

AGENDA

REGULAR MEETING

OF THE

STOKES COUNTY

May 26, 2021

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
- III. Consent Agenda
 - A. Minutes – Regular Meeting – April 28, 2021
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Ten Minutes Per Person)
- VI. Discussion
 - A. DSS Dashboard
 - B. May – Foster Care Month & Older Americans Month
 - C. Child Support Consult (4/20/21)
 - D. Operational Support Team Technical Assistance Report (4/22/21)
 - E. Child Welfare Case Review (4/28/21)
 - F. Quality Assurance County Director Consultation (5/5/21) – REDA
 - G. DSS Policy and Procedure Manual
- VII. Action Items
 - A. Old Business
 1. Safety
 - B. New Business
- VIII. Adjournment

OLDER AMERICANS MONTH



COMMUNITIES OF STRENGTH: MAY 2021

To make a difference in someone's life,
you don't have to be brilliant,
rich, beautiful, or perfect.
You just have to care.

FOSTER

CARE

STOKES COUNTY BOARD OF SOCIAL SERVICES
MINUTES
April 28, 2021

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, April 28, 2021 at the Social Services Building in Danbury. Chairman Greg Collins called the meeting to order at 3:00 p.m. Board members present were Vice-Chair Sandy Smith, Member Darlene Bullins, and Member Sonya Cox. (Board currently has one vacancy.) Staff present were DSS Director Stacey Elmes, Admin. Officer Becky East, and Income Maintenance Administrator Cindy Joyce.

Chairman Collins 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 Collins asked if there were any Board members that needed to discuss or make adjustments to the agenda. No adjustments were noted.

Chairman Collins asked for approval of the consent agenda. Member Bullins motioned to approve the consent agenda. Vice-Chair Smith seconded and the motion passed 4-0.

There were no public comments.

Chairman Collins stated DSS Dashboard report shows an increase in some numbers from last month but was consistent with the history of the programs.

Director Elmes shared the results for April 2021, REDA (Recipient Eligibility Determination Audit). The state is pulling twenty Medicaid cases for review each month. This will be for ten consecutive months. Nine of the twenty cases pulled were correct and two cases showed internal control errors. Internal control errors are errors that the agency can fix with training, etc. No monetary payback is due at this time. The agency is waiting the results from the remaining nine cases.

Director Elmes provided the North Carolina Child Health Report Card. This shows data from all over the state. The Stokes County 2020 NC DATA CARD compared our population and the effects of the pandemic on the community to other counties in the state.

Director Elmes shared that April is Child Abuse Awareness Month. The agency has raised awareness of child abuse by placing banners and pinwheels in front of the agency and around the county. The agency also submitted two articles to the newspaper for print during April.

Director Elmes shared the agency had received a couple of compliments: one from a neighboring law enforcement agency regarding our agency and some of our foster care workers received kudos for a job well done.

Chairman Collins asked if there was any old business that needed to be discussed. Director Elmes stated that she had reached out to a private company, Crisis Focus, for a safety and security assessment of the agency. The quote given was \$925.00 to complete an assessment. The county's purchasing supervisor, Glenda Pruitt, recommended our insurance company NCACC for such an assessment. Director Elmes contacted the NCACC and they will be coming out to the agency on May

20, 2021 to complete a safety and risk management assessment, free of charge. Chairman Collins stated that Emergency Management receives special funding for trainings. He recommended reaching out to EMS Director Gentry to check on availability of training. This will be an ongoing agenda item until some resolution is reached.

Director Elmes stated the BOCC approved full access to the old EMS building in Walnut Cove for DSS once EMS has moved to their new building. The agency intends to use funding from Cardinal to outfit the building for emergency placements for foster children and a place for supplies such as toiletries, clothing, a place for child and family team meetings (if needed) and an extra location for foster parent training. The agency has received \$679,200 from Cardinal that covers July 2020 – April 2021. The agency will receive between \$40,000 - \$60,000 each month from May 2021 through June 2022.

