

AGENDA

REGULAR MEETING

OF THE

August 25, 2021

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
- III. Consent Agenda
 - A. Minutes – Regular Meeting – July 28, 2021
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Ten Minutes Per Person)
- VI. Discussion
 - A. DSS Dashboard -- attached
 - B. Child Support Consult (7/13/21) -- attached
 - C. Child Welfare Case Review (7/26/21 & 8/9/21) – attached
 - D. Family Caregiver Support Program Monitoring – attached
 - E. CARES Act Funded Family Caregiver Support Program Monitoring – attached
 - F. Division of Child Development Technical Assistance Visit Report (8/10/21) – attached
 - G. Operational Support Team Technical Assistance (8/11/21) - (attached)
 - H. REDA (July 2021 Review) – no attachment
 - I. Worker Compliment – attached
 - J. Child Support Shout Out - attached
- VII. Action Items
 - A. Old Business
 - B. New Business
- VIII. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES
MINUTES
July 28, 2021

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, July 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 Chairman Collins, Vice-Chair Sandy Smith, Member Darlene Bullins, and Member Ann Vance. Member Sonya Cox was absent. 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. Chairman Collins asked for a closed session be added to the agenda. Chairman Collins requested approval of the agenda with the addition. Vice-Chair Smith moved to approve agenda as amended. Member Bullins seconded and the motion passed 4-0 with Member Cox being absent.

Chairman Collins asked for approval of the consent agenda. Member Bullins motioned to approve the consent agenda as presented. Member Vance seconded and the motion passed 4-0 with Member Cox being absent.

Chairman Collins opened the floor for Board Member comments. No comments made.

There were no public comments.

Director Elmes shared that the DSS Dashboard is consistent. Director Elmes pointed out the Food & Nutrition and Medicaid numbers increase a little each month. The agency has several vacancies within the agency. Currently vacant are an Accounting Technician I, a Social Worker III in Foster Care, a Social Worker II -- Substance Abuse/Mental Health Liaison, a Social Worker II in Adult Services, and an Income Maintenance Caseworker II. The agency has recently hired four Social Workers in Foster Care. The agency is actively recruiting for all open positions.

Director Elmes presented the following results from recently held audits, monitorings, reviews, and consults performed in different areas of the agency:

1. Child Support Consult (6/10/2021). There are no concerns with Child Support even though the performance measures and letters show otherwise. At the end of the year when the collective report comes out, it will show a different and better picture.
2. Child Welfare Case Review (6/7/2021). The Child Welfare Representative came to the agency during June to review records. The agency continues to have major issues with hard to place children. The agency is contacting all available resources. The agency just escalated one case up to the state level today. Cardinal is aware and trying to help also.

3. Family Caregiver Support Program. The agency has participated with this program for 10 plus years which offers short-term respite care for caregivers. The agency received notification to continue the program for this fiscal year.
4. REDA (Recipient Eligibility Determination Audit). Director Elmes requested Income Maintenance Administrator Cindy Joyce inform the Board about the REDA Audit. IMA Joyce stated the agency was cited for three cases in the June review. These were eligibility errors. The errors were related to the workers not evaluating for all Medicaid Programs. The agency has since implemented a check-list for all workers to go by and are providing additional training for workers.
5. Performance Measures - Director Elmes provided metrics on how the agency is performing in relation to performance measures that are required by the state. The state is currently not holding counties accountable for the measures since the pandemic is ongoing. Once the pandemic is lifted, the state will begin enforcing performance measures.

Director Elmes shared an email (7/12/2021) from Attorney Nick Overby regarding signage at the DSS building regarding weapons. Director Elmes requested direction from the Board on how to proceed. Member Bullins requested clarification on the liability of the DSS Board and the county if the DSS board recommends this. Chairman Collins asked the topic be tabled until additional information has been received from Attorney Overby. It was the consensus of the Board to table the topic.

Under New Business, Director Elmes informed the Board about the DSS Board training provided by the School of Governments. The training has been rescheduled for November 16th & 17th from 9:30 a.m. to 12:00 p.m. and will be held in the DSS Conference Room.

Chairman Collins requested a motion to reschedule the Board Meeting for November 17th to 12:30 p.m. in the DSS Conference Room. Member Bullins moved to approve the motion. Vice-Chair Smith seconded and the motion passed 4-0 with Member Cox being absent.

Director Elmes informed the Board about the Cardinal Innovations merger with Vaya Health and the county's opportunity to realign with a different entity, if desired. Director Elmes, Health Director Martin, and County Manager Oakley met with Vaya Health to see what they would be able to offer the county in terms of mental health and substance use services. Director Elmes and Health Director Martin also met with Partners Behavioral Health to see what services they could provide. Director Elmes recommended that both these entities and possibly Sandhills Center come and talk with the Board of County Commissioners so that the Board of County Commissioners could make the most informed decision when it came to behavioral health for Stokes County. At Monday's (7/26/21) Board of County Commissioner meeting, all three entities presented to the Board and the Board will make a decision at the August 9th meeting. If the county chooses to go with Vaya Health, there will be nothing to be done and the change would probably happen within a month. If the county chooses another entity, the county will have to go through the disengagement process and that could take six (6) to nine (9) months, leaving the county to use Cardinal Innovations until it is completed.

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

The Board entered closed session.

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

There being no further business, Chairman Collins asked for a motion to adjourn the meeting. Vice-Chair Smith made a motion to adjourn. Member Vance seconded and the motion passed 4-0 with Member Cox being absent. Meeting adjourned at 4:02 p.m.

