

AGENDA

REGULAR MEETING

OF THE

June 28, 2023

STOKES COUNTY

3:00 p.m.

BOARD OF SOCIAL SERVICES

ETHICS AND CONFLICT OF INTEREST REMINDER:

In accordance with the State Government Ethics Act, it is the duty of every board member to avoid both conflicts of interest and appearances of conflict. Does any board member have any known conflict of interest or appearance of conflict with respect to any matters coming before board today? If so, please identify the conflict or appearance of conflict and refrain from any undue participation in the particular matter involved.

- I. Call to Order
- II. Discussion/Adjustments to the Agenda
Ethics and Conflict of Interest Reminder
- III. Consent Agenda
 - A. Minutes – Regular Meeting – May 24, 2023
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Three Minutes Per Person)
- VI. Information and Discussion
 - A. DSS Dashboard
 - B. May 19, 2023 – Letter Regarding Child Support Settlement
 - C. June 8, 2023 – Child Support Consult Letter
 - D. June 8, 2023 - Continuous Quality Improvement Technical Assistance Report – Work First
 - E. June 13, 2023 – Continuous Quality Improvement Technical Assistance Report – Food and Nutrition Services and Energy Programs
 - F. NCACBSS Annual Dues
- VII. Old Business
- VIII. New Business
 - Next meeting – July 26, 2023 at 3:00 p.m. in the DSS conference room
- IX. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES

MINUTES

May 24, 2023

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, May 24, 2023, at the Social Services Building in Danbury, North Carolina. Board members present were Chairman Jan Spencer, Vice Chairman Darlene Bullins, Member Sandy Smith and Member Sonya Cox. Member Greg Collins was present by phone. Staff present were Director Stacey Elmes and Administrative Officer Becky East. Chairman Spencer called the meeting to order at 3:00 p.m.

Chairman Spencer read the Ethics and Conflict of Interest reminder to the Board. Board members were asked if they had a conflict with any of the items listed on the agenda. No conflicts noted.

Chairman Spencer opened the floor for any adjustments to today's agenda. Chairman Spencer requested to add the selection of Chairman and Vice Chairman under New Business and an update on the Adoption Assistance Review under Old Business. Director Elmes requested to add Medicaid Expansion to the Information and Discussion Section. Member Cox motioned to approve the agenda as amended. Member Smith seconded and the motion passed 5-0.

Consent Agenda

Chairman Spencer entertained a motion to approve or amend the consent agenda which included the minutes from the April 26, 2023 meeting. Member Cox made a motion to approve the consent agenda as presented. Vice Chairman Bullins seconded and the motion passed 5-0.

Board Member Comments

Chairman Spencer wanted to bring notice to the fact that May is Older American's Month and Foster Care Month and noted how important these areas relate to the work of DSS.

Public Comments

There were no public comments.

Other items on the agenda for discussion were as follows:

Recruitment of Foster Homes

Social Worker Sarah Essic, Recruiting Specialist Lisa Uber, and Social Worker Jessica Pinson were present to discuss the efforts being made to recruit and license foster families throughout the county. They talked about the following recruitment and retention efforts currently being done along with future ideas:

- Flyers for classes
- Brochures
- Yard signs for homes and businesses
- Interest events and meetings
- Community events (Little Folks Festival, Mayfest, parades, etc.)
- Virtual and in person events
- Facebook page for foster parents
- Foster parent appreciation events
- Television commercials/billboards
- Monthly newsletters

Ideas for future efforts:

- Host respite nights for foster families
- Provide more in-house training on trauma, behavior, and shared parenting
- Create yearly plans and goals for recruitment and retention

Board members were invited to attend the Foster Parent Picnic in Westfield on June 10, 2023.

Chairman Spencer and Member Cox shared that churches and businesses might be willing to donate door prizes, meals, etc. to help with these events.

DSS Dashboard

Director Elmes noted that the Food and Nutrition Application Timeliness percentage that was not available when the Dashboard was printed should be 100%. Director Elmes shared the FNS unit continues to struggle because of vacancies but they are working hard and continue meeting the measures. Director Elmes shared that at the May 8th Board of County Commissioners' meeting, her request (as previously discussed at the DSS Board meeting) to change two contract employees to temporary positions was approved. The change will allow workers to meet federal guidelines to complete job duties like taking/processing applications and re-certifications which will be a worthwhile benefit for the FNS program.

Director Elmes noted the following current vacancies:

- IMC (FNS) – three
- Social Worker in Child Protective Services (CPS) – two
- Social Worker in Foster Care – two
- Social Worker in Adult Services – one

The agency still has three employees out on Family Medical Leave.

