

AGENDA

REGULAR MEETING

OF THE

February 28, 2024

STOKES COUNTY

3:00 p.m.

BOARD OF SOCIAL SERVICES

ETHICS AND CONFLICT OF INTEREST REMINDER:

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

- I. Call to Order
- II. Discussion/Adjustments to the Agenda
Ethics and Conflict of Interest Reminder
- III. Consent Agenda
 - A. Minutes – Regular Meeting – January 24, 2024
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Three Minutes Per Person)
- VI. Information and Discussion
 - A. DSS Dashboard
 - B. Statewide CCU (Continuous Coverage Unwinding) Audit (1/10/24)
 - C. Claims Management Plan
 - D. Division of Child Development and Early Education Technical Assistance Visit Report (1/25/24)
 - E. Continuous Quality Improvement Technical Assistance Report – Food and Nutrition Services & Energy Programs (2/15/24)
 - F. Continuous Quality Improvement Technical Assistance Report – Work First (2/15/24)
 - G. Kudos
- VII. Old Business
 - A. Director Evaluation Discussion
 - B. Grandparents Raising Grandchildren Support
- VIII. New Business
 - Next meeting – March 27, 2024 at 3:00 p.m. in the DSS conference room
- IX. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES

MINUTES

January 24, 2024

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, January 24, 2024, at the Social Services Building in Danbury, North Carolina. Board members present were Chairman Jan Spencer, Vice Chairman Darlene Bullins (via phone), Member Greg Collins, Member Sonya Cox, and Member Sandy Smith. Staff members present were Director Stacey Elmes and Administrative Officer Angela Easter. Chairman Spencer called the meeting to order at 3:00 p.m.

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

Chairman Spencer opened the floor for any adjustments to today's agenda. Chairman Spencer entertained a motion to approve the agenda as presented. Member Collins motioned to approve the agenda as presented. Member Smith seconded and the motion passed 5-0.

Consent Agenda

Chairman Spencer entertained a motion to approve the consent agenda which included the minutes of December 20, 2023. Member Cox motioned to approve the consent agenda as presented. Member Collins seconded and the motion passed 5-0.

Board Member Comments

Chairman Spencer noted that she was glad that the full board was able to participate in today's meeting.

Public Comments

There were no public comments.

Other items on the agenda for discussion were as follows:

DSS Dashboard

Crisis Intervention Program (CIP)

Director Elmes noted that the CIP numbers were up likely due to the extreme cold temperatures that everyone has been experiencing. The Low-Income Energy Assistance Program (LIEAP) for those who qualify began on December 1st for those 60/older and opened to all households on January 1st. Member Collins confirmed with Director Elmes that there had been no requests to open warming stations in the county during this extreme cold weather.

Child Welfare

Director Elmes shared the following information regarding the face-to-face visits with the Child Welfare Consultant that comes each month:

- The Consultant meets with the Director and Child Welfare Supervisors
- The topic for each visit rotates every other month with one month focusing on Child Protective Services/In Home Services and the next month focusing on Permanency Planning (Foster Care)
- There are no records reviewed
- The visit is spent discussing data and time for staff to ask questions
- The latest visit was January 22nd with no issues

New Entries Added to the Dashboard

Director Elmes noted on page 2 of the Dashboard the following four new entries had been added under the Foster Care section:

- The Number of Children at DSS/No Available Placement
- The Number of Days/Nights Children Spent at DSS
- Children in Kinship Placements
- Kinship Care Costs

Director Elmes shared that the number of DSS foster children with no available placement is the actual number of kids each month that staff must stay with.

Director Elmes provided the Board with the following information regarding the actual number of kids that staff stayed with during 2023:

- January – 2, February – 6, March – 0
- April – 3, May – 2, June – 1
- July – 6, August – 5, September – 3
- October – 2, November – 6, December – 4

Director Elmes shared that while that number for 2023 equals 40, staff stayed with 21 different children in 2023 for a total of 179 days/nights.