Stacy S. Elmer
Secretary

8/17/2021
Date

Stokes County DSS Dashboard 2021

	July	August	September	Qrt. Total	Annual Total
ADULT SOCIAL WORK SERVICES					
Guardianship Cases	32				
New APS Reports Received	18			18	204
APS Reports Accepted	6			6	108
Investigations Initiated Timely [Goal 95%]	100%				
Outreach Visits	10			10	73
In Home Aide Programs/Family Caregiver	26				
Community Alternatives Program (CAP/DA)	72				
Representative Payee	9				
SA - In-Home	60				
Placement	0				
Adult Care Homes Monitored	3				
Total Requests for CIP	26			26	323
CIP Expenditures	\$2,050			\$2,050	\$93,023
Total Requests for LIEAP	0			0	1226
LIEAP Expenditures	\$ -			\$0	\$120,145
Unclaimed Bodies	0			0	2
Staff Hours Spent at Shelters	0			0	0
CHILD CARE SUBSIDY					
Children Receiving Services	236				
Expenditures	\$83,753			\$83,753	\$1,360,951
Waiting List	0				
CHILD PROTECTIVE SERVICES					
S Reports Received	45			45	562
CPS Reports Accepted	24			24	301
Children Opened	43			43	498
Open Reports	25				
Reports Substantiated/Services Needed	1				
Open Case Management	13				
Courtesy Requests	3			3	82
Substance Affected Infants Reported to DSS	3			3	26
Substance Affected Infants Accepted for Inv.	3			3	26
Reports Initiated Timely [Goal 95%]	100%				
Reports Completed Timely [Goal 75%]	67%				
Children Remaining at Home [Goal 95%]	93%				
CHILD SUPPORT					
Number of Children Served	1,089				
Total Collections	\$202,428			\$202,428	\$2,663,686
Paternities Established	5			5	54
New Court Orders	10			10	96
FISHING LICENSE WAIVERS					
Fishing License Waivers	9			9	49
FOOD & NUTRITION SERVICES					
Total Households	3,200				
Total Individuals	6,367				
Report Card (App. Timeliness) [Goal: 95%]	99%				
Report Card (Recert. Timeliness) [Goal: 95%]	100%				
Benefits Distributed	\$ 1,501,013			\$1,501,013	\$15,879,822

2021	July	August	September	Qtr. Total	Annual Total
FOSTER CARE					
Children Entering Care	3			3	58
Total Children in Care	95				
Children Discharged	2			2	46
Children in Care Over 1 Year	50				
% Receiving a Monthly Visit [Goal 100%]	100%				
% Visited in the Home [Goal > 90%]	95%				
Foster Care 18-21	7				
Monitoring of Children No Longer in Custody	4				
Licensed Foster Homes	27				
Sanctioned Homes	0				
# of Individuals/Families Receiving Training	0				
Recruitment Events Held	0			0	0
Foster Care Costs (county/state/fed)	not available			not available	\$1,225,736
Children Free For Adoption	11				
Children Open for LINKS	58				
Adoptions Completed	1			1	
Adoption Assistance Cases	172				
Adoption Assistance Costs (fed & state)	\$9,634			\$9,634	\$235,831
MEDICAID [ADULT, FAMILY & CHILDREN'S]					
# of Cases	7,054				
Report Card (Timeliness) [Goal: 85%]	98%				
Public Assistance Hearings (All Areas)	0				
MEDICAID TRANSPORTATION					
Clients Served	261				
Trips Provided	1,076			1,076	4,475
Monthly Cost	\$26,733			\$26,733	\$453,596
PROGRAM INTEGRITY					
New Claims Established	\$3,446			\$3,446	\$99,870
Total Collections	\$1,849			\$1,849	\$15,444
Retained in County	\$355			\$355	\$4,379
SPECIAL ASSISTANCE					
# of Special Assistance Cases	122				
Benefits Distributed	\$47,900			\$47,900	\$682,833
SA/MH LIAISON					
Number of Referrals during the Month	9			9	164
Open Cases at end of Month	58				
VACANCIES					
Social Work	3				
Clerical/Income Maintenance/Child Support	2				
WORK FIRST					
Total Work First Cases	39				
Number of Child Only Cases	37				
Employment Cases	2				
Referrals for Drug Testing	0				
Applicants Testing Positive	0				
Benefits Distributed	\$8,432			\$8,432	\$150,712
OTHER					
Voter Registrations	3			3	43
Walk-In Traffic	685			685	8,942



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 July 13, 2021, Lynn 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 June 2021. The unit ended the year collecting \$2,461,257.28 for the children of North Carolina. This is excellent work! The unit is below State Average for Total Collections (103.56%) at 99.07%. The unit has been able to achieve/exceed the 2020-21 goal for Cases Under Order (89.00%) at 90.19%, Current Collection (66.46%) at 66.72%, and Arrears collection (59.86%) at 62.48%. The unit is close to the goal in the area of Paternity (99.00%) at 96.83%. The unit was able to achieve three of the five incentives goal for the 2020-21 year. The unit was only 0.93% from achieving the Total Collections goal. This is good work during a very difficult year! Reports suggested/provided: Paternity reports, and Undistributed Report.

Goals 2020-21					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,484,355	99	89	66.46	59.86	
Current	06/21				
99.07<	96.83<	90.19>*	66.72<*	62.48<*	86.37>

*-Exceeding/achieving goal

Self-Assessment scores are available through June 2021. The unit is currently in compliance with eight of nine areas of Self -Assessment. The unit is out of compliance in the area of Interstate at 65.38%. Compliance in these areas is 75%. All other areas have a compliance level of 75% or better. Reports suggested/provided during this call: P/F for six month expedite and Interstate, and Undistributed Report.

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

Because of the barrier's counties are continuing to face due to the COVID-19 pandemic, there will not be any increases set for our CQI goals for SFY 2021-2022. In fact, the goal is to maintain our performance wherever possible, and, in some instances, the goal may be lower than your county's performance at the end of SFY 2020-2021. The attached document outlines the methodology used to determine the goals for SFY 2021-2022. The 2021-2022 goals for the county are as follows:

Goals 2021- 22					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,461,257.58	96.83	89	66.72	62.48	

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	July	100%	Copy of QR sent to CS Managers	N/A

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

Sincerely,

Mrs. Kenya Newsome

Child Support Program Representative

Cc:

Lynn Whitaker

Cindy Joyce

Stokes County Screened Out & Assessment Targeted Review

July 26, 2021

Regional Child Welfare Consultant Betty Kelly reviewed two screened out reports and two assessment cases. Below is a summary of the review.

Strengths

- Initiations were completed timely.
- Contacts with mothers and children were completed per policy.
- Safety assessments were appropriate.
- Justification for case decisions were appropriate.

