

AGENDA

REGULAR MEETING

OF THE

February 22, 2023

STOKES COUNTY

3:00 p.m.

BOARD OF SOCIAL SERVICES

ETHICS AND CONFLICT OF INTEREST REMINDER:

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

- I. Call to Order
- II. Discussion/Adjustments to the Agenda
- III. Consent Agenda
 - A. Minutes – Regular Meeting – January 25, 2023
 - B. Minutes – Special Called Meeting – February 10, 2023
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Three Minutes Per Person)
- VI. Information and Discussion
 - A. DSS Dashboard
 - B. Technical Assistance Report – 12/6/22 – FNS & Energy
 - C. Child Support Consultation – November 2022
 - D. Child Support Consultation – December 2022
 - E. Recipient Eligibility Determination Audit (REDA) – December 2022
 - F. Accuracy Improvement Plan for REDA
 - G. Child Care Technical Assistance Report – Nov. & Dec. 2022
 - H. Technical Assistance Report – 2/7/23 – Work First
- VII. Old Business
- VIII. Closed Session per G.S. 143-318.11(a)(6): 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.
- IX. New Business
 - Next meeting – March 22, 2023 at 3:00 p.m. in the DSS conference room
- X. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES

MINUTES

January 25, 2023

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, January 25, 2023 at the Social Services Building in Danbury, North Carolina. Chairman Jan Spencer called the meeting to order at 3:00 p.m. Other Board members present were Member Greg Collins, Member Sandy Smith and Member Sonya Cox. Absent was Vice Chair Darlene Bullins. Staff present were Director Stacey Elmes, Income Maintenance Administrator Cindy Joyce and Administrative Officer Becky East.

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

Chairman Spencer opened the floor for any adjustments to today's agenda. Chairman Spencer requested to add the voting of Member Collins' appointment to the DSS Board to today's agenda. Member Collins motioned to approve the agenda as amended. Member Smith seconded and the motion passed 4-0 with Vice Chair Bullins absent.

Consent Agenda

Chairman Spencer entertained a motion to approve or amend the consent agenda which included the minutes from the December 14, 2022 meeting. Chairman Spencer pointed out a correction on page 3 where the word gage should be changed to gauge. Member Smith made a motion to approve the consent agenda as amended. Member Collins seconded and the motion passed 4-0 with Vice Chair Bullins absent.

Board Member Comments

Chairman Spencer expressed thoughts and prayers for the family of Janet Lewis since her recent passing. Member Smith, Member Cox, and Member Collins also shared sentiments of Janet Lewis.

There were no public comments.

Other items on the agenda for discussion were as follows:

DSS Dashboard

Director Elmes shared that the federal government will end the Public Health Emergency on May 11, 2023. All food and nutrition service allotments will go back to pre-pandemic amounts effective March 1st (public has been receiving extra allotments for the last three years) which will be a big adjustment for some of our county citizens. The NC Department of Health and Human Services (DHHS) has been advertising this to the public with no appeal process.

The agency will be starting a new foster parent training class in February with approximately seven families (ten individuals). The agency Recruitment Specialist continues to work hard to get the word out throughout the county and is doing a great job with lots of good ideas. The agency is trying to ramp up foster parent retention by having county outreach events. The agency is having a foster parent luncheon in March to get foster parents together which will give them a chance to network with each other and share ideas with the agency. In May, the agency will be having a big event for Foster Parent Appreciation Month.

The agency is still struggling to get vacancies filled as there are currently six vacancies with applications non-existent. The agency is advertising through Indeed, job fairs, newspapers, sending information to colleges and posting flyers. Currently, the agency has two Vanguard Professional Services contract employees that are working on the week-ends to help our social workers with some of their work. The county has also graciously allowed the agency to use lapse salaries to pay social workers for their overtime in order to get the work done, especially with the vacant positions.

Chairman Spencer confirmed with Director Elmes that court system delays contribute to children being in care over one year. Chairman Spencer asked how other counties are doing in this area. Director Elmes stated this topic and vacancies are always conversations that happen at DSS Directors' meetings.

Children in PRTF Facilities

Director Elmes shared an update on foster children currently placed in PRTF (psychiatric residential treatment facilities). Chairman Spencer requested another update in six months regarding foster children placed in PRT Facilities.

Employee Survey Results

Director Elmes shared the December 2022 employee survey results that were received from approximately 25-30 employees. Chairman Spencer stated a survey response that stuck out to her was the comments from staff that do not feel trained to stay with children that have had a placement upset or come into care. Director Elmes shared that part of the DSS director's job is to ensure the safety and well-being of our children and when a home is not found for our children, DSS is responsible for the child or children's safety which is happening more and more. Director Elmes shared that she opened up staying with the kids to the whole agency due to being short staffed and not wanting to burn out our employees more than they already are. This is not a task that anyone wants to have to do, but there are no other options. Director Elmes stated there is Mental Health First Aid Training available and the agency is looking into providing some type of de-escalation training as well. Staff never have to stay alone with a child (typically two staff members) and if the need arose, a deputy is also available. Director concluded that this is a statewide problem in all social service agencies.

