

AGENDA

REGULAR MEETING

OF THE

October 25, 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 – September 27, 2023
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Three Minutes Per Person)
- VI. Information and Discussion
 - A. DSS Dashboard
 - B. Food & Nutrition Quality Control Active Case Review Findings Report
 - C. Fiscal Monitoring Report
 - D. Child Support Consult – letter dated October 4, 2023
 - E. Continuing Coverage Unwinding (CCU) Review – dated October 11, 2023
 - F. Kudo's
- VII. Old Business
 - Annual Report
- VIII. New Business
 - Next meeting – November 15, 2023 at 3:00 p.m. in the DSS conference room
- IX. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES

MINUTES

September 27, 2023

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, September 27, 2023, at the Social Services Building in Danbury, North Carolina. Board members present were Chairman Jan Spencer, Vice Chairman Darlene Bullins, Member Greg Collins, Member Sandy Smith, and Member Sonya Cox (via phone). Staff present was Social Work Supervisor Rebecca McLemore, Administrative Officer Angela Easter, and Contract Worker Cindy Joyce. Director Elmes was not in attendance due to being in training. Chairman Spencer called the meeting to order at 3:00 p.m.

Contract Worker Cindy Joyce introduced Administrative Officer Angela Easter who replaced Becky East in this administrative position.

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. Vice Chairman Bullins motioned to approve the agenda as presented. 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 August 23, 2023 meeting. Vice Chairman Bullins motioned to approve the consent agenda as presented. Member Collins seconded and the motion passed 5-0.

Board Member Comments

Chairman Spencer stated she is enjoying the fall weather but is concerned about the upcoming winter and what needs our clients may incur. Member Collins expressed his concerns about the impact of the possible government shutdown regarding our clients benefits and noted he enjoyed teaching the recent CPR class for agency foster parents and staff. Vice Chairman Bullins echoed what Member Collins expressed his concerns about the possible government shutdown and the impact it might have on our clients' benefits. Member Cox extended her apologies for not being able to attend today's meeting but would be present at the next meeting.

Public Comments

There were no public comments.

Other items on the agenda for discussion were as follows:

DSS Dashboard

➤ Food and Nutrition Services

SWS McLemore noted the performance measures for the Food and Nutrition Unit as being 71% for application timeliness and 33% for recertification timeliness with the target goal for each being 95%. SWS McLemore shared that the unit has been struggling due to two workers only being employed for three months and two other workers that just started September 25th. The unit is now fully staffed and working really hard with the anticipation that the numbers will show improvement moving forward. The volume of work is too much even with help from other units in the agency. Chairman Spencer confirmed with Contract Worker Joyce that benefits stop until the re-certification is completed. Chairman Spencer confirmed with SWS McLemore that DSS is receiving more complaints regarding re-certifications but working closely with the outreach ministries for assistance. DSS has an emergency supply of food onsite and has Food Lion gift cards available as needed.

➤ **Medicaid**

SWS McLemore shared there has been an increase in Medicaid applications possibly because citizens may not know that Medicaid Expansion has been postponed with a possible implementation date of December first.

➤ **Agency Vacancies**

SWS McLemore shared the agency continues to struggle filling the following vacancies:

- Child Protective Services In Home Services - one
- Social Worker in Foster Care – two

Child Support Review

SWS McLemore shared that the information from the August 10, 2023 review was good. While some of the percentages for goals were slightly below target, the child support representative stated the agency's unit was doing a good job. She added there are variables beyond the agency's control such as the court system, dealing with other states, and that DSS is not a bill collector as it relates to the percentages.

Continuous Quality Improvement Technical Assistance Report – Work First

SWS McLemore shared that there were no concerns noted during the county conference call on September 12, 2023. She shared the agency's Work First Program is being monitored in October.

Local Management Entity/Managed Care Organization Dashboard – Vaya

SWS McLemore passed out a handout detailing the dashboard which shows the number of children across the state that each LME/MCO currently works with that are in Emergency Departments, DSS offices, Psychiatric Residential Trauma Facilities (PRTF), and State Psychiatric Hospitals. The Board briefly discussed the issues and possible causes affecting the measures. Chairman Spencer asked how long the wait list is for Innovations. Staff will follow up with Director Elmes concerning this.

Miscellaneous

SWS McLemore shared one of the social workers received kudos from Judge Langan for working so hard for our foster children. In addition, one of the foster teens wrote a journal about their social worker which viewed them as a hero.

Old Business

SWS McLemore shared effective November 16, 2023; unlicensed kinship providers will be eligible to receive half of the board rate that licensed homes receive. This relates to Senate Bill 20, which established a reimbursement amount to assist in supporting unlicensed kinship care providers who are related by blood, marriage, or adoption. After looking at current budget expenses, it was determined that no additional money needs to be requested at this time. Director Elmes will closely monitor this funding.

New Business

Chairman Spencer noted the county is going to start using new evaluation forms for employees. She advised the anniversary date for Director Elmes is in August. She stated the Board may want to wait until later to complete Director Elmes evaluation. Member Cox stated the Board does not have to use the same evaluation form. Chairman Spencer stated the Board could look at the evaluation form and possibly add it to the agenda for November.

Annual Report – SWS McLemore advised that Director Elmes would like to have input and feedback on the annual report by October 6th. The annual report is currently in draft form and provides information from the Director along with statistical information on each program.

Chairman Spencer noted the next meeting is October 25, 2023 at 3:00 p.m. Chairman Spencer will be unable to attend due to being out of town.

With no further business, Chairman Spencer entertained a motion to adjourn. Member Smith motioned to adjourn the meeting. Member Cox seconded and the motion passed 5-0. The meeting was adjourned at 3:42 p.m.

