

**NC Department of Health and Human Services
Division of Social Services**

100 County DSS Directors Call

May 26, 2021



WELCOME

County MOU Update

- **NC DHHS has paused Performance Measure Corrective Actions/Development Plans several times since the beginning of these agreements**
 - ✓ natural disasters (hurricanes)
 - ✓ unavailable data
 - ✓ pandemic
- **We are in the process of establishing formal criteria for this practice:**
 - Criteria #1: We will evaluate a pause when all or parts of our state are under an emergency declaration**
- **Leadership in NC DHHS has made the decision that we will not be issuing formal corrective actions/development plans related to MOU performance during SFY 2021-22 for all months included in the emergency declaration for COVID 19**
- **We will continue to monitor performance, share data and provide technical assistance to you during this time**
- **We welcome your input about additional criteria to consider**

Susan Osborne



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Foster Care Monthly Visits Data Refresh Cadence

May 2021

Rylan's Law Dashboard – Foster Care Monthly Visits – Current Process

- Child Welfare data for the Rylan's Law Dashboard is currently being refreshed monthly with a 1-month lag (i.e. in May 2021, data is refreshed through end of March 2021)
- Currently, data is being pulled manually from the CSDW and loaded into the dashboards.
 - We have been targeting by the end of the 3rd full week of the month for refreshing the dashboards
 - Sometimes pull the data earlier (between the beginning of the 2nd full week of the month and the end of the 3rd full week)
- Before going public with the dashboard, we need to establish a regular cadence for monthly visits being keyed into the Legacy System and NC FAST Child Welfare to make sure that the dashboard is accurate.

Rylan's Law Dashboard – Foster Care Monthly Visits – Proposed Cadence

- Foster Care Monthly Visits should be completely keyed into NC FAST Child Welfare or the Legacy system **by the 19th of each month** (or the previous working day if the 19th falls on a weekend or holiday) for the month before the previous month (i.e. by the 19th of May for all visits that were completed through the end of March 2021)
- For the purpose of the dashboard, calculation of foster care visits will be derived from the information that is keyed by the 19th of the previous month.
- NC DHHS - HSBIA will pull the data **on the 20th of the month** (or the next working day if the 20th falls on a weekend)
- The **Child Welfare Rylan's Law Dashboard will be refreshed by the 25th of the month** (or the previous working day if the 25th falls on a weekend or holiday).
- HSBIA is working with the Information Technology Division (ITD) to fully automate the refresh of these dashboards, which will allow us to have more scheduling precision and regularity in data refreshes (even daily, if desired).

ARPA Funding for Child Care – Implementation Plans

Ariel Ford



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Economic Services

- ✓ LIEAP Supplemental Payments
- ✓ ARPA funds and LIHWAP
- ✓ P-EBT

Carla West



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LIEAP Supplemental Payments

Households served: 129,573

Date of report: May 18, 2021

Total Amount: \$6,998,874.72





Preliminary American Rescue Plan Act (ARPA) Funds





Supplemental Nutrition Assistance Program (SNAP)

- Total allocated:
 - FFY 2021 - \$8,502,462.17
 - FFY 2022 – \$15,443,247.61
 - FFY 2023 - \$15,443,247.61
- Administrative priorities:
 - Investments in technology
 - Investments to improve customer service





Low-Income Household Water Assistance Program (LIHWAP)

FFP is 100% - no program cost share/matching required

Funds must be obligated by September 30, 2023

Modeled after LIHEAP

- Procedures likely will closely follow North Carolina's CIP procedures

Program Requirements

- Ensure that low-income households have access to safe and clean drinking water and wastewater services.
- Provide assistance to low-income households that pay a high proportion of household income for drinking water and wastewater services.
 - Funds will go to owners or operators of public water systems or treatment works to reduce arrearages of and rates charged.



<https://www.acf.hhs.gov/ocs/programs/lihwap>



Low-Income Household Water Assistance Program (LIHWAP)

For more information:

<https://www.acf.hhs.gov/ocs/programs/lihwap>

Use of Funds and Administrative Cost Webinar
June 3, 2021



P-EBT Discussion and Updates

County Directors

May 2021



PUBLIC SCHOOLS OF NORTH CAROLINA
State Board of Education | Department of Public Instruction

Topics for today's discussion

TOPICS

- ✓ About P-EBT
- ✓ Eligibility for Summer 2021
- ✓ Timeline
- ✓ Ongoing public awareness campaign and resources for partners
- ✓ Questions

Purpose, overview, and impact of P-EBT

The Pandemic Electronic Benefit Transfer (P-EBT) program helps families with children whose access to meals or buying food has been impacted by COVID-19.