Child Support Consult

Child Support Consultant was in the office on May 23, 2023 for the monthly review. She shared that the agency is doing a good job, despite the numbers on the reports. Director Elmes shared that in talking with the Child Support Consultant and the Child Support Supervisor Jennifer Bennett, the collections and arrears numbers will likely always be under what they are supposed to be due to enforcement issues and court delays.

Child Day Care Report

Director Elmes shared that this was a good report. The Child Day Care Consultant also provides good tips for case workers. Chairman Spencer confirmed with Director Elmes that the agency does not use much funding for disabled children and that there was no waiting list for these services.

Continuous Quality Improvement Technical Assistance Report – Work First

Director Elmes noted this was a good report as well. The agency's current Work First caseload consists of child only cases, no workable clients.

Older American's Month/Foster Care Month

Director Elmes shared two declarations for Older American's Month and Foster Care Month that were submitted and approved by the Board of County Commissioners. Chairman Spencer noted that these are both very important issues.

Little Folks Festival

Director Elmes shared a photo of the agency's booth managed by Income Maintenance Caseworkers Candace White and Jennifer McHone at the Little Folks Festival on May 6, 2023.

Energy Programs Outreach Plan

Director Elmes shared that this plan is submitted annually to the state for the CIP (Crisis Intervention Program) and LIEAP (Low Income Energy Assistance Program) Programs which details how counties intend to notify the citizens about the programs. Vice Chairman Bullins confirmed with Director Elmes that this plan is about the same each year.

Medicaid Expansion

Director Elmes shared that the state is providing financial support to counties now to help gear up for Medicaid Expansion rather than wait until the October 1st date when the bill becomes active. Department of Health and Human Services (DHHS) will provide funding so that counties have some assistance with Public Health Emergency unwinding activities and to help pay the 25% county share of Medicaid caseworker salaries/benefits. If not used by June 30, 2023, counties must carry forward the funds so that agencies can continue to use the monies. DHHS is also providing funds to help with the increase of applicants due to Medicaid Expansion. Stokes County will receive \$143,827.00 that must be spent by June 30, 2024 or funds will revert back to the state. Vice Chairman Bullins confirmed with Director Elmes that Medicaid caseworkers' salaries/benefits are 75% state and 25% county split. Director Elmes noted the lack of office space with several offices already being shared by two employees and with Medicaid Expansion, three employees will share one office. The agency is out of space.

Old Business

Chairman Spencer requested an update on the Adoption Assistance Review. Director Elmes shared her disappointment that the state agreed to perform a 100% case review but were only in the office for one day reviewing 40+ cases. Director Elmes noted that the Child Welfare Consultant had recently been in the office and informed staff that she and two of her coworkers' plan to come and do reviews for a day. Director Elmes expressed her appreciation as going through the remaining cases is a difficult, time-consuming task with the workload remaining high in all units, especially with the current vacancies. Director Elmes shared that as new adoption assistance cases are being formed or as families are asking for reimbursement for things, she is sharing information from the case with the state to ensure that all actions are appropriate. Chairman Spencer confirmed with Director Elmes that the agency is under a corrective action plan with the state for the Adoption Assistance Program.

New Business

Chairman Spencer shared that she will not be at the June meeting which is usually the month to nominate a new chair and vice chair. Member Collins confirmed with Chairman Spencer that she would be willing to serve as chairman again. Vice Chairman Bullins shared that she wouldn't feel comfortable taking the chairman spot at this time due to her contracting with the county. Vice Chairman Bullins nominated Chairman Spencer to be chairman for the upcoming year. With no further nominations, Chairman Spencer entertained a motion to close the nominations. Member Cox made a motion to close the nominations. Member Smith seconded and the motion passed 5-0. Chairman Spencer polled the members:

Member Collins:	Spencer
Member Cox:	Spencer
Member Smith:	Spencer
Vice Chairman Bullins:	Spencer
Chairman Spencer:	Spencer

Chairman Spencer opened the floor for nominations for Vice Chairman. Member Cox nominated Vice Chairman Bullins. With no further nominations, Chairman Spencer entertained a motion to close the nominations. Member Smith made a motion to close the nominations. Member Cox seconded and the motion passed 5-0. Chairman Spencer polled the members:

Member Collins:	Bullins
Member Cox:	Bullins
Member Smith:	Bullins

Vice Chairman Bullins: Bullins

Chairman Spencer: Bullins

Member Cox shared that she plans to attend the Opioid Summit on June 7 – 8, 2023 in Raleigh in hopes to obtain updated information on how counties are spending the settlement funding. Member Cox also shared that October Road, a new substance abuse treatment center, has opened an office on Main Street in Walnut Cove. She stated that the county really needs to funnel people there and get the word out.