Stacy Elmer
Secretary

10/16/2023
Date

Stokes County DSS Dashboard 2023

	July	August	September	Qrt. Total	Annual Total
ADULT SOCIAL WORK SERVICES					
Guardianship Cases	33	32	31		
New APS Reports Received	23	16	17	56	56
APS Reports Accepted	11	7	7	25	25
Investigations Initiated Timely [Goal 95%]	100%	100%	100%		
Outreach Visits	9	5	6	20	20
In Home Aide Programs	9	9	9		
Community Alternatives Program (CAP/DA)	52	52	48		
Representative Payee	7	7	7		
SA - In-Home	51	50	53		
Placement	0	0	0		
Adult Care Homes Monitored	3	2	1		
Total Requests for CIP	38	48	34	120	120
CIP Expenditures	\$6,304	\$7,061	\$4,200	\$17,565	\$17,565
Total Requests for LIEAP & LIEWAP	0	0	0	0	0
LIEAP Expenditures	\$0	\$0	\$0	\$0	\$0
Unclaimed Bodies	1	0	0	1	1
Staff Hours Spent at Shelters	0	0	0	0	0
CHILD CARE SUBSIDY					
Children Receiving Services	151	156	152		
Expenditures	\$72,826	\$76,523	\$84,567	\$233,916	\$233,916
Waiting List	0	0	0		
CHILD PROTECTIVE SERVICES					
CPS Reports Received	42	27	46	115	115
CPS Reports Accepted	18	15	28	61	61
Children Opened	29	32	48	109	109
Open Reports	14	10	28		
Reports Substantiated/Services Needed	5	3	5		
Open Case Management	15	12	12		
Courtesy Requests	8	5	5	18	18
Substance Affected Infants Reported to DSS	1	2	1	4	4
Substance Affected Infants Accepted for Inv.	1	2	1	4	4
Reports Initiated Timely [Goal 95%]	96%	97%	100%		
Reports Completed Timely [Goal 75%]	75%	82%	75%		
Children Remaining at Home [Goal 95%]	83%	86%	94%		
CHILD SUPPORT					
Number of Children Served	980	962	967		
Total Collections	\$165,681	\$163,413	\$167,489	\$496,583	\$496,583
Paternities Established	3	4	4	11	11
New Court Orders	1	5	8	14	14
FISHING LICENSE WAIVERS					
Fishing License Waivers	10	7	3	20	20
FOOD & NUTRITION SERVICES					
Total Households	3,280	3,163	3,074		
Total Individuals	6,413	6,185	6,018		
Report Card (App. Timeliness) [Goal: 95%]	84%	71%	85%		
Report Card (Recert. Timeliness) [Goal: 95%]	66%	33%	54%		
Benefits Distributed	\$ 950,728	\$ 906,986	\$904,017	\$2,762,731	\$2,762,731

2023	July	August	September	Qtr. Total	Annual Total
FOSTER CARE					
Children Entering Care	5	5	3	13	13
Total Children in Care	92	95	92		
Children Discharged	4	3	5	12	12
Children in Care Over 1 Year	56	58	52		
% Receiving a Monthly Visit [Goal 100%]	100%	100%	100%		
% Visited in the Home [Goal > 90%]	90%	82%	91%		
Foster Care 18-21	6	6	6		
Monitoring of Children No Longer in Custody	3	2	1		
Licensed Foster Homes	15	15	16		
Sanctioned Homes	1	1	1		
# of Individuals/Families Receiving Training	three	three	five		
Recruitment Events Held	2	4	3	9	9
Foster Care Costs (county/state/fed)	\$109,516	\$112,115	\$98,548.00	\$320,179	\$320,179
Children Free For Adoption	14	11	10		
Children Open for LINKS	93	92	92		
Adoptions Completed	1	3	0	4	4
Adoption Assistance Cases	194	196	196		
Adoption Assistance Costs (fed & state)	\$929	\$31,555	\$1,624	\$34,108	\$34,108
MEDICAID [ADULT, FAMILY & CHILDREN'S]					
# of Cases	9,160	9,242	9,328		
Report Card (Timeliness) [Goal: 85%]	100%	99%	99%		
Public Assistance Hearings (All Areas)	1	4	1	6	6
MEDICAID TRANSPORTATION					
Clients Served	142	227	147		
Trips Provided	1,061	1,690	697	3,448	3,448
Monthly Cost	\$45,629	\$53,485	\$32,357	\$131,471	\$131,471
PROGRAM INTEGRITY					
New Claims Established	\$0	\$1,671	\$0	\$1,671	\$1,671
Total Collections	\$3,942	\$3,763	\$4,089	\$11,794	\$11,794
Retained in County	\$738	\$704	\$788	\$2,230	\$2,230
SPECIAL ASSISTANCE					
# of Special Assistance Cases	131	130	133		
Benefits Distributed	\$63,780	\$53,817	\$56,362	\$173,959	\$173,959
SA/MH LIAISON					
Number of Referrals during the Month	17	9	7	33	33
Open Cases at end of Month	50	43	40		
VACANCIES					
Social Work	5	5	3		
Clerical/Income Maintenance/Child Support	3	2	0		
WORK FIRST					
Total Work First Cases	44	47	47		
Number of Child Only Cases	44	47	47		
Employment Cases	0	0	0		
Benefits Distributed	\$9,391	\$10,170	\$9,923	\$29,484	\$29,484
OTHER					
Voter Registrations	7	3	6	16	16
Walk-In Traffic	1,121	1,062	1,063	3,246	3,246

NC Division of Social Services Food and Nutrition Services
Quality Control Active Case Review Findings Report

1

QC Review # _____ QC Review Month 6/23

Case Name _____ Case ID# _____ Stokes _____
County Name _____

QC Review Month Allotment \$ 66 Error Amount \$ _____

☒ Correct _____ Additional Information Section below
☐ Incorrect _____ Overissuance _____ Underissuance _____ Totally Ineligible
☐ Dropped Reason: _____

If dropped for refusal to cooperate, the FNS household member(s) who refused to cooperate with QC is (are):

Listed members cause the entire household to be ineligible through 02/02/24 or until the listed members comply, whichever comes first. The penalty for non-compliance is ineligibility for the household. Refer to the Creating a Sanction Job Aid for entering the penalty. Notify State staff via email to QC.Error.Response@dhhs.nc.gov of implementation of the penalty within 10 days of receipt of this report. Include information about this report in NC FAST notes. If the household member wants to cooperate with the review on 02/02/24 or earlier, please contact:

(Name)

(Phone Number)

(Email Address)

If dropped for failure to cooperate, the member does not cause the household to be ineligible. Please notify QC if contact is made with the household prior to 02/02/24. Include information about this report in NC FAST notes.