Overview

- P-EBT for students (Kindergarten through 12th grade)** – Helps families purchase food for children whose access to meals at school has been impacted by COVID-19 because students are learning virtually, outside of brick-and-mortar schools.
- P-EBT for children under age 6 (Launched May 2021)** – Expansion of P-EBT to provide benefits to children under 6 years old that are in households receiving Food and Nutrition Services (FNS).
- P-EBT for Summer 2021 (NEW)** - NCDHHS has submitted a plan for federal approval to issue a single standard benefit amount of \$375 for students and children for the June-August 2021 summer period (as an extension of the 2020-2021 school year).

Impact to date

P-EBT for Students

Mar 2020 to March 2021

P-EBT Amount **\$1 Billion**

Number of students to receive P-EBT **1 Million**

P-EBT for Children Under 6

Oct 2020 to June 2021

P-EBT Amount **\$121+ Million**

Number of children to receive P-EBT **232K**

Estimated Impact

Summer 2021 P-EBT

June to August 2021

P-EBT Amount **\$450 Million**

Number of students and children to receive P-EBT **1.2 Million**

*As of April 2021, NCDHHS has issued over **1 billion dollars** in P-EBT benefits to families and children.*



P-EBT for Summer 2021

Summer P-EBT is an extension of school year 2020-21 benefits. Eligibility will be determined based on student or child circumstances as of the last month of the school year.

Student or Child Circumstances

P-EBT for Students

To be eligible for summer P-EBT, a student must meet one of the following criteria:

- 1) The student was eligible to receive **free or reduced price meals through the NSLP** as of May 2021, **OR**
- 2) The student becomes eligible for **free or reduced price meals through the NSLP** at any time during the covered summer period

Other considerations:

- ✓ Eligible students who have graduated at the end of the school year may receive summer P-EBT benefits

P-EBT for Children Under 6

To be eligible for summer P-EBT, a child under 6 must meet one of the following criteria:

- 1) The child was eligible to receive **FNS benefits** as of May 2021, **OR**
- 2) The child becomes **eligible for FNS** at any time during the covered summer period

Standard Benefit Amount

North Carolina will issue a one time standard benefit amount payment of **\$375*** for the entire summer period (June to August 2021). All eligible children will receive the same benefit amount regardless of learning mode status.



P-EBT for Summer 2021 timeline

In addition to the ongoing P-EBT issuance for the remainder of the 2020-2021 school year, North Carolina intends to issue summer benefits in July for those who are eligible as of May 2021, and in September for those determined newly eligible over the summer period.

School Year

1 Benefits for April 2021

Benefits for students eligible in the month of April will be issued in May.

The first issuance of benefits for children under 6 occurred in May (Oct 2020 – Mar 2021 benefits).

2 Benefits for May 2021

Benefits for students eligible in the month of May will be issued in June.

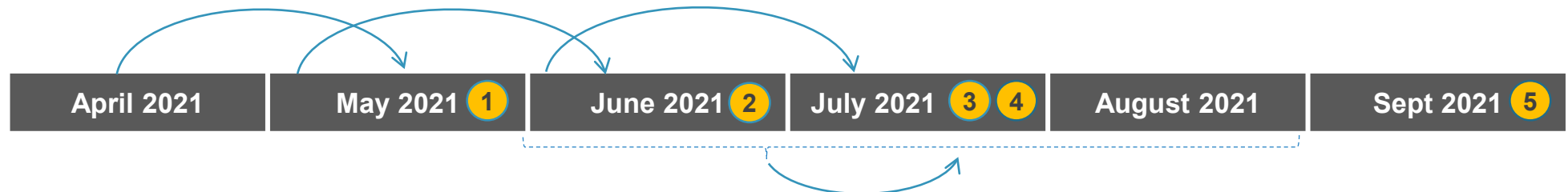
April and May benefits for children under 6 will be issued in June.

3 Benefits for June 2021

Benefits for students and children under 6 eligible in the month of June will be issued in July. Students whose school year ended in the month of May will not be eligible for June 2021 school year benefits.



When will P-EBT benefits be issued?



4 Benefits for June - August 2021

All children eligible **as of the last month of the school year** will receive their P-EBT benefits for June through August in July 2021.

5 Benefits for Newly Eligible Children

All children identified as newly eligible in the summer (**June 1 - August 31**) will receive their P-EBT benefits for June through August in September 2021.

