

September 2016

Social Services Monthly Updates

I am pleased to report that family members, friends and professional colleagues made up a standing room only crowd at the Adams Building to honor DHHS Deputy Secretary, Sherry Bradsher as part of her retirement celebration.

Brenda Jackson, Cumberland County DSS Director spoke on behalf of the NC Association of County DSS Directors and acknowledged Sherry's legacy of dedicated service and reminded all attending of Sherry's strong ties to Social Services - she will always be "one of us". Brenda also announced that Sherry will be formally recognized by NCACDSS at the upcoming Social Services Institute.

In addition to the many testimonials honoring Sherry's illustrious career, a letter from Olivia Golden, Executive Director of The Center for Law and Social Policy (CLASP) was read which captures Sherry's career contributions from a national perspective. Listed below are some of the excerpts from this letter:

"You are one of the most committed and talented state leaders I have met in several decades of working on the nation's large public programs to help children, families, and low-income people, and it has been an honor to work with you on improving North Carolina's service delivery. I have always been particularly impressed with the extraordinary variety of talents you bring to this work, as a doer, a leader and a teacher. You are always practical, yet never at the expense of vision. You are extremely smart and a quick thinker – but no matter how much you know, you never lose your curiosity and openness for more information and ideas...

You are steadfast in pursuing long-term goals but never rigid, always able to fine-tune your plans and learn from mistakes as well as accomplishments. You are deeply realistic and strategic and savvy about the many organizational and political undercurrents that every senior leader needs to handle – without ever losing your passion or turning cynical And most of all, as I know your colleagues are saying to you today as you celebrate your career and mark the milestone of your retirement, you have never, ever given up. Your persistence, commitment, sheer doggedness and dedication have made it possible for you to make positive change for children and families not just over months and years but over decades. Few reformers are able to combine your clarity of vision, your commitment to a better world, with your willingness to be in it for the long haul."

Wayne E. Black, Director, N.C. Division of Social Services

Upcoming Events

Statewide DSS Director and Fiscal Officer Webinar /Conference Call

9am to 11:15am on **October 4, 2016 (Tuesday)**.

Please follow the link below to register for the meeting.

<https://attendee.gotowebinar.com/register/3498566112548538626>

The recording of DSS Director/Fiscal Officer Webinar meetings are available at:

<https://www2.ncdhhs.gov/dss/county/dssdirectormeetings.htm>.

Social Services Institute: October 19-21, 2016
Hickory, NC

CWS Training Webinar: *Human Trafficking: What Child Welfare Agencies Should Know*

On **Monday, October 24, 2016, from 10:30 a.m. – 12:00 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 a 90-minute webinar *Human Trafficking: What Child Welfare Agencies Should Know*.

Presenters: Erin Conner, MSW, from the NC Division of Social Services and Lindsey Roberson, JD, a former New Hanover assistant district attorney who is now an educator, advocate, and expert on human trafficking.

Registration and Training Credit for County DSS Child Welfare Professionals: To receive credit through ncswlearn.org, you **must** preregister for this webinar no later than October 17, 2016. You must preregister even if you are joining the webinar as part of a group:

<http://www.ncswLearn.org>,

Select "Personalized Learning Portfolio (PLP)", Select the "Webinar" option, and Click the "apply for registration" button. For further information on how to apply to participate, please e-mail Vicky Chang (vichang@email.unc.edu).

Administrative/Dear County Director Letters issued in Aug/Sep 2016

August 15, 2016	CWS-04-2016	FOSTER CARE RATES AND PROVIDERS PARTICIPATING IN COST MODELED RATES FOR THE FISCAL YEAR 2016-2017 Attachment - 2016 - 2017 CHILD PLACING AGENCIES PARTICIPATING IN COST MODELED RATES
August 15, 2016	CWS-05-2016	TEMPORARY PARENTAL SAFETY AGREEMENTS Attachment - Schedule of Events September and October 2016
August 15, 2016	CWS-06-2016	Application for Project Broadcast's Trauma-Informed Leadership Training Attachment - Project Broadcast's Information Sheet
September 7, 2016	EFS_FNSEP-14-2016	Able-Bodied Adults without Dependents (ABAWD) FAQ
September 13, 2016	EFS_FNSEP-15-2016	Notification of October 2016 Food and Nutrition Services Cost of Living Adjustments (COLA) Mass Change Notices
September 14, 2016	EFS-FNSEP-16-2016	Food and Nutrition Services Employment and Training County Assessment Questionnaire Attachment - County Assessment Questionnaire
September 15, 2016	CWS-07-2016	NC DSS Child Welfare Services List of Training Courses and Training Requirements Attachment - List of Training Courses and Training Requirements
September 15, 2016	CWS-08-2016	Adoption Promotion Program Fund Attachment 1 - Adoption Promotion Program Fund SFY 2017 Attachment 2 - DSS-2249, Affidavit of Adoption Expenditures Attachment 3 - Adoption Promotion Program Fund Reimbursement Form, Example A Attachment 4 - Adoption Promotion Program Fund Reimbursement Form, Example B Attachment 5 - Adoption Promotion Program Fund Reimbursement Form, Example C(1) Attachment 6 - Performance Status Monitoring and Quarterly Reporting Tool (MSWord 23kb) Attachment 7 - DSS-1571 Administrative Costs Report
September 20, 2016	EFS=FNSEP-18-2016	Food and Nutrition Services (FNS) Management Evaluation (ME) Tentative Schedule and Summary of Findings https://www2.ncdhhs.gov/dss/dcdl/economicfamilyservices/EFS-FNSEP-18-2016-%20Summary%20Letter%202017%20w_attachments.pdf