Chairman Spencer noted next meeting is June 28, 2023 at 3:00 p.m.

With no further business, Chairman Spencer entertained a motion to adjourn. Member Cox moved to adjourn the meeting. Member Collins seconded and the motion passed 5-0. The meeting was adjourned at 3:45 p.m.

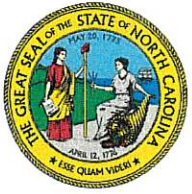
Stacey S. Elmer
Secretary

6/21/2023
Date

Stokes County DSS Dashboard 2023

	April	May	June	Qrt. Total	Annual Total
ADULT SOCIAL WORK SERVICES					
Guardianship Cases	32	32			
New APS Reports Received	12	13		25	62
APS Reports Accepted	8	4		12	30
Investigations Initiated Timely [Goal 95%]	100%	100%			
Outreach Visits	4	9		13	28
In Home Aide Programs	9	9			
Community Alternatives Program (CAP/DA)	54	53			
Representative Payee	7	7			
SA - In-Home	51	51			
Placement	0	0			
Adult Care Homes Monitored	1	2			
Total Requests for CIP	26	30		56	161
CIP Expenditures	\$1,800	\$5,594		\$7,394	\$20,344
Total Requests for LIEAP & LIEWAP	15	9		24	388
LIEAP Expenditures	\$0	\$0		\$0	\$62,797
Unclaimed Bodies	0	1		1	2
Staff Hours Spent at Shelters	0	0		0	0
CHILD CARE SUBSIDY					
Children Receiving Services	148	148			
Expenditures	\$69,028	\$70,218		\$139,246	\$334,867
Waiting List	0	0			
CHILD PROTECTIVE SERVICES					
CPS Reports Received	48	64		112	279
CPS Reports Accepted	23	34		57	150
Children Opened	42	61		103	286
Open Reports	33	27			
Reports Substantiated/Services Needed	5	7			
Open Case Management	17	16			
Courtesy Requests	5	9		14	26
Substance Affected Infants Reported to DSS	3	2		5	6
Substance Affected Infants Accepted for Inv.	3	2		5	6
Reports Initiated Timely [Goal 95%]	100%	100%			
Reports Completed Timely [Goal 75%]	86%	92%			
Children Remaining at Home [Goal 95%]	98%	90%			
CHILD SUPPORT					
Number of Children Served	1,020	1,024			
Total Collections	\$177,801	\$193,214		\$371,015	\$899,542
Paternities Established	8	4		12	41
New Court Orders	9	4		13	51
FISHING LICENSE WAIVERS					
Fishing License Waivers	12	7		19	30
FOOD & NUTRITION SERVICES					
Total Households	3,398	3,394			
Total Individuals	6,689	6,675			
Report Card (App. Timeliness) [Goal: 95%]	97%	99%			
Report Card (Recert. Timeliness) [Goal: 95%]	98%	99%			
Benefits Distributed	\$ 1,014,295	\$ 986,372		\$2,000,667	\$6,707,805

2023	April	May	June	Qtr. Total	Annual Total
FOSTER CARE					
Children Entering Care	1	6		7	22
Total Children in Care	97	94			
Children Discharged	3	4		7	24
Children in Care Over 1 Year	51	51			
% Receiving a Monthly Visit [Goal 100%]	98%	99%			
% Visited in the Home [Goal > 90%]	93%	96%			
Foster Care 18-21	6	6			
Monitoring of Children No Longer in Custody	1	2			
Licensed Foster Homes	13	13			
Sanctioned Homes	1	1			
# of Individuals/Families Receiving Training	8 ind/5 fam	5 families			
Recruitment Events Held	1	4		5	18
Foster Care Costs (county/state/fed)	\$112,145	\$113,354		\$225,499	\$473,003
Children Free For Adoption	15	15			
Children Open for LINKS	90	91			
Adoptions Completed	1	0		1	8
Adoption Assistance Cases	195	189			
Adoption Assistance Costs (fed & state)	\$618	\$8,643		\$9,261	\$22,931
MEDICAID [ADULT, FAMILY & CHILDREN'S]					
# of Cases	9,013	9,183			
Report Card (Timeliness) [Goal: 85%]	98%	100%			
Public Assistance Hearings (All Areas)	1	2			
MEDICAID TRANSPORTATION					
Clients Served	205	147			
Trips Provided	1,328	963		2,291	5,545
Monthly Cost	\$48,330	\$46,794		\$95,124	\$245,831
PROGRAM INTEGRITY					
New Claims Established	\$ 1,128	\$0		\$ 1,128	\$10,581
Total Collections	\$482	\$1,899		\$2,351	\$5,500
Retained in County	\$156	\$466		\$622	\$3,412
SPECIAL ASSISTANCE					
# of Special Assistance Cases	127	129			
Benefits Distributed	\$53,610	\$57,400		\$111,010	\$261,920
SA/MH LIAISON					
Number of Referrals during the Month	8	12		20	44
Open Cases at end of Month	38	35			
VACANCIES					
Social Work	6	7			
Clerical/Income Maintenance/Child Support	4	5			
WORK FIRST					
Total Work First Cases	47	46			
Number of Child Only Cases	47	46			
Employment Cases	0	0			
Benefits Distributed	\$9,640	\$9,550		\$19,190	\$48,476
OTHER					
Voter Registrations	1	4		5	10
Walk-In Traffic	785	1,094		1,879	4,415



