**CONFERENCE WORKSHOPS**

**WEDNESDAY, August 6**

**8:30 AM – 12 PM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **8:30-9:30 AM** | **Networking Breakfast** | Breakfast for DSS Directors, Deputy and Assistant Directors, Board Members, and Premier Sponsors ONLY |  | **Catawba 5&6** |
| 2. | **9:30-11:30 AM**  **Professional Development for DSS Directors ONLY** | **HR 1 Budget Reconciliation** | Discussion on the impact of HR1 on Medicaid and SNAP in NC. How can the counties and the state move forward with minimum impact on the community and local DSS agencies?  **Target Audience:** Directors, Deputy and Assistant Directors ONLY | **Sherry Bradsher**, Managing Principal, CCR  **Jamie Bazemore,**  CCR | **Catawba 4** |
| 3. | **NCACBSS**  **(all day)** | **NCACBSS Business Session** | Local DSS Board Members Only | **Mary Accor,**  President | **Catawba 3** |

**SESSION ONE | WEDNESDAY, AUGUST 6**

**3:30 PM – 5 PM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **NCACBSS** | **NCACBSS Business Session** | Local DSS Board Members only | **Mary Accor**  President | **Catawba 3** |
| 2. | **Professional Development**  **DSS Directors, Deputy and Asst Directors ONLY** | **Legislative Update for DSS Directors** | The session will provide an overview of selected proposed legislation and new laws from the North Carolina General Assembly's 2025-2026 legislative session that are relevant to county directors of social services.  **Target Audience:** Directors  Leadership/Management ONLY | **Kristi Nickodem,**  Assistant Professor of Public Law and Government,  SOG | Catawba 4 |
| 3. | **NC Dept. of Insurance/SHIIP/NCSMP** | **How Can SHIIP Assist You Or Your Medicare-Eligible Clients?**  [**DSS Directos SSI August 6 2025.pdf**](https://acrobat.adobe.com/id/urn:aaid:sc:US:c9bb9f74-6a63-42f3-b324-d8dfcb6a6e4d) | Learn about SHIIP’s unique approach to counseling individuals who are becoming eligible for Medicare, which may help you personally and professionally. SHIIP’s network is available to support and empower the rapidly growing dual-eligible population with their Medicare options, questions, and concerns. We will discuss how SHIIP educates individuals about Medicare fraud through our North Carolina Senior Medicare Patrol Program.  **Target Audience:** Directors, Line staff, leadership, board members, and community and state partners | **Kevin Robertson**,  Assistant SHIIP Director and NCSMP Program Director  DOI  **Jeanie Schepisi**, SHIIP Field Operations Mgr/  Central Regional Mgr  DOI | Catawba 2 |
| 4. | **Deloitte** | **Demo**  **PathNC** | **Target Audience:**  Path NC Users |  | Catawba 1 |
| 5. | **Child Welfare** | **Creating an Organizational Learning Culture**  [**https://acrobat.adobe.com/id/urn:aaid:sc:us:526260aa-66fa-40b4-a91b-31516866d6d4**](https://acrobat.adobe.com/id/urn:aaid:sc:us:526260aa-66fa-40b4-a91b-31516866d6d4) | Participants will hear firsthand from DHHS staff as they share strategies for building and sustaining a confident, consistent child welfare workforce. The session will spotlight key workforce development initiatives, including a redesigned pre-service training program, Track Training, learning transfer strategies, enhanced supervisory engagement, and new curricula for supervisors and experienced staff.  **Target Audience:** All levels of Child Welfare Staff | **Tammy Shook,**  DHHS/DSS  **Crystal Dalmasso,**  Public Knowledge | Hickory 1 |
| 6. | **Child and Family Specialty Plan (CFSP)** | **Lighting the Path of Care for Foster Care Children and Their Families**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:4abe4d8e-7f02-49dd-bb1a-294f09ea3ad5**](https://acrobat.adobe.com/id/urn:aaid:sc:US:4abe4d8e-7f02-49dd-bb1a-294f09ea3ad5) | Sharing the light of knowledge surrounding CFSP and how it works in the DSS with all the players: Medicaid, Child Welfare Social Workers, and Care Managers. Spotlighting the DSS-5120 and its key role in CFSP.  **Targeted Audience:** Medicaid Program Managers, Supervisors, Line Staff, and Child Welfare Social Workers. | **Sandy Danner,**  DHHS/DHB  **Beth Riley**  DHHS/DSS | Hickory 2 |
| 7. | **Economic Services** | **Training That Lights the Way Forward (Special Assistance)** | The SA team will present various topics related to updates, overviews, and training information related to the Special Assistance (SA) program. The SA team will also provide the attendees with practical scenarios for collaborative conversation. During the presentation, audience participation will be encouraged through interactive discussions to facilitate the transfer of learning.  **Target Audience**: Special Assistance Line Staff, Supervisors & Program Managers. | **Valerie Williams,**  **Saunji Perry,**  **Laurie Williamson**  DHHS/DSS | Hickory 4 |