Summer



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PUBLIC SCHOOLS OF NORTH CAROLINA

State Board of Education | Department of Public Instruction

Public awareness campaign

Flyer

Info sheet

Social media messages

NCDHHS Ongoing Public Awareness Campaign

- ✓ Launch of P-EBT for Children Under 6 in May
- ✓ Partner toolkits sent to counties
- ✓ Updates to Webpage and FAQs
- ✓ Social media messages to support the ongoing public awareness campaign

NCDHHS Tentative Summer P-EBT Public Awareness Campaign

- Announcement of Summer P-EBT approval at the beginning of June
- Toolkits provided to partners for summer issuance in July

Other Key Updates and What We Need From You

Other Key Updates

- P-EBT benefits for the month of May will be issued in June
- The final round of ongoing benefits for School Year 2020-2021 will be for the month of June and will be issued in July; this will overlap with the first month of summer P-EBT eligibility
 - Note: Students in schools that end in May will not receive June benefits July
- NC is awaiting guidance from USDA on P-EBT for the 2021-2022 School Year

What we need from you

- Encourage families to keep their current P-EBT card so they can continue to receive benefits through the summer months
- Continue to share updated P-EBT information provided by DHHS with your team as well as students and families
- Update websites and other online resources with updated information (once materials are shared)

QUESTIONS?



Medicaid Managed Care Update

May 26, 2021

Managed Care Enrollment

- **2.5 million total Medicaid members**
- **1.6 million are mandatory members and must be enrolled in a health plan**
- **1.4 million members either made selection or were auto-enrolled**
- **Other 166k are up for redetermination between now and July 1**
- **After completing recertification, these members will be auto-enrolled into a health plan and will have a 90 day choice period**

Managed Care Enrollment

- **95% of members have a prior PCP**
- **Of those 95%, 97% are enrolled in a plan with their PCP in network as of 5/22/2021**
- **15% of mandatory members made an active selection of their health plan**
- **85% of mandatory members were auto-enrolled into a health plan**
- **The auto-enrollment algorithm considered a member's prior PCP as a priority and then family member assignments**

Managed Care Enrollment

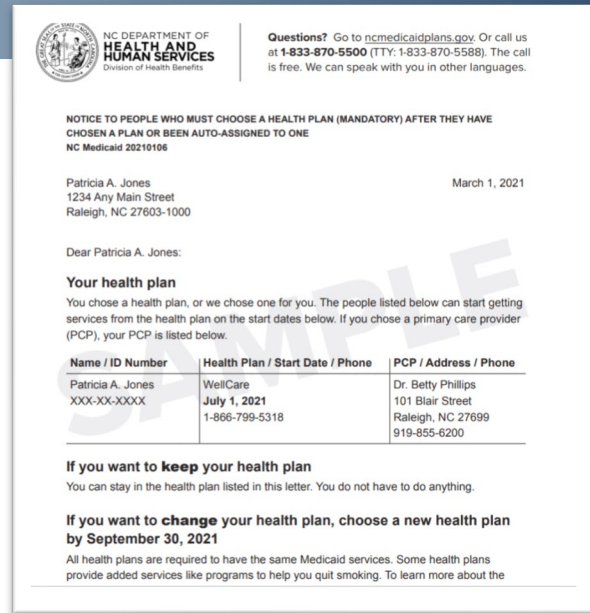
- Auto-enrollment confirmation notices

- Mailing starts today, continues next week

- ~120k/day, tapering to 50k/day

- Notice samples in County Playbook

- (<https://medicaid.ncdhhs.gov/counties/county-playbook-medicaid-managed-care/beneficiary-notices#confirmation-notices>)



Upcoming Milestones

- **June 1, 2021** – Health plan brokers begin scheduling Non-Emergency Medical Transportation (NEMT) appointments for July 1, 2021, or later
- **June 12, 2021** – Date by which all beneficiaries entering NC Medicaid Managed Care effective July 1, 2021, will have received their member information and card
- **July 1, 2021** – NC Medicaid Managed Care launch
- **August 30, 2021** – Last date by which the health plan will pay claims and authorize services for Medicaid-enrolled out-of-network providers equal to that of in-network providers (or until end of episode of care, whichever is less)
- **September 29, 2021** – Last date by which the health plan must honor existing and active prior authorizations on file with the North Carolina Medicaid or NC Health Choice program (or until the end of the authorization period, whichever occurs first)
- **September 30, 2021** – End of beneficiary choice period.