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations
for Human Services

May 19, 2023

Dear STOKES County:

We have processed the final incentive settlement for Federal Fiscal Year 2021 (October 1, 2020 - September 30, 2021). The final settlement was disbursed to your county May 12, 2023. The calculations for your total settlement of \$41,617.00 are located on page 2 of this letter.

General information regarding incentive calculations: North Carolina Child Support Services follows the same methodology as the federal Office of Child Support Enforcement (OCSE) under 45 C.F.R. 305.2 in calculating incentive payments.

The State utilized data from XPTR reports and the Client Services Data Warehouse (CSDW) to calculate individual county payments.

- Collections are calculated for the federal fiscal year from the XPTR report – IVD Collections by the TANF Indicator. A county's collection base is determined by Current (C) and Former (F) Assistance Collections total multiplied by two, plus Never (N) Assistance Collections.
- Incentive measures are collected from CSDW based on the appropriate federal fiscal year for each county using the OCSE 157 Report.
- Cost Effectiveness is determined by using total collections **((Current Assistance + Former Assistance) x 2 + Never Assistance)** calculated for the Federal Fiscal Year (FFY) divided by expenditures as reported by the controller's office / county administration for the FFY. (XPTR Report County Administration IV-D Expenditures by Service Month).
- The applicable percentages are the same as determined by OCSE and can be found in the tables under 45 C.F.R. 305.33. Please note, the data reliability requirement found in 45 C.F.R. 305.61 is not applicable to the county disbursement.
- Weights are the same as determined by OCSE and can be found under 45 C.F.R. 305.2(b). Paternity Establishment, Cases Under Order, and Current Collections are weighted at 100%; Cases Paying Towards Arrears and Cost Effectiveness are weighted at 75%.

If you have questions, please contact Debbie Henderson at 919.801.9512 (cell) or 919.855.4455 (office).

Sincerely,

Verna Donnelly

Deputy Director for Child Support Services

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

FFY 2021 Incentive Payment Calculation for STOKES County
Collection Base for FFY October 1, - September 30

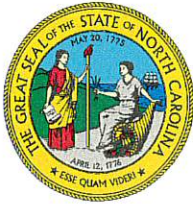
Current Assistance	\$41,999.66
Former Assistance	\$688,095.38
Never Assistance	\$1,602,155.66
Total County Collection Base	\$3,062,345.74
<i>((Current Assistance + Former Assistance) x 2 + Never Assistance)</i>	

County Performance Measures

<i>Paternity Establishment Performance Level</i>	96.90%
Applicable %	100.00%
Weight	100%
Incentive Base this measure	\$3,062,345.74
<i>Cases Under Order Performance Level</i>	91.72%
Applicable %	100.00%
Weight	100%
Incentive Base this measure	\$3,062,345.74
<i>Current Collections Performance Level</i>	66.99%
Applicable %	76.00%
Weight	100%
Incentive Base this measure	\$2,327,382.76
<i>Arrearage Performance Level</i>	59.73%
Applicable %	69.00%
Weight	75%
Incentive Base this measure	\$1,584,763.92
<i>Cost Effectiveness Performance Level</i>	\$6.77
Applicable %	100.00%
Weight	75%
Incentive Base this measure	\$2,296,759.31