[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](#)

Fiscal Reminders

Local Business Liaisons (LBLs) – Observations / Technical Assistance

- Funding Authorization are being posted make sure you match to your county budget. Look for any Increases/Decreases and make county personnel aware of any budget changes.
- Remember to code 0 (Zero) TANF CPS/FC/Adopt before R (TANF) when applicable.
- Monitor and Track your MOE spending monthly. Make a plan on how your county plans on meeting their MOE.
- Controller's office changed web addresses. Link to Office of the Controller <https://www2.ncdhhs.gov/control/>
- Monitor your SA cost. How is the increase impacting your budget?
- Plan ahead and don't wait until the last minute to submit the 1571. If problems with upload may not get balanced by the deadline.
- The LIEAP funding amount shows on 411 report but remember not to code to it until December. If so it will be county money.

DSS Fiscal Monitors – Observations / Technical Assistance

- When supervisory, support and / or administrative staff perform direct services for clients, the supervisory, support or administrative time cannot be reported as 100 in TEC. The total minutes of the month must be calculated and reported based on the worker's activities.
- Fees collected for Child Support paternity tests are reported under Part II Code 424 Paternity Test Fees as a negative entry, just as NCHC Fees are reported. The only time an entry reported under 424 will be a positive amount is when the agency has refunded to client(s) more funds than were collected during the month.
- All costs approved on an ADP Plan are to be reported under the appropriate ADP Part II Code.
- 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.
- Refer to the fiscal manual on how to properly account for employees who are on leave for partial or whole months. *If the employee is out the entire month the effort should be reported just as it was the last month in which the employee worked.

Joint Legislative Oversight Committee on Health & Human Services

Attached please find hand-outs from the 9/27/16 meeting of Joint Legislative Oversight Committee on Health and Human Service

[Item II JLOC- September 27 2016](#)

[Item IV 2016 HHS Summaries Enacted Legislation](#)

[Item IV FRD Budget Brief-klw-2016-08-09 Final](#)

[Item IV FRD HHS Budget Items](#)

[Item V-DHHS-ITUpdates-JLOCSept27](#)

[Item VI DHHS CFSR.PIP JLOCHHS 9.27.16](#)

[Items V and VI JLOC-HHS Relevant Legislation](#)

DSS Updates

Economic & Family Services

Last week (9/19 to 9/23) the remnants of Tropical Storm Julia dropped heavy rains across northeastern North Carolina, up to 17 inches in some locations. This caused flooding in northeast North Carolina with road closures, motor vehicle accidents, school closings/delays, and evacuations. As a result, the NC Governor signed and issued Executive Order #103 on 9/22, which declared a State of Emergency for flooding event in 11 northeast counties. It is noted that NC did not implement a Disaster SNAP (DSNAP) program in response to Tropical Storm Julia and subsequent flooding because no Presidential disaster declaration was made based on damage assessments conducted by a Preliminary Damage Assessment (PDA) team. Before any activity related to DSNAP begins, there must be a Presidential Disaster Declaration. Before the state makes a decision to request a DSNAP Program, it must first determine if the regular program can meet the needs of citizens. Current recipients who have lost food as a result of the disaster have 10 days from the date of the disaster to request a replacement of benefits, this is part of regular FNS policy, not part of the DSNAP program. Note that Executive Order #103 was terminated, effective at 11:59 PM on 9/27.

Child Support Services

The federal Office of Child Support Enforcement newsletter [September 2016 Child Support Report](#) posted on the OCSE website.