Member Cox asked about the survey response regarding flex days being beneficial to everyone not just certain workers. Director Elmes stated the comment refers to social workers in CPS and Foster Care who work a semi-flex schedule since their schedules are all over the board. Social Workers come in early and work late to accommodate the schedule of the clients that are served. Our Child Support Unit has a set flex schedule and it works beautifully. The goal of a flex schedule is to have one day off a week, so the employee can schedule appointments and not have to take time off. However, this does not work in every unit because employees want to take the flex day and then take additional time off which causes a flex schedule to not work. The agency is mandated to have coverage in the office from 8:30 am to 5:00 pm. If the units can't work together to make it work then the flex schedule is not allowed. Recently, the management team talked about flex schedules and is trying to see if it can be worked out with some of our other units.

Chairman Spencer questioned another survey response regarding weekly and monthly meetings for each unit. Director Elmes responded meetings depend on the unit's needs and do meet about changes and updates to policy very frequently. This is something that the management team can look into regarding the comment.

Chairman Spencer thanked Director Elmes for sharing the survey responses with the DSS Board. Director Elmes stated she tries to do this type of survey once a year. Member Cox stated the surveys need to be kept anonymous. Member Smith stated perhaps asking the employees to complete the survey a couple of times a year might bring in more responses. Member Collins suggested using Survey Monkey to help with employee responses.

Director Evaluation by the DSS Board and Director Evaluation by the Management Team

Chairman Spencer confirmed with Director Elmes that the evaluation tool in today's agenda were used to complete the 2022 director's evaluation by the DSS Board and Management Team. Chairman Spencer proposed this year, Director Elmes do a self-evaluation with the same tool the DSS Board used last year. Chairman Spencer stated that Attorney Jennifer Michaud agreed to pick up Management Team evaluations from DSS and make copies for the Board Members to review. The Board unanimously agreed with Vice Chair Bullins absent to use the evaluation tool in today's agenda for the director's evaluation in closed session at the February meeting.

Work Session with the Board of County Commissioners

Director Elmes stated the Stokes County Board of County Commissioners are meeting with all department heads regarding their department and departmental needs with the agency being scheduled for February 6th from 12 pm- 1pm. Member Cox stated Board members are welcome to attend.

Appointment for DSS Board Member Greg Collins

Chairman Spencer stated Member Collins is appointed by the DSS Board whose term expires on January 28, 2023 and is willing to serve another term. Chairman Spencer made a motion to approve Member Collins' appointment to the Board for another three years. Member Cox seconded and the motion passed 4-0 with Vice Chair Bullins absent.

Old Business

Chairman Spencer asked if any Board member was unable to get into their county email accounts. Director Elmes directed Board members to contact the IT Department for assistance.

Member Cox stated that when Director Elmes meets with the Board Of County Commissioners (BOCC), that would be a good time to speak openly about issues with other departments. Member Cox stated there will be an opportunity for department heads to schedule closed sessions with the BOCC after open sessions have been completed. Member Cox stated the BOCC has learned a lot about the county and how it is run during the open sessions with department heads. There are a lot of county needs that the BOCC is looking to address with technology and bringing everything into the 21st century.

New Business

Director Elmes shared that on March 10th at 3pm, there will a gathering at Ann's Place for the family of Ann Vance as they allowed memorial gifts to be made to the Department of Social Services for the purpose of outfitting this location to help when the agency must stay at the office with children. Member Cox requested the invite be sent to all BOCC members.

Chairman Spencer stated the next meeting will be February 22, 2023 at 3:00 pm. There being no further business, Chairman Spencer asked for a motion to adjourn the meeting. Member Cox made a motion to adjourn. Member Collins seconded and the motion passed 4-0 with Vice Chair Bullins absent. Meeting adjourned at 3:59 p.m.


Secretary


Date

STOKES COUNTY BOARD OF SOCIAL SERVICES

SPECIAL CALLED MEETING MINUTES

February 10, 2023

The Special Called Meeting of the Stokes County Board of Social Services was held on Friday, February 10, 2023 at 10:30 a.m. in the Stokes County Board of Commissioners' Chambers at the Ronald Wilson Reagan Memorial Building in Danbury, North Carolina. Board members present were Chairman Jan Spencer, Vice Chairman Darlene Bullins, Member Greg Collins, Member Sandy Smith, and Member Sonya Cox. Also present were Attorney Jennifer Michaud, representative for County Attorney Ty Browder and DSS Director Stacey Elmes.