Incentive Calculation

(A) County Total Incentive Bases for all measures	\$12,333,597.47
(B) State Total of all Counties' Incentive Bases	\$3,642,759,284.00
(C) County FFY Incentive Payment Share (A/B)	0.342592%
(D) Statewide Incentive Payment Pool	\$14,458,422.00
(E) Amount Retained by State (D*15%)	\$ 2,168,763.00
(H) FFY 2021 TOTAL Settlement ((D-E)*C)	\$41,617.00
(G) Incentives advanced/payments to county FFY 2020	\$25,371.00
(F) FINAL INCENTIVE SETTLEMENT PYMT FFY2021 PAID TBD (H-G)	\$16,246.00



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

Stacey Elmes, DSS Director
Stokes County Department of Social Services
1010 State Hwy 8
Danbury, N.C. 27016

June 8, 2023

Dear Ms. Elmes:

On May 23, 2023, Jennifer and I conduct a conference to discuss statistical information, information updates, and county concern.

Incentive statistics are available through April 2023. The benchmark for April Total Collection is 83.33%. The unit is below the State Average for Total Collections (80.97%) at 75.51%. The unit has achieved/exceeded the 2022-23 goals in the areas of Paternity (99%) at 102.53% and Cases Under Order (89.00%) at 91.97%. The unit is OFF track in the area of Current Collection (68.51%) at 68.04% and Arrears Collection (66.41%) at 60.65%. Last year at this time the unit was at 68.33% in the area of Current Collections and 63.50% in the area of Arrears Collections. I will continue to suggest reports that may increase incentive areas. Reports suggested/provided: Establishment Report, Paternity, Undistributed, and % of Cases with Arrears, no payment.

Goals 2022-23					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,235,502.45	99	89	68.51	66.41	
Current	04/23				
75.51<	102.53>*	91.97>*	68.04>	60.65<	86.92>

*-Exceeding/achieving goal

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619

www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Self-Assessment scores are available through April 2023. The unit is currently in compliance with seven of nine areas of Self -Assessment. The unit has been able to bring the area of Interstate into compliance at 76.00%. This is excellent work! The unit is out of compliance in the area of Six month Expedite at 58.18%, and Medical 72.62%. Compliance in these areas is 75%. All other areas have a compliance level of 76% or better. Reports suggested/provided: P/F for Six Month Expedite, Interstate and Medical.

Management advises that the unit is taking advantage of the virtual training that are being offered. Reports were discussed. I continue working with management on reports and CSS information.

A quality review of child support cases was completed. Cases are reviewed for quality, data reliability, and supporting documents. The outcome of our follow-up monitoring is outlined below. The Stokes County Child Support office is currently performing overall at 96.61%. All the cases met the quality review criteria, and all cases were sent to the Child Support Managers for review.

Number of Cases Reviewed	Month	Monthly Quality Review Score	Notes	Date to Correct Case(s)
3	May	100%	Copy of QR sent to CS Managers	N/A

Should you have any questions about the items discussed during my visit or addressed in this email, please email (Kenya.Newsome@dhhs.nc.gov) or call me at (336)788-5857.

Sincerely,

Mrs. Kenya Newsome

Child Support Program Representative

Cc:

Jennifer Bennet

Cindy Amos

Continuous Quality Improvement (CQI) Team Technical Assistance Report
for Stokes County Department of Social Services

State Participants:	<i>Lisabeth Sumner, CQI Specialist</i>	<i>Tammy Mason, CQI Specialist</i>
----------------------------	--	------------------------------------

Local Agency Participants	Title	Area(s) of Responsibility
Cindy Amos	Income Maintenance Administrator	Work First (WF), Family & Childrens Medicaid
Laken Cooke	Supervisor	Family & Childrens Medicaid, Daycare, & Work First

On June 8, 2023, **Lisabeth Sumner & Tammy Mason** from the NC Division of Social Services, CQI Specialist Team, conducted a consultation to provide technical assistance to **Stokes County Department of Social Services** Economic Services Program Staff. The CQI Specialists conducted a review of the following information to target the technical assistance to meet the needs of the local agency.

Stokes County Economic Services Data and Statistics:

Measurement:	Percentage/Total:	Period:
WF Applications Timeliness	100%	May-2023
WF Recertification Timeliness	100%	May-2023
WF Case Data	46	May-2023
WF Applications	4	May-2023

Timeliness and Work First Participation

Work First

The CQI Specialist reviewed the WF application and recertification timeliness reports with staff. The county had four (4), timely applications to process the month of May and three (3), timely recertifications. Management was commended on meeting the threshold of 95% or above on application and recertification timeliness. At the time of consultation county had one (1) timely pending application and three (3), recertifications to process. The county has forty-six (46), WF cases, all child only. WF reports should continue to be monitored to ensure no overdue applications and recertifications. County level Work Participation Rate, (WPR) reports have not been published since September 2022. If the county has a need to know their WPR, it must be tracked manually based on knowledge of the numerator and denominator.