| 8. | **Prepaid Health Plan for Medicaid** | **Support for County and Medicaid Beneficiaries** | How can the State’s Prepaid Health Plan assist counties and beneficiaries during the recertification process? What have we learned from Medicaid expansion over the last 18 months? | **Kristy Kent,** Blue Cross Blue Shield  **Pam Penny,** Carolina Complete Health  **Shelita Lee,** UnitedHealth Care  **Anya Brown,** AmeriHealth Caritas  **Shaune Lancit,** WellCare  **Sarah Gregosky,**  **Gina Hamilton,**  DHHS/DHB | Conover 1 |
| 9. | **Adult Protection Multidisciplinary Teams (MDTs)** | **Lighting the Way Forward: Strengthening Adult Protection MDTs Across NC**  [**https://acrobat.adobe.com/id/urn:aaid:sc:us:6a04b1fb-ac90-4cf5-9e01-3bf5adc48503**](https://acrobat.adobe.com/id/urn:aaid:sc:us:6a04b1fb-ac90-4cf5-9e01-3bf5adc48503) | The workshop will equip participants with practical tools, strategies, and a tailored roadmap to build, strengthen, or revitalize Adult Protection Multidisciplinary Teams in North Carolina, enhancing collaboration to better support vulnerable adults across communities.  **Target Audience:**  Adult services staff | **Kristy Preston,** Director  NC Adult Protection Network,  SOG | Conover 2 |
| 10. | **Customer Services**  **DHHS** | **Five Generations, One Team: Uniting** **through service and collaboration**  [**Five Generations One Team (002).pdf**](https://acrobat.adobe.com/id/urn:aaid:sc:US:313d3db0-fea5-454f-ab37-4d947e9e18a9) | In today's working environment, up to five generations may work together, each with its values, communication styles, and expectations. The dynamic panel, spanning across generational lines, will explore how internal customer service is shaped by age, experience, and perspective. Panelists will share candid insights about the challenges and misconceptions they face when working with colleagues from different generations. They'll also reveal what they wish others knew about their generation- and how mutual understanding can lead to stronger internal service, improved collaboration, and a healthier workplace culture. The session invites curiosity, dispels stereotypes, and offers a rare opportunity to learn directly from diverse voices. Come ready to listen, learn, and challenge your assumptions. **Target Audience**: All | Moderator: **Carla West**  **DHHS/DSS**  Panelist:  **Marjorie Donaldson,**  **Antonia Pedroza,**  **Susan Osborne,**  **Maggie Clapp,**  **Marissa Adams,**  **Felisha Norman,**  **Adonica Hampton**  **Micah Ennis,**  **James Hart,**  **DeCora Bowers,**  **Karen Tucke,r**  **Tanaya White,**  **Hailee Reber,**  **MacGregor VanBeurden,** | Conover 3 |
| 11. | **Exemplar** | **CASPR Tool for Online Client Services** | The Customer Activities and Services Portal (CASPR) allows clients to perform various self-service features. The portal is customizable to each County. Features include: Complete Orientation, Message Worker, Upload Documents, Complete Forms Online with Digital Signing, Request Resources, and Complete Job Search. Complete Job Readiness and Complete Batch Actions, i.e., Multiple Messaging.  **Target Audience:** Community & State Partners, Directors, Leadership/Management, and Board Members. | **Michael De La Rosa**,  Chief of Strategic Development | Conover 4 |

**SESSION TWO |** **THURSDAY, AUGUST 7**

**8:30 AM – 10 AM**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **NCACBSS** | **NCACBSS**  **Business Session** | LOCAL DSS BOARD MEMBERS ONLY | | **Mary Accor,**  **President** | Catawba 3 |
| 2. | **Professional Development, DSS Directors ONLY** | **Liability and Immunity: What DSS Directors Need to Know** | The session will provide an overview of the basic principles of legal liability and immunity of county departments of social services and DSS directors in North Carolina, including the legal process, potential legal claims against the county or director, immunities available to the county, immunities available to the director and staff, and legal claims against the state under the State Tort Claims Act.  **Target Audience:** Directors  Leadership/Management ONLY | | **Kristi Nickodem,**  Assistant Professor of Public Law and Government  SOG | Catawba 4 |