Director Elmes shared the Table of Contents to the new Stokes County DSS Policies and Procedures that has been in the works. Chairman Collins requested a full copy for board members to review once the manual is completed.

Chairman Collins asked if there was any new business to discuss. Director Elmes spoke about the upcoming DSS Board training in August 2021. Director Elmes advised the training will be on August 5th and 6th, with the option to view the training at a later date as a group, since the training will be recorded. The cost to register is \$195.00 per member and if viewed as a group the cost would be much cheaper. The DSS Board decided to complete the training together on August 25th as a group at noon.

Chairman Collins entertained a motion to go into closed session for the following (G.S. 143-318.11):

- To prevent the disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132 of the General Statutes.
- To consider qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee; or to hear or investigate a complaint, charge, or grievance by or against an individual public officer or employee.

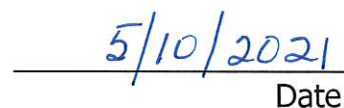
Member Cox made a motion to go into closed session per statutes stated by Chairman Collins. Member Bullins seconded the motion and the motion passed 4-0.

The Board entered closed session.

The Board exited closed session and re-entered open session.

There being no further business, Chairman Collins requested a motion to adjourn the meeting. Vice-Chair Smith made a motion to adjourn. Member Cox seconded and the motion passed 4-0. Meeting adjourned at 4:05 p.m.


Secretary


Date

Stokes County DSS Dashboard 2021

| | April | May | June | Qrt. Total | Annual Total |
|--|--------------|-----|------|-------------|--------------|
| ADULT SOCIAL WORK SERVICES | | | | | |
| Guardianship Cases | 33 | | | | |
| New APS Reports Received | 16 | | | 16 | 156 |
| APS Reports Accepted | 13 | | | 13 | 86 |
| Investigations Initiated Timely [Goal 95%] | 100% | | | | |
| Outreach Visits | 2 | | | 2 | 50 |
| In Home Aide Programs/Family Caregiver | 33 | | | | |
| Community Alternatives Program (CAP/DA) | 72 | | | | |
| Representative Payee | 11 | | | | |
| SA - In-Home | 56 | | | | |
| Placement | 0 | | | | |
| Adult Care Homes Monitored | 2 | | | | |
| Total Requests for CIP | 2 | | | 2 | 280 |
| CIP Expenditures | \$ 783 | | | \$783 | \$90,416 |
| Total Requests for LIEAP | 0 | | | 0 | 727 |
| LIEAP Expenditures | \$ - | | | \$0 | \$95,729 |
| Unclaimed Bodies | 0 | | | 0 | 2 |
| Staff Hours Spent at Shelters | 0 | | | 0 | 0 |
| CHILD CARE SUBSIDY | | | | | |
| Children Receiving Services | 178 | | | | |
| Expenditures | \$103,486 | | | \$103,486 | \$1,061,372 |
| Waiting List | 0 | | | | |
| CHILD PROTECTIVE SERVICES | | | | | |
| CPS Reports Received | 44 | | | 44 | 430 |
| CPS Reports Accepted | 25 | | | 25 | 236 |
| Children Opened | 45 | | | 45 | 377 |
| Open Reports | 25 | | | | |
| Reports Substantiated/Services Needed | 7 | | | | |
| Open Case Management | 8 | | | | |
| Courtesy Requests | 7 | | | 7 | 65 |
| Substance Affected Infants Reported to DSS | 2 | | | 2 | 20 |
| Substance Affected Infants Accepted for Inv. | 2 | | | 2 | 20 |
| Reports Initiated Timely [Goal 95%] | 96% | | | | |
| Reports Completed Timely [Goal 75%] | 62% | | | | |
| Children Remaining at Home [Goal 95%] | 96% | | | | |
| CHILD SUPPORT | | | | | |
| Number of Children Served | 1,164 | | | | |
| Total Collections | \$226,519 | | | \$226,519 | \$2,061,751 |
| Paternities Established | 4 | | | 4 | 40 |
| New Court Orders | 8 | | | 8 | 75 |
| FISHING LICENSE WAIVERS | | | | | |
| Fishing License Waivers | 11 | | | 11 | 30 |
| FOOD & NUTRITION SERVICES | | | | | |
| Total Households | 3,104 | | | | |
| Total Individuals | 6,184 | | | | |
| Report Card (App. Timeliness) [Goal: 95%] | 100% | | | | |
| Report Card (Recert. Timeliness) [Goal: 95%] | 100% | | | | |
| Benefits Distributed | \$ 1,257,784 | | | \$1,257,784 | \$11,200,462 |