General Discussion:

- Discussed the importance of ACF-199 report corrections when requested by the Division. The ACF-199 is our federal reporting process that determines the State's Participation Rate, which in turn is critical to the amount of TANF funding drawn down by the State and ultimately the local agencies. Encouraged the Work First unit to incorporate reviewing the three most common error elements returned in the ACF-199 process and review those when completing second party reviews.
- Discussed the reports, Cash Assistance Extension Report and The Active Work First Sanction Report, these reports are necessary to review cases impacted by the ending of the PHE. The reports were first published on the FAST Help Home Page under the 4/13/2023 heading. Updated reports were published 5/8/2023 and 5/9/2023. These reports are planned to be published in April, May, and June. They run a month behind (i.e.: May for April cases). Once a case has been worked on by the local agency, the case should no longer be reflected in next month's report. The next month report should only reflect newly actioned cases or cases that have not yet been completed.
- Discussed the DCDL dated 5/30/2023 regarding the MOA between DSS and DVR. This letter outlines the requirements as it relates to Work First Compliance Monitoring and the protocol that must be on file for review.
- Shared communication is forthcoming regarding a new report in the Client Services Data Warehouse (CSDW) for county staff to pull for corrections regarding the ACF-199 errors

regarding marital status, race and ethnicity. CQI staff will continue to reach out via email regarding errors to subsidized housing and education evidence. Please make the necessary corrections within the requested timeframe. CQI must validate the corrections before corrected cases can be resubmitted to ACF.

- Reminded county to have their staff log into the i3Screen for referring clients for substance use testing. Please log in at least once a month to maintain access, this prevents staff from having to continually request access. There is a spreadsheet required when requesting access for staff, the email request will need to go to work.first.policy.team@dhhs.nc.gov.
- There was a recent change in the April NC FAST release in which NC FAST will begin systematically cancelling Work First payments which remain on hold for two months after the case closes. Caseworkers should continue to cancel payments when they are aware the payment is not to be released to prevent payments being released in error. County staff should be able to reissue payments on closed cases if they have not invalidated the payment. When cancelling payments, make sure not to select "invalidate".
- Discussed the need for staff to maintain access to the old legacy system EIS to research family CAP for financial information prior to 2014. If needed the county security officer would submit an e-IRAAF form to gain access.

Business Process Changes

Staff introduced themselves, CQI Specialist Tammy Mason has joined the State Office as the new Region 3 WF CQI. CQI explained that Tammy is in training, CQI Specialist Lisabeth Sumner will still be answering any questions staff might have until Tammy is trained. County staff introduced Ms. Laken Cooke as the WF Supervisor.

Training Needs

Not discussed during this consultation.

Program Policy / Functionality Updates

The CQI Specialists provided updates and clarifications regarding WF policy, NC FAST System Functionality including outstanding Help Desk tickets, Weekly Communications, and DSS Terminal Messages. Those updates included discussion of the following:

List Serv Message:

- 2023-73- Ending of the Federal Public Health Emergency Training Materials and Follow-Up.

Dear County Director Letter:

- EFS_WF_2023- 5/30/23- Memorandum of Agreement between the Division of Social Services and Division of Vocational Rehabilitation.

*Reminded Staff to be sure to check the NCFast Weekly Communications for Cash Assistance Updates.

Staff Concerns

None at the time of consultation.

Follow-up

The next meeting will be held via Micro Soft Teams on July 6, 2023, at 11:00am.

Continuous Quality Improvement (CQI) Team Technical Assistance Report
for Stokes County Department of Social Services

State Participants:	<i>Tabitha Tucker, CQI Specialist</i>	
----------------------------	---------------------------------------	--

Local Agency Participants	Title	Area(s) of Responsibility
Cindy Amos	Income Maintenance Administrator	FNS, WF
Donna Martin	Adult Services Supervisor	Energy

Month: June

On **June 13, 2023**, **Tabitha Tucker** from the NC Division of Social Services, CQI team, conducted a virtual contact/consultation to provide technical assistance to **Stokes County Department of Social Services** Economic Services Program Staff. The CQI Specialist conducted a review of the following information to target the technical assistance to meet the needs of the local agency:

Stokes County Economic Services Data and Statistics:

Measurement:	Percentage/Total:	Period:
FNS Applications Timeliness Rate – Regular	97.65%	May 2023
FNS Applications Timeliness Rate – Expedited	95.74%	May 2023
FNS Recertification Timeliness Rate	99.15%	May 2023
CIP Application Non-Emergency Timeliness	100%	May 2023
CIP Application Emergency Timeliness	100%	May 2023

Timeliness

The CQI Specialist reviewed the FNS Application and Recertification and CIP timeliness reports for February 2023. Stokes County met the timeliness requirements for all measurements. County staff had no questions or comments.