| 3. | **Deloitte** | **Demo**  **PathNC** | **Target Audience:**  PathNC Users | | **Deloitte** | Catawba 1 |
| 4. | **Child Welfare** | **Child Welfare Disaster Plans and Emergency Response: Lessons Learned from Hurricane Helene**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:84e252ce-45e6-4ed6-b8bc-db01e26e2669**](https://acrobat.adobe.com/id/urn:aaid:sc:US:84e252ce-45e6-4ed6-b8bc-db01e26e2669) | A panel discussion with disaster-impacted county leaders will focus on the role of effective disaster planning, the realities of responding to a major disaster, and lessons learned from the event. Participants will learn about the importance of establishing a child welfare-specific disaster plan, coordination and alignment with NCDHHS’s child welfare-specific Disaster Plan, and reporting requirements to Federal agencies during a disaster.  **Target Audience:** Child Welfare Directors, Administrators, Supervisors | | **Will Wakefield**, **Tammy Shook,**  DHHS/DSS  **Panelists**: **Rebecca Smith-** Buncombe, **Sonya Morgan-** Yancey, **Lorie Horne-** Henderson, **Wendy Boone-** Mitchell. | Hickory 1 |
| 5. | **Child and Family Specialty Plan (CFSP)**  SPECIFIC TO CHILD WELFARE STAFF ONLY | **One Team, One Goal: Coordinated Care with CFSP and DSS (Part 1)**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:c6335e8a-5b21-461f-a059-8e7447a68ea7**](https://acrobat.adobe.com/id/urn:aaid:sc:US:c6335e8a-5b21-461f-a059-8e7447a68ea7)  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:a6bbafa6-87cb-481e-abef-326c486b168b**](https://acrobat.adobe.com/id/urn:aaid:sc:US:a6bbafa6-87cb-481e-abef-326c486b168b)  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:29c21e5f-079b-447e-8dc1-b1d3a92464a8**](https://acrobat.adobe.com/id/urn:aaid:sc:US:29c21e5f-079b-447e-8dc1-b1d3a92464a8) | Preparing for CFSP and how Healthy Blue will partner with counties.  **Target audience:**  SPECIFIC TO CHILD WELFARE STAFF ONLY--Child Welfare line staff and supervisors, DSS Directors, and Deputy Ass’t Directors | | **DHB/HBCT** | Hickory 2 |
| 6. | **Child Care**  **DCDEE Subsidy Services** | **Case Management 101: Lighting the Way for Families Through Subsidy Support**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:8ea1ee1d-762b-4505-bc3f-2a408edf4286**](https://acrobat.adobe.com/id/urn:aaid:sc:US:8ea1ee1d-762b-4505-bc3f-2a408edf4286) | The session will provide a comprehensive overview of case management within the context of the childcare subsidy program, reinforcing the critical role of caseworkers in shaping family outcomes by navigating policy, coordinating services, and building trust with families. Grounded in a family-centered, collaborative approach, the training will highlight the six core components of effective case management: engagement, assessment, planning, implementation, monitoring, and closure/transition.  **Target Audience:** DSS Child Care Staff | | **Donna Lipscomb**  **Donna Powell**  **Lauren Davis**  **Robyn Scott**  **Tania Lee** **Elizabeth Hayes**, DHHS/DCDEE | Hickory 3 |
| 7. | **Economic Services** | **Poverty Simulation (Eligibility Programs)** | Poverty simulation is an interactive educational experience designed to help participants understand the challenges individuals and families face. During the simulation, participants assume the roles of people struggling with limited resources, such as low income, unstable housing, and restricted access to healthcare or transportation. Over a set period (often structured as "weeks" or "months"), they must navigate real-life scenarios, such as paying bills, finding employment, and accessing social services. The goal is to foster empathy, increase awareness, and encourage dialogue about poverty and systemic barriers.  **Target Audience:** Line Staff, Receptionists, Supervisors, Program Managers | | **Allison Smith, Emma Burgy Burnette, Adrienne Rice, Eric Meadows, Laurie Williamson,**  DHHS/DSS | Hickory 4 |
| 8. | **Adult Services** | **Blooming Together: Advancing Adult Services Across North Carolina** | Join us for an energizing and collaborative workshop designed to inspire growth and alignment in adult services practice across North Carolina. In the interactive session, NC DHHS Adult Services will partner with the County Department of Social Services social workers and leadership to explore the power of intentional goal setting. Together, we’ll reflect on last year’s statewide goals—building multidisciplinary teams and improving congruence in APS intake and case decisions—and assess our collective progress.  **Target Audience**: Adult services staff | | **Karey Perez,**  **Sarah Ricardson,**  DHHS/DSS | Conover 1 |