Note: Include the QC Review # in the subject line of your email notifications to State staff.

Application Processing Timeliness Information

Date of Application under Review: _____

<input type="checkbox"/> Benefits Accessible by the 30 th day	<input type="checkbox"/> Expedite Benefits Accessible by the 7 th day
<input type="checkbox"/> Benefits Accessible after the 30 th day	<input type="checkbox"/> Expedite Benefits Accessible after the 7 th day
<input type="checkbox"/> N/A - Benefits Accessible after the 7 th /30 th day with good cause	<input checked="" type="checkbox"/> N/A - Recertifications or Applications (including late recertifications/reapplications) taken prior to the current Federal Fiscal year
<input type="checkbox"/> N/A - Agency unable to locate the signed application	<input type="checkbox"/> N/A - Pended application due to regulatory delay

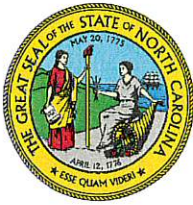
Recertification Processing Timeliness Information

Date of Recertification under Review: 1/9/23 Date of Normal Issuance: 13th

☒ Timely _____ Client caused delay _____
☐ Agency caused delay _____ N/A - No recertification within past 12 months _____
☐ N/A - Not yet due for recertification _____

Additional Information – Error Amount ≤ QC Error Threshold (\$54) / Discrepancy

This case was reported as a correct case.



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September 19, 2023

Food & Nutrition Services (FNS), Medicaid, NC Health Choice, CCDF (Child Care and Development Fund), Child Support (IV-D), TANF, Work First Maintenance of Effort, Low Income Home Energy Assistance Program (LIHEAP), Foster Care Title IV-E Administration, Adoption Assistance Title IV-E Administration, Social Services Block Grant (SSBG), additional programs as deemed necessary.

FISCAL MONITORING REPORT

DSS County: Stokes

Monitoring: August 24, 2023

☒ On-Site

Review Period: February 2023 and April 2023

☐ Virtual

I Purpose

To review DSS-1571 fiscal reporting for staff costs and purchase of services for Food & Nutrition Services (FNS), Medicaid, NC Health Choice, CCDF (Child Care and Development Fund), Child Support (IV-D), TANF, Work First Maintenance of Effort, Low Income Home Energy Assistance Program (LIHEAP), Foster Care Title IV-E Administration, Adoption Assistance Title IV-E Administration, and Social Services Block Grant (SSBG) to determine if costs are claimed correctly.

II Monitoring Review

The Division of Social Services conducted a formal monitoring of randomly selected Food & Nutrition Services (FNS), Medicaid, NC Health Choice, CCDF (Child Care and Development Fund), Child Support (IV-D), TANF, Work First Maintenance of Effort, Low Income Home Energy Assistance Program (LIHEAP), Foster Care Title IV-E Administration, Adoption Assistance Title IV-E Administration, Social Services Block Grant (SSBG), State In-Home, TANF to SSBG and CPS/APS Cares Covid-19 expenses. The DSS County Fiscal Monitoring Worksheet is attached for additional information. The monitoring included a sample of **February 2023** and **April 2023** reported expenditures and revenues. This monitoring does not guarantee all errors have been found. Reporting is the responsibility of the county. Noted below are the results:

Part I – Salary and Fringe Benefits

<u>Finding</u>	None
<u>Source</u>	None
<u>Required Action</u>	None
<u>County Response</u>	None Required

Part II - General Administrative Costs

Finding 2023-01

Review of April 2023 found travel/training expenses for \$113.36 reported incorrectly. Specifically, \$61.17 was reported to 310-E&E Allowable General Administrative Support of which \$19.72 should have been reported to 349-General Services Support and \$41.45 should have been reported to 801-Non-E&E General Income Maintenance Support. In addition, \$12.75 was reported to 359-General Income Maintenance

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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Support instead of 801-Non-E&E General Income Maintenance Support and \$39.44 was inadvertently over-reported to 349-General Services Support.

Source

General Ledger
Agency Invoices
DSS Fiscal Manual

Required Action

The agency must subtract \$61.17 from 310, subtract \$39.44 from 349, subtract \$12.75 from 359, add \$19.72 to 349, and add \$54.20 to 801.

County Response

This will be completed on the September 1571.

Finding 2023-02

Review of April 2023 found the agency reported an expense for a server for \$22,104.35 to 383-ADP Equipment General Administration that is subject to ADP approval without prior approval. Furthermore, per the Fiscal Manual, Section II A-4 & C-1, since the unit cost is more than \$5,000.00, the cost should be depreciated, and is only allowable for state and federal financial participation when written approval has been granted by the Controller's Office.

Source

General Ledger
Agency Invoice
ADP Approval Letter, 10/11/2022

Required Action

The agency must subtract \$22,104.35 from 383. The agency should submit an ADP plan for approval and submit written approval to the Controller's Office via the Direct Charge, Expense or Depreciate Equipment form. Once approvals are received the agency may then claim reimbursement as indicated in the approval letters.

County Response

This will be completed on the September 1571.

Part IV – Purchased Services

Finding

None

Source

None

Required Action

None

County Response

None Required

III CONCLUSIONS

Adjustments are needed on Part II. No adjustments are needed on Part I or Part IV. The findings in this report were shared with Becky East, Fiscal Officer in an exit conference. If you have any questions about the monitoring findings or process, please do not hesitate to contact the fiscal compliance monitor. Your Local Business Liaison is also available to provide technical assistance in completing adjustments.

IV APPEAL

If the county disagrees with the monitoring results, the appeal process is to submit a written appeal to Kim Goodwin, kimberly.goodwin@dhhs.nc.gov, Lead Fiscal Monitor & Local Business Liaison, Division of Social Services, no later than thirty (30) days from the date of this letter.