Chairman Spencer called the meeting to order at 10:30 a.m.

Chairman Spencer read the Ethics and Conflict of Interest reminder to the Board. Board members were asked if they had a conflict with any issues regarding today's Special Called Meeting. No conflicts noted.

Vice Chairman Bullins made the motion to enter closed session per General Statute 143-318.11 (a) (6) which states: To consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial appointment of an individual 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. General personnel policy issues may not be considered in a closed session. A public body may not consider the qualifications, competence, performance, character, fitness, appointment, or removal of a member of the public body or another body and may not consider or fill a vacancy among its own membership except in an open meeting. Final action making an appointment or discharge or removal by a public body having final authority for the appointment or discharge or removal shall be taken in an open meeting.

Member Smith seconded and the motion carried 5-0.

The Board entered closed session.

The Board returned to open session of the meeting.

With no further business, Chairman Spencer entertained a motion to adjourn the meeting.

Member Collins made the motion to adjourn the meeting. Member Smith seconded and the motion carried 5-0.

Meeting was adjourned at 12:07 p.m.

Vice Chairman Darlene Bullins

For Secretary Stacey Elmes

Stokes County DSS Dashboard 2023

	January	February	March	Qrt. Total	Annual Total
ADULT SOCIAL WORK SERVICES					
Guardianship Cases	32				
W APS Reports Received	9			9	9
APS Reports Accepted	6			6	6
Investigations Initiated Timely [Goal 95%]	100%				
Outreach Visits	3			3	3
In Home Aide Programs	9				
Community Alternatives Program (CAP/DA)	55				
Representative Payee	7				
SA - In-Home	52				
Placement	0				
Adult Care Homes Monitored	0				
Total Requests for CIP	45			45	45
CIP Expenditures	\$12,900			\$12,900	\$12,900
Total Requests for LIEAP & LIEWAP	206			206	206
LIEAP Expenditures	\$53,800			\$53,800	\$53,800
Unclaimed Bodies	0			0	0
Staff Hours Spent at Shelters	0			0	0
CHILD CARE SUBSIDY					
Children Receiving Services	189				
Expenditures	\$53,073			\$53,073	\$53,073
Waiting List	0				
CHILD PROTECTIVE SERVICES					
S Reports Received	57			57	57
CPS Reports Accepted	36			36	36
Children Opened	59			59	59
Open Reports	31				
Reports Substantiated/Services Needed	13				
Open Case Management	15				
Courtesy Requests	2			2	2
Substance Affected Infants Reported to DSS	0			0	0
Substance Affected Infants Accepted for Inv.	0			0	0
Reports Initiated Timely [Goal 95%]	97%				
Reports Completed Timely [Goal 75%]	74%				
Children Remaining at Home [Goal 95%]	85%				
CHILD SUPPORT					
Number of Children Served	1,017				
Total Collections	\$156,165			\$156,165	\$156,165
Paternities Established	11			11	11
New Court Orders	9			9	9
FISHING LICENSE WAIVERS					
Fishing License Waivers	0			0	0
FOOD & NUTRITION SERVICES					
Total Households	3,483				
al Individuals	6,857				
Report Card (App. Timeliness) [Goal: 95%]	100%				
Report Card (Recert. Timeliness) [Goal: 95%]	99%				
Benefits Distributed	\$ 1,823,750			\$1,823,750	\$1,823,750

2023	January	February	March	Qtr. Total	Annual Total
FOSTER CARE					
Children Entering Care	9			9	9
Total Children in Care	96				
Children Discharged	8			8	8
Children in Care Over 1 Year	51				
% Receiving a Monthly Visit [Goal 100%]	99%				
% Visited in the Home [Goal > 90%]	89%				
Foster Care 18-21	6				
Monitoring of Children No Longer in Custody	1				
Licensed Foster Homes	12				
Sanctioned Homes	1				
# of Individuals/Families Receiving Training	0				
Recruitment Events Held	6			6	6
Foster Care Costs (county/state/fed)	not avail.			-	
Children Free For Adoption	9				
Children Open for LINKS	84				
Adoptions Completed	3			3	3
Adoption Assistance Cases	176				
Adoption Assistance Costs (fed & state)	\$8,913			\$8,913	\$8,913
MEDICAID [ADULT, FAMILY & CHILDREN'S]					
# of Cases	8,758				
Report Card (Timeliness) [Goal: 85%]	99%				
Public Assistance Hearings (All Areas)	2				
MEDICAID TRANSPORTATION					
Clients Served	177				
Cases Provided	1,292			1,292	1,292
Monthly Cost	\$51,482			\$51,482	\$51,482
PROGRAM INTEGRITY					
New Claims Established	\$ 8,421			\$ 8,421	\$8,421
Total Collections	\$574			\$574	\$574
Retained in County	\$183			\$183	\$183
SPECIAL ASSISTANCE					
# of Special Assistance Cases	131				
Benefits Distributed	\$50,679			\$50,679	\$50,679
SA/MH LIAISON					
Number of Referrals during the Month	5			5	5
Open Cases at end of Month	31				
VACANCIES					
Social Work	5				
Clerical/Income Maintenance/Child Support	0				
WORK FIRST					
Total Work First Cases	48				
Number of Child Only Cases	48				
Employment Cases	0				
Benefits Distributed	\$10,169			\$10,169	\$10,169
OTHER					
Other Registrations	2			2	2
Walk-In Traffic	963			963	963