| 2021 | April | May | June | Qtr. Total | Annual Total |
|--|-------------|-----|------|------------|--------------|
| FOSTER CARE | | | | | |
| Children Entering Care | 2 | | | 2 | 48 |
| Total Children in Care | 91 | | | | |
| Children Discharged | 2 | | | 2 | 40 |
| Children in Care Over 1 Year | 42 | | | | |
| % Receiving a Monthly Visit [Goal 100%] | 100% | | | | |
| % Visited in the Home [Goal > 90%] | 100% | | | | |
| Foster Care 18-21 | 7 | | | | |
| Monitoring of Children No Longer in Custody | 4 | | | | |
| Licensed Foster Homes | 28 | | | | |
| Sanctioned Homes | 0 | | | | |
| # of Individuals/Families Receiving Training | 0 | | | | |
| Recruitment Events Held | 0 | | | 0 | 0 |
| Foster Care Costs (county/state/fed) | unavailable | | | | |
| Children Free For Adoption | 5 | | | | |
| Children Open for LINKS | 57 | | | | |
| Adoptions Completed | 0 | | | 0 | 8 |
| Adoption Assistance Cases | 175 | | | | |
| Adoption Assistance Costs (fed & state) | \$22,959 | | | \$22,959 | \$199,433 |
| MEDICAID [ADULT, FAMILY & CHILDREN'S] | | | | | |
| # of Cases | 6,082 | | | | |
| Report Card (Timeliness) [Goal: 85%] | 100% | | | | |
| Public Assistance Hearings (All Areas) | 1 | | | | |
| MEDICAID TRANSPORTATION | | | | | |
| Clients Served | 258 | | | | |
| Trips Provided | 1,156 | | | 1,156 | 10,463 |
| Monthly Cost | \$ 38,329 | | | \$ 38,329 | \$ 344,166 |
| PROGRAM INTEGRITY | | | | | |
| New Claims Established | \$ 41,474 | | | \$41,474 | \$71,629 |
| Total Collections | \$2,082 | | | \$2,082 | \$10,298 |
| Retained in County | \$574 | | | \$574 | \$3,221 |
| SPECIAL ASSISTANCE | | | | | |
| # of Special Assistance Cases | 109 | | | | |
| Benefits Distributed | \$49,918 | | | \$49,918 | \$540,202 |
| SA/MH LIAISON | | | | | |
| Number of Referrals during the Month | 10 | | | 10 | 115 |
| Open Cases at end of Month | 55 | | | | |
| VACANCIES | | | | | |
| Social Work | 3 | | | | |
| Clerical/Income Maintenance/Child Support | 4 | | | | |
| WORK FIRST | | | | | |
| Total Work First Cases | 42 | | | | |
| Number of Child Only Cases | 39 | | | | |
| Employment Cases | 3 | | | | |
| Referrals for Drug Testing | 0 | | | | |
| Applicants Testing Positive | 0 | | | | |
| Benefits Distributed | \$10,085 | | | \$10,085 | \$113,922 |
| OTHER | | | | | |
| Voter Registrations | 3 | | | 3 | 35 |
| Walk-In Traffic | 503 | | | 503 | 7,156 |



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

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

Dear Ms. Elmes:

On April 20, 2021, Lynn, Cindy, and I conducted a conference call to discuss information regarding the COVID-19 status, statistical information, information updates, and county concerns.