Submitted By: Joyce Blackburn, Fiscal Compliance Monitor

cc: Kim Goodwin, Lead Fiscal Monitor & Local Business Liaison
Caroline Hedrick, Local Business Liaison



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DSS County Fiscal Monitoring Worksheet

Local County Social Service Agency: Stokes

Director: Stacey Elmes

Fiscal Officer: Becky East

Periods Monitored: February 2023 and April 2023

Fiscal Compliance Monitor: Joyce Blackburn

Date of Visit: August 24, 2023

☒ On-site

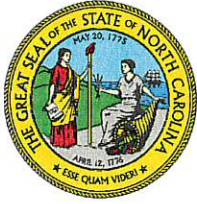
☐ Virtual

Monitoring Procedure		Comments / Findings
GENERAL		
I. Review the DSS Internal Control Questionnaire and assess the risk that internal control structure will ensure that costs charged to the grant are in accordance with the terms of the grant.		DSS Subrecipient Self-Assessment of Internal Controls and Risks dated 5/10/2023 reviewed with no weakness related to DSS noted by the agency.
II. Review Petty Cash reconciliation if applicable.		No Petty Cash
III. Verify the organization has or expects to have an audit in accordance with Government Auditing Standards. If an audit has been performed, determine if there are any audit findings related to DSS. Based on your review of the audit findings determine additional fiscal areas to be monitored.		No correspondence has been received from Internal Audit indicating there are DSS findings for the Single County Audit FY ending June 30, 2022.
DSS-1571 Part I (Administrative Costs)		
• 1571 Part I, Payroll Journal and General Ledger reconciled		February 2023 Reconciled and Balanced
• All agency staff providing direct client service record their time on a daysheet and the time is reported to the State in the Service Information System (SIS).		Yes Reconciled and Balanced
• The agency utilizes SIS Import to report direct client service time in NC-CoReLS. Effort Detail Audit Reports – Employees w/ Modified Records and Employees w/ Multiple Import Sources are reconciled by monitor to Part I for minutes coded to Program Codes.		Yes Yes
• All agency staff FTEs reported according to time worked.		No Deficiencies No Deficiencies

Monitoring Procedure		Comments / Findings	
• Verify coding for workers on extended leave.		No Deficiencies	No Deficiencies
• Is all time accounted for on the daysheet?		No Deficiencies	No Deficiencies
• Other coding deficiencies?		No Deficiencies	No Deficiencies
DSS-1571 Part II		February 2023	April 2023
• General Ledger General ledger reconciles to expenditures claimed – review cost allocated codes 310, 311, 349, 359, 361, 380, 381, 382, 383, 801, 802, 803, 804		No Deficiencies	310 over-reported \$61.17 349 over-reported \$19.72 359 over-reported \$12.75 383 over-reported \$22,104.35 801 under-reported \$54.20
• FNS and Employment & Training Vouchers 245, 354, 362, 404, 411, 458, 461		No Entries	No Entries
• Medicaid 412, 421, 433		No Deficiencies	No Deficiencies
• Special Assistance 434, 444		No Deficiencies	No Deficiencies
• IV-D 123, 423, 424, 432, 449, 450		No Deficiencies	No Deficiencies
• TANF 060, 089, 200, 203, 204, 205, 206, 207, 227, 246, 276		No Entries	No Entries
• Work First Maintenance of Effort (MOE) 043, 049, 221, 225, 232, 233, 234, 235, 277		No Deficiencies	No Entries
• LIHEAP/LIEAP ARPA/CIP/LIHWAP 352, 358, 360, 372, 379, 416, 418, 492, 495, 498		No Deficiencies	No Deficiencies
• IV-E Foster Care Administration and IV-E CPS 074, 097, 230, 302, 355, 363, 364, 431		No Entries	No Entries
• IV-E Adoption Assistance Administration: 095, 132, 133, 304		No Entries	No Entries
• Links 290		No Entries	No Entries
• SSBG Administration 050, 088, 101, 170, 190, 308, 321, 323, 331, 332, 333, 334, 335, 345		No Entries	No Entries
DSS-1571 Part IV		February 2023	April 2023
• IV-D Fees Fees are posted to county general ledger and receipts issued. Fees reported on 1571 – Fund ID: 3		No Entries	No Entries
• TANF Fund ID: T		No Entries	No Entries
• Work First Maintenance of Effort (MOE) Fund ID: W		No Entries	No Entries
• Food and Nutritional Services Fund ID: S		No Entries	No Entries
• IV-E Foster Care Administration and IV-E CPS		No Entries	No Entries

Monitoring Procedure	Comments / Findings	
Fund ID: R, X		
• Family Reunification Fund ID: V	No Entries	No Entries
• Adult Day Care Fund IDs: A, M, D, F	No Entries	No Entries
• Links Fund ID: K	No Entries	No Entries
• State In Home Fund ID: 7, 8, P	No Deficiencies	No Deficiencies
• TANF to SSBG Fund ID: L	No Entries	No Entries
• Refugee Assistance Fund ID: 1	No Entries	No Entries
• Permanency Planning Fund ID: G	No Entries	No Entries
• CPS State Fund ID: N	No Entries	No Entries
• TANF CPS & FC/Adoption Fund ID: Q	No Entries	No Entries
• Smart Start Fund ID: U	No Entries	No Entries
• SSBG Administration Fund IDs: 3, 4, H	No Deficiencies	No Deficiencies

Monitoring Procedure	Comments / Findings	
CONSOLIDATION / OTHER COUNTY DEPARTMENTS		
Is the DSS part of a Consolidated Human Services Agency? Are other County Departments / Programs supervised / administered by DSS staff?	Stokes County DSS is not a part of a consolidated human services agency, and no other departments or programs are supervised or administered by DSS staff.	
GRANTS		
Is the agency a recipient of grants awarded from non-DSS agencies or entities? If so, does the grant fund a non-DSS funded service? Is there a cost-share or match requirement? Is DSS staff time utilized for the match? Does any DSS staff provide services funded by the grant? Are any DSS staff salaries funded by the grant?	Stokes County DSS is not the recipient of grants awarded from non-DSS agencies or entities.	