Needs

- Fathers should be seen per policy or there needs to be diligent efforts made.

#1

The child was seen for a cat bite and the physician stated the rabies shots were necessary because it is unknown if the cat has rabies. The office has tried to locate the family without success. There needs to be follow-up to ensure that the child is safe.

#2

The screening decision was appropriate.

#3

Initiation

The case was initiated by Forsyth County.

Safety Assessment

The safety assessment was appropriate to meet the identified issue.

Contacts

Mother 100%

Child: 100%

Father: 0%

The father was only seen during the initiation. There was one contact with the mother and child after initiation. This family moved to Forsyth during the assessment and Forsyth made contacts per Stokes' request. The father tested positive for marijuana and suboxone which was not prescribed to him. There was not a conversation with the father regarding these positive results or with the mother.

Case Decision

The case decision was appropriate. It does not appear that there was a conversation with the grandmother's boyfriend who also resided in the home.

#4

Initiation

The children were seen and the initiation was completed with the 4 yr. old in private.

Safety Assessment

The safety assessment was appropriate to meet the identified need.

Contacts

The mother and children were seen as specified by policy. However, the father of the infant resided in the home and he was only seen during the initiation.

Case Decision Justification

The case decision was appropriate. However, there needs to be more detail regarding why the decision was made.

Betty Kelly, MSW, Regional Child Welfare Consultant

Stokes County In-Home Services Case Review
August 9, 2021

Present: Stacey Elmes, Kimberly Childress, Rebecca Maser, Stacey, Casey Bowman

Regional Child Welfare Consultant Betty Kelly reviewed two in-home services cases. Below is a summary of the review.

Strengths

- Contact with children is occurring.
- Children were interviewed in private for a portion of the contact.
- There was justification in one case to decrease contacts with the children.

Needs

- Social workers are also service providers and should have activities assigned that help the family meet designated goals.
- Family Services Agreements (FSA) need to be more specific, and activities reflect back to the stated goal.
- Documentation regarding diligent efforts to contact parents and children need to be clearly documented.
- Children need to be involved in the service planning.

#1

Contacts

There was contact with the child with the child monthly as child was in a Temporary Safety Provider (TSP), but documentation does not reflect that contact with the child would be reduced due to child placed in a TSP. The risk was high. Weekly attempts were not made in February to contact the parents. Child was placed in DSS custody on 3/18/21.

Petition

On petition it states SW placed the child in a TSP. Social worker cannot place children with TSPs. The parents agree to the TSP.

Family Services Agreement (FSA)

There was a FSA completed for both parents. Each was separated because of DV. The social worker did not add any activities that would assist the family in meeting the goals. Social workers are service providers and also need to provide services to assist families in achieving their goals. The FSA was somewhat vague and needs to be more specific to address the identified needs.

#2

Contacts

Custody was granted to the TSPs on 4/22/2021. It was properly documented that the case was high risk and children could be seen bi-weekly, but parents needed to be seen weekly. Attempts were made to see the parents weekly except there was not a visit or an attempt from March 17-April 1. The children were seen twice a month.

Comprehensive TSP was completed verbally. This should have been a face-to-face visit to complete the assessment.

Family Services Agreement (FSA)

There should have been a separate FSA for the mother and father as DV was an issue. The social worker does not document services to be provided to family that will assist them in meeting their goals. The FSA needs to be more specific. The children need to be involved as much as possible in the service planning.

RCWC Kelly noted that a non-compliance petition was filed in both of these cases by the assessment social worker. Also, RCWC Kelly would suggest that social workers and supervisors receive some technical assistance around family services agreements.

Agency's Response

If during the assessment the parents are unresponsive to the agency, the assessment social worker will file a non-compliance petition, so that there is court involvement once the case moves to in-home services. The #2 case had previous history and the agency had worked with the family regarding the same issues. The #1 child had some health issues and dad was not willing to work with agency.

RCWC Kelly will discuss with agency management to arrange a time for some on-sight technical assistance for family services agreements.

Betty Kelly, MSW
Regional Child Welfare Consultant
August 10, 2021

July 28, 2021

Stacey Elmes, Director
Stokes County Department of Social Services
PO Box 30
Danbury, NC 27016

Dear Stacey:

In compliance with the Older Americans Act, Section 307 (4), OMB Omni Circular (2 CFR Chapter I, Chapter II, Part 200, et al.), Section 308 of the AAA Policies and Procedures Manual, and the Grant Agreement for the Provision of Family Caregiver Support Program (FCSP) Services, an on-site monitoring visit was made May 18, 2021. The PTRC Area Agency on Aging staff members on site to monitor were Gwen Shields, Aging Systems Specialist, and Joseph Dzugan, Aging Systems Coordinator. As a part of the procedure, programmatic compliance monitoring was conducted for the following service:

- OAA Family Caregiver Support Program

This assessment letter reviews specific aspects of the services provided, including 12 compliance criteria defined for each funding source. The assessment process included a review of compliance with the NC Division of Aging and Adult Services Standards, unit verification as it relates to services, reimbursement, and verification of compliance with the conflict of interest policy requirement in G.S. 143-6.1.

The assessment report is designed to:

- Identify those items which are commendable or show high achievement.
- Identify compliance or non-compliance with the applicable 12 compliance criteria and the requirement that non-profit entities have a notarized policy addressing conflict of interest.
- Identify the items not in compliance with the NC Division of Aging and Adult Services Standards that must be addressed in a corrective action plan.
- Document any technical assistance offered by the Piedmont Triad Regional Council Area Agency on Aging to further improve the service provided.

The results of the monitoring visit are as follows:

Fund Source: Title III E National Family Caregiver Support Program

CFDA: #93.052 Program Name(s): OAA Family Caregiver Support Program

Compliance Supplement Criteria Requirement	Compliance
a. Activities Allowed or Un-allowed:	Yes
b. Allowable Cost/Cost Principles:	Yes
c. Cash Management:	n/a
d. Reserved	n/a
e. Eligibility:	Yes
f. Equipment and Real Property Management:	n/a
g. Matching, Level of Effort, Earmarking:	Yes
h. Period of Availability of Federal Funds:	Yes
i. Procurement, and Suspension and Debarment:	Yes
j. Program Income:	Yes
k. Reserved	n/a
l. Reporting:	Yes
m. Sub-recipient Monitoring:	n/a
n. Special Tests and Provisions:	Yes
o. Conflict of Interest:	n/a

Description of Non-Compliance Findings

OAA Family Caregiver Support Program: None.