Program Policy / Functionality Updates

The CQI Specialist inquired if there were any questions regarding the following communications sent to county staff.

Multiple Programs:

- Listserv Message #2023-28 and #2023-66 sent May 15, 2023, regarding the text and secure messaging enhancement in NC FAST. Reminder: caseworkers are not required to utilize the text messaging functionality.
- Listserv Message #2023-73 sent May 24, 2023, regarding the Ending of the PHE training materials and follow-up covered during the April Regional CQI Meetings.
- Listserv Message #2023-75 sent May 24, 2023, regarding the COVID-19 Waivers ending.
- NC FAST Weekly Communication sent May 1, 2023, reminding counties to always review person pages on Household Members and ensure the Head of Household has a County Name displaying in the "**Preferred Public Office**" field on their Person Page/Home tab. This will prevent applications from being assigned to "**Unknown County User**" when an application is submitted. In the event this information is not displaying with a county name, please have the caseworker to edit the Person page by clicking the (...) in the upper right-hand corner on the Person Page and selecting "**Edit**" to add the Preferred County.
- NC FAST Blue Communication sent May 5, 2023, regarding the software upgrade that caused OVS and other verification calls to error out or be stuck in progress had been resolved. Caseworkers can now make another call for cases that previously failed or errored out since **April 30th** for all services. New Hire and TPQY calls might still fail in some scenarios until the minor issue is resolved by end of business on Friday May 5, 2023.

FNS:

- Listserv Message #2023-69 sent May 16, 2023, regarding the DSS-2807, Report on Local Hearings Summary. The form is now obsolete for the FNS program and counties are no longer required to send it.

- Listserv Message #2023-71 and sent May 19, 2023, regarding the Department of Education's direct outreach (email) to students with an EFC of 0 informing them that the temporary student exemptions is expiring due to the ending of the Federal PHE, their potential eligibility for SNAP benefits (FNS), the timeline of the ending of the temporary exemptions, and how to apply for benefits. This listserv message also stated the email can be used as verification of the student's EFC of 0 if a student applies by June 9, 2023, or recertifies by June 30, 2023.
- Listserv Message #2023-72 and DCDL EFS-FNSEP-16-2023 sent May 22, 2023, providing clarifications for Text & Secure Messaging to households and Text Message - Questions & Answers, will be posted on FAST Help and ePASS.
- NC FAST Weekly Communication sent May 8, 2023, reminding counties to be mindful of application dates and make any necessary corrections before authorizing the application to prevent any issues that may occur due to the wrong date being entered. To ensure that the case start date is correct, the Eligibility Check start date should be reviewed prior to authorizing the application.
- NC FAST Weekly Communication sent May 15, 2023, stating Text and Secure Messaging pre-determined text have now been updated for English speaking clients only in NC FAST. Pre-determined text will be updated in Spanish at a later date.
- NC FAST Blue Communication sent May 16, 2023, informing counties that the issue causing the "Unhandled Server Exception" when attempting to run Eligibility Checks or make changes to the Household Relationship evidence was resolved.

PI:

- Listserv Message #2023-68 and DCDL EFS-EP-15-2023 sent May 15, 2023, regarding the request for current Claims Management Plans, due by the close of business on July 10, 2023, to dss.pi.questions@dhhs.nc.gov. Claims Management Plans must be submitted annually by April 30th, effective FFY 2024. If any questions or unsure of date of your county's last submitted Claims Management Plan, email dss.pi.questions@dhhs.nc.gov.
 - County staff requested the CQIS send this listserv message to them. The CQI Specialist sent it the same day.
- NC FAST Weekly Communication sent May 1, 2023, stating the batch to close Pandemic-Caused Overpayments was completed April 21, 2023. A report detailing the closed claims can be found on Fast Help Home Page>April 25, 2023> [230425 April 2023 Program Integrity Covid Closures](#).
- NC FAST Weekly Communication sent May 30, 2023, stating the batch to close Pandemic-Caused Overpayments was run this week and a report of closed claims has been posted to Fast Help, [230525 May 2023 Program Integrity Covid Closures](#). The final batch to close Pandemic-Caused Overpayments will run at the end of June to close any claims established meeting the Pandemic-Caused Overpayments criteria with overpayments periods between 03/01/2020 and 05/31/2023.