Medicaid Expansion

Director Elmes shared the following information regarding Medicaid Expansion which began on December 1st

- New program is going okay with applications increasing each day
- Agency took 255 Medicaid applications in December 2022
- Agency took 618 Medicaid applications in December 2023
- An increase of 363 more applications compared to last December 2022
- The state is trying to help counties as much as they can by implementing NC Fast fixes for things
- Counties have been told that if someone applies for Medicaid in the Federally Facilitated Marketplace their eligibility will be automatically determined
- Once that case reaches the county, the county will not be responsible for any errors that are found until the county touches the case for a change in circumstance or recertification
- Two new Income Maintenance Caseworkers will be beginning work on January 29th and one beginning on February 5th which means the Income Maintenance Caseworker positions will be fully staffed
- Believe there is still the need for the two additional caseworkers that the DSS Board had given approval for that was never requested of the Board of County Commissioners
- At the end of December, the number of Medicaid cases was 9,477
- The agency has 15 Adult & Family and Children's Medicaid Caseworkers
- With 9,477 cases, each worker would be carrying approximately 631 cases
- Right now, that number is much higher as there are still workers that are not fully trained and new workers coming on board
- With two additional caseworkers, the caseloads would decrease to approximately 557 which would be more manageable

Agency Vacancies

Director Elmes noted that Adult Services Supervisor Donna Martin recently retired, and that position was posted today; other than that, the agency only has two other vacancies being Foster Care Social Workers.

Chairman Spencer confirmed with Director Elmes that the Adoption Assistance costs are usually more evened out and that the dashboard shows what is reported by the state for any given month.

Child Support Consultation (December 5, 2023)

Director Elmes shared that this report is about the same every month with no concerns noted (December quality review was 100%). Chairman Spencer asked Director Elmes what the Consultant meant by a project to be performed. Director Elmes noted that Child Support Supervisor Jennifer Bennett said that the Consultant didn't really give any examples of a project but talked about making sure the reports are being worked and to work with the non-custodial parents to get them to pay their child support payments. Supervisor Bennett made mention that collecting monies from parents is very difficult and at times court decisions affect that. Director Elmes brought up a project that the Child Support Unit had done many years ago regarding amnesty, so Supervisor Bennett and Lead Child Support Worker Anita Mabe will be discussing this further with the Consultant.

Continuous Quality Improvement Technical Assistance Report – Medicaid (January 9, 2024)

Director Elmes noted that there were no concerns at this time and that the Recipient Eligibility Data Audit (REDA) would begin again in February or March this year.

Audit Report Fiscal Year End June 30, 2022

Director Elmes shared a letter from the Division of Health and Human Services (DHHS) regarding the 2021-2022 Audit which was performed by Martin and Starnes Auditing Firm. The letter mentions the audit finding in the DSS Medicaid Unit which was corrected by DSS and has been closed out by the Department of Health and Human Services (DHHS).

2023 NC Data Cards (Stokes County & NC)

Director Elmes shared this information for the Board to review. No questions or concerns noted.

Old Business

Chairman Spencer opened the floor regarding further discussion (discussed at the December meeting) regarding the evaluation form to use for the director's performance evaluation.

Chairman Spencer confirmed with Member Cox that she had spoken with Interim County Manager Amber Brown about this, and Manager Brown asked about a uniform performance evaluation that DHHS might have for DSS Directors. Director Elmes confirmed with DHHS that this does not exist. Vice Chairman Bullins is going to have a conversation with Manager Brown about this and bring information to the next meeting.

New Business

Member Cox noted that she is running again for County Commissioner and mentioned that she had spoken with Director Elmes about grandparents raising grandchildren some years ago and knew that this was a huge need in Stokes County. Member Cox confirmed with Director Elmes that currently there is no funding available for support groups, etc. for grandparents raising grandchildren. Director Elmes stated that she will contact King Senior Center Director Paula Hall as she hosts several support groups for caregivers to see if this might be a possibility for grandparents or if she is aware of any other funding, etc. to help this group. This will be put on the next meeting agenda under Old Business.

Vice Chairman Bullins had to exit the meeting at 3:49 p.m.

Chairman Spencer noted the next meeting is February 28, 2024 at 3:00 p.m.

With no further business, Chairman Spencer entertained a motion to adjourn. Member Smith motioned to adjourn the meeting. Member Cox seconded and the motion passed 4-0 with Vice Chairman Bullins exiting the meeting earlier.

The meeting was adjourned at 3:59 p.m.