Non-emergency Medical Transportation

NEMT Providers Contracted – All Health Plan			
Region	Public Providers	Private Providers	Total Providers
Region 1	16	23	39
Region 2	9	64	73
Region 3	3	41	44
Region 4	10	76	86
Region 5	13	64	77
Region 6	19	74	83
Total	70	342	412

NEMT - ModivCare

NEMT Providers Contracted - ModivCare			
Region	Public Providers	Private Providers	Total Providers
Region 1	8	10	18
Region 2	5	36	41
Region 3	0	21	21
Region 4	5	44	49
Region 5	8	39	47
Region 6	10	41	51
Total	36	191	227

NEMT - One Call

NEMT Providers Contracted - One Call			
Region	Public Providers	Private Providers	Total Providers
Region 1	8	13	21
Region 2	4	28	32
Region 3	3	20	23
Region 4	5	32	37
Region 5	5	25	30
Region 6	9	33	42
Total	34	151	185

Questions



UPDATES

NC FAST Training & Certification Program

May 2021

Ashley Arrington

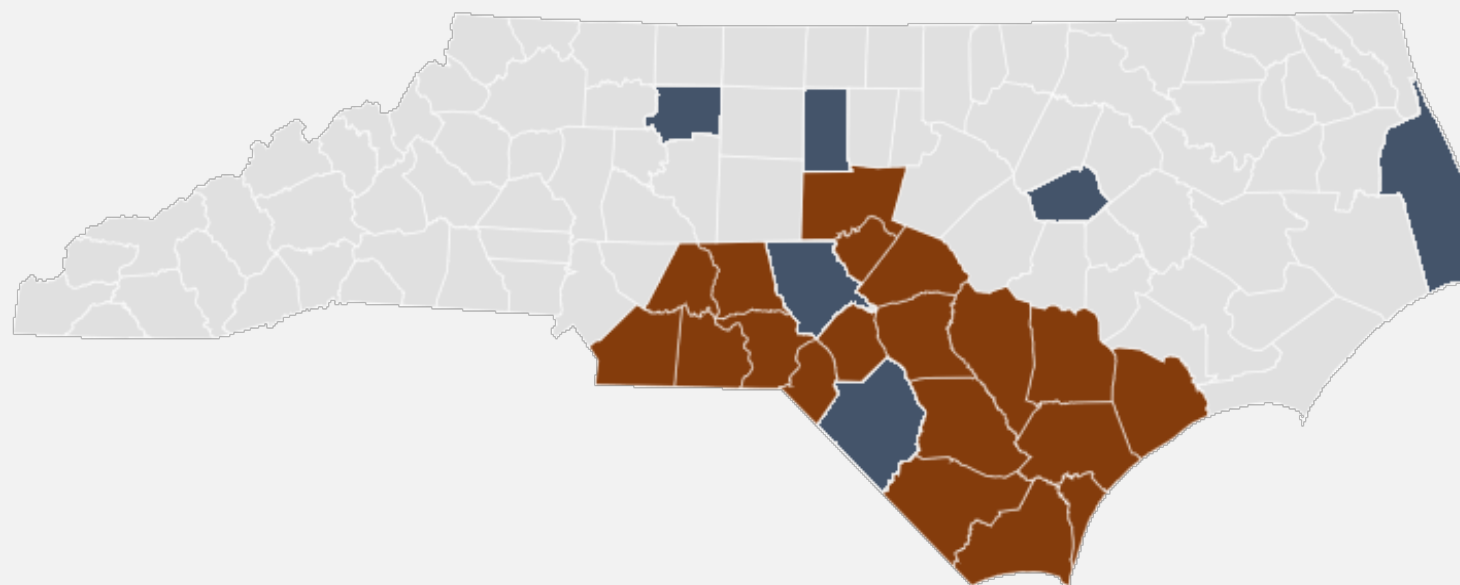
Human Services Training Support Manager, HSBIA

ashley.arrington@dhhs.nc.gov



Where We Are

Active Counties




Alamance, Anson, Bladen, Brunswick, Chatham, Columbus, Cumberland, Dare, Duplin, Forsyth, Harnett, Hoke, Lee, Montgomery, Moore, New Hanover, Onslow, Pender, Richmond, Robeson, Sampson, Scotland, Stanly, & Wilson



Where We Are

Group 1  **All staff enrolled**

Group 2  **New staff (May)**
SCCA, WFFA, Refugee, Admin (June)
SA, Energy (July)
FNS (Aug)
Medicaid (Sept)



What does it look like?



257 Users in Progress Currently

18 New Workers across multiple programs

239 Existing Workers across designated Phase-in programs



Completion Rate

268 Workers certified in NC FAST Core Functions (+146 in last month)

107 Workers completed Level 1 Training Requirements (+56 in last month)



81% of workers pass on first attempt

Average score for all attempts is 83%

84% of workers have passed on their first attempt at Certification

Updates & Current Issues

- **Group 2 Implementation Calls held in April.**
- **Additional Reporting made available to Champions.**
- **Inadvertent enrollment of existing workers for Group 2 in May. (Fixed)**
- **Ongoing Implementation & Check-in Calls scheduled.**



What is Next?