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

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

Local Agency Participants	Title	Area(s) of Responsibility
Cindy Joyce	Income Maintenance Administrator	Energy
Pia Fleshman	Income Maintenance Supervisor	Food & Nutrition Services (FNS)
Donna Martin	Adult Services Supervisor	Energy

Month: December

On **December 6, 2022**, **Tabitha Tucker** from the NC Division of Social Services, CQI team, conducted a virtual contact/consultation to provide technical assistance to **Stokes County Department of Social Services** Economic Services Program Staff. The CQI Specialist conducted a review of the following information to target the technical assistance to meet the needs of the local agency:

Stokes County Economic Services Data and Statistics:

Measurement:	Percentage/Total:	Period:
FNS Applications Timeliness Rate – Regular	100%	November 2022
FNS Applications Timeliness Rate – Expedited	100%	November 2022
FNS Recertification Timeliness Rate	98.99%	November 2022
CIP Application Non-Emergency Timeliness	100%	November 2022
CIP Application Emergency Timeliness	100%	November 2022

Timeliness

The CQI Specialist reviewed the FNS Application and Recertification and CIP timeliness reports for November 2022. Stokes County met the timeliness requirements for all measurements. County staff had no questions or comments.

Program Policy / Functionality Updates

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

FNS:

- DCDL 71-2022 dated November 18, 2022, regarding the guidance for rectifying cases affected by the system outage, specifically late recertifications and overpayments
- Listserv Message #2022-202 sent December 5, 2022, regarding where the system outage report is found
- NC FAST Communication sent December 5, 2022, regarding where new reports posted in FAST Help are found. The CQI Specialist stated the new reports referred to in this communication will not show on the Table of Contents panel due to issues with the Adobe RoboHelp platform used to post documents and reports to FAST Help

PI:

- NC FAST Communication sent November 28, 2022, regarding PI Job Aids. The CQI Specialist reminded staff to periodically review those job aids as they are regularly updated with new information and policy/procedural changes.
- NC FAST Communication sent December 5, 2022, regarding the new referral source code 'State System Outage October 2022' now available for use for those overpayments caused by the system outage in October 2022

Energy:

- DCDL 70-2022 sent November 15, 2022, regarding the instructions for the upcoming LIEAP season
- Listserv Message #2022-193 sent November 30, 2022, regarding the Auto LIEAP updates. The CQI Specialist inquired with staff that they were able to attend the training held on that day and if there were any questions.

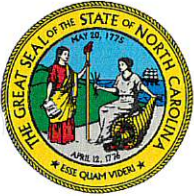
- NC FAST Communication sent December 5, 2022, regarding Energy users having to select all Prepaid accounts in one batch when preparing check requests for Prepaid accounts as they must be completed in a separate check request
 - County staff stated they have one Energy provider who does prepaid but only accepts the DSS agency's credit card for prepaid payments. They will inquire if the provider will accept electronic payment for those.
- NC FAST Communication sent December 5, 2022, regarding Energy Providers that only have kerosene, coal, wood, and other fuel types in NC FAST and their Location IDs. The system will assign these Energy Providers their Location IDs in the December release, scheduled for December 17, 2022. These Energy Providers can then register with FIS for direct deposit beginning December 19, 2022.

Program Staff Concerns

County staff expressed that they are now fully staffed as of December 5, 2022. Two staff are starting CORE functions.

Follow-up

The next meeting will be the regional meeting scheduled for January 2023. More information regarding a date and time will be sent later. After that, the county's next one-on-one monthly contact will be February 14, 2023, as an on-site visit.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

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

January 12, 2023

Dear Ms. Elmes:

On December 13, 2022, Jennifer, and I conduct a conference to discuss statistical information, information updates, and county concern.