Stacey Elmes
Secretary

2/19/24
Date

Stokes County DSS Dashboard 2024

	January	February	March	Qrt. Total	Annual Total
ADULT SOCIAL WORK SERVICES					
Guardianship Cases	32				
New APS Reports Received	20			20	106
APS Reports Accepted	13			13	53
Investigations Initiated Timely [Goal 95%]	100%				
Outreach Visits	7			7	37
In Home Aide Programs (SSBG/Block Grant)	8				
Community Alternatives Program (CAP/DA)	45				
Representative Payee	7				
SA - In-Home	55				
Placement	0				
Adult Care Homes Monitored	6				
Total Requests for CIP	67			67	328
CIP Expenditures	\$16,693			\$16,693	\$61,983
Total Requests for LIEAP	167			167	571
LIEAP Expenditures	\$55,300			\$55,300	\$195,100
Unclaimed Bodies	1			1	4
Staff Hours Spent at Shelters	0			0	0
CHILD CARE SUBSIDY					
Children Receiving Services	138				
Expenditures	\$89,137			\$89,137	\$576,917
Waiting List	0				
CHILD PROTECTIVE SERVICES					
CPS Reports Received	43			43	309
CPS Reports Accepted	25			25	166
Children Opened	51			51	307
Open Reports	56				
Reports Substantiated/Services Needed	8				
Open Case Management	15				
Courtesy Requests	4			4	34
Substance Affected Infants Reported to DSS	0			0	5
Substance Affected Infants Accepted for Inv.	0			0	5
Reports Initiated Timely [Goal 95%]	92%				
Reports Completed Timely [Goal 75%]	73%				
Children Remaining at Home [Goal 95%]	88%				
CHILD SUPPORT					
Number of Children Served	909				
Total Collections	\$169,102			\$169,102	\$1,161,332
Paternities Established	1			1	31
New Court Orders	5			5	30
FISHING LICENSE WAIVERS					
Fishing License Waivers	1			1	21
FOOD & NUTRITION SERVICES					
Total Households	2,821				
Total Individuals	5,525				
Report Card (App. Timeliness) [Goal: 95%]	96%				
Report Card (Recert. Timeliness) [Goal: 95%]	92%				
Benefits Distributed	\$ 842,180			\$842,180	\$6,354,708

2024	January	February	March	Qtr. Total	Annual Total
FOSTER CARE					
Children Entering Care	6			6	25
Total Children in Care	84				
Children Discharged	10			10	40
Children in Care Over 1 Year	45				
% Receiving a Monthly Visit [Goal 100%]	100%				
% Visited in the Home [Goal > 90%]	85%				
# of Children at DSS/No Available Placement	6			6	33
# of Days/Nights Children Spent at DSS	31			31	167
Foster Care 18-21	8				
Monitoring of Children No Longer in Custody	3				
Licensed Foster Homes	10				
# of Individuals/Families Receiving Training	3				
Recruitment Events Held	0			0	11
Foster Care Costs (county/state/fed)	\$92,994			\$92,994	\$599,751
Children in Kinship Placements	18			18	45
Kinship Care Costs (county/state)	\$4,862.00			\$4,862.00	\$12,708.00
Children Free For Adoption	10				
Children Open for LINKS	103				
Adoptions Completed	1			1	7
Adoption Assistance Cases	200				
Adoption Assistance Costs (fed & state)	\$4,965			\$4,965	\$170,477
MEDICAID [ADULT, FAMILY & CHILDREN'S]					
# of Cases	9,667				
Report Card (Timeliness) [Goal: 85%]	99%				
Public Assistance Hearings (All Areas)	2			2	14
MEDICAID TRANSPORTATION					
Clients Served	213				
Trips Provided	231			231	6,579
Monthly Cost	\$52,278			\$52,278	\$319,227
PROGRAM INTEGRITY					
New Claims Established	\$4,599			\$ 4,599	\$43,404
Total Collections	\$9,405			\$9,405	\$36,497
Retained in County	\$2,441			\$2,441	\$8,688
SPECIAL ASSISTANCE					
# of Special Assistance Cases	131				
Benefits Distributed	\$53,701			\$53,701	\$388,488
SA/MH LIAISON					
Number of Referrals during the Month	22			22	86
Open Cases at end of Month	47				
VACANCIES					
Social Work	2				
Clerical/Income Maintenance/Child Support	2				
WORK FIRST					
Total Work First Cases	42				
Number of Child Only Cases	37				
Employment Cases	5				
Benefits Distributed	\$8,765			\$8,765	\$65,815
OTHER					
Voter Registrations	4			4	31
Walk-In Traffic	1,289			1,289	8,148