| 9. | **DHSR/ACLS** | **Lighting the Way When Conducting Focused Monitoring**  [**Lighting the Way Quarterly Focused Monitoring 08.07.25 (002).pdf**](https://acrobat.adobe.com/id/urn:aaid:sc:US:7b95b240-1edb-46e2-ba60-546ad2413d60) | The session will focus on the role of the county DSS in monitoring adult and family care homes. It will cover: Monitoring procedures and established sample size for Quarters 1-4 of fiscal year •Using monitoring tools for survey/monitoring readiness •The role of the Adult Care Licensure Section (ACLS) in the oversight of County DSS monitoring activities.  **Target Audience:** DSS staff involved in the regulation of licensed adult and family care homes | | **Tamara Talbot-Winstead,** **Megan Lamphere,**  DHSR/ACLS | Conover 2 |
| 10. | **Child Support** | **Families First: Economic Services & Child Support Working Together, Serving Better & Enhancing Outcomes** | Participants will gain a deeper understanding of how cross-program coordination and customer-centered approaches can lead to improved family outcomes. The panel discussion will feature leaders from the Child Support and DSS programs, focusing on practical strategies to better serve our communities. Frontline workers, supervisors, and others will gain valuable takeaways for improving outcomes and customer satisfaction.  **Target Audience**: supervisors, line staff | | **Anita Gales,**  **Tanya Glenn,**  DHHS/DSS/CSE | Conover 3 |
| 11. | **Allies 4 Outcomes** | **Unlocking Your Gifts: Emotional Regulation as a Leadership Superpower**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:a5be1a91-cfd5-4772-a4c1-27f7b14a9472**](https://acrobat.adobe.com/id/urn:aaid:sc:US:a5be1a91-cfd5-4772-a4c1-27f7b14a9472) | The session equips executive leaders with advanced strategies to build trust, psychological safety, and a sense of belonging by deepening two critical leadership capacities: emotional regulation and a growth mindset. These capacities are foundational to effective leadership at all levels of DSS organizations, supporting resilience, adaptability, and informed decision-making under high-stakes circumstances. The session reinforces executive-level application of empathy, self-awareness, and psychological flexibility—core drivers of a high-performing, continuous quality improvement culture.  **Target Audience**: Directors, Supervisors, Managers, DSS Board | | **Dr. Angela Pittman-Vanderweide, CEO**  **Katie Swanson**, LCSW  Chief Strategy Officer  **Dr. Gregory Grier,**  Chief Experience Officer | Conover 4 |

**SESSION THREE | THURSDAY, AUGUST 7**

**10:15 AM – 11:45 AM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **NCACBSS** | **NCACBSS Board Mtg** | BOARD MEMBERS ONLY | **Mary Accor,** President | Catawba 3 |
| 2. | **Deloitte** | **Demo**  **PathNC** | **Target Audience:**  Path NC Users |  | Catawba 1 |
| 3. | **Human Resource Solutions Inc.** | **Employee Selection and Retention in a Tight Labor Market**  [**NCACDSS PXT Select Presentation 2025 Short No Animation (002).pdf**](https://acrobat.adobe.com/id/urn:aaid:sc:US:6ce9708a-cf46-4d3d-b368-3f52b645fe8e) | Introduction to Employee Assessment Program (Profiles Assessments, a Wiley Brand)  **Target Audience:** Directors, Management, and DSS Boards | **Gregory E. Mayo,** President, Human Resource Solutions, Inc | Catawba 2 |
| 4. | **Child Welfare** | **Improving Child Welfare Outcomes: New Monitoring Strategies and Effective Determinations for Title IV-E Candidates**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:9d8e09ed-9e35-4793-971e-5ef477712c24**](https://acrobat.adobe.com/id/urn:aaid:sc:US:9d8e09ed-9e35-4793-971e-5ef477712c24) | The session will review the updated monitoring plan for the following programs: Title IV-E candidacy claims, FFPSA, and Foster Home Licensing safety requirements. Eligibility for Title IV-E FC candidates will be discussed and determined. Participants will be asked to engage in activities designed to determine candidacy.  **Target Audience:** Child Welfare Administrators, Managers, Supervisors, and Fiscal Staff | **Beth Riley Andrea Hull,**  DHHS/DSS | Hickory 1 |