- **Group 1 Next Steps**

- All existing workers timeclocks have started.
- New hires and staff moved to new programs will continue to enroll for 90-day requirements.
- Make sure to continue to review user reports to keep staff numbers updated.

- **Group 2 Next Steps**

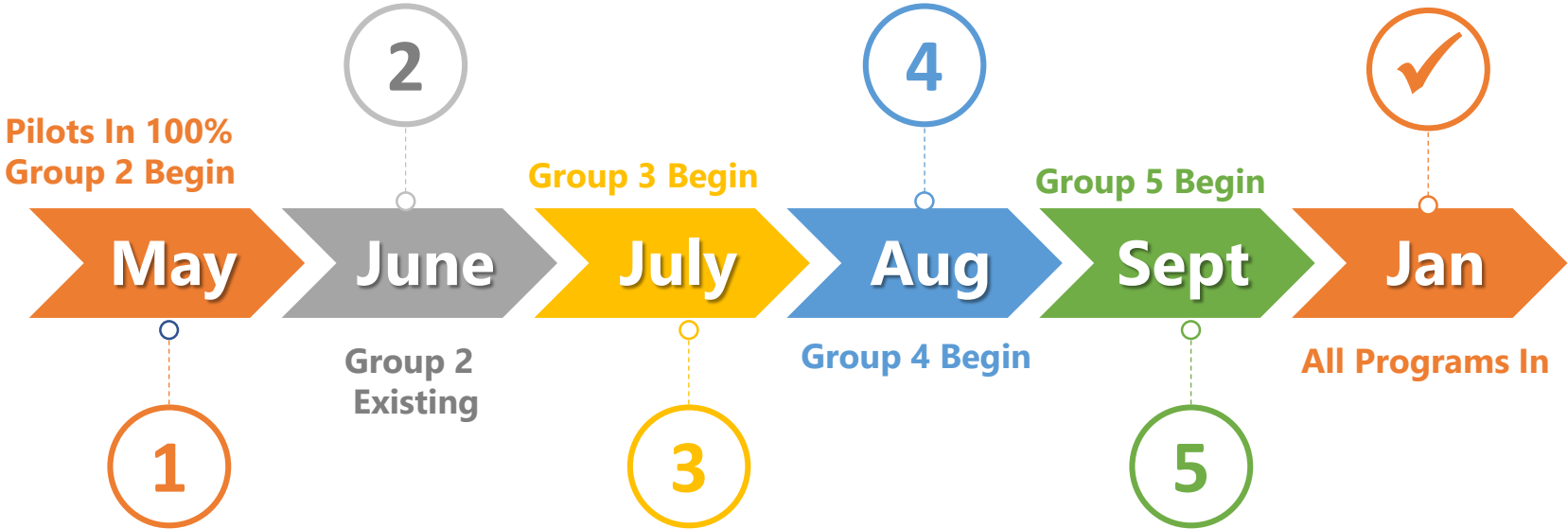
- New Staff should be automatically enrolled, and timeclock started when creating Learning Gateway profile.
- First round of existing staff to be automatically enrolled June 1.
- Make sure you have a Certification Champion on file for ongoing communication.

What is Next?

- **Group 3 Next Steps**

- Determine who your Certification Champion will be and send it to ashley.arrington@dhhs.nc.gov.
- Implementation calls are scheduled for:
 - June 4 10-11:30
 - June 10 2-3:30
- A final Check-in call is scheduled for June 28th 9:30-10:30.
- Make sure staff have updated profiles within the Learning Gateway.
- LGPOC or Certification Champion should run User Report in Learning Gateway and mark any outdated users that should be archived and send back to LGFASThelp@dhhs.nc.gov.

What is Next?



**Phases will follow the same order and counties will have 5 phases as established in Pilot

Group Assignments

Group 2		Group 3		Group 4	Group 5	
Anson	Onslow	Beaufort	Jones	Caswell	Alexander	Jackson
Bladen	Pender	Bertie	Lenoir	Davidson	Alleghany	Lincoln
Brunswick	Richmond	Camden	Martin	Durham	Ashe	Macon
Chatham	Sampson	Carteret	North Hampton	Edgecombe	Avery	Madison
Columbus	Scotland	Chowan	Pamlico	Franklin	Buncombe	McDowell
Cumberland	Stanly	Craven	Pasquotank	Granville	Burke	Mecklenburg
Duplin	Union	Currituck	Perquimans	Guilford	Cabarrus	Mitchell
Harnett		Gates	Pitt	Halifax	Caldwell	Polk
Hoke		Greene	Tyrrell	Nash	Catawba	Rowan
Lee		Hertford	Wake	Orange	Cherokee	Rutherford
Montgomery		Hyde	Washington	Person	Clay	Swain
New		Johnston	Wayne	Rockingham	Cleveland	Transylvania
Hanover				Randolph	Davie	Watauga
				Stokes	Gaston	Wilkes
				Surry	Graham	Yancey
				Vance	Haywood	
				Warren	Henderson	
				Yadkin	Iredell	