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Statewide CCU Audit County Performance - Stokes

selmes@co.stokes.nc.us

Received: Jan 10, 2024 8:17 AM
Expires: Mar 10, 2024 7:17 AM
From: autumn.m.johnson@dhhs.nc.gov
To: selmes@co.stokes.nc.us, rsmartin@co.stokes.nc.us, camos@co.stokes.nc.us
Cc: eva.fulcher@dhhs.nc.gov, christy.berrong@dhhs.nc.gov, renee.jones@dhhs.nc.gov, christine.coffey@dhhs.nc.gov, laila.m.watson-el@dhhs.nc.gov, gina.hamilton@dhhs.nc.gov
Subject: Statewide CCU Audit County Performance - Stokes

Attachments: CCU County Performance_Stokes.pdf

This message was sent securely using Zix

Good morning,

As advised in [Dear County Director Letter](#) dated September 18, 2023, the Office of Compliance and Program Integrity (OCPI) conducted a Continuous Coverage Unwinding (CCU) review to ensure North Carolina is adhering to CMS guidelines when performing recertification eligibility determinations.

The CCU audit has concluded and OCPI is providing your county's performance results for the 15 recertification cases tested. Please find the below information for the stats provided on your County Performance Chart.

County-Eligibility Rates: Displays number of cases cited with errors that impacted the beneficiary's eligibility, per sample month, as well as 3-month totals.

Franklin v. Kinsley Compliance Monitoring: Provides compliance rates for the County and State, per sample month, as well as 3-month totals. This section measures the County and State's performance in complying with Franklin v. Kinsley policy criteria.

Error Trend Charts:

Eligibility Error Trends: Displays the error trend(s) for cases cited with errors that impacted the beneficiary's eligibility. If no trends are displayed, no eligibility errors were cited for your county.

Top 5 Errors (Eligibility & Internal Control): Displays the top 5 error trend(s) across all cases cited in error. This includes errors that impacted the beneficiary's eligibility as well as internal control/technical errors that did not impact the beneficiary's eligibility but have a potential to impact eligibility. If less than 5 error trends are noted, the County did not have 5 distinct error trends. If no trends are displayed, no errors were cited for your county.

Error Trend note: For cases cited in error, the DHB-7002 was provided with details of the error(s) cited. The County may wish to review the DHB-7002s to conduct Root Cause Analyses on their error trends and to employ corrective actions/improvement measures to eliminate the risk.

Footnotes under Trend Charts: Provides Statewide Eligibility and Compliance Rates as a source of reference to compare your County's results to the statewide 100-county performance.

Should you have any questions regarding the chart provided, please feel free to reach out to OCPI/Member Compliance Associate Director, Renee Jones, at renee.jones@dhhs.nc.gov. OCPI thanks you for your assistance during the CCU audit.

Autumn M. Johnson, CSSGB

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

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Statewide CCU Audit County Performance Chart

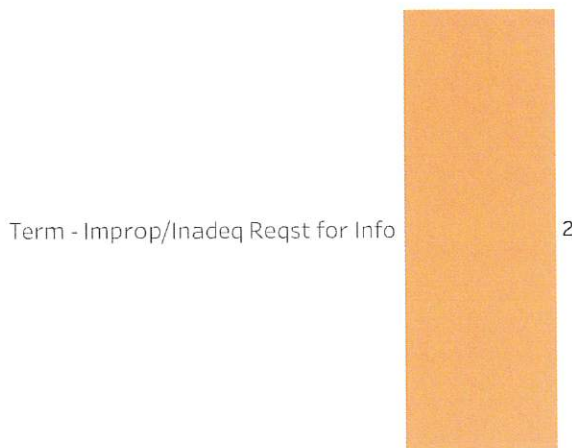
County
Stokes

County-Eligibility Rates										3-mth Total Errors	3-mth Accuracy Rate
County	# of Eligibility Errors			Accuracy Rate			Error Rate				
	08/23	09/23	10/23	08/23	09/23	10/23	08/23	09/23	10/23		
Stokes	0	1	1	100.0%	80.0%	80.0%	0.0%	20.0%	20.0%	2	86.7%