Incentive statistics are available through March 2021. The March benchmark for Total Collections is 75%. The unit is below State Average for Total Collections (76.33%) at 73.87%. The unit has been able to achieve/exceed the 2020-21 goal for Cases Under Order (89.00%) at 89.76%. The unit is close to the goal in the area of Arrears collection (59.86%) at 58.70%. The unit is above State average in the areas of Paternity at 96.57%. The unit is OFF Track in the areas of Paternity and Current Collections. In the area of Paternity, the unit is currently at 96.57%, last year at this time the unit was at 97.99%. In the area of Current Collection, the unit is currently at 65.99%, last year at this time the unit was at 66.78%. The unit must be at least at the goal of 66.46% in this area for the unit to be considered ON Track. Reports suggested/provided: Cases with Arrears & No Payment, Cases with CSUP, no payment, and Undistributed Report.

| Goals 2020-21 | | | | | |
|---------------|-----------|---------|--------|---------|---------|
| TC | Paternity | CUO | CC | Arrears | Medical |
| \$2,484,355 | 99 | 89 | 66.46 | 59.86 | |
| | | | | | |
| Current | 03/21 | | | | |
| 73.87< | 96.57> | 89.76>* | 65.99< | 58.70< | 85.65> |
| | | | | | |

*-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 March 2021. The unit is currently in compliance with seven of nine areas of Self -Assessment. The unit is out of compliance in the area of Enforcement at 73.08% and Interstate at 60%. The unit has seen decrease in both of these areas. Compliance in these areas is 75%. All other areas have a compliance level of 77% or better. Reports suggested/provided during this call: P/F for Enforcement, Establishment, & Interstate

Management advises that the unit is taking advantage of the virtual trainings that are being offered.

As many counties begin to open back up and courts are returning to capacity, Child Support Services Offices will begin to transition into our NEW normal. Operations will most likely consist of standing practices and new ones that are the product of the pandemic. Counties are encouraged to continue to utilize the innovative ideas that were put in place due to the pandemic but proved to be beneficial to both staff and the population that we serve.

Due to the continued restriction of travel by Child Support Program Representatives and the fact that staff in many Child Support Offices are teleworking, making access to their hard files difficult, the quality review process will be modified for the duration of the restrictive period. Elements on the quality review will be scored based on what is available in the automated system, ACTS.

If the reviewer is unable to determine for certain how to score the above items from documentation in ACTS, the item is to be scored in error and a note will be entered in the comments section that supporting documentation is required for that line item. The county may then check for the documentation, communicate to the reviewer that it is in place, and the score will be updated.

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:

Lynn Whitaker

Cindy Joyce

Operational Support Team Technical Assistance Report
for Stokes County Department of Social Services/Human Services

| | |
|----------------------------|-----------------|
| State Participants: | Kim Collie, OST |
|----------------------------|-----------------|

| Local Agency Participants | Title | Area(s) of Responsibility |
|---------------------------|----------------------------------|---|
| Cindy Joyce | Income Maintenance Administrator | Economic Services |
| Sharon Bullins | Income Maintenance Supervisor | Food & Nutrition Services (FNS), Work First (WF), Subsidized Child Care Assistance (SCCA) |

Introduction:

On April 22, 2021, Kim Collie from the NC Division of Social Services, Operational Support Team, conducted a telephone consultation to provide technical assistances to **Stokes County Department of Social Services** Economic Services Program Staff. The OST Representative 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 County Active Error Rate | 0% | 10/19-8/20 |
| FNS Statewide Active Error Rate | 6.51% | 10/19-8/20 |
| FNS County Case and Procedural Error Rate | 50% | 10/19-8/20 |
| FNS Statewide Case and Procedural Error Rate | 26.86% | 10/19-8/20 |
| FNS Expedited Applications Timeliness Rate | 100% | Mar 2021 |
| FNS Normal Applications Timeliness Rate | 98.44% | Mar 2021 |
| FNS Recertification Timeliness Rate | 100% | Mar 2021 |
| FNS Case Data | 3,041 | Mar 2021 |
| FNS Applications | 105 | Mar 2021 |
| WF Applications Timeliness | 100% | Mar 2021 |
| WF Recertification Timeliness | 100% | Mar 2021 |
| WF All Family Participation Rate | 0% | Feb 2021 |
| WF Two-Parent Participation Rate | Not Applicable | Feb 2021 |
| WF Case Data | 59 | Mar 2021 |
| WF Applications | 1 | Mar 2021 |
| CIP Application Timeliness With H/C Source | 96.15% | Mar 2021 |
| CIP Application Timeliness Without H/C Source | 100% | Mar 2021 |