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

October 4, 2023

Dear Ms. Elmes:

On September 22, 2023, Jennifer and I conduct a conference to discuss statistical information, information updates, and county concern.

Incentive statistics are available through August 2023. The Total Collections benchmark for this month is 16.66%. The unit is below the State Average for Total Collections (15.84%) at 15.55%. The unit has achieved/exceeded the 2023-24 goals in the areas of Cases Under Order (90%) at 92.50 % and Current Collection (68.60%) at 70.97%. This is wonderful work! The unit is ON track in the area of Paternity (100%) at 90.69%. The unit is OFF track in the area of Arrears Collection (63.69%) at 31.07%. Last year at this time the unit was at 37.17% in the area of Arrears Collection. I will continue to suggest reports that may increase incentive areas. Reports suggested/provided: Income Withholding, no payment, Undistributed, and % of Cases with Arrears, no payment.

Goals 2023-24					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,097,557.35	100	90	68.60	63.69	
Current	08/23				
15.55<	90.69>	92.50>*	70.97>*	31.07<	85.74>

*-Exceeding/achieving goal

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Self-Assessment scores are available through August 2023. The unit is in compliance with seven of the nine areas of Self-Assessment. The unit is out of compliance in the area of Six month Expedite at 68.32%, and Interstate at 57.69%. Compliance in these areas is 75%. Management continues to explore work process and reports to assist in these areas. All other areas have a compliance level of 82% or better. Reports suggested/provided: P/F for Six Month Expedite, and Interstate.

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 100%. 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	September	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.Newsoms@dhhs.nc.gov) or call me at (336)788-5857.

Sincerely,
Mrs. Kenya Newsome
Child Support Program Representative

Cc:
Jennifer Bennet
Cindy Amos



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

Date: 10/11/2023

To: Director of Social Services
Medicaid Staff

From: L Watson-EI, Quality Assurance

RE: Continuous Coverage Unwinding (CCU) Review

App Ref #: n/a Case #:

QA Rev #:

The attached information details the Division's findings for the above referenced app/case based on the statewide Continuous Coverage Unwinding (CCU) review conducted for your county.

Please review the attached DHB-7002 Case Findings Report, DHB-7001 Error Response, and DHB-7005 Case Correction Verification form.

The DHB-7001 Error Response provides opportunity to concur or rebut error findings and must be completed and returned via zixmail by the due date indicated on the form. Please zixmail the completed form to your auditor as instructed on the DHB-7001.

- If in concurrence with the error finding, please remit the DHB-7001 and proceed with making case corrections. Please remit the DHB-7005 Case Correction Verification form with proof of case corrections within 20 calendar days or less, as noted on the DHB-7005. Please describe the case corrections that have been made for the issue(s) cited, as well as provide verification of those corrections. Be specific when giving details regarding the corrections made for the case under review.
- If refuting an error finding, please remit the DHB-7001 and supporting documentation within 5 workdays, as noted on the DHB-7001.

If you have any questions, please contact me via email.

L Watson-EI

Quality Assurance, NC Medicaid

cc: Quality Assurance Staff
Operational Support Team Representative

NC MEDICAID

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

LOCATION: 1985 Umstead Drive, Kirby Building, Raleigh NC 27603
MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501
www.ncdhhs.gov • TEL: 919-855-4100 • FAX: 919-733-6608

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

North Carolina Division of Health Benefits – OCPI/QA
CASE FINDINGS REPORT

Sample
Month: 08/23

Date: 10/11/2023

To: Director, Stokes County Department of Social Services
From: L Watson-El, Quality Assurance

Individual Name:

App #: n/a

Case #:

CNDS ID:

Prog/Class: MIC/N

QA Rev #:

Type of Action: ☐ App/Reapp ☐ Redeterm ☒ Term - True Term ☐ Term - Prog Change ☐ Denial ☐ Withdrawal ☐ Inquiry

Date of Action: 08/31/2023

Certification Period:

Authorization Period:

Date of Application:

(Denials/Withdrawals only)

INSTRUCTIONS FOR CASE CORRECTIONS:

The County DSS must implement case corrections for error(s) cited on the case. Verification of case corrections should be reported to your auditor within twenty (20) calendar days or less from the date of this DHB-7002 Case Findings Report. Please use the DHB-7005 Case Correction Verification to report case corrections made. Immediate action is critical in reducing additional months of ineligibility and/or erroneous claims/overpayments for cases where eligibility was incorrectly determined. Please reach out to your OST Representative for policy guidance prior to taking corrective action, if needed.

CASE FINDINGS: ☐ Correct Case ☐ Eligibility Error ☐ Eligibility Error w/ Internal Control Error(s) ☒ Internal Control Error(s) Only

ACTIVE ERRORS

ELIGIBILITY ERROR: Eligibility Determined Incorrectly

☐ Age/Gender ☐ HH Comp/MAGI FS ☐ Health Ins/Medicare ☐ Unearned Income ☐ Vehicle/Pers Prop ☐ MAGI Ded/Exp
☐ Citizenship/ID/Immig ☐ Living Arrangement ☐ Other Categ Requirmnts ☐ Bank Accts/COH ☐ Life Insurance ☐ Budget/Prog-Class
☐ SSN ☐ Disability ☐ Wages/Other Earned ☐ Other Liquid Assets ☐ Non-Liquid Assets ☐ Deductible
☐ Residency ☐ Blindness ☐ Inc Self-Employment ☐ Real Property ☐ Non-MAGI Ded/Exp ☐ Forced Elig

INTERNAL CONTROL ERROR(S):