Franklin v. Kinsley Compliance Monitoring

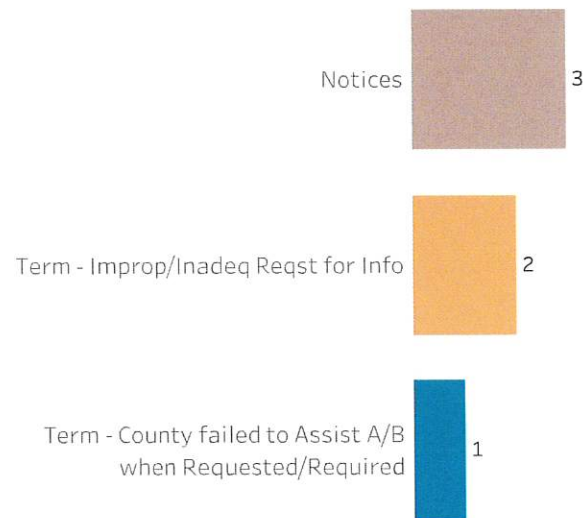
Source	08/23	09/23	10/23	3-mth Compliance Rate
County	97.5%	90.0%	97.5%	95.0%
State	80.0%	75.0%	80.0%	78.3%

Eligibility Error Trends



Top 5 Errors (Eligibility & Internal Control)

*A case may have more than 1 error trend.



Eligibility Rate Note: Statewide Monthly Accuracy Rates are 87.8% for 08/23, 85.8% for 09/23, and 89.6% for 10/23. The combined 3-month Statewide Accuracy Rate is 87.7%.

County Compliance Rate Note: Statewide County Monthly FvK Compliance Rates are 92.5% for 08/23, 92.4% for 09/23, and 93.6% for 10/23. The combined 3-month Statewide FvK Compliance Rate is 92.8%.

State Compliance Rate Note: Statewide State Monthly FvK Compliance Rates are 76.2% for 08/23, 76.9% for 09/23, and 77.2% for 10/23. The combined 3-month Statewide FvK Compliance Rate is 76.7%.

Error Trend Charts Note: If no error trends are displayed in the Eligibility Error Trends chart, no eligibility errors were captured for your county during the audit. If no error trends displayed in the Top 5 Errors chart, no errors were captured for your county during the audit.

STOKES COUNTY DEPARTMENT OF SOCIAL SERVICES

CLAIMS MANAGEMENT PLAN

A. Intentional Program Violations (IPV) Claims Establishment

- *Define the process used for determining if potential IPV will be selected for Administrative Disqualification Hearing versus Court.*

The Income Maintenance Investigator determines if there is clear and convincing evidence to prove the client committed an IPV. If enough evidence is found, an administrative disqualification hearing is held. Stokes County policy states court action is warranted if the amount is \$400.00 or more.

B. Collection Policy

- *Define the circumstances that warrant a claim compromise.*

A claim compromise is necessary when an original overpayment and the current balance need to be adjusted. If a client appeals the local decision to the state, the state hearing officer can rule to change the original amount, warranting a claim compromise.

- *Define the process used to determine who is blocked for intercepts.*

When the client requests an appeal within the 30-day period, the worker is required to set the appeal flag. When the appeal status changes, the worker must update the appeal field. If the client requests a review of his/her case due to hardship, and the hardship determination is made, a block is put on the interception.

- *Define the payment posting to include who is responsible for accepting and posting payments.*

All payments are received and receipted in by the Administrative Unit. The payments are then given to the Income Maintenance Investigator or Supervisor for posting. If the Income Maintenance Investigator and Supervisor are both out of the office, the Accounting Tech. I in our Administrative Unit is responsible for keying payments.

C. Completing and Monitoring Internal Procedures

- *Define the process for how disqualified retailer referrals are handled once they are received.*

Any observation of suspicious retailer behavior is referred to the NC Division of Social Services. Stokes County DSS does not conduct retailer investigations. The USDA completes administrative action on stores that have violated the rules and notifies the North Carolina Division of Social Services (NCDSS). The NCDSS sends the referral to the Income Maintenance Investigator or Supervisor. The Income Maintenance Investigator follows the same investigative procedure as other referrals.