| 5. | **Child and Family Specialty Plan (CFSP)**  **Target audience:**  SPECIFIC TO CHILD WELFARE STAFF ONLY | **One Team, One Goal: Coordinated Care with CFSP and DSS (Part 2)** | How will the CFSP support foster and adoptive children, youth, former foster youth, and county DSS staff? Demonstrate how Healthy Blue Care Together care managers and county staff will collaborate and communicate effectively.  **Target audience:**  SPECIFIC TO CHILD WELFARE STAFF ONLY--Child Welfare line staff and supervisors, DSS, and Deputy /Ass’t Directors | **DHB/HBCT** | Hickory 2 |
| 6. | **LME/MCO**  **(NCAPCHP)** | **Tailored Plan Launch: Insights on the Public Behavioral Health System’s Transition to Integrated Care**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:94efdf1c-0fd0-4abc-b0cf-4ffe1ef11964**](https://acrobat.adobe.com/id/urn:aaid:sc:US:94efdf1c-0fd0-4abc-b0cf-4ffe1ef11964) | LME/MCO leaders will share their experiences from the launch of the Tailored Plan and explore what's next for comprehensive, whole-person care. They'll discuss experiences from transitioning the state's public behavioral health system to serve individuals who receive mental health, substance use disorder, intellectual and other developmental disability, and traumatic brain injury services through an integrated approach, and the opportunities for continued collaboration to strengthen further community-based, integrated care for the State’s most vulnerable populations.  **Target Audience:** Directors, leadership, program staff | **NCAPCHP Members:**  Alliance: **Dr. Rob MacArthur,** CMO  Partners: **Lynne Grey,** Senior Director of Clinical Systems  Trillium: **Christie Edwards, COO**  Vaya**: Rhonda Cox,** EVP and COO **Dave Richard**  McGuireWoods Consulting LLOC | Hickory 3 |
| 7. | **FNS** | **How to Avoid SNAP Payment Errors?** | How to Avoid SNAP Payment Errors?  **Target Audience:** FNS staff and Leadership | **Konnie Tran, Nikia Jefferies, Jerquitta Hicks-Smallwood**  **Pat Moore**  **Valerie Byers**  DHHS/DCFW | Hickory 4 |
| 8. | **Union County** | **How Establishing a Quality Council Can Brighten the Future for Our Communities?**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:0f9049ab-7121-462f-851b-8df0563922b1**](https://acrobat.adobe.com/id/urn:aaid:sc:US:0f9049ab-7121-462f-851b-8df0563922b1) | The workshop will provide an overview of the fundamental tools necessary to establish a Quality Council for your agency, ensuring optimal service provision by accurately assessing customer needs, retaining high-quality employees, continually evaluating program performance, and developing strategic plans that drive meaningful outcomes.  **Target Audience:** Social work staff, line staff, leadership, and DSS Board members | **Cheryl Bowers, MPA, CPHQ, CLSSBB,**  Business Process Mgr.  **Whitney Massey, MA, LCMHC-A, CLSSBB**  Sr HS Evaluator  **DeCora Bowers**, **EdD, LCMHC**  SW Prg Mgr. | Conover 1 |
| 9. | **Cumberland County DSS** | **Bridging Training and Real-World Readiness Through Simulation**  [**Bridging Training and Real-World Readiness (002).pdf**](https://acrobat.adobe.com/id/urn:aaid:sc:US:a1a61e17-2ad4-4b0e-aa82-674483663a74) | Traditional training provides foundational knowledge, but child welfare professionals need hands-on experience to build confidence and sharpen their decision-making skills. The workshop introduces simulation software as a safe, consequence-free environment where they can practice identifying risk and safety concerns, refine their ethical decision-making, and strengthen their assessment skills without impacting families or creating real-world harm.  **Target Audience:** Line staff, leadership/management, State partners | **Heike Hammer,**  Division Dr, Performance Mgmt  **Matt Davis,**  **Ph.D,** Research Associate Professor  **Cole Benson,**  **M.S., LCSW** Sr. Research Analyst, Univ UT College of Social Work  **Chad McDonald**  **Ph.D., LCSW,** Research Assistant Professor, Univ UT, College of Social Work | Conover 2 |
| 10. | **Cross-Program Application Monitoring** | **Cross-Program Application Monitoring Dashboard** | Showcase the Cross-Program Application Monitoring Dashboard, which provides key application statistics across multiple programs to support application monitoring, staff planning, and cross-program policy change impact analysis. The programs included in the dashboard are Medicaid, FNS, Work First, Energy Assistance, and WIC.  **Target Audience:** Directors, Deputy Directors, Program Managers | **Forgan Elmubarak,**  DHHS/DHB  **Daniel Carnegie,**  Date Office Chief Data Officer | Conover 3 |