☐ Timeliness ☐ Notice ☐ Stop Processing Timer
☐ Age/Gender ☐ HH Comp/MAGI FS ☐ Health Ins/Medicare ☐ Unearned Income ☐ Vehicle/Pers Prop ☐ MAGI Ded/Exp
☐ Citizenship/ID/Immig ☐ Living Arrangement ☐ Other Categ Requirmnts ☐ Bank Accts/COH ☐ Life Insurance ☐ Budget/Prog-Class
☐ SSN ☐ Disability ☐ Wages/Other Earned Inc ☐ Other Liquid Assets ☐ Non-Liquid Assets ☐ Deductible
☐ Residency ☐ Blindness ☐ Self-Employment ☐ Real Property ☐ Non-MAGI Ded/Exp ☐ Forced Elig

NEGATIVE ERRORS

ELIGIBILITY ERROR: Denial, Withdrawal, Termination and/or Inquiry Errors

☐ App denied in error ☐ App withdrawn in error ☐ Case terminated in error ☐ Improper inquiry

INTERNAL CONTROL ERROR(S): ☐ Timeliness ☒ Notice ☐ Stop Processing Timer ☒ Other Policy/Procedure

**Brief
Description
of Negative
Error(s)**

MQA SUMMARY OF ERRORS

Explanation of All Errors Cited, including Applicable Policy Manual References:

Agency initiated recertification.

A/B is a 21 yo female who is a tax filer, single, not pregnant, caretaker or disabled. Resides with her parent who is a non-filer.

Agency ran on-lines, determined a/b's income exceeds MAF/D income limit for family size. Agency mailed NCFAS20020 and DHB-5097; a/b failed to provide requested verification.

Agency mailed timely DSS-8110 to terminate benefits. DSS-8110 indicates the change will be made because "you no longer meet age requirements".

QA agrees with Agency determination, however, finds the reason on the DSS-8110 is inaccurate.

Cites Internal Control Error:

DSS-8110 indicated incorrect reason for termination.

Medicaid Manual Reference(s):

MA-3421, MA-3430

IMPORTANT: If unsure of appropriate corrections for error(s) cited, please reach out to your OST Representative for policy guidance and/or clarification prior to taking corrective action.

cc: Quality Assurance Staff
Operational Support Team Representative

Stacey S. Elmes

From: Stacey S. Elmes
Sent: Wednesday, September 27, 2023 10:24 AM
To: Rhonda S. Martin; Cynthia Amos; Patty Fulp
Subject: Re: PATTY FULP

Hi there.

This is absolutely awesome and I would expect nothing less. Patty is awesome!!! What a very nice email and so glad this person said this to Patty!!! She's one of our many heroes at the office!!!

Stacey S. Elmes, Director
Stokes County DSS
PO Box 30
Danbury, NC 27016
(336) 593-2861
www.co.stokes.nc.us

From: Rhonda S. Martin <rsmartin@co.stokes.nc.us>
Sent: Wednesday, September 27, 2023 8:46 AM
To: Stacey S. Elmes <selmes@co.stokes.nc.us>; Cynthia Amos <camos@co.stokes.nc.us>
Subject: PATTY FULP

9/26/2023--- PATTY WAS HELPING ONE OF SHERRIES CLIENT AND THE CLIENT STATED THAT PATTY WAS A 12 OUT OF 1-10 AND SHE NEEDED TO TELL HER SUPERVISOR THAT SHE NEEDS A RAISE.

9/27/2023---CLIENT CALLED PATTY THIS MORNING AND SAID THAT SHE WANTED TO CATCH PATTY EARLY THIS MORNING BEFORE SHE STARTED SAVING THE WORLD.

Thank you
Rhonda S. Martin
Adult Medicaid Supervisor
Stokes Co DSS
336-593-2861 ext.1101
rsmartin@co.stokes.nc.us

Stacey S. Elmes

From: Rhonda S. Martin
Sent: Tuesday, October 10, 2023 8:44 AM
To: Stacey S. Elmes; Cynthia Amos
Subject: FW: phone conversation

Please see below another compliment for Patty !!

*Thank you
Rhonda S. Martin
Adult Medicaid Supervisor
Stokes Co DSS
336-593-2861 ext.1101
rsmartin@co.stokes.nc.us*

From: Holly Hooker <hhooker@co.stokes.nc.us>
Sent: Tuesday, October 10, 2023 8:23 AM
To: Rhonda S. Martin <rsmartin@co.stokes.nc.us>
Subject: phone conversation

I witnessed a conversation that Patty had with a client on Friday (via speaker phone). The client stated that they were very thankful for Patty and they were very appreciative of all her hard work for them. Just thought I would share.

*Thank you,
Holly Hooker, IMC II
Stokes County DSS
Post Office Box 30
1010 Main Street
Danbury, NC 27016
(336)593-2861 ext. 1133*

STOKES COUNTY DEPARTMENT OF SOCIAL SERVICES

ANNUAL REPORT FOR FISCAL YEAR 2022-2023

A Message from the Director...

As I review the work completed by the employees at DSS each year, I am always so proud of the work that is accomplished. DSS employees work tirelessly to ensure our agency stands ready to help individuals in the community who find themselves in need. Finding a more dedicated group of employees to work towards a common goal, I'm convinced, cannot be found. This work is demanding and thankless and I am honored to work alongside each of the DSS employees in the work that is completed. While our employees don't wear badges or capes, they are everyday heroes and deserve much recognition for the work they do.

Stacey Elmes

ADULT SERVICES

- 194 **Adult Protective Services (APS)** reports were received.
- 99 APS reports were evaluated and 15 of these reports were substantiated for abuse, neglect, or exploitation.
- 36 visits were made to offer services to families experiencing a need for adult social work services.
- 100 % of Adult Protective Services (APS) reports were initiated timely.
- **Court appointed guardian** for 33 individuals to ensure the individual's health and safety needs were met.
- **Representative Payee** for 7 individuals to ensure their basic needs for food, clothing and shelter were met.
- 6 assisted living facilities were monitored to ensure compliance with state and federal rules.
- 9 elderly and disabled adults received **In-Home Aide** services enabling them to remain in their own homes.
- 60 individuals received **Special Assistance In-Home** services to assist with advanced needs, enabling them to avoid out-of-home placement.
- 67 adults received services from the **Community Alternatives Program**, enabling them to remain safely in their homes.
- 214 families received benefits in **Crisis Intervention/Emergency Assistance** funds to meet a life-threatening or health related heating or cooling emergency.
- 390 families received a one-time benefit in **Low Income Energy Assistance** funds to assist in meeting heating, cooling, or water needs.