Claims Management Plan

- *Define the process for how quality control referrals are handled once they are received.*

The Income Maintenance Investigator follows the same investigative procedure as other referrals.

- *Define how social media is monitored and define the process if potential trafficking is discovered.*

The Income Maintenance Investigator and Supervisor monitor social media for possible fraud. If any trafficking, etc. is discovered, the Income Maintenance Investigator will follow the same investigative procedure as other referrals.

- *Define the process for how dual issuances are handled.*

The Income Maintenance Caseworker or Income Maintenance Supervisor is notified when a dual issuance is discovered. The worker or supervisor key the referral. The Income Maintenance Investigator will follow the same investigative procedure as other referrals.

- *Define the process for how employee fraud is handled and by whom.*

The Program Integrity Supervisor is given the referral and follows the same investigative procedure as other referrals. The Supervisor keeps the case for case maintenance until the debt is paid in full. If there is a conflict of interest with the Supervisor, the Supervisor will ask another county to handle the referral.

Director Signature: _____ **Date:** _____

**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 25, 2024 – Microsoft Teams Meeting
LPA STAFF: Cindy Hodges and Hollie Johnson
SERVICES CONSULTANT: Donna Powell

FUNDING MANAGEMENT

Direct Services

Non-Smart Start

- Non-Smart Start allocation for direct services is \$990,012.
- The Non-Smart Start expenditure for the November 2023 service month was \$74,236.
- The Non-Smart Start spending target for the December 2023 service month was \$101,402.
- The current Non-Smart Start spending coefficient is 84%.

Smart Start

- Smart Start allocation for direct services is \$251,772.
- The Smart Start expenditure for the November 2023 service month was \$13,888.
- The Smart Start spending target for the December 2023 service month was \$24,265.
- The current Smart Start spending coefficient is 75%.

Combined

- The combined allocation for direct services is \$1,241,784.
- The combined expenditure for the November 2023 service month was \$88,124.
- The combined spending target for the December 2023 service month was \$125,667.
- The current Combined spending coefficient is 82%.

Services Support

Non-Smart Start

- Direct Services Support allocation is \$80,000.
- The Direct Services Support expenditure is \$32,888.
- Balance of \$47,112. 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 \$38,128.
- County has spent \$1584. 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.
- 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 funds can be transferred/obligated by the last day of the month to change the fund source in that service month. Enhancements must be paid every month during the state fiscal year (SFY); however, direct service payments do not have to be spent in every month of the SFY.
- The agency does not have an active waiting list.
- The agency received IV-E funds in the amount of \$18,366. in the second quarter of the state fiscal year (SFY).
- Guidance from the Division of Child Development and Early Education (DCDEE) has been to continue to serve children if the spending coefficient exceeds 100%. DCDEE will complete reversions and reallocations. A waiting list should not be implemented unless the agency is understaffed.
- The preliminary expenditure report for December services paid in January was provided. The combined spending coefficient is 82% and the Smart Start spending coefficient is 73%. The Smart Start spending target for January services is \$22,118.

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 (SFY) 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

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

State Participants:	<i>Tabitha Tucker, CQI Specialist</i>	<i>Tammy Mason, CQI Specialist</i>	
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Local Agency Participants	Title	Area(s) of Responsibility
Cindy Amos	Income Maintenance Administrator	Economic Services
Cindy Joyce		Energy
Kimberlee Swaim	Lead Worker	FNS
Holly Johnson	Income Maintenance Supervisor	WF
Cindy Hodges	Income Maintenance Caseworker	WF

Month: February

On **February 15, 2024**, **Tabitha Tucker** from the NC Division of Social Services, CQI team, conducted an on-site 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	91.21% (8 of 91)	December 2023
FNS Applications Timeliness Rate – Regular	93.58% (7 of 109)	January 2024
FNS Applications Timeliness Rate – Expedited	100%	December 2023
FNS Applications Timeliness Rate – Expedited	98.63%	January 2024
FNS Recertification Timeliness Rate	95.35%	December 2023
FNS Recertification Timeliness Rate	92.28% (20 of 259)	January 2024
CIP Application Non-Emergency Timeliness	100%	December 2023
CIP Application Non-Emergency Timeliness	100%	January 2024
CIP Application Emergency Timeliness	100%	December 2023
CIP Application Emergency Timeliness	100%	January 2024