The September edition takes a broader look at the importance of maintaining strong, positive relationships with courts and the importance of civil justice in child support. The growing rate of incarcerated mothers triggers a variety of adverse outcomes for children and reduces resources for their family. Many grandparents have assumed primary parenting roles for their grandchildren. Find out which resources can help.

Operational Support Team (OST)

LEAN Certification for 17 DHHS Employees

DHHS has 17 individuals eligible for LEAN HealthCare Certification through North Carolina State University (NCSU), Industry Expansion Solutions (IES). These individuals have completed the required courses and facilitated LEAN projects to meet certification requirements. Five (5) DHHS LEAN Teams will be presenting their projects before the NCSU Certification Board on Thursday, November 11, 2016. Those individuals and project titles being presented are as follows:

- Timeliness from Intake to Processor (Yancey County DSS) – Sandy Danner, Patricia Fields, and Regina Massie
- Communication Between Customer Service and Income Maintenance Caseworkers (Richmond County DSS) – Kea Alexander, Regina Bell, Elizabeth O'Dell, and Wendy Rachels
- Front Desk Process and Procedures - Improving Front Desk Efficiency (McDowell County DSS) – Carl Breazeale, Kelly Colbert, and Valerie Sutton
- Ready Families For Waiting Children - Foster Home Licensing Process (Moore County DSS) – Sherry Bradsher, Carolyn McClanahan, Paris Penny, and Sheila Platts
- Hyde F.O.C.U.S - FNS/MA Application Process (Hyde County DSS) – Brenda Gooch, Judith Lawrence, and Christy Nash-Franks

DHHS will have a second group of teams eligible for certification in January 2017. As a reminder, facilitating LEAN projects at the state and local level is an ongoing job function of OST.

Current Lean Projects

- Pender County DSS FNS Applications
- Madison County DSS FNS Recertification Process
- Moore County DSS Family Licensing Review Process
- Harnett County DSS FNS Work Assignment Process
- Hyde County DSS Work Assignment Process
- Union County DSS Intake Application Process
- NC FAST Defects Process
- OST Standardization of OST Universal Responsibilities
- Cleveland County Reception Area Reconfiguration (New)
- Wayne County DSS FNS/MA Recertification Triage Unit Processing (New)

Supervisor Cluster Meetings

The Operational Support Team is currently planning our third Supervisor Cluster Meetings for Managers and Supervisors in the Economic Benefits Program areas. The Supervisor Cluster Meetings will be held December 12 - 16, 2016 across the state. Once the planning process is complete, a Dear County Director Letter with the details will be provided.

Training Courses Posted to NC FAST Learning Gateway

These webinar trainings have been recorded and made available to county staff to review the NC FAST Learning Gateway <https://ncfasttraining.nc.gov/>

Medicaid Courses:

- **Auto-Newborn** – This course provides policy, case examples and NC FAST functionality on how to apply Auto-Newborn coverage
- **Family Planning Program Change of Circumstance** – This course provides instructions for eligibility determination for the Medicaid Family Planning Program when a change of circumstance is reported for an existing case.
- **Program of All Inclusive Care for the Elderly (PACE)** – This course provides county DSS and PACE organization staff with a better understanding of the policy and protocol involved in providing PACE services to an exclusively frail population of North Carolina beneficiaries.

DSS Courses:

- **Program Integrity 101 FNS-WFFA** – This course reviews the various types of Program Integrity referrals. The course also covers requirements for establishing agency errors, client errors and Intentional Program Violations in both FNS and Work First Programs.
- **FNS-Child Support Income Budgeting**– This course provides information regarding the calculation and verification of Child Support Income

DMA Updates

NEMT – Provider and County Trainings – October 2016

The following training sessions have been scheduled for NEMT provider enrollment and county training for enrollment to submit payment authorizations and complete prior approval inquiries.

For counties other than the 6 pilot counties (Alamance, Catawba, Cumberland, Franklin, Lincoln and Rowan), ensure your contracted providers enroll for the training on Wednesday, October 12, 2016, unless their enrollment has already been completed.

Counties (other than the pilot counties) should participate in one of the 2 sessions on the new county processes and requirements. Attached is a flyer regarding access to the training if you do not have access to NC Tracks SkillPort.

1. Provider Web Portal Applications-NEMT (Webex)

Wednesday, October 12 - 1:00 P.M. - 4:00 P.M.

