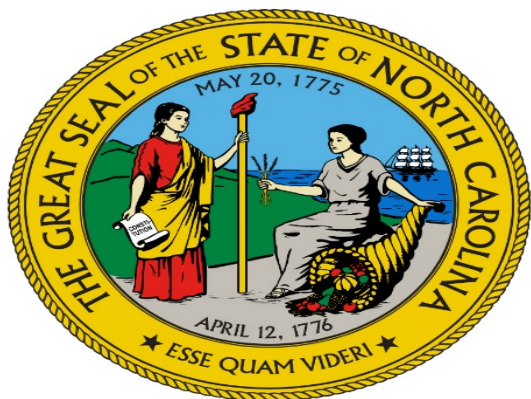
# NC FAST Certification Roll-Out Schedule

Group 5



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.**

# Human Services COVID-19 funds update: CRF

★ Funds added in latest NCGA package

<u>Coronavirus Relief Fund (CRF)</u>	<b>Awarded</b>	<b>Obligated</b>	<b>\$ Expensed</b>	<b>% Expensed</b>	<b>End of funding</b>
★ 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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- **Improve performance measures**
- **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