Timeliness

The CQI Specialist reviewed the FNS Application and Recertification and CIP Application timeliness reports for December 2023 and January 2024. Stokes County met the timeliness requirements for FNS Expedited applications, CIP Non-Emergency & Emergency applications for both months, and for FNS Recertifications for December 2023. Stokes County did not meet the timeliness requirements for FNS Regular applications for both months and FNS Recertifications for January 2024. County staff stated they have 2 staff still in training who process both applications and recertifications, but their timeliness has continued to improve since October 2023. They do not anticipate any issues with February 2024 timeliness. County staff inquired about a report that will identify overdue recertifications just as the Weekly Applications Timeliness Reports do. The CQIS informed county staff that they can use the HB630 Performance Measures located in Data Warehouse under Documents→Folders→DHHS Main Document→HB630 Performance Measures→FNS→Statewide (Scheduled) FNS Recertification Timeliness_va2. That will show the report for the previous month. Staff can right click on the report then select History; that will allow them to view reports from other months.

Program Policy / Functionality Updates

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

Multiple Programs:

- Listserv Message #2023-193 and DCDL 32-2023 sent December 1, 2023, regarding the English & Spanish DSS-8560, Caseworker Desk Reference, and updates that reflect the 2024 SSA, SSI, VA COLA payments increased for the Work First Family Assistance and FNS recipients, effective January 1, 2024.

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

State Participants:	<i>Tammy Mason, CQI Specialist</i>	<i>Tabitha Tucker, CQI Specialist</i>
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Local Agency Participants	Title	Area(s) of Responsibility
Cindy Amos	Income Maintenance Administrator	FNS, WF
Kimberlee Swaim	Lead Worker	FNS
Cindy Joyce	Income Maintenance Program Administrator	Energy
Hollie Johnson	Income Maintenance Supervisor	WF
Cindy Hodges	Income Maintenance Caseworker	WF

Month: February

On **February 15, 2024, Tammy Mason, and Tabitha Tucker**, from the NC Division of Social Services, CQI team, conducted an onsite conference to provide technical assistance to **Stokes County Department of Social Services** Economic Services Program Staff. The CQI Specialist (CQIS) 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%	December 2023
WF Applications Timeliness	100%	January 2024
WF Recertification Timeliness	100%	December 2023
WF Recertification Timeliness	100%	January 2024
WF All Family Participation Rate	Not Available	Not Available
WF Two-Parent Participation Rate	Not Available	Not Available
WF Case Data	47	December 2023
WF Case Data	46	January 2024
WF Applications	10	December 2023
WF Applications	6	January 2024

Monitoring

Stokes County Work First Performance Compliance Monitoring for State Fiscal Year (SFY) 2023-2024 was completed on October 18, 2023. Results letter sent on November 17, 2023. PIP received from county on December 14, 2023. PIP accepted on December 22, 2023. PIP follow-up in three to six months.

Timeliness and Work First Participation

Application timeliness for the month of January reflected one (1) application with a due date in the month of January and was processed timely.

The Application Processing and Caseload Statistic report in Client Services Data Warehouse (CSDW) for the month of January reflects six (6) applications were taken. Of the six (6), five (5) reflect being withdrawn, and one (1) is pending.

Recertification timeliness for the month of January reflected one (1) recertification due and was processed timely.

The CQI Specialist provided update to the county regarding the WF participation reports. Due to the state submitting all cases for federal reporting the county reports have not been updated and do not have a tentative date for updating. The CQIS encouraged the county to track the number of work eligible cases manually in the interim.

Business Process Review

Stacey S. Elmes

From: kimber grabs <kimbersgrabs@gmail.com>
Sent: Friday, January 26, 2024 12:12 PM
To: Stacey S. Elmes
Cc: Rebecca Mclemore; Marissa Baker
Subject: SW Baker

Good news, again! Judge Langan complimented SW Baker yesterday on the excellent quality of her work. Her reports were fantastic and really captured the personalities of the kids and their needs/status. In addition, she offered, by memory, I must say, updates on the cases and fielded questions really well. Bravo to her! Kim