|  | **Carteret County** | **Lighthouse Leadership: Guiding with Values, Vision, and Culture** | The session explores how aligning values, vision, and culture can create purpose-driven teams that inspire community resilience. Through storytelling and practical tools, attendees will learn to build trust, motivate teams, and foster meaningful connections. Just as a lighthouse guides through darkness, a strong culture lights the way toward hope, healing, and a shared future.  **Target Audience:** All | **Kelly Dorman,**  Organizational Development and Quality Manager  **Alicia Taylor,** Adult Services and Child Support Program Manager. | Conover 4 |

**SESSION FOUR |** **THURSDAY, AUGUST 7**

**1:45 pm – 3:15 PM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **NCACBSS** | **NCACBSS Board Mtg** | BOARD MEMBERS ONLY | **Mary Accor**, President | Catawba 3 |
| 2. | **Deloitte** | **Demo**  **PathNC** | **Target Audience:**  Path NC Users |  | Catawba 1 |
| 3. | **Randolph County**  **DSS** | **Visionary Leadership: Shaping the Future of Social Services** | Cultivating tomorrow's leaders starts today. We will discuss lessons learned and tested methods for creating a culture shift, investing in staff and leadership development, and the benefits of incorporating weather awareness into your team.  **Target Audience:** Leadership/Management | **Misty Martin,**  IMC Administrator  **Melody Cummings,**  SW Program Administrator  **Walker Brown,**  SW Program Administrator  **Cecilia Valdes,**  IMC Program Administrator | Catawba 4 |
| 4. | **AmeriHealth Caritas NC** | **From Fragile to Energized** | Tips for Stress Reduction for You and Your Team  **Target Audience:** All | **Anya Brown**  **Rita Garnto**  AmeriHealth Caritas | Catawba 2 |
| 5. | **Child Welfare** | **Evolution of Regional Model & CQI**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:9ef9784d-ef10-41ff-bf47-b2482cbb3678**](https://acrobat.adobe.com/id/urn:aaid:sc:US:9ef9784d-ef10-41ff-bf47-b2482cbb3678) | The Regional Model and evolution of a statewide CQI Plan to inform and improve outcomes in child welfare. Historical review of the progression of child welfare in North Carolina through the years and the impact of federal and state legislation. (The effect of Rylan’s Law, and how to access and use data to drive practice. How to use data discussions when talking with various entities, such as county managers, commissioners, boards, etc.)  **Target Audience:** Directors, Administrators, Managers, Supervisors | **Peter West,**  **Ben Rose,**  **Holly McNeill,**  DHHS/DSS | Hickory 1 |
| 6. | **Medicaid** | **Light Bulb Moments: Understanding the Why Behind Important Medicaid Policy**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:b678ad95-71de-44b0-b9ac-3b9f4c74e863**](https://acrobat.adobe.com/id/urn:aaid:sc:US:b678ad95-71de-44b0-b9ac-3b9f4c74e863)  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:791683de-e217-4361-a4be-8832037bb0e1**](https://acrobat.adobe.com/id/urn:aaid:sc:US:791683de-e217-4361-a4be-8832037bb0e1) | The session will shed light on some Medicaid history with the Alexander vs. Flaherty court order and the current Franklin vs. Kinsley court order. It will also dive into how these have shaped the application and recertification processing policy, as well as areas where we see processing-related issues.  **Target Audience:** Medicaid Program Managers, Supervisors & Line Staff | **Christine Coffey**  **Laura Stockwell** DHHS/DHB | Hickory 2 |
| 7. | **Path NC** | **Ongoing Case Management Data in PATH NC:**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:a2ff8b3d-1dd1-477f-905d-0f79a380c163**](https://acrobat.adobe.com/id/urn:aaid:sc:US:a2ff8b3d-1dd1-477f-905d-0f79a380c163) | Learn about the data available from PATH NC for ongoing cases, from In-Home through Adoption. We will share a high-level overview of the reports that will be available and break them down into daily/weekly reports for deeper diving. Connections will be made to Federal reporting expectations.  **Target Audience:** Child welfare social work staff, supervisors, and Directors | **Jenifer Oshnock,**  DHHS/HSBIA  **Peter West,**  DHHS/DSS  **Rachel Martonik,**  Deloitte | Hickory 3 |