There were no unverified units for the OAA Family Caregiver Support Program.

Comments and Technical Assistance

Comments

Thank you and the staff of Stokes County Department of Social Services for your assistance during the monitoring visit.

Technical Assistance

There were no items of technical assistance.

If you have any questions, please contact us at 336.904.0300 or jdzugan@ptrc.org. Thank you for your continued service to older adults and their caregivers.

Sincerely,



Joseph Dzugan, Aging Systems Coordinator
PTRC Area Agency on Aging

cc: Jake Oakley, Stokes County Manager
Julia Edwards, Stokes County Finance Director
Brad Lankford, Stokes County Aging Services Planning Committee
Adrienne Calhoun, Director, PTRC Area Agency on Aging
Kim Johnson, Senior Regional Long-Term Care Ombudsman, PTRC Area Agency on Aging
Bob Cleveland, Community Resource Specialist Supervisor, PTRC Area Agency on Aging
Laura Regan, Aging Program Planner, PTRC Area Agency on Aging



PIEDMONT TRIAD REGIONAL COUNCIL

1398 CARROLLTON CROSSING DRIVE
KERNERSVILLE, NC 27284

(336) 904-0300

MATTHEW L. DOLGE • EXECUTIVE DIRECTOR

July 28, 2021

Stacey Elmes, Director
Stokes County Department of Social Services
PO Box 30
Danbury, NC 27016

Dear Stacey:

In compliance with the Older Americans Act, Section 307 (4), OMB Omni Circular (2 CFR Chapter I, Chapter II, Part 200, et al.), Section 308 of the AAA Policies and Procedures Manual, and the Agreement for the Family Caregiver Support Program funded by the Coronavirus Aid, Relief and Economic Security Act (CARES Act), an on-site monitoring visit was made May 18, 2021. The PTRC Area Agency on Aging staff members on site to monitor were Gwen Shields, Aging Systems Specialist, and Joseph Dzigan, Aging Systems Coordinator. As a part of the procedure, programmatic compliance monitoring was conducted for the following service:

- CARES Act funded Family Caregiver Support Program

This assessment letter reviews specific aspects of the services provided, including 12 compliance criteria defined for each funding source. The assessment process included a review of compliance with the NC Division of Aging and Adult Services Standards, unit verification as it relates to services, reimbursement, and verification of compliance with the conflict of interest policy requirement in G.S. 143-6.1.

The assessment report is designed to:

- Identify those items which are commendable or show high achievement.
- Identify compliance or non-compliance with the applicable 12 compliance criteria and the requirement that non-profit entities have a notarized policy addressing conflict of interest.
- Identify the items not in compliance with the NC Division of Aging and Adult Services Standards that must be addressed in a corrective action plan.
- Document any technical assistance offered by the Piedmont Triad Regional Council Area Agency on Aging to further improve the service provided.

The results of the monitoring visit are as follows:

Fund Source: Title III E National Family Caregiver Support Program

CFDA: #93.052 **Program Name(s):** CARES Act Family Caregiver Support Program

Compliance Supplement Criteria Requirement	Compliance
a. Activities Allowed or Un-allowed:	Yes
b. Allowable Cost/Cost Principles:	Yes
c. Cash Management:	n/a
d. Reserved	n/a
e. Eligibility:	Yes
f. Equipment and Real Property Management:	n/a
g. Matching, Level of Effort, Earmarking:	Yes
h. Period of Availability of Federal Funds:	Yes
i. Procurement, and Suspension and Debarment:	Yes
j. Program Income:	Yes
k. Reserved	n/a
l. Reporting:	Yes
m. Sub-recipient Monitoring:	n/a
n. Special Tests and Provisions:	Yes
o. Conflict of Interest:	n/a

Description of Non-Compliance Findings

CARES Act Family Caregiver Support Program: None.

There were no unverified units for the CARES Act Family Caregiver Support Program.

Comments and Technical Assistance

Comments

Thank you and the staff of Stokes County Department of Social Services for your assistance during the monitoring visit.

Technical Assistance

There were no items of technical assistance.

If you have any questions, please contact us at 336.904.0300 or jdzugan@ptrc.org. Thank you for your continued service to older adults and their caregivers.

Sincerely,



Joseph Dzugan, Aging Systems Coordinator
PTRC Area Agency on Aging

cc: Jake Oakley, Stokes County Manager
Julia Edwards, Stokes County Finance Director
Brad Lankford, Stokes County Aging Services Planning Committee
Adrienne Calhoun, Director, PTRC Area Agency on Aging
Kim Johnson, Senior Regional Long-Term Care Ombudsman, PTRC Area Agency on Aging
Bob Cleveland, Community Resource Specialist Supervisor, PTRC Area Agency on Aging
Laura Regan, Aging Program Planner, PTRC Area Agency on Aging

**DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION
SUBSIDY SERVICES SECTION
TECHNICAL ASSISTANCE VISIT REPORT**

LPA: Stokes County Department of Social Services
DATE OF CONTACT: August 10, 2021 – Microsoft Teams Meeting
LPA STAFF: Cindy Joyce, Sharon Bullins, and Cindy Hodges
SERVICES CONSULTANT: Belinda Thomas

FUNDING MANAGEMENT

Direct Services

Non-Smart Start

- Non-Smart Start allocation for direct services is \$854,120.
- The Non-Smart Start expenditure for the May 2021 service month was \$86,919.
- The Non-Smart Start spending target for the June 2021 service month was \$74,049.
- The current Non-Smart Start spending coefficient is 100%.
- A reversion was completed in the amount of \$43,154 effective May 1, 2021. Another reversion was completed in the amount of \$4,183 effective June 1, 2021.

Smart Start

- Smart Start allocation for direct services is \$251,772.
- The Smart Start expenditure for the May 2021 service month was \$18,767.
- The Smart Start spending target for the June 2021 service month was \$17,749.
- The current Smart Start spending coefficient is 100%.