Questions

Ashley Arrington

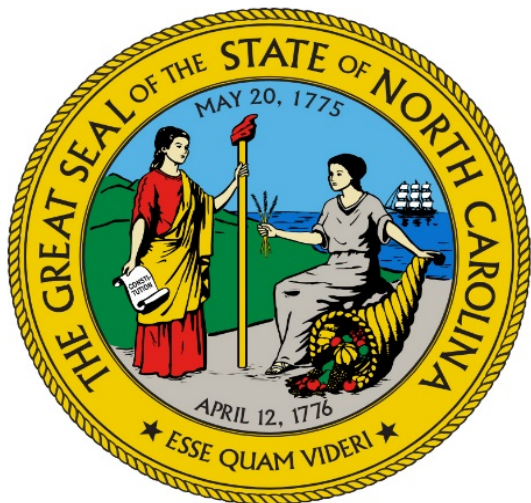
Ashley.Arrington@dhhs.nc.gov

NC FAST Certification Update

Ashely Arrington



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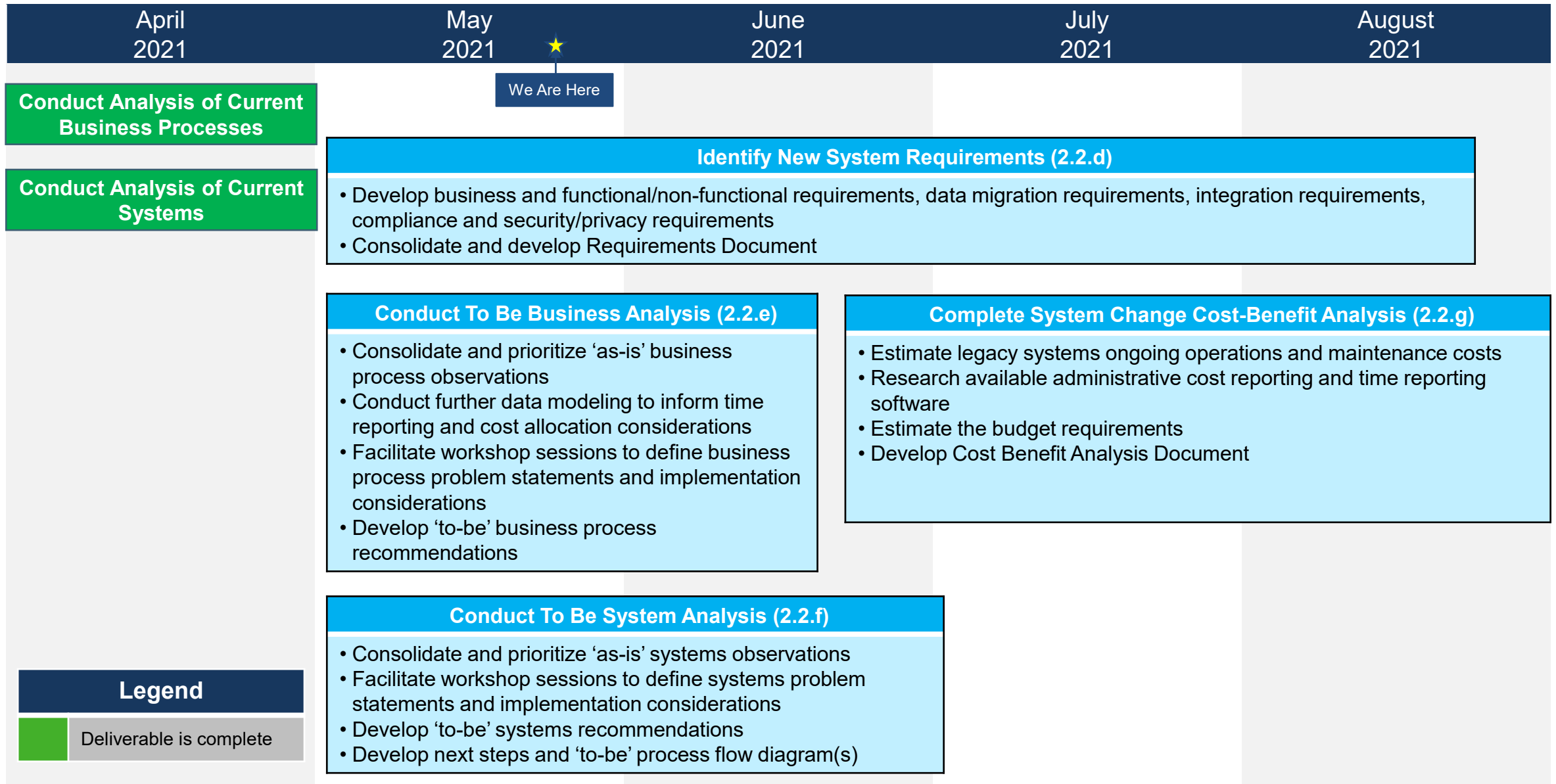
NC Department of Health and Human Services