Incentive statistics are available through November 2022. The benchmark for November Total Collection is 41.66%. The unit is below State Average for Total Collections (39.80%) at 37.28%. The unit has achieved/exceeded the 2022-23 goals in the areas of Cases Under Order (89.00%) at 90.04%, and Current Collection (68.51%) at 68.58%. The unit is ON track in the area of Paternity (99%) at 97.32%. The unit is OFF track in the area of Arrears Collection (66.41%) at 50.93%. Last year at this time the unit was at 52.64%. I will continue to suggest reports that may increase incentive areas. Reports suggested/provided: Establishment Report, Paternity, Undistributed, and % of Cases with Arrears, no payment.

Goals 2022-23					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,235,502.45	99	89	68.51	66.41	
Current	11/22				
37.28<	97.32>	90.04>*	68.58>*	50.93<	87.32>

*-Exceeding/achieving goal

Self-Assessment scores are available through November 2022. The unit is currently in compliance with six of nine areas of Self -Assessment. The unit is out of compliance in the area of Establishment at 73.43%, Six month Expedite at 62.50% and Interstate at 65.38%. Compliance in these areas is 75%. All other areas have a compliance level of 75% or better. Reports suggested/provided: P/F for Establishment, Six Month Expedite, Interstate and Medical.

Management advises that the unit is taking advantage of the virtual trainings that are being offered. Training for the new agents was discussed. I continue working with management on reports and CSS information.

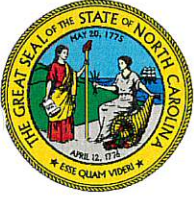
A quality review of child support cases was completed. Cases are reviewed for quality, data reliability, and supporting documents. The outcome of our follow-up monitoring is outlined below. The Stokes County Child Support office is currently performing overall at 91.43%. All the cases met the quality 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	December	88.89%	Copy of QR sent to CS Managers	N/A

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

Sincerely,
Mrs. Kenya Newsome
Child Support Program Representative

Cc:
Jennifer Bennet
Cindy Joyce



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

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

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

January 20, 2023

Dear Ms. Elmes:

On January 12, 2023, Jennifer, and I conduct a conference to discuss statistical information, information updates, and county concern.

Incentive statistics are available through December 2022. The benchmark for December Total Collection is 50%. The unit is below State Average for Total Collections (47.77%) at 44.66%. The unit has achieved/exceeded the 2022-23 goals in the areas of Cases Under Order (89.00%) at 89.88%. The unit has fallen just below the goal in the area of Current Collection (68.51%) at 68.46%. The unit is ON track in the area of Paternity (99%) at 97.32%. The unit is OFF track in the area of Arrears Collection (66.41%) at 53.52%. Last year at this time the unit was at 55.54%. I will continue to suggest reports that may increase incentive areas. Reports suggested/provided: Establishment Report, Paternity, Undistributed, and % of Cases with Arrears, no payment.

Goals 2022-23					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,235,502.45	99	89	68.51	66.41	
Current	12/22				
44.66<	97.32>	89.88>*	68.46>	53.52<	87.41>

*-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 December 2022. The unit is currently in compliance with five of nine areas of Self -Assessment. The unit is out of compliance in the area of Enforcement at 73.67%, Establishment at 70.75%, Six month Expedite at 57.45% and Interstate at 69.23%. Compliance in these areas is 75%. All other areas have a compliance level of 75% or better. Reports suggested/provided: P/F for Establishment, Six Month Expedite, Interstate and Medical.

Management advises that the unit is taking advantage of the virtual trainings that are being offered. Training for the new agents was discussed. I continue working with management on reports and CSS information.

A quality review of child support cases was completed. Cases are reviewed for quality, data reliability, and supporting documents. The outcome of our follow-up monitoring is outlined below. The Stokes County Child Support office is currently performing overall at 95.61%. All the cases met the quality review criteria, and all cases were sent to the Child Support Managers for review.

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

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

Sincerely,
Mrs. Kenya Newsome
Child Support Program Representative

Cc:
Jennifer Bennet
Cindy Joyce



NC DEPARTMENT OF HEALTH AND HUMAN SERVICE

Stokes County AIP

selmes@co.stokes.nc.us

Received: Jan 23, 2023 12:05 PM
Expires: Mar 24, 2023 11:05 AM
From: autumn.m.johnson@dhhs.nc.gov
To: selmes@co.stokes.nc.us, camos@co.stokes.nc.us, cjoyce@co.stokes.nc.us, lcooke@co.stokes.nc.us, rsmartin@co.stokes.nc.us
Cc: renee.jones@dhhs.nc.gov, courtney.wyke@dhhs.nc.gov
Subject: Stokes County AIP

Attachments: Stokes Automated Summary 12-22.pdf , AIP PROGRESS REVIEW AND UPDATES.docx

This message was sent securely using Zix®

Congratulations! The county has successfully achieved a 100% accuracy rate for this month's auditing. Please find the attached Automated Summary for your review. If you haven't already done so, please complete and return the AIP Progress and Update form by the last day of this month.