Combined

- The combined allocation for direct services is \$1,105,892.
- The combined expenditure for the May 2021 service month was \$105,686.
- The combined spending target for the June 2021 service month was \$91,798.
- The current Combined spending coefficient is 100%.

Services Support

Non-Smart Start

- Direct Services Support allocation is \$80,000.
- The services support expenditure is \$69,473.
- The remaining balance for the fiscal year was \$10,527.

Smart Start

- Direct Services Support allocation is \$0.
- The services support expenditure is \$0.
- The agency does not receive Smart Start services support funds.

Vulnerable Population Set-Aside

- County Vulnerable Population Set Aside amount is \$36,058.
- County has spent \$N/A of their Vulnerable Population Set Aside funds.

WAITING LIST

Number of Children on the Waiting List: 0

ACTION NEEDED

- In NC FAST, funds are ranked as Special Needs #1, Non-Smart Start #2 and Smart Start #3. I agree with the ranking of funds.
- The preliminary expenditure report for June services paid in July was provided. The combined spending coefficient is 90%.
- The preliminary Smart Start spending coefficient for June services is 109%; however, the initial partial allocation from the previous fiscal year is entered until the state fiscal year (SFY) 2021-22 allocations are provided. If the agency receives \$251,772 again in SFY 2021-22, the Smart Start expenditure is balanced.
- Continue to make Obligation Transfers as needed to ensure that Smart Start funding is spent throughout the year.

SMART START COLLABORATION

Both agencies collaborate well and are very supportive of one another. The Smart Start Memorandum of Understanding (MOU) for state fiscal year 2021-22 will soon be provided and Cindy Joyce will send a copy to the TA Consultant, Belinda Thomas.

WAITING LIST LOCAL POLICIES

Approved by:

- DCDEE – May 28, 2020
- DSS Board – March 25, 2020

RECORD REVIEW

During this quarter, five records were reviewed.

Finding(s)

- The hours of care and level of care should always be documented in the case notes.
- When a Child Protective Service (CPS) or Child Welfare Service (CWS) application is being processed, the childcare worker should obtain the income to establish a parental fee. The parental fee is then waived until the need for CPS or CWS ends. When the CPS or CWS need ends, the parental fee can be assessed to the family. If the income information is not collected from the family at the time of eligibility determination, a parental fee cannot be assessed to the family until the next redetermination at the end of the 12-month certification period. If the income information cannot be obtained, the application and subsequent services should continue without the income information and the case documentation should be clear.
- PDC – 199322632 - The hours of care should be documented in the case notes.
- PDC – 259227938 - For this CWS case, the referral does not verify employment and wages were not provided. Per Administrative Letter #06-18, income should be verified, a budget calculated, and income should be entered in NC FAST for CPS and CWS cases. The case notes in this case do not explain the reason the income was not obtained and calculated. --- Voter Registration and developmental screening forms should have been addressed and documented in the case notes.

- PDC – 266620270 - The plan of care is 7:00am to 6:00pm, but the referral shows 7:30am to 6:00pm. The hours of care on the referral should match the hours of care in the plan of care and in the case notes. --- The social worker should correct the hours on the referral to match the voucher and case notes, or the hours of care in NC FAST should be corrected. -
- Voter Registration information should be documented in the case notes.
- PDC – 199246034 – The budget calculation is incorrect because the base period wages for May 2019 were not verified and used and the correct income from Food and Nutrition Services (FNS) was not used. The case notes do not explain how the budget was calculated. --- The level of care and hours are not documented in the case notes. --- Please explain Sasha's student evidence in the case notes or end date the evidence if she is not in school.

Corrective Action(s)

- PDC – 199322632 – Please add case notes to show the hours and level of care authorized and the child is eligible for the blended rate.
- PDC – 259227938 – The case notes should explain the reason the employment and base period wages were not verified and entered. --- Send the developmental screening forms and document the forms were shared and document the voter registration response.
- PDC – 266620270 – Correct the plan of care in NC FAST or add case notes to correct the hours of care as requested on the referral from the social worker. If necessary, the social worker can correct the hours on the referral form if the hours should be changed on the referral. --- Add notes to document voter registration.
- PDC – 199246034 – The budget calculation for the 2019 recertification was incorrect. The case is in the process of being recertified and the worker will use the correct budget calculation from this point forward. --- Please address Sasha's student evidence in the case notes or end date the evidence if she is not in school.

COMPLIANCE SCORING

91%

POLICY DISCUSSION

Review of Policies

- Pandemic unemployment benefits are not countable for SCCA. SCCA is only counting unemployment benefits coded as types 0 and 1 at this time.
- When transferring a case to another county, please remember to copy the record and send the documents to the receiving county. The original county must maintain a copy of the case for audit purposes. If the client has received services for more than three years, the county must send documentation for a minimum of three years and make sure the signed voucher is included for the current provider.
- A change in income during the certification period is to be compared to the highest income in the current certification period. If a parent has changed jobs multiple times, the income is always compared to the highest income, and not necessarily the last income entered.
- Administrative Letter #01-21 was recently issued explaining new policy regarding 90-day transition. 90-day transition will only be allowed if the client requests termination or moves out of state. If the client states he/she does not want or need the service for the 90-days

and the child will not attend the childcare facility, the worker should document the client declined the 90-day transition, and a 10-day notice can be issued.

- For applications and recertifications, always document the forms were shared for developmental screenings for children ages 0-5. See Administrative Letter # 06-18. Program Compliance will cite the county in error if the information is not documented in the case notes.
- Remember to document that staff inquired about voter registration and the response if the DCD-0456 application is used as a mail-in application. The question is not on the DCD-0456 paper application. The information regarding voter registration should be documented in the case notes. Program Compliance staff will look for the documentation regarding voter registration in the next monitoring cycle.
- If client was receiving Unemployment Benefits (UIB) at recertification and has returned to work and is no longer receiving UIB and their earned income from their previous job was equal to or greater than their UIB, the worker should end date the UIB evidence. The worker should enter the earned income amount or their previous UIB amount, whichever is lower, into the earned income evidence to maintain the current parental fee that was established at the time of recertification.