May 100-County Call

County Administration Replacement System Project

May 26, 2021

Project Approach: The Next 3 Months



Pilot County Interviews: High Level Feedback

Topic	Description
1. Day Sheets Require Higher Level of Administrative Effort	Day Sheets require higher level of administrative effort for supervisors and fiscal staff to ensure time is entered correctly
2. Low Error Rates	'As-Is' processes and systems have overall low error rates surrounding upload of information to SIS and CoReLS.
3. Financial Flexibility	As-Is' processes present administrative challenges but financial flexibility
4. Static Reports	Reports used to aid monthly reporting are static and lack complete information to help counties understand the financial impact of minutes and administrative data
5. Training	Increased training is suggested to improve time entry, approval, and funding-driven revisions
6. County Attributes	County attributes add complexity and/or benefits to processes (e.g., "Administratively Consolidated/Blended," "Elective," "NC Fast," and Native American)
7. Third-Party Day Sheet Systems	Counties use various third-party Day Sheet systems to streamline local time reporting efforts
8. Responsibility for Service and Program Coding	Lack of direct service workers' access to real time funding status often leads to post-SIS-upload corrections
9. NC CoReLS Areas for Improvement	Most counties have provided positive feedback and reported no areas for improvement regarding NC CoReLS
10. Succession Planning	Counties cite staff longevity as a strong contributor to success with the CARS process. Streamlining the process as well as clear, well-documented procedures and cross-training are important for strong succession planning.

County Survey Results Dashboard



Responsive

78 / 108

Responses

Mon., April 12, 2021

Issue Date

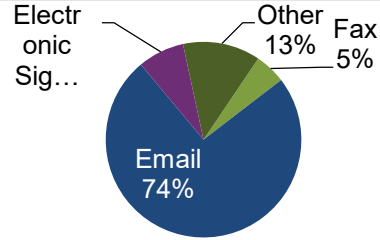
Tuesday, April 27, 2021

Results Through Date



NC CoReLS Processes

Submitting 1571 Attestations



Difficulty when Submitting Data

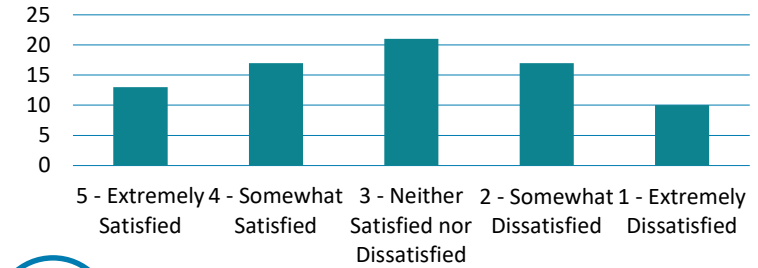
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Counties Report Having Difficulty When Submitting Data into NC CoReLS