This course will explain to NEMT Providers the changes that are occurring with Non-Emergency Medical Transportation (NEMT) providers as well as guide users through an overview of the Enrollment Application. At the end of this training, users will be able to:

- Explain the changes that are occurring with NEMT providers
- Understand the Provider Enrollment Application process
- Navigate to the NCTracks Provider Portal Status and Management page and understand the content.
- Navigate to Skillport for more information on provider training and courses available

This course is taught via WebEx and can be attended remotely from any location with a telephone, computer and internet connection. The WebEx will be limited to 115 participants. For Providers who currently do not have access to NCTracks, below are the instructions for joining the class via webex:

How to Access this online training session:

1. From a Browser, enter the URL listed below: <https://www.teleconference.att.com/servlet/AWMlogin>
2. Enter Meeting Number 8885674484
3. Enter Access Code 6819035

Quick Tips:

- The Meeting Number is the same as the Phone Number
- The first time you use the Web Meeting Service, you will need to download the client software. Web Meeting Help & Software Downloads can be found at: <https://www.teleconference.att.com/servlet/AWMlogin>. If this is your first time using the AT&T Web Meeting we suggest that you begin the download process 15 minutes prior to the start of the call. This will allow you sufficient time to download the required software to access the Web Meeting.

2. County DSS - NEMT Enrollment, Payment Authorization Submission, and Prior Approval Inquiry (Webex)

Tuesday, October 11 - 9:30 A.M. - 12:30 P.M.

This course will provide the user with information on how to navigate the system in order to submit a Billing Agent Enrollment application, update your existing provider enrollment record via an Abbreviated Manage Change Request to update the "Method of Claims Submission" to allow Billing Agent capabilities, submit batch Payment Authorizations, and search the NCTracks Operations portal for Non-Emergency Medical Transportation (NEMT) authorizations. At the end of this training, participants will be able to:

- Enroll as a Billing Agent to allow for the submission of Payment Authorization batches
- Update the Method of Claims Submission on an existing provider record to allow for the submission of Payment Authorization batches
- Create Payment Authorization batches
- Upload Payment Authorization batches
- Search for NEMT Prior Approvals

This course is taught via WebEx and can be attended remotely from any location with a telephone, computer and internet connection. The WebEx will be limited to 115 participants.

Training Enrollment Instructions:

County DSS and State staff who have access to NCTracks can register for the course in SkillPort. Login to the secure NCTracks Operations Portal and click the **Other** tab to select "Learning Management System." Once in SkillPort, select **State Operations Training** in the Catalog and open the folder labeled "ILT Remote via WebEx." The courses can be found in the sub-folder **Prior Approval**. (Refer to the Quick Links on the public [Operations Portal home page](#) for detailed instructions on how to use SkillPort.) For more information regarding how to register if you do not have access to SkillPort via NCTracks, refer to the [NEMT Training Flyer for State and County DSS Users](#), also posted under Quick Links on the [Operations Portal home page](#).

3. County DSS - NEMT Enrollment, Payment Authorization Submission, and Prior Approval Inquiry (Webex)

Tuesday, October 27 - 1:00 P.M. - 4:00 P.M.

This course will provide the user with information on how to navigate the system in order to submit a Billing Agent Enrollment application, update your existing provider enrollment record via an Abbreviated Manage Change Request to update the "Method of Claims Submission" to allow Billing Agent capabilities, submit batch Payment Authorizations, and search the NCTracks Operations portal for Non-Emergency Medical Transportation (NEMT) authorizations.

At the end of this training, participants will be able to:

- Enroll as a Billing Agent to allow for the submission of Payment Authorization batches
- Update the Method of Claims Submission on an existing provider record to allow for the submission of Payment Authorization batches
- Create Payment Authorization batches
- Upload Payment Authorization batches
- Search for NEMT Prior Approvals

This course is taught via WebEx and can be attended remotely from any location with a telephone, computer and internet connection. The WebEx will be limited to 115 participants.

Training Enrollment Instructions:

County DSS and State staff who have access to NCTracks can register for the course in SkillPort. Login to the secure NCTracks Operations Portal and click the **Other** tab to select "Learning Management System." Once in SkillPort, select **State Operations Training** in the Catalog and open the folder labeled "ILT Remote via WebEx."

The courses can be found in the sub-folder **Prior Approval**. (Refer to the Quick Links on the public [Operations Portal home page](#) for detailed instructions on how to use SkillPort.)

DAAS Updates

Lifespan Respite Care Program Expansion Supplement

The North Carolina Department of Health and Human Services has been awarded a one-year Lifespan Respite Care Program Expansion Supplement from the U.S. Administration for Community Living. This one-year grant will provide approximately 150 respite vouchers to family caregivers of people with special needs of any age who do not qualify or are on a waiting list for other publicly-funded respite programs and are determined to be in need of the service.