NC FAST ISSUE(S)

- NC FAST Communication dated June 21, 2021: NC FAST is aware of workers experiencing issues when a 13-year-old child incorrectly shows eligible in the new certification period. When a child turns 13 years old in the last month of the certification period, they should not be eligible in the new certification period. As a temporary work around, workers should end date the plan of care for the end of the certification period that the child turned 13 years old, so eligibility does not continue into a new certification period. NC FAST is working diligently to resolve this issue.
- A communication was issued on June 23, 2021 regarding the new SCCA income limits. Due to this income limit change, some cases that were in graduated phase out based on the old income limit, may no longer be in graduated phase out and are now eligible for regular subsidy services. On June 21, 2021, NC FAST completed a reassessment on all cases, and have identified the cases that are no longer in graduated phase out. A list of cases was provided, and the system generated action notices to continue services for those children. Caseworkers were asked to print and mail the action notices to the responsible adults and childcare providers without delay. In addition, some recertification packets were not mailed because the case was in graduated phase out. The cases were highlighted on the report provided by NC FAST, and the worker will need to manually send a recertification packet to the responsible adult.
- NC FAST Communication issued June 28, 2021: Workers should not allow a plan of care to be added during the certification period for a child that was over the 133% income level at **application** unless there was a decrease in income that puts the parent/responsible adult under the 133% income level. Workers should be sure to pay attention to the income limits based on the age of the child when trying to add a child during certification period.
- NC FAST Communication Issued July 6, 2021: Due to COVID-19, DCDEE is waiving all parent fees for July 2021 thru October 2021 service months in NC FAST. The parental fee assessed to the household will still display on the decision details, but the system will use

the manual adjustment information to override the decision details. To avoid any issues, users should not update the manual adjustments for \$0.00 parental fee created by the System. If you complete an application, make updates to a case where the parent fee might change, or complete a recertification in the month of July 2021 thru October 2021 please follow the steps provided in the weekly communication to ensure that the parent fee is waived so the provider will be paid correctly.

- NC FAST Communication dated July 26, 2021: NC FAST is aware of workers seeing duplicate results when using a client's Social Security Number while performing Child Care Payments Received Search. This is a display issue only. As a temporary work around, workers can search using the client's CNDS ID and no duplicates will be displayed. NC FAST is working diligently to resolve this issue.

PROVIDER ISSUE(S)

If a provider calls the worker regarding an issue with a payment, always check the plan of care, approved rate, and the roster to determine if the payment was made correctly. Also, some providers are reporting the parent fees were not paid during a month the parent fees were paid by the state. If there is a discrepancy with a payment, please ask the provider to call the NC FAST Help desk at 919-813-5460. The provider should call NC FAST rather than DCDEE.

OTHER DISCUSSION

- As a reminder, all overpayments and underpayments from April 2020 to August 2020 can be marked as invalid because the state did not pay providers in the normal manner. Unless an overpayment or underpayment (OP/UP) is truly obvious and accurate for those months (such as a parent fee not being waived when it should have been waived), staff can include them on the list of invalid over/underpayments to be closed. Also, children who receive the blended rate (83%) may also be included on the invalid list from September 2020 and forward because the differential payments are paid outside of NC FAST. All overpayments and underpayments for the service months starting in September 2020 and forward for children that were not paid with the blended rate (they had a plan of care for anything other than 83%) are to be reviewed and determined if they were Invalid, Incorrect or Correct. If they are correct, the county should process them and initiate recoupment. If they are Incorrect, the county should submit a Help Desk ticket to get the incorrect OP/UP resolved.
- County staff should continue to review, approve and activate correct over and underpayment cases monthly. Staff should routinely complete this process to prevent an unnecessary backlog and to correct the payments in a timely manner. This process will benefit the agency and the child care providers.
- DCDEE issued a Dear County Director Letter (SCCA DCDL 2021-#07) on June 21, 2021. DCDEE will continue to cover the cost of all parent fees for the SCCA program for the service months of July 2021 through October 2021.
- DCDEE issued another Dear County Director Letter (SCCA DCDL 2021- #08) to share the new maximum income eligibility limits. The new income limits went into effect on July 1, 2021. The revised income limits apply to families currently receiving assistance whose annual redetermination of eligibility occurs on or after July 1, 2021. In addition, the new limits apply to families who report income changes on or after July 1st.

- DCDEE issued a Dear County Director Letter (SCCA DCDL 2021 – #09) on July 1, 2021. The temporary grace period for recertifications will be extended through December 31, 2021.
- DCDEE will be sending another Administrative Letter soon to explain how recertifications will be handled with the new 90-day Transition policies. In the meantime, I am sharing the guidance in the TA report. If the parent is unemployed at the time of the recertification, the worker should determine when the parent's last employment ended. If the employment ended no more than 90 calendar days prior to the date the recertification packet was received, the certification should be completed, and the parent should be given another 12 months of eligibility if all other eligibility criteria are met. If the employment ended more than 90 calendar days prior to the date the recertification packet was received, the parent would not be eligible for another 12 months of services and the case should close at the end of the current certification period. The parent can reapply for services when he/she becomes employed if childcare assistance is still needed. If the county is on a waiting list, the parent should be placed on the county's waiting list.
- DCDEE continues to pay the differential payments for blended rate eligible children from 83% to 100%. DCDEE also continues to pay the difference between the 83% parent fee and 100% parent fee. The 17% differential payments are paid to providers each month in a separate payment run.