CHILDREN'S SERVICES

- 320 **Child Protective Services (CPS)** reports were received.
- 166 CPS reports involving 324 children were accepted for investigation or assessment.
- 77 reports were substantiated for abuse, neglect, or dependency.
- An average of 18 cases were open each month for **Case Management** services.
- 22 new children entered **Foster Care**.
- A total of 101 children were served in Foster Care.
- 7 new **Foster Homes** were licensed.
- 16 foster homes were supervised.
- 93% of children who were investigated were able to remain safely in their own homes.
- **Adoption Services** were provided to 38 children and their biological and adoptive families. Eight adoptions were finalized.

It has been almost 6 years since I made the decision to spend my career in the service of others. The context of my job centers around determining Medicaid eligibility for the elderly and disabled individuals in our county. Working with them reminds me of the great need for advocacy in this demographic. There is no greater reward in my job than when I am able to assist a family with ensuring that the financial burdens of long-term care will not fall on their loved one. When I am working with the disabled, I am reminded of how often we take for granted the blessings of health and prosperity. Many of our disabled individuals carry a strength and determination that is unmatched. Often, I find that while I am offering encouragement to them, they are the ones that end up encouraging me. I believe that there is no greater purpose in one's life, than a life that is spent in helping others.

Holly Hooker, Income Maintenance Caseworker

From a teen in foster care:

Today we need heroes. Heroes can be taken as police, firefighters, and military. To me I feel like social workers and child protective services personnel are big heroes in today's society. Many children today do not get to grow up in good reliable homes. Social workers for child protective services can get children out of awful circumstances and help them restabilize in a safe home. Some people may think taking a child from their parents is wrong but ultimately getting the child out of abusive circumstances can change how the adults think and help the children have better futures to then help more people.

FAMILY SUPPORT SERVICES

- \$1,116,257 was collected in **Child Support** payments for 1,024 children.
- Paternity was established for 50 children.
- 57 new court orders for support were established.
- An average of 148 children received monthly **Child Care Subsidy** payments enabling their caretakers to work outside the home.
- \$6,143 was recouped by our **Program Integrity** program from individuals who had received incorrect benefits.
- An average of 45 individuals received **Work First Family Assistance** services per month, including a monthly benefit check to participants who met program requirements.
- An average of 6,895 individuals received **Food and Nutrition** benefits each month.
- \$7,692,402 in Food and Nutrition benefits were issued.
- An average of 9100 cases were served monthly with **Medicaid** benefits.
- An average of 148 individuals per month received **Non-Emergency Medicaid Transportation** services totaling \$289,360.
- 56 individuals received assistance from the **Substance Abuse/Mental Health** Liaison.
- 5,311 people came to the agency for services.
- 12 individuals completed **Voter Registration** forms.
- Gift baskets were provided to 6 newly diagnosed breast cancer patients by our staff led **Breast Cancer Support Group**. Each person also received a check for \$100.
- Agency **Blessing Booth** (a small food bank) helped individuals with \$3,200 in food products.

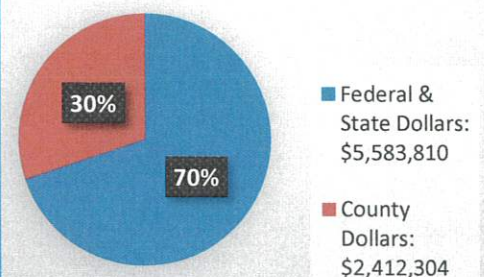
Thanks for listening and for all the help you have given me and my family in these difficult times in our lives. It was difficult to ask for help but with my precious family and knowing how much we have paid in over the years, I decided that my family's well-being was more important, and I realized it was okay to ask for help from a system that utilizes our tax dollars when we found ourselves needing the help.

Food and Nutrition Recipient

I am a Licensing and Permanency Planning Social Worker. I help families and individuals become licensed so they can be foster parents for Stokes County. I also help reunite biological families and when that isn't possible, create another form of permanency for children through adoption or guardianship. I love this work and my role here because I truly believe we are helping children and families. This is a challenging job, and a lot of days are long and difficult, but I believe strongly in advocating for individuals, especially children who may be unable to advocate for themselves.

Sarah Essic, Social Worker

Fiscal Year '22 - '23 Total Expenditures \$ 7,996,114



2022-2023 DSS Board Members

Jan Spencer, Chairman ~ Darlene Bullins, Vice-Chairman ~ Greg Collins ~ Sandy Smith ~ Sonya Cox

NC Medicaid Expansion

QUESTIONS & ANSWERS

GENERAL

Is North Carolina expanding access to Medicaid?

Yes. More North Carolinians will be able to get health care coverage through Medicaid. Beginning December 1, 2023, NC Medicaid will cover people aged 19 through 64 years with higher incomes. Many North Carolinians who did not qualify for health coverage through NC Medicaid before may soon qualify.

What health services will North Carolina cover?

Health coverage through Medicaid is comprehensive. Because these services are covered by NC Medicaid, they are provided at no cost or low cost to you. Services include, but are not limited to:

- primary care so you can go to a doctor for a check-up or when you are not feeling well
- hospital services when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- maternity and postpartum care if you are pregnant and after giving birth
- vision and hearing services
- prescription drug benefits
- behavioral health
- preventative and wellness services
- devices and other therapies

When will more people be able to get health coverage through NC Medicaid?

Beginning December 1, 2023, more North Carolinians will be able to get health coverage through NC Medicaid.

Who will be able to get health coverage through NC Medicaid?

Most people can get health care coverage through Medicaid if they meet the criteria below. If you were eligible before, you still are. Nothing changes for you.

Eligibility criteria:

- You live in North Carolina
- Age 19 through 64
- You are a citizen. Some non-US citizens can get health coverage through NC Medicaid. (Answered separately.)
- And if your household income fits within the chart below

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

How can I apply for Medicaid?

