



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

March 13, 2020

Dear County Directors of Social Services,

Thank you for being great partners throughout the evolving COVID-19 (coronavirus) outbreak. Yesterday afternoon Governor Cooper and state public health experts strongly recommended that all North Carolinians take steps to protect themselves, their families, and our communities from the novel coronavirus, known as COVID-19. State public health experts also recommend that people at high risk of severe illness from COVID-19 stay at home to the extent possible and that employers urge high risk employees to stay home. People at high risk include those who are:

- over 65 years of age, or
- with underlying health conditions including heart disease, lung disease, or diabetes, or
- with weakened immune systems.

For workplaces, the recommendations include that employers and employees use teleworking technologies to the greatest extent possible. Based on the guidance of public health experts and in an abundance of caution, we are putting the following plans in place:

CHILD WELFARE

Based on the guidance of public health experts and in an abundance of caution, we are asking our Regional Child Welfare Consultants to conduct their monthly office visits with their assigned counties virtually. This will still include data and program review as well as the provision of guidance as needed. Other non-routine visits such as when we are providing intensive technical assistance, completing OSRI case reviews and conducting 7-day fatality reviews may still require onsite visits.

CHILD SUPPORT SERVICES

Child Support Services will be asking our Regional Program Representatives to conduct their monthly office visits with their assigned counties virtually. Your Regional Program Representative will be reaching out to you to schedule a virtual meeting time to go over performance measures and continuous quality improvement plans and will provide assistance and guidance as needed. If there are items that can only be monitored onsite, this portion of the monitoring will be delayed until further notice. If you need assistance, you can reach Carla West at one of the following numbers: 919-855-4405 (o); 919-971-0605; or 910-617-6490.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

DIVISION OF AGING AND ADULT SERVICES

DAAS Adult Programs Representatives (APRs) will conduct their quarterly consultations virtually.

Any desk monitoring that can be completed by Special Assistance Program Representatives (SAPR) and APRs will be done in lieu of onsite monitoring visits. If there are items that can only be monitored onsite, this portion of the monitoring will be delayed until further notice.

All DAAS in person trainings are canceled until further notice. We will work to provide as many trainings through a webinar as possible. We are also available to do one on one consults with new staff as needed.

ECONOMIC AND FAMILY SERVICES

The Operational Support Team (OST) will conduct their normal visits with their assigned counties virtually. OST will coordinate with counties to schedule these meetings.

Food and Nutrition Services and Work First Monitoring will also be conducted virtually until further notice. Program monitors will coordinate with counties on how that process would work.

If you need assistance, you can reach Regina Bell for Work First and OST at Regina.Bell@dhhs.nc.gov or Betsy Moore for FNS at Betsy.E.Moore@dhhs.nc.gov.

LOCAL BUSINESS LIAISONS (LBL)/FISCAL MONITORS

DSS Business Operations LBL's and Fiscal Monitors will provide technical support and monitoring with their assigned counties on virtually. Please reach to them as you do now, via phone and email. They will be reaching out to you to provide ongoing, scheduled, and ad-hoc support. If you need assistance or have any questions, please feel free to reach to them directly or to Kathy Sommese at 919-527-6415.

We appreciate your understanding and encourage you to visit the [NC DHHS COVID-19 Response](#) website to stay up-to-date on the latest information and guidance. For additional information from the CDC go to <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>.

As always, we value your partnership and encourage you to use common-sense precautions at all times. Precautions include:

- Wash your hands with warm soapy water for at least 20 seconds each time.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Do not reuse a tissue after coughing, sneezing, or blowing your nose.
- Clean and disinfect surfaces that are frequently touched (cell phones, desk phones, keyboards, remote controls, countertops, refrigerator and door handles, etc.).

- And remember that employees who are sick should not come to work.

Stay well –

Sincerely,

DHHS Human Services Team

Tara Myers, Deputy Secretary
Susan G. Osborne, Assistant Secretary
David Locklear, Deputy Director Economic Services
Lisa Cauley, Deputy Director Child Welfare
Carla West, Deputy Director Child Support
Richard Stegenga, Deputy Director Budget and Finance
Joyce Massey-Smith, Director Aging and Adult Services
Paris Penny, Senior Policy Advisor