Quality

The OST Representative reviewed the local agency's quality in the Food & Nutrition Services (FNS) and Work First (WF) programs to include previous monitoring reports and quality control errors.

FNS

Due to the pandemic, states were offered a waiver of QC reviews for the months of March -May 2020. The Division accepted the waiver. QC did conduct reviews effective June 2020; however, another waiver was provided to waive QC reviews through September 2020. The Division accepted the second waiver. USDA will only use the data from October 2019-February 2020 to determine the state's final error rate.

The local agency had one case pulled between 10/19-8/20. The case reviewed was determined to be correct giving the agency a 0% Error Rate.

During this same period, the agency had two cases pulled by the Quality Control (QC) staff. One case was determined to be incorrect.

The agency underwent their last Management Evaluation (ME) in July 2019. They were released from their Performance Improvement Plan on August 28, 2020. The agency is not scheduled for an ME this fiscal year.

WF

The agency participated in their last Work First Compliance Monitoring beginning on November 30, 2020. The summary letter was issued on December 21, 2020 indicating that the cases reviewed met all monitoring requirements. A Performance Improvement Plan was not required. The agency is to be commended for their excellent work!

Timeliness and Work First Participation

OST reviewed the county's timeliness rate as recommended by the Performance Requirements in House Bill 630 (HB630) Memorandum of Understanding regarding the Food & Nutrition Services (FNS), Work First (WF) and Energy Programs identified below.

OST discussed the 95% threshold requirement from HB630 which resulted in the Memorandum of Understanding (MOU) between counties and the state. The current period covered in the MOU is January 2021-June 2022. OST discussed the definition of non-compliance with the MOU which is failure to meet the threshold for three consecutive months or five non-consecutive months out of the twelve-month period. Non-compliance will result in the county being required to complete a corrective action plan. The Statewide Scheduled report is the official HB 630 report.

The agency consistently processes FNS applications and recertifications timely. The agency processed 100% of Expedited Applications timely in March 2021 and 98.44% of Normal Applications in the same month. All FNS Recertifications were processed timely in March.

During the period from April 2020-March 2021, the agency met the timeliness threshold each month for both expedited and normal applications. The threshold was met for recertifications in each month but November 2020.

There have been no concerns with the local agency's submission to the Hearings and Appeals Section since the last consultation.

| Month | Expedited Applications FS1 95% Threshold | Normal Applications FS2 95% Threshold | Recertifications FS3 95% Threshold |
|----------------|--|---|--|
| April 2020 | 96.67% | 99.21% | 100% |
| May 2020 | 100% | 98.33% | Not Applicable |
| June 2020 | 96.67% | 100% | 100% |
| July 2020 | 97.37% | 100% | 100% |
| August 2020 | 100% | 100% | 100% |
| September 2020 | 100% | 100% | 100% |
| October 2020 | 100% | 95.89% | 98.50% |
| November 2020 | 98.39% | 98.28% | 90% |
| December 2020 | 100% | 98.80% | 98.85% |
| January 2021 | 100% | 97.96% | 100% |
| February 2021 | 100% | 97.10% | 100% |
| March 2021 | 100% | 98.44% | 100% |

Energy

According to the NC FAST Communication sent on 6/9/20 changes need to be made to NC FAST and the CIP reports to reflect the correct timeliness data for applications pending for verifications. As a result, the Energy data is not sent to the directors and the CIP data is not reported for HB630 compliance.