| 8. | **Catawba County DSS** | **Success Coach: An Innovative Approach to Post-Permanency Support Services** | NCDHHS, Catawba DSS, Boys & Girls Homes, and Children’s Home Society have partnered to provide the Success Coach Service to all 100 counties. The Success Coach Service is offered at no cost and is voluntary. Family-driven, the Success Coach actively partners with a family to address their identified needs through personalized assessments.  **Target Audience:** Directors, Line staff, Leadership/Mgmt | **Megan Parillo**,  Post Care Project Coordinator  J**anet Drake Kearns,**  NC DHHS Post Permanency Coordinator | Hickory 4 |
| 9. | **Vanguard Professional Staff** | **Light at the End of the Tunnel: Staffing Solutions & Opportunities**  [**SSI 2025 Presentation Final (002).pdf**](https://acrobat.adobe.com/id/urn:aaid:sc:US:476a50b1-b076-4312-8499-51c679e0a619) | Struggling with vacancies, turnover, or complex staffing needs? The interactive session shares how Vanguard Professional Staffing and county agencies partner to creatively fill positions. Whether you're a manager seeking solutions or a worker exploring part-time, full-time, or post-retirement options, hear how our agency-based panelists developed actionable strategies that are being used to address current workforce challenges.  **Target Audience:** Directors, Leadership, and line staff | **Myra Powell,**  President and CEO  **Kim Harrell**  ExecutiveOfficer  **Nicki Perry**  Executive Officer  **Panel Discussion** | Conover 1 |
| 10. | **Lexis Nexis** | **Lexis Nexis Tools to Help Reduce SNAP Payment Error Rates** | Tools to Help Reduce SNAP Payment Error Rates  **Target Audience:** Leadership, Management, IMC-FNS staff |  | Conover 2 |
| 11. | **Institute for the Family of Children's Home Society of North Carolina** | **Family Voices in the Forefront: Reimagining Change through Stories** | Transforming mindsets and enacting meaningful, sustainable change through data visualization, through the power of storytelling and story sharing. In the presentation, learners will use community stories to discover how the Institute for Family breathes life into data collected via their Shine on North Carolina Storytelling Initiative, Family Insight Survey, and Family Insight Dashboard.  **Target Audience**: Directors, leadership/mgmt., state partners | **Tori Brasher-Weathers,**  Education Manager  **Claudia Perry,**  Director of the Institute for Family  **Madeline Attianese,**  Research Lead | Conover 3 |
| 12. | **Northwoods** | **Software Built for Social Services: See Traverse in Action!** | Have you heard about Traverse from a neighboring county but haven't seen it in action? Now’s your chance to see how Northwoods’ document and forms management and mobility software boosts worker well-being and client outcomes. Join Northwoods for a demo of Traverse and hear how it’s helping more than 25 NC social services agencies work efficiently and effectively.  **Target Audience:** Social Work and child support staff, IT, and Directors | **Chris Mease,**  Senior Account Executive  **Patrick Escolas,** Account Executive | Conover 4 |

**SESSION FIVE | THURSDAY, AUGUST 7**

**3:30 PM – 5 PM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **NCACBSS** | **NCACBSS Board Mtg** | BOARD MEMBERS ONLY | Mary Accor, President | Catawba 3 |
| 2. | **Deloitte** | **Demo**  **Path NC** | **Target audience:**  Path NC Users |  | Catawba 1 |
| 3. | **Guilford County**  **Adult Services** | **The Adult Resource Team: The ART of Collaboration** | The Adult Resource Team (ART) is a multidisciplinary collaboration among Guilford County DSS, EMS/Fire, and the Family Justice Center to address the unmet basic daily living needs of the aging and adult population in Guilford County. Many have no option but to use emergency services (911). The ART addresses ways to reduce citizens’ dependence on the 911 system.  **Target Audience**: Adult services staff | **Laurie Jones**  Division Director, Aging & Adult Services | Catawba 4 |
| 4. | **Child Welfare** | **“State-Supervised, County-Administered”: Understanding Law and Practice Regarding the State-County Relationship** | The presentation provides an overview of the legal framework governing the relationship between various state entities and county departments of social services in North Carolina. It will examine key statutes and rules that define the respective roles, responsibilities, and authorities of the state and counties concerning the supervision, funding, and administration of social services programs. The presentation will discuss the legal and practical aspects of the state’s corrective action and temporary divestiture processes for county departments.  **Target Audience**: Directors, Administrators, Managers, and Supervisors | **Donna Fayko**  DHHS/DSS  Kristi Nickodem SOG | Hickory 1 |