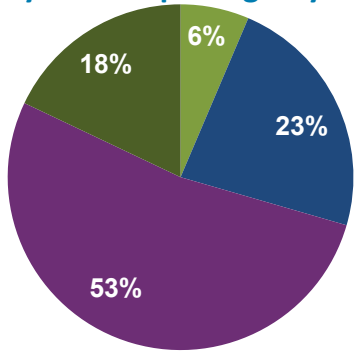
County Sentiment

Satisfaction with 100% Time Reporting

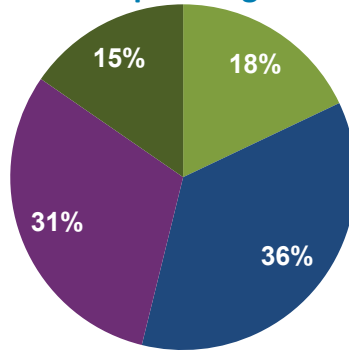


County Staff Time Devoted to Day Sheets and NC CoReLS Processes

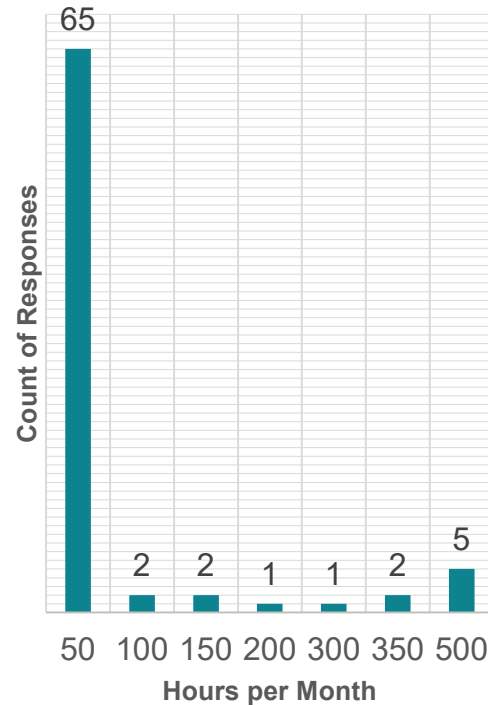
Employees Completing Day Sheets



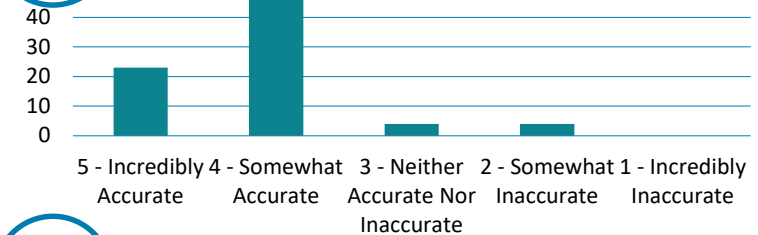
Staff Uploading to SIS



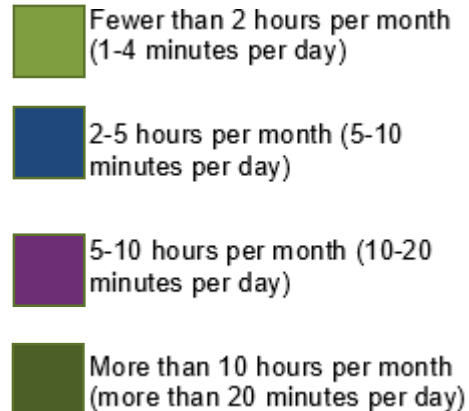
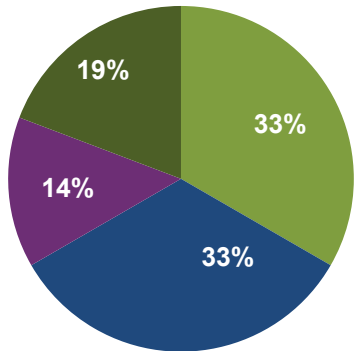
Staff Time Uploading Data to NC CoReLS



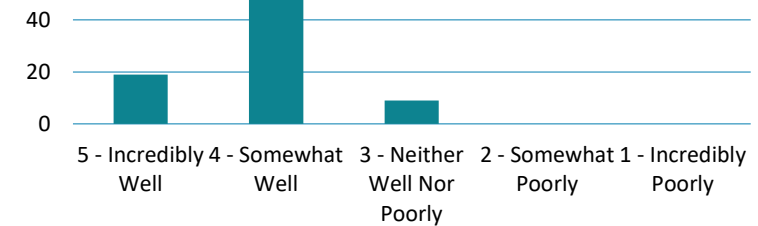
Day Sheet Accuracy



Supervisors Approving Day Sheets



Ability to Predict/Forecast Budget



Looking Ahead: The Next 30 Days



Consolidate, Prioritize, and Define Problem Statements

- Consolidate observations across people, process, technology dimensions
- Facilitate stakeholder discussion to review findings, problem statements, and potential solutions
- Facilitate stakeholder discussion to prioritize solutions



Inform Decision Making on Time Reporting Options

- Data modeling / simulations on funding impact by county or program
 - Variations of time reporting methodologies
 - Redistribution of General Administration time
 - Consolidation/removal of app/program codes
- Model mitigation strategies and funding impacts



Develop and Deliver Future State Recommendations

- Facilitate breakout sessions with DHHS stakeholders to review priority observations, recommendations, associated data analysis
- Identification and documentation of dependencies
- Development of to-be process

Child Support Services System Modernization

Carla West



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Planning Vendor selected – New South Technologies

Current status:

- Identifying the “As-Is”
- Engaging the Focus Groups
- Getting your feedback – tell us what you think

[ACTS Modernization Statewide Survey](#)

Next Steps:

- Identifying the “To-Be”
- Conducting a market analysis





**Thank you
for joining
us today**