| Month | Emergency Applications EP1 95% Threshold | Non-Emergency Applications EP2 95% Threshold |
|---------------|--|--|
| January 2021 | 83.33% | 100% |
| February 2021 | 90% | 97.96% |
| March 2021 | 100% | 96.15% |

Work First

The agency has met the timeliness threshold for applications in all months between April 2020-March 2021. Recertifications during this time were processed timely in all months except September and January. In January, five cases were due and two were untimely. The documentation shows the recertification completed on 1/27 but the timeliness report shows it completed on 2/4/21. The eligibility check was completed on 1/27 showing as eligible. The second case also indicates that it was completed on 1/27 but shows as completed on 2/4. These cases will be reviewed to determine if the reporting is accurate.

| Month | Applications WF3 95% Threshold | Recertifications WF4 95% Threshold | All Family WPR WF1 50% Threshold | Two-Parent WF1 90% Threshold |
|----------------|---|---|---|---------------------------------------|
| April 2020 | 100% | 100% | 0% | Not Applicable |
| May 2020 | 100% | 100% | 0% | Not Applicable |
| June 2020 | 100% | 100% | 0% | Not Applicable |
| July 2020 | 100% | 100% | 0% | Not Applicable |
| August 2020 | 100% | 100% | 0% | Not Applicable |
| September 2020 | Not Applicable | 80% | 0% | Not Applicable |
| October 2020 | 100% | 100% | 0% | Not Applicable |
| November 2020 | 100% | 100% | 0% | Not Applicable |
| December 2020 | 100% | 100% | 0% | Not Applicable |
| January 2021 | 100% | 60% | 0% | Not Applicable |
| February 2021 | Not Applicable | 100% | 0% | Not Applicable |
| March 2021 | 100% | 100% | Not Available | Not Applicable |

Business Process Review

The OST Representative discussed how the agency handles results from Quality Control and from Monitoring. The supervisor shares the errors that are identified with the workers. Training is completed as needed.

The agency lobby remains closed to the public due to the pandemic. All FNS staff are working on-site.

The supervisor shared that they are in a good place right now. They keep their tasks current. They meet to discuss pressing issues.

Based on the discussion, the process in place is effective. OST made no additional recommendations.

Accountability

The OST Representative discussed the local agency's practices regarding second party reviews and staff accountability to ensure that the local agency meets federal/state goals and objectives regarding timeliness and accuracy.

The agency has a robust second party review process. The supervisor looks at all denials and all 5+ households for FNS. If those types add up to a small number, she pulls additional cases to review. The supervisor looks for error trends and plans refresher training when needed.

She looks at close to 100% of WF actions taken.

Based on the discussion, the agency has a good process in place for conducting second party reviews.

Training

OST discussed the local agency's training methods for newly hired employees. There have been no changes since the prior OST visit. There has been little turnover. The supervisor holds bi-monthly team meetings where she does refresher training. She meets one-on-one with workers as needed.

Program Policy / Functionality Updates

The OST Representative provided updates and clarifications regarding FNS, WF and Energy Program Policy, NC FAST system functionality including Help Desk Tickets, Weekly Communications, DSS Terminal Messages and changes to Job Aids.

FNS:

Dear County Director Letters

- 12/11/2020-New Staff at DSS FNS Employment and Training Program
- 1/5/2021-2021 FNS Application Time Standards Chart
- 2/5/2021-Food & Nutrition Services Expedited ePASS Applications
- 2/11/2021-Food Lion Online EBT Purchasing
- 2/15/2021-Pandemic EBT Card Issuance for School Year 2020-2021
- 3/8/2021-Amended Student of Higher Education Work Requirement Exemption
- 3/11/2021-BJ's Wholesale Club Online EBT Purchasing