Because the county met the required accuracy rate, a monthly consultation is not required.

The technical error(s) identified are listed below:

Agency requested information via DHB 5097 that was known to the agency or either obtained under the PHE (State Residency)

DHB 5002 mailed to A/R silent for the 60th hearing date

It appears that there is not an NCTRAKS approved FL2 for the a/b. The WellCare (Managed Care) approval for LTC services was approved on 6/17/22; therefore making the 90th day 9/15/22. When looking in NCTRAKS it appears that there are 2 LTC FL2's that have been rejected for a/b. Please look into this and speak with OST about what or if any action needs to be done.

All electronic verifications not ran prior to disposition. (TWN not ran)

DHB 5002 sent to a/b to notify of benefits is silent for denial of November 2022 benefits.

DHB 5002 appears to not cover all of authorization of benefits. NCFAS has approved case from 12/1/22 – 12/31/23. Notice appears to only run through 11/30/22.

The DHB 5002 sent to a/b to notify of benefits has the incorrect 60th hearing date.

If you have any questions or concerns, please feel free to reach out.

Again, congratulations to the county!

Autumn M. Johnson

Quality Assurance Analyst

NC Medicaid, Office of Compliance and Program Integrity

Division of Health Benefits

NC Department of Health and Human Services

Office: 336-467-0515

autumn.m.johnson@dhhs.nc.gov

2501 Mail Service Center

Raleigh, NC 27699-2501

**Joint State/Local Agency Accuracy Improvement Plan
Stokes Department of Social Services**

Date Submitted to AIP Representative: 1-27-2023

Date of AIP Review: 1-27-2023

Reviewed By: Autumn Johnson

Next Projected Review of AIP: February 2023

AIP PROGRESS REVIEW AND UPDATES

Section to be completed by authorized reviewer Cynthia Amos (administrator/supervisor signature)
and findings reviewed by Stacy Holmes (Director signature)

SUMMARY (key findings of review):

For our December 2022 Second Party Reviews, we reviewed 31 cases. We did not have any eligibility errors.

KEY STEPS PRIOR TO NEXT REVIEW:

Family & Children's and Adult Medicaid Supervisors and Lead Workers will continue to monitor our progress. We will continue with the same procedures that are currently in place.

TARGETED IMPROVEMENT UPDATES

Complete 1 row for each targeted improvement identified in the original AIP

STRATEGY/ACTION #1 [List associated action]: Failure to Evaluate for All Programs

Metrics	Status	Actions	Recommendations for Enhancement and Monitoring of AIP
TARGET GOAL: Federal Standard of 96.8 STATUS AT LAST REVIEW: 100% CURRENT: 100%	<input checked="" type="checkbox"/> Achieved <input type="checkbox"/> In Progress – On Schedule <input type="checkbox"/> In Progress – Behind <input type="checkbox"/> Not Started	<input type="checkbox"/> Remove from AIP <input type="checkbox"/> Revise/Re-evaluate goal <input checked="" type="checkbox"/> Continue to Implement <input checked="" type="checkbox"/> Continue to Monitor	We did not have any eligibility errors for Failure to Evaluate for All Programs while reviewing December Cases.

STRATEGY/ACTION #2 [List associated action]: Certification/Authorization Period

Metrics	Status	Actions	Recommendations for Enhancement and Monitoring of AIP
TARGET GOAL: Federal Standard of 96.8 STATUS AT LAST REVIEW: 100% CURRENT: 100%	<input checked="" type="checkbox"/> Achieved <input type="checkbox"/> In Progress – On Schedule <input type="checkbox"/> In Progress – Behind <input type="checkbox"/> Not Started	<input type="checkbox"/> Remove from AIP <input type="checkbox"/> Revise/Re-evaluate goal <input checked="" type="checkbox"/> Continue to Implement <input checked="" type="checkbox"/> Continue to Monitor	We did not have any eligibility errors for Certification/Authorization Period while reviewing December Cases.

STRATEGY/ACTION #3 [List associated action]: Income

Metrics	Status	Actions	Recommendations for Enhancement and Monitoring of AIP
TARGET GOAL: Federal Standard of 96.8 STATUS AT LAST REVIEW: 100% CURRENT: 100%	<input checked="" type="checkbox"/> Achieved <input type="checkbox"/> In Progress – On Schedule <input type="checkbox"/> In Progress – Behind <input type="checkbox"/> Not Started	<input type="checkbox"/> Remove from AIP <input type="checkbox"/> Revise/Re-evaluate goal <input checked="" type="checkbox"/> Continue to Implement <input checked="" type="checkbox"/> Continue to Monitor	We did not have any eligibility errors for Income while reviewing December Cases.