You can apply online through [ePASS](https://epass.nc.gov) – a secure, self-service website at [ePASS.nc.gov](https://epass.nc.gov). When you apply online, you can avoid having to go in person to your local Division of Social Services (DSS) office. If your application is complete, it will be processed faster.

If you can't apply online, you can apply in person at your local DSS office, by calling your local DSS office, or by mailing in a [paper application](#) available at ncgov.servicenow.com. To find your local DSS office, go to ncdhhs.gov/divisions/social-services/local-dss-directory.

How long will it take to find out if I'm eligible for Medicaid once I apply?

It may take up to 45 days after you apply. Incomplete applications may take longer. If your application is incomplete or we need more information, you will hear from your local DSS office requesting additional information. You may be contacted by mail, phone, email and/or text message, so it is important to make sure your contact information is up to date and complete to make sure that your caseworker can reach you.

Are non-US citizens eligible for health care coverage through NC Medicaid?

Some non-US citizens can get health coverage through Medicaid. To be eligible you must be:

- A person living in North Carolina
- A qualified non-citizen for at least five years
 - This means a person must wait five years after receiving "qualified" immigration status before they can get Medicaid.
 - There are exceptions. For example, refugees, asylees, or lawful permanent residents who used to be refugees or asylees don't have to wait five years.

Non-citizens without documents who do not qualify for full health coverage under Medicaid may be able to get temporary coverage for emergency conditions that need to be treated in an emergency room.

COVERAGE AND COSTS

If I already have Medicaid coverage will my benefits change?

If you currently have full Medicaid coverage, nothing will change for you.

Under the new rules, how much will people pay in monthly premiums and copays?

You do not have to pay any monthly premiums. Medicaid pays the cost for most health care services. The highest copay is \$4 and that is only required for some services.

NC MEDICAID EXPANSION

What are the differences between Medicaid expansion coverage and getting coverage through Standard Plan, Tailored Plan, Tribal Option or Medicaid Direct members? Does anything change under these new rules?

Everyone who qualifies under the new rules will get their health coverage through a Standard Plan, NC Medicaid Direct, Tribal Option, or through Tailored Plans in the future, depending upon their individual needs, just like other Medicaid beneficiaries.

Can I have Medicare and receive Medicaid expansion?

No. Some people who have Medicare coverage may be eligible for other existing Medicaid programs. For example, people who are disabled and are age 64 and under may be eligible for Medicaid through disability coverage.

Are there other insurance options if I still do not qualify for Medicaid under the new rules?

Yes. You may qualify for subsidized health coverage offered on [HealthCare.gov](https://www.healthcare.gov). Contact a North Carolina [health insurance navigator](#) for enrollment assistance. [Community health centers](#) also provide low-cost care through a sliding scale based on one's income and insurance status.

Will anyone be automatically enrolled in Medicaid under the new rules?

Yes. People already enrolled in Medicaid's limited Family Planning program who are eligible will be automatically moved to full Medicaid expansion benefits. Those who are eligible for full Medicaid benefits will receive communication in the mail from the state informing them that they are enrolled in full Medicaid benefits and a new Medicaid insurance card that they can use to access health care services.

If I am currently receiving Family Planning benefits and am enrolled in full coverage through NC Medicaid when it is expanded, what will happen?

You will get a letter from the NC Department of Health and Human Services letting you know that you will start getting full Medicaid coverage. You will then be assigned a health plan. If you want to change your health plan, you have 90 days to pick a new one. Your health plan will send you a packet in the mail. It will include a new Medicaid ID card. Your ID card also has the name of your primary care doctor. You can change your doctor through your health plan. Medicaid will pay for doctor visits, yearly check-ups, emergency care, mental health services and more - at little or no cost to you.

Why won't everyone with Family Planning Program benefits be automatically enrolled in full coverage through NC Medicaid?

Some people may have income that exceeds the Medicaid eligibility levels. If your income has recently changed and you think you may be eligible, update your information in ePASS (epass.nc.gov) or by contacting your local Department of Social Services (DSS). Also, please use ePass or contact your local DSS office to make sure your contact information is up to date so that you do not miss important information about your benefits.

EXPANSION BENEFITS

How will North Carolina provide health coverage for more people through NC Medicaid?

Federal law allows states to expand who can get health coverage through Medicaid, known as Medicaid expansion. Since 2014, 40 states and Washington, DC have expanded Medicaid.

Why is expanding Medicaid good for my community?

Research shows that expanding Medicaid coverage increases access to health care, improves health outcomes, creates jobs and strengthens the economy. It means that people with low incomes can work, earn more and keep themselves healthy. Expansion is also good for the state. Other states that have expanded Medicaid have increased state revenues, created jobs and saved state funding. It has also helped prevent rural hospitals from closing. Most people who qualify for Medicaid under these new rules are working adults in important service industries across the state. Keeping them healthy keeps them on the job.

Will North Carolinians who already have insurance benefit from expansion?

Everyone benefits when more people have access to affordable health care and can live healthier lives. Taxpayers will also benefit because federal funds will help the state cover more people, keep our health systems strong and reduce the cost of care.

Will expansion help improve access to mental health services or substance abuse treatment?

Yes. In states that have expanded Medicaid, suicide rates decreased and access to substance use disorder treatment increased. About two million North Carolinians will experience a mental illness and substance use disorder. In 2019, more than 55% of people who needed treatment did not receive it because of cost. Untreated mental illness can lead to homelessness, involvement in the justice system and trauma to children.

How can workers without health insurance benefit from these new rules from expanding access to Medicaid?

Many hard-working people can finally afford to take care of their health while providing for their families. Most of those who don't have insurance are working people with low incomes in important service industries and small businesses. By raising income limits so more people are eligible for Medicaid, more people can work without losing their healthcare coverage. Medicaid expansion also helps more people with disabilities enter the workforce because without it, many people with disabilities must live in poverty to maintain their Medicaid eligibility. Medicaid expansion can build a healthier workforce for businesses like child care, restaurants and the service industry by helping more employees have access to affordable health insurance.