- 3/17/2021-Telephonic Signature for Food and Nutrition Services Applications and Recertifications
- 3/24/2021-North Carolina At-Home Testing Program
- 3/31/2021-Department of Education Outreach Program
- 4/1/2021-Pandemic EBT Card Issuance for Children under the Age of Six (6)
- 4/12/2021-Suspended H and I Controlled Substance Felons Assessments during COVID-19 Pandemic
- 4/16/2021-Revised Extended Pandemic Unemployment Insurance Benefit (PUIB)
- 4/20/2021-Extended Temporary 15% Increase in Simplified Nutritional Assistance Program monthly benefits

Administrative Letters

- 3/27/2020-DSS Administrative Letter EFS_FNS_AL 3-2020-Able Bodied Adults Without Dependents (ABAWD) exempt due to COVID-19 public health emergency (Amended)

Change Notices:

- 12/1/2020-FNS_CN 3-2020 Policy Updates

Listserv Messages:

- 2/24/2021-#2021-40 FNS Employment and Training Web Page
- 3/31/2021-#2021-65 FNS Customer Complaint Tracking Log

Work First:

Dear County Director Letters

- 1/15/2021-Work First Cash Assistance Sanctions (Amended)
- 3/1/2021-2021 Federal Poverty Income Guidelines
- 3/5/2021-Work First Benefit Diversion and Services for Low Income Families Survey for State Fiscal Year (SFY) 2021-2022

Energy Programs:

Dear County Director Letters

- 1/13/2021-LIEAP Processing Timeframe
- 2/11/2021-Duke Energy Winter Disconnection Moratorium
- 2/22/2021-Energy Programs Outreach Plan Follow-ups
- 4/13/2021-Reallocation of Crisis Intervention Program (CIP) funds

Terminal Messages

12/1/2020 #2020-223 Energy Training Webinar Material

Miscellaneous:

Dear County Director Letters

- 1/13/2021-Temporary Census Employment Income
- 1/19/21-Reference Chart of UIB Types
- 3/8/2021-Amended Combine Pandemic Unemployment Insurance Benefit (PUIB) Types
- 3/17/2021-Administrative Disqualification Hearing (ADH) Timeliness, Suspension of Claim Collections and FNS State Fair Hearings Timeliness
- 4/7/2021-Extended Pandemic Unemployment Insurance Benefit (PUIB)

Program Staff Concerns/Discussion

All policy questions should be submitted to dss.policy.questions@dhhs.nc.gov.

E&T is now fully staffed. DSS Terminal Message -#2021-40 FNS Employment and Training Web Page contains information about the program.

OST shared information during the conference regarding the ACF-199 Report for Work First. All individuals on a case must have active student evidence. Child only cases where the case head has graduated must keep this evidence open. There have been circumstances where the evidence was end dated which contributed to errors. This is not currently an eligibility requirement, but it is a federal reporting requirement and must be corrected for the case to be included in the sample correctly. Workers should also be reminded to enter the appropriate marital status; an incorrect status or if the field is left blank will result in additional case errors. Supervisors are encouraged to check these items when conducting second party reviews.

The Work First Family Poverty Limits and Benefit Diversion Survey is due by 4/30/2021.

Follow-up

The OST Representative and local staff identified the following areas that OST will provide follow-up responses:

Stokes County Case Review
April 28, 2021

Present: Stacey Elmes and Casey Bowman

Regional Child Welfare Consultant (RCWC) Betty Kelly reviewed two screened-out reports and two assessment cases. Below is a summary of results for these four cases. Great work!

Screened-out Decisions: 100%

Initiations: 100%

Contacts: 100%

Children: 100%

Parents: 100%

Safety Assessments: 100%

Case Closure Justification: 100%

Strengths

- Both screened-out cases were screened appropriately.
- Safety assessments were completed appropriately and signed by all parties involved.
- Face to Face contacts were made with the parents and children per policy.

Needs

- Agency needs to state why the report does not meet the definition of abuse, neglect, or dependency.
- Ensure that only items that address the safety threat are included on the safety assessment.

Cases

1

The decision was appropriate. Social worker needs to state why the report does not meet the definition of abuse, neglect, or dependency.