STRATEGY/ACTION #4 [List associated action]: HH Comp/Family Size/Tax Filing Status

Metrics	Status	Actions	Recommendations for Enhancement and Monitoring of AIP
TARGET GOAL: Federal Standard of 96.8 STATUS AT LAST REVIEW: 100% CURRENT: 100%	<input checked="" type="checkbox"/> Achieved <input type="checkbox"/> In Progress – On Schedule <input type="checkbox"/> In Progress – Behind <input type="checkbox"/> Not Started	<input type="checkbox"/> Remove from AIP <input type="checkbox"/> Revise/Re-evaluate goal <input checked="" type="checkbox"/> Continue to Implement <input checked="" type="checkbox"/> Continue to Monitor	We did not have any eligibility errors for HH Comp/Family Size/Tax Filing Status while reviewing December Cases.

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

LPA: Stokes County Department of Social Services
DATE OF CONTACT: January 31, 2023 – Microsoft Teams Meeting
LPA STAFF: Cindy Joyce, Pia Fleshman, and Cindy Hodges
SERVICES CONSULTANT: Belinda Thomas

FUNDING MANAGEMENT

Direct Services

Non-Smart Start

- Non-Smart Start allocation for direct services is \$1,089,011.
- The Non-Smart Start expenditure for the November 2022 service month was \$54,897.
- The Non-Smart Start spending target for the December 2022 service month was \$137,411.
- The current Non-Smart Start spending coefficient is 55%.

Smart Start

- Smart Start allocation for direct services is \$251,772.
- The Smart Start expenditure for the November 2022 service month was \$16,500.
- The Smart Start spending target for the December 2022 service month was \$16,332.
- The current Smart Start spending coefficient is 100%.

Combined

- The combined allocation for direct services is \$1,340,783.
- The combined expenditure for the November 2022 service month was \$71,397.
- The combined spending target for the December 2022 service month was \$153,743.
- The current Combined spending coefficient is 63%.

Services Support

Non-Smart Start

- Direct Services Support allocation is \$80,000.
- The Direct Services Support expenditure is \$34,055.
- Balance of \$45,945 is anticipated to be spent in full by the end of the fiscal year.

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 \$41,505.
- County has spent \$5,670 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, Smart Start #2, and Non-Smart Start #3. I suggest the LPA Fund Manager change the ranking to Non-Smart Start #2 and Smart Start, #3.
- Continue to transfer obligations between Smart Start and Non-Smart Start as needed to ensure Smart Start funds are spent, but not overspent. Staff should also continue to monitor the monthly enhancements to determine the amount needed each month to pay the enhancements through the end of the fiscal year.
- The agency does not have an active waiting list.
- The preliminary expenditure report for December services paid in January was provided. The Smart Start spending coefficient is 105% and the combined spending coefficient is 63%.

SMART START COLLABORATION

Both agencies collaborate well and are very supportive of one another. There is a signed Smart Start Memorandum of Understanding (MOU) for state fiscal year 2022-23.

WAITING LIST LOCAL POLICIES

Approved by:

- DCDEE – May 2020
- DSS Board – March 2020

RECORD REVIEW

No records were reviewed for this quarter.

Finding(s)

Not Applicable (N/A)

Corrective Action(s)

N/A

COMPLIANCE SCORING

N/A

POLICY DISCUSSION

Review of Policies

- All income that is used in the budget calculation should be provided in the case (attachments). The income should also be documented including the explanation of the budget. Explain if income was deemed from Food and Nutrition Services (FNS), or if income was not representative. If the income is not representative, document the reason and the way the budget was computed to determine more representative income.
- Always document the circumstances regarding the plan of care to justify the approved plan of care (days and hours entered). If the hours entered, are different from the hours the client initially requested, document the reason. Many times, the hours may be different

because the hours requested, may not justify the hours verified on the check stubs. Discuss the hours of care with the client to determine the hours of care that can be authorized based on normal work hours. Document the information clearly in the case notes.

- Remember to send the voter registration materials to the clients and document the information was shared for every case except for foster care cases. Presently, our guidance is to send the voter registration materials for every application, recertification, and change of address.

NC FAST ISSUE(S)

Staff continues to review the weekly communications.