FOLLOW-UP TASKS FOR LPA STAFF BEFORE NEXT VISIT

N/A

FOLLOW-UP TASKS FOR SERVICES CONSULTANT BEFORE NEXT VISIT

N/A

TENTATIVE DATE OF NEXT VISIT

November 18, 2021

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

State Participants:	Kim Collie, OST
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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 August 11, 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	Not Applicable	10/20-10/20
FNS Statewide Active Error Rate	5.49%	10/20-10/20
FNS County Case and Procedural Error Rate	100%	10/20-10/20
FNS Statewide Case and Procedural Error Rate	26.26%	10/20-10/20
FNS Expedited Applications Timeliness Rate	100%	July 2021
FNS Normal Applications Timeliness Rate	98.72%	July 2021
FNS Recertification Timeliness Rate	100%	July 2021
FNS Case Data	3,142	July 2021
FNS Applications	142	July 2021
WF Applications Timeliness	100%	July 2021
WF Recertification Timeliness	100%	July 2021
WF All Family Participation Rate	0%	June 2021
WF Two-Parent Participation Rate	Not Applicable	June 2021
WF Case Data	55	July 2021
WF Applications	4	July 2021
CIP Application Timeliness With H/C Source	96%	July 2021
CIP Application Timeliness Without H/C Source	100%	July 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

For the above stated period, zero Active cases were reviewed. One county Case and Procedural Error Rate (CAPER) case was reviewed for Federal Fiscal Year (FFY) 2020-2021 and cited as being incorrect. The agency's current error rate is 100%. The identified error was the client did not receive a denial notice because an eligibility check was not conducted. Supervisors and workers routinely check the notices to make sure they contain the correct reason.

The county's final error rate for the FFY 2019-2020 was 0% for Active cases and 50% for CAPER. The county's final error rate for CAPER exceeded the state error rate. The county is encouraged to maintain error rates that are below the state's error rate.

The agency participated in a Management Evaluation beginning on July 9, 2019 for FFY 10/18-9/19 with the summary letter being issued on August 7, 2019. The agency was released from the Performance Improvement Plan (PIP) on August 28, 2021.

WF

The county's Work First Monitoring for SFY 2020-2021, conducted on November 30, 2020 found that all program requirements were met. A Performance Improvement Plan was not required. The agency is to be commended on their excellent work!

The discussion did not reveal any further areas of opportunity for improvement; therefore, no additional recommendations were made regarding the areas reviewed for quality.

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.

On May 26, 2021, during the "100 County Call" an update on the status of HB 630 compliance was provided. During the emergency declaration due to COVID-19, counties will not be required to complete a development plan (formerly referred to as a corrective action plan).

FNS

The agency consistently processes FNS applications (both expedited and normal) and recertifications timely. During the review period listed below, there was only one month that the timeliness threshold of 95% for recertifications was not met.

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
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%
April 2021	100%	100%	100%
May 2021	100%	100%	98.96%
June 2021	96.30%	100%	98.59%
July 2021	100%	98.72%	100%

Energy

Counties are currently not being held accountable for the HB 630 Energy measures. This was the subject of a terminal message dated 9/10/2020 (Listserv message #2020-170). When the changes were made to policy, the HB 630 query required adjustments. The division is currently in the process of working to revise the query to align with the new policy.

OST recommends that the program manager/supervisor review any untimely processed CIP applications to determine root causes of the untimeliness or for potential error trends. Findings should be shared, and training developed as needed.

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%
April 2021	Not Available	100%
May 2021	Not Available	Not Available
June 2021	Not Applicable	100%
July 2021	100%	100%

Work First

WF Application timeliness rates have exceeded the state's recommended threshold of 95% as indicated below. They have exceeded the 95% threshold in all, but two months.

The county has three cases that are identified as work eligible cases. No two-parent cases are included in the Work First cases. The All-Family Participation Rate has remained at 0% in the last twelve months. The reason for not being

included for these three cases was due to not enough hours. Two of the cases (234456397 & 242972480) do not have any scheduled hours or a current Outcome Plan. The third case (241899608) has the client scheduled for 54 hours but shows zero hours completed. The notes contain minimal documentation regarding work participation. The biggest challenge to meeting participation rates is that there are no community partners allowing clients to volunteer at their facilities. Goodwill is the primary partner, and they are not allowing work experience at this time. OST recommends that all work eligible cases be staffed by the supervisor every other week to ensure that activities and hours are scheduled/recorded appropriately.

Month	Applications WF3 95% Threshold	Recertifications WF4 95% Threshold	All Family WPR WF1 50% Threshold	Two-Parent WF1 90% Threshold
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%	0%	Not Applicable
April 2021	100%	100%	0%	Not Applicable
May 2021	100%	100%	0%	Not Applicable
June 2021	100%	100%	0%	Not Applicable
July 2021	100%	100%	0%	Not Applicable

Business Process Review

The OST Representative discussed the agency's protocol for monitoring the pending application reports to ensure applications are processed timely.

Workers pull their pending reports daily and the supervisor oversees the applications due each day. Applications are expected to be processed by 10:00am on the day they are due. The supervisor monitors the applications throughout the day and follows-up as needed.

In reviewing the applications processed, two were approved after the 25th day causing them to show as overdue. One (160389912) was a reopen. The second application (160320870) was approved on the 29th day due to the client not supplying required verification until that day.

There were three withdrawals completed in July. Two (160987425 & 160487576) were completed at the request of the client. Documentation stated the reason. Policy in FNS 440.03, C. also says to advise the client they can reapply at any time. This information should also be included in the documentation. The third withdrawal (160664697) was to correct a worker error. Documentation states "worker keyed add app for FNS in error. Withdrew once mistake was found and keyed for SNAP". Withdrawals should only be used when the client requests that their application be withdrawn.

Of the applications processed, thirty-four were expedited. Same day processing was completed on seventeen of those for a 50% same day percentage. Of the seven workers that processed these applications, three workers processed 50% or more on the date of application. Same day processing is the goal for all expedited applications.

The agency works their tasks routinely and the supervisor follows-up to make sure they are current. The task report in FAST Help does not show any open tasks for Stokes County in April, May, or June. Good job!

The program administrator expressed appreciation for all that the supervisor does to keep the programs on track. The supervisor indicated that her staff work well together and function as a team which contributes to their success.

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 discussion with the county revealed that the county's Economic Services Programs accountability process includes second party review of two FNS cases per worker per month. Additionally, all denials are reviewed for accuracy prior to

being disposed of in NC FAST. If the supervisor is unavailable, the application must be reviewed by another worker prior to keying. Identified errors are expected to be corrected the day they are identified. The supervisor looks for trends and plans refresher training to address repeated errors.

For the Work First program, 100% of the activity is reviewed and the appropriate check list is used.