2

The screening decision was appropriate.

Assessments

3

Initiation

The child was seen and interviewed regarding the allegations.

There is a collateral contact noted for 3/10/2021 but the person's name is not documented.

Safety Assessment

The safety assessment was completed but was not marked safe, but it appears that it was safe. There is no answer for number 17.

Ongoing Contacts

The on-going contacts were completed with the child. The child resides with her paternal grandparents and the father lives next door.

Justification for Case Decision

The case decision was appropriate and there was justification for the case decision.

4

Initiation

The initiation was completed timely.

Safety Assessment

The grandmother agreed to assist and signed the safety assessment. The SW asked for a picture of the newborn to be sent to her. RCWC did not see how this ties in with safety.

Contacts

Contacts were made appropriately.

Justification for Case Decision

The case decision was appropriate and there was justification for the case decision.

Hot Topics

Hot topics for April were discussed in March. It was determined that the 4th Wednesday does not work for Ms. Elmes, so we will look at other dates. Ms. Elmes emailed RCWC Kelly and the next visit will occur on May 24th beginning at 10:00 A.M. RCWC will review cases selected by the agency.

Betty Kelly, MSW
Regional Child Welfare Consultant
May 4, 2021

Quality Assurance County Director Consultation

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|---------------|--------|-------------|--------|-------------|--------------|
| County | Stokes | Date | 5/5/21 | Type | REDA Cycle 3 |
|---------------|--------|-------------|--------|-------------|--------------|

| | |
|-----------------------------------|------------------|
| Quality Assurance Analyst: | L Watson-El |
| OST Representative: | C Coffey |
| Agency Participants: | |
| <i>Name</i> | <i>Title</i> |
| Cindy Joyce | IM Administrator |
| Cindy Amos | IM Supervisor |
| Rhonda Martin | IM Supervisor |
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Purpose of Contact:

Review performance results for the REDA audit for the 03/2021 Sample Month. Discuss Accuracy Rates, Error Trends, and Recommendations.

Audit Process/Process Improvement Efforts

03/2021 SAMPLE MONTH:

Accuracy Rates:

- Active Eligibility Accuracy Rate: **100%** Goal: 96.8% **GOAL MET!!**
- Negative Eligibility Accuracy Rate: **100%** Goal: 96.8% **GOAL MET!!**
- Combined Active & Negative Internal Control Accuracy Rate: **90%** Goal: 90% **GOAL MET!!**

Error Rates:

- Active Eligibility Error Rate: **0%** (10 active cases reviewed with no eligibility error)
- Negative Eligibility Error Rate: **0%** (10 negative cases reviewed with no eligibility error)
- Combined Active/Negative Internal Control Error Rate: **10%** (20 cases reviewed with 2 internal control errors)

Error Trends:

Active Sample

- Application - absence of appropriate verification and/or documentation of Citizenship/Alienage (did not result in an eligibility error)
- Application - earned Income was not end dated in NCFast evidence

Negative Sample

- NA

QA Recommended Proactive Measures to Eliminate Errors:

- Refresher training regarding appropriate verification at application (scheduled)
- Refresher training regarding Income/bonus/data entry in NCFast (completed)

Quality Assurance County Director Consultation

Proactive Measures taken by County:

- County provided targeted training on 4/19/21 to F&C Caseworkers on verification of citizenship/alienage policy and process.
- County to provide targeted training to Adult Medicaid caseworkers re: Application policy and process.
- OST will update County on authorized rep. policy and process which has recently changed.

Recommended Training(s):

- NA

Wrap Up Discussion:

- Auditor requests County notify if case documentation is uploaded prior to 5-day deadline.
- Auditor appreciates quick response when additional information or assistance is needed.
- County has no concerns and appreciates how information is shared during the monthly audit.

Additional Information:

Thank you for your participation in the Consultation Meeting and for your assistance during the monthly audit! Please don't hesitate to reach out to me should you have any additional questions or concerns.

Summary prepared by: L Watson-El

Date Submitted to County: 5/6/21