The grant award is managed by the NC Division of Aging and Adult Services (DAAS) and is the fifth Lifespan Respite Care Program grant awarded to DAAS since 2009. The vouchers will be administered by the North Carolina Respite Care Coalition through a contract with DAAS. More detailed information and an online application for these \$500 consumer-directed respite vouchers will be available online at northcarolinarespitecarecoalition.org later this Fall.

Membership in the NC Respite Care Coalition is free and members will receive further information as it becomes available directly through email. Persons may join the Coalition through the organization’s website. Agencies who work with family caregivers are encouraged to familiarize themselves with this respite voucher program and assist family caregivers who may benefit from the service with the brief application.

An advisory team of more than 50 representatives from NC DHHS divisions, local and regional providers, family caregivers, and area non-profit organizations provide counsel and assistance to the DAAS project leadership team on a variety of activities related to the NC Lifespan Respite Care Project. In addition to direct respite care, the NC Lifespan Respite Project seeks to expand and enhance respite services, improve coordination and dissemination of services, streamline access to programs, and improve overall quality, utilization and sustainability of respite services across the lifespan. For more information, contact Alicia Blater, Lifespan Respite Project Coordinator and Family Caregiver Support Program Consultant at Alicia.blater@dhhs.nc.gov and 919-855-3413.

Federal Requirements to Help Residents Live in the Most Integrated Settings Possible

The U.S. Department of Health and Human Services (DHHS) recently guidance for skilled nursing facilities to comply with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA). Those acts require long term care facilities to ensure their residents receive services in the “most integrated setting appropriate to their needs.” This includes helping those interested and capable of living in the outside community to make the transition.

More information is available from these sources:

[Guidance and Resources for Long Term Care Facilities](#), DHHS, June 23, 2016.

[Guidance and Resources for Long Term Care Facilities: Using the Minimum Data Set to Facilitate Opportunities to Live in the Most Integrated Setting](#), DHHS, May 20, 2016.

[Guidance and Resources for Long Term Care Facilities/ using the Minimum Data Set to Facilitate Opportunities to Live in the Most Integrated Setting](#), PowerPoint Presentation, N.C. Division of Aging and Adult Services (DAAS), August, 2016.

For further details, contact Lorrie Roth, N.C. Division of Aging and Adult Services at 919-855-4986.

Looking for affordable housing for people with disabilities?

What to know more about the Targeting program with key assistance? Watch a short YouTube video that explains the program in simple terms.

<https://www.youtube.com/watch?v=7fDfpj8Mhac>

The Targeting program with Key Assistance is a partnership between the North Carolina Department of Health and Human Services and the North Carolina Housing Finance Agency. The program makes a minimum of 10% of the federal Low Income Housing Tax Credit (LIHTC) units accessible to extremely low income persons with disabilities. The funding increases the number of tax credit units able to serve extremely low income persons with disabilities by providing landlords with an additional operating subsidy for extremely low income tenants. The DHHS Division of Aging and Adult Services uses Housing Support Coordinators who refer tenants to the available units, and NCHFA processes the rental assistance. The households served by the program pay rent according to income. The Key Program served over 2100 households in 2015-2016.

DHHS / DSS Organizational Change Announcement:

The following includes excerpts from a joint announcement from Rod Davis, DHHS Chief Financial Officer; Dave Richard, Deputy Secretary of the Division of Medical Assistance and Chet Spruill, Director of Internal Audit:

“We are pleased to announce that **Rob Kindsvatter**, Director of the Office of Compliance and Program Integrity for the Division of Medical Assistance, has accepted the position of **Director of Budget and Analysis for the Department of Health and Human Services**.

Beginning Monday, Sept. 26, Rob will assume the position vacated by Jim Slate when he became Assistant Director of Finance for the division of State Operated Healthcare Facilities. Rob has been with DHHS more than 20 years, serving as Director of the Division of Child Development and Early Education, as Deputy Director for Budget and Analysis and most recently as Director of Compliance and Program Integrity

We are also pleased to announce that **John Thompson**, Senior Audit Manager in the Office of Risk Mitigation and Audit Management, will assume the **Director role for the Office of Compliance and Program Integrity**.

John brings an accounting background and more than 20 years of audit experience to the role. He served six years as chief financial officer for a software company during which he managed IT, legal, HR and finance operations. John will report to Dave Richard, Deputy Secretary of the Division of Medical Assistance, and begins his new position Monday, Sept. 26. “