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. The FNS supervisor completes most of the training. She is currently training a new employee that has no prior experience with public assistance programs. The worker is going through the core function training. She is also using the Learning Gateway and reviewing policy with the supervisor. Job shadowing will also be a part of the training as well.

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

- 5/25/2021-Summer Pandemic EBT-Information and Action
- 7/20/2021- Suspended H and I Controlled Substance Felons Assessments during COVID-19 Pandemic (effective through August 31, 2021) and Extend Sanction Dates
- 7/20/2021 – August 2021 Automated Supplements for active FNS households
- 7/28/21-ChopChop Magazine
- 7/28/2021- IRS Child Tax Credit and Advanced Child Tax Credit Payments

Change Notices:

- 4/5/2021 01-2021-Policy Updates
- 4/5/2021 02-2021- Policy Updates
- 5/12/2021 03-2021 Policy Updates
- 6/15/2021 04-2021 Policy Updates
- 6/29/2021 06-2021 Policy Updates (Amended)
- 7/12/2021 07/2021 Policy Updates
- 7/21/2021 08/2021 Policy Updates
- 7/30/2021 09-2021 Policy Updates

Listserv Messages:

- 6/4/2021-2021-108 National Directory of Contacts

Work First:

Dear County Director Letters

- 6/25/2021-One-Time Benefit Payment for Active Work First Cash Assistance Recipients-Action Needed
- 8/2/2021-Work First Program Performance Monitoring

Energy Programs:

Dear County Director Letters

- 5/17/2021-Energy Programs Outreach Plan
- 7/28/2021- Low Income Household Water Assistance Program (LIHWAP) Plan Review Period
- 8/5/2021- Revised HB630 CIP Timeliness Queries

Listserv Messages:

- 6/30/2021-#2021-117 Crisis Intervention Program (CIP) Funding for State Fiscal Year (SFY) 2021-2022

Miscellaneous:

Dear County Director Letters

- 5/25/2021-(Corrected) Waivers Extended Through December 31, 2021, Until the Governor Lifts the Emergency Declaration

- 7/28/2021- Correction for Mixed Earners Unemployment Compensation (MEUC) and Reference chart of Unemployment Insurance Benefit Codes and Types

NC FAST Communications:

- 7/9/2021 – Closing of Open Tasks from 2019-2020

Program Staff Questions/Concerns

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

The supervisor asked for clarification on Section 435.04 from FNS Change Notice 09-2020. Discussed that the reopen policy has not changed.

Discussed Dear County Director Letter "Application and Recertification Interview Waiver Extension" dated October 23, 2020. The agency understood the letter to mean that all interviews could be waived. The OST Representative reviewed the letter and the situations that allow for the interview to be waived.

The supervisor questioned the purpose of the FAST Help report for the DSS-8551 and DSS 8553. They have found cases on the report where the notice was both accurate and timely. The supervisor will provide case numbers to OST the next time they identify an incorrect entry on the report.

Follow-up

OST will follow-up with a response to a policy question regarding protected spousal income. Future consultations will be scheduled based on the county's needs and risk assessment.

Stacey S. Elmes

From: Sharon S. Bullins
Sent: Thursday, July 29, 2021 4:24 PM
To: Cynthia J. Joyce
Cc: Stacey S. Elmes

Seldom do we get compliments from someone that we have to deny services, but I did today. called in regards to Cindy Stovall helping her so much. She is over income for FNS and she knows that. Cindy realized social security was withholding her premium even though she was on the buy-in. She took it upon herself to call SSA and verify that. She then told the client to call SSA office. Client called them and they owe her lots of money. Thanks to Cindy, the client will be refunded. She did not realize she had Medicaid to pay her premium. She would have never known if Cindy had not went "over and beyond" to help her. She said Cindy had been such a blessing to her.

Sharon Bullins
IM Supervisor II
PO Box 30
Danbury NC 27016
336-593-2861 ext. 1108

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Child Support ShoutOut



MAKING A
DIFFERENCE
TOGETHER



Recognizing Outstanding Collections for July 2021

A method of communicating information to North Carolina Child Support Offices

Rank	County Name	Amount	Worker Name	Description
1	BUNCOMBE	\$65,866.24	ANNAMARIA JACKSON	Purge payment
2	ORANGE	\$27,000.00	GEORGE HARRISON	Agreement between parents
3	GUILFORD	\$26,614.51	KIMBERLY GRIFFIN	Lottery winnings
4	FORSYTH	\$26,006.39	RAYNESE COLEMAN	Workers' compensation
5	BUNCOMBE	\$19,077.25	ANNAMARIA JACKSON	Purge payment
6	JOHNSTON	\$17,500.00	MOLLY ATWELL	NCP's estate
7	PITT	\$16,327.50	ANGELA SIMPKINS	Social Security lump sum
8	DURHAM	\$15,403.66	APRIL HARVEY	Purge Payment
9	WAKE	\$15,000.00	TARA BADGER	Passport denial
10	BURKE	\$13,659.53	YVONNE PARLIER	Purge payment
11	JACKSON	\$13,456.74	JESSICA RAY	Purge payment
12	STOKES	\$11,963.23	JENNIFER BENNETT	Social Security lump sum
13	CUMBERLAND	\$11,048.90	MARANDA HYDE	Out-of-state purge payment
14	WAKE	\$10,800.00	CHRISENDER HOLDER	Large sum paid by noncustodial parent
15	BUNCOMBE	\$10,423.10	RHONDA OKALE	Insurance settlement
16	IREDELL	\$10,000.00	JACKELINE HENDERSON	Purge payment
17	WAKE	\$9,738.31	KARA HICKS	Passport denial
18	CARTERET	\$9,400.00	LISA MAY	Sale of inherited property
19	CALDWELL	\$8,855.00	ERICA DULA	Purge payment
20	CUMBERLAND	\$8,817.83	LINDA WILLIAMS	Purge payment

Top 20 gross allocated collections by pay source code (excluding State and Federal Tax Intercept) for one day to a single case greater than \$7000 for the period via CSDW

This is not intended for public distribution

Our contact email is: Child.Support.Advocate@dhhs.nc.gov