- October 24, 2022: Due to the statewide outages on October 13, 2022, Child care workers should document using the reason of 'system outages' if applications and recertifications are processed untimely.
- November 21, 2022: The Plan of Care Evidence screen has been updated to include a Joint Custody checkbox that will allow Child Care workers to identify two active PDC's for each responsible adult/parent of a child. In addition, a new report of all joint custody cases is located in NC FAST under the Child Care O&M Reports tab titled Child Care Joint Custody Report.
- December 19, 2022: Child care workers are now able to view an updated SCCA-Joint Custody Job Aid in Fast Help. Reports can be found from the home screen under Read Me Updated Documents dated December 9, 2022.
- January 3, 2023 - Reminder: Child Care workers should not increase income during a certification period if income is less than 85% SMI. Income increase information should be recorded outside of NC FAST to enter at recertification and not entered in NC FAST if it will result in an increase in Parent Fee. *For details, refer to the SCCA – Change of Circumstance Evidence and Alignment Reference Guide.
- January 9, 2023: Child care workers may receive calls from providers related to the unenrollment batch completed on December 31, 2022. Providers who did not complete their annual enrollment by December 31, 2022, were unenrolled in NCFast on that date. Child care workers should inform providers to re-enroll using January 1, 2023, to avoid losing payments if they receive calls. Providers will also need to submit a help desk ticket to create the missing roster after re-enrolling in NCFast. If child care workers or providers have any further questions, they need to contact the Provider Help Desk. ----As a reminder, if a client has changed jobs and income decreased and later the income increased again, the income can increase during a certification period as-long-as the income did not increase to an amount higher than the income entered at application or the last recertification. Document well.
- All job aids updated July 2022 onwards will be found under Read Me Updated Documents in Fast Help.
 - SCCA-Joint Custody – Found under December 9, 2022
 - SCCA-Evidence Reference Guide- Found under November 28, 2022
 - SCCA Netting Over Underpayments- Found under September 19, 2022

- SCCA Waitlist Management- Found under September 16, 2022
- SCCA Overpayments & Recoupments-Managing Applied Deductions- Found Under July 21, 2022

PROVIDER ISSUE(S)

N/A

OTHER DISCUSSION

- Administrative Letter #04-22 was issued on October 31, 2022, to share information regarding the implementation of 2022 Market Rates.

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

April 19, 2023 - Via Microsoft Teams

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

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

Local Agency Participants	Title	Area(s) of Responsibility
Cindy Joyce	Program Administrator	Economic Services
Pia Fleshman	IM Supervisor	Work First (WF), Food & Nutrition Services (FNS), Subsidized Child Care Assistance (SCCA)

On February 7, 2023, Lisabeth Sumner from the NC Division of Social Services, CQI Specialist Team, conducted a consultation to provide technical assistance to **Stokes County Department of Social Services** Economic Services Program Staff. The CQI Specialists conducted a review of the following information to target the technical assistance to meet the needs of the local agency.

Stokes County Economic Services Data and Statistics:

Measurement:	Percentage/Total:	Period:
WF Applications Timeliness	100%	Jan-2023
WF Recertification Timeliness	100%	Jan-2023
WF All Family Participation Rate	N/A	Jan-2023
WF Two-Parent Participation Rate	N/A	Jan-2023
WF Case Data	47	Jan-2023
WF Applications	1	Jan-2023

Timeliness and Work First Participation

Work First

The CQI Specialist reviewed the WF application and recertification timeliness reports with staff. The county had one timely application to process the month of January and one timely recertification. At the time of consult county had five timely pending applications and six recertifications to process. County has forty-seven WF cases, all child only. WF reports should continue to be monitored to ensure no overdue applications and recertifications. CQI discussed that the regional meeting was just held in January and asked if they had any questions stemming from that meeting. Staff had no questions or concerns at the time.

CQI Shared there are a few changes coming to the ePass application, but could not confirm when a date of change will go into effect:

- The verbiage on ePASS is being changed to **TANF- Work First** instead of Work First Cash Assistance.
- In several locations verbiage is being added which states "**If no minor child in the home the application may be denied.**" Or "**if no child under the age of 17 in home the application may be denied.**"
- On the landing page where the customer clicks "**apply here**" the brief description will add: **Parents in the home may be asked to participate with work activities.**

Business Process Changes

CQI introduced herself to staff and shared she would be providing coverage for their WF program until the CQI position for their area has been filled. Staff introduced themselves and provided that Ms. Joyce will be retiring in March. County has one full time WF caseworker, Cindy Hodges who was unable to attend today's meeting.

Training Needs

Some publications will be forthcoming in the future for when the PHE ends.

Program Policy / Functionality Updates

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

Updates and clarifications were provided during the Region 3 Virtual Meeting conducted. Management stated the information shared was very clear and they have no questions or concerns.	
Staff Concerns	
No concerns	
Follow-up	
The next meeting will be March 7, 2023 virtually for WF.	