Energy:

- Listserv Message #2023-62 and DCDL EFS-FNSEP-14-2023 sent May 1, 2023, regarding the LIHWAP program ending and the detailed timeline. Counties must ensure all LIHWAP applications are processed timely, all checks written to providers, all county checks entered into NC FAST no later than Monday, July 3, 2023. Counties can view all LIHWAP applications that have not been processed using the daily NC FAST report NFOMD023U - Low Income Household Water Assistance Program (LIHWAP) Report. If the application status displays anything other than "Approved" in the last column named Program Application Status, the county has not processed the LIHWAP application. The system will delete all LIHWAP applications in "In-Progress" status and deny all LIHWAP applications in "Submitted" status after July 3, 2023. Counties can view all LIHWAP applications that do not have a check issued and logged in NC FAST, using the daily NC FAST report NFOMD023M - Energy Payment Request Detail. If the Payment Status displays as "Pledge Payment Pending" or "Pledge Payment Request Pending", counties should enter the County issued check to the provider information into NC FAST.
 - LIHWAP reminders:
 - All NC FAST reports can be exported to an EXCEL spreadsheet and filtered.
 - No new LIHWAP applications can be created in NC FAST after 5/31/2023.

- Change notices for the LIHWAP supplement will go out 7/10/2023.
- Counties can make changes for those change notices from 7/10/2023 - 8/10/2023.
- No further changes can be made by counties after 8/10/2023.
- Listserv Message #2023-64 sent May 8, 2023, regarding the requests submitted to move funds from the direct deposit fund to the county check fund and vice versa had been completed. These funding authorizations have been posted to the web and were attached to this listserv for your convenience.
- Listserv Message #2023-70 and NC FAST Blue Communication sent May 16, 2023, regarding a technical issue with the data between the Energy Provider Portal and NC FAST was resolved.
- Listserv Message #2023-74 sent May 24, 2023, regarding the county reallocations for CIP and LIEAP had been completed. These funding authorizations have been posted to the web and attached to the listserv for your convenience.
- NC FAST Weekly Communication sent May 8, 2023, reminding counties of the following:
 - The timer for CIP applications is based on the date of application entered and the last verification date entered. Counties should enter the **"Date of Interview"** and the **"Last Verification Date"** for the CIP timer to update correctly in NC FAST. If verifications are not received, the **interview date** needs to be entered in the **"Last Verification Date"** field to correct the timer.
 - Once the County Finance Office informs the County DSS that a **county issued** check payment has been issued to the Energy Provider, the County Energy User will need to record the check by entering the check number and check date into NC FAST. Counties can refer to the Job Aid: [Energy Payment Requests and Check Recording Process](#) for guidance on how to enter.
- NC FAST Weekly Communication sent May 15, 2023, informing counties that they will now see a new column titled **"Date of Interview"** added to the **Energy Processed Apps by Worker Detail** report located under O&M Reports for Energy in NC FAST. This column was added for users to be able to easily identify the interview date.

Other Discussion

FNS:

The CQI Specialist reminded county staff to ensure that the FNS part of dual WF and FNS applications is denied and rekeyed to prevent potential Cat-EI errors.

Energy:

The CQI Specialist reminded county staff that open enrollment for Energy providers begins in July 2023.

Program Staff Concerns

No staff concerns discussed during this meeting.

Follow-up

The next meeting will be the regional meeting scheduled for July 2023. More information regarding the date and time will be sent later. After that, the county's next one-on-one monthly contact will be August 8, 2023, as an on-site visit.

Statement of Annual Dues

July 1, 2023

North Carolina Association of County Boards of Social Services

Tax ID # 84-1728579

Membership Dues for Fiscal Year 07-01-2023 thru 06-30-2024

\$300.00

Please Remit to:

NCACBSS

JIM SIDES, TREASURER

150 Henkle Craig Farm Road

Salisbury, NC 28147

Telephone: 704-637-1297 home 704-467-5422 cell

Email: **jim.sides@yahoo.com**

Our mission is to train new members of the Social Services Boards for all 100 counties in their responsibilities as board members. We work together with the Directors Association to provide the yearly Social Services Institute where in-depth training is provided for board members and Social Services employees.

We thank you for your support!

If you have received this invoice in error, would you please consider forwarding to the appropriate individual? Please feel free to contact me via phone or email to update mailing information for the future.

If your county is not currently a member of the NCACBSS, please consider joining now. Visit **www.ncacbss.org** for more information.