| 5. | **Customer Services**  **DHHS** | **Five Generations, One Team: Uniting** **through service and collaboration** | In today's working environment, up to five generations may work together, each with its values, communication styles, and expectations. The dynamic panel from across generational lines will explore how internal customer service is shaped by age, experience, and perspective. Panelists will share candid insights about the challenges and misconceptions they face when working with colleagues from different generations. They'll also reveal what they wish others knew about their generation- and how mutual understanding can lead to stronger internal service, improved collaboration, and a healthier workplace culture. The session invites curiosity, dispels stereotypes, and offers a rare opportunity to learn directly from diverse voices. Come ready to listen, learn, and challenge your assumptions.  **Target Audience**: All | MODERATOR: **Carla West**  DHHS/DSS  SPEAKERS: **MacGregor VanBeurden, Marjorie Donaldson**  DHHS | Hickory 2 |
| 6. | **Path NC** | **PATH NC Lessons Learned from I&A Roll Out:** | We will share the lessons learned from the I&A Rollout and how those lessons apply to the remaining counties rolling out I&A for PATH NC and future ongoing rollouts.  **Target Audience:** child welfare social work staff, supervisors, and Directors | **Ashley Arrington,** DHHS/HSBIA  **Peter West,**  DHHS/DSS  County Reps | Hickory 3 |
| 7. | **Economic Services** | **"How to Cool Down When Things Heat Up" (Eligibility Programs)**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:1726e5bf-260f-4cad-9178-cc960f055d00**](https://acrobat.adobe.com/id/urn:aaid:sc:US:1726e5bf-260f-4cad-9178-cc960f055d00) | In the interactive workshop, participants will be guided through a self-discovery process that identifies sources of emotional exhaustion and stress symptoms in both their work and personal lives. Emphasis on “keeping the main thing, the main thing” will be a cornerstone of small group exercises. Participants will take away proven practical strategies they can employ in their own lives.  **Target Audience:** Line Staff, Receptionists, Supervisors, Program Managers | **Eric Meadows, Allison Smith**  **Adrienne Rice**  **Emma Burgy Burnette**  DHHS/DSS | Hickory 4 |
| 8. | **Rutherford County DSS** | **Community Collaboration: Creating Safe Spaces for Children Awaiting Placements** | The interactive workshop highlights how Rutherford County DSS addressed the pressing issue of children sleeping in DSS offices by developing sustainable housing solutions through community collaboration and strategic advocacy. Participants will gain insights into leveraging partnerships, securing grant funding, and overcoming implementation challenges to ensure that all children have a safe and comfortable place to sleep while awaiting placements.  **Target Audience:** Directors, CW Social Workers | **Delores (Dee) Hunt**, Director | Conover 2 |
| 9. | **DHSR/ACLS** | **Multiunit Assisted Housing With Services: The 3rd Type of Assisted Living in N.C.**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:9ab55003-688e-40a7-a994-19b096e168a5**](https://acrobat.adobe.com/id/urn:aaid:sc:US:9ab55003-688e-40a7-a994-19b096e168a5) | Wait, what? Is there a third type of assisted living? Multi-unit Assisted Housing with Services (MUAHS) is a registered, yet unlicensed, category of assisted living. If you don’t have one operating in your county yet, you will likely have one soon. Over the past few years, the number of registered MUAHS in N.C. has increased exponentially and continues to grow. Attend this session to:  • Learn what a MUAHS is (and isn’t)  • Understand the difference between an MUAHS and a licensed adult care home  • DSS and state responsibilities when it comes to MUAHS  • Impacts to Adult Protective Services & Adult Home Specialist caseloads  • How to handle issues in MUAHS (abuse, neglect, unlawful care and services) when they occur.  **Target Audience:** Directors, Deputy Directors, Program Managers, Adult Services Supervisors, APS staff, Adult Home Specialists | **Megan Lamphere**  DHHS/DHSR | Conover 3 |
| 10. | **Customer Services** | **Administrative Professionals – A Critical Component of Agency Success**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:534bc7cc-12c1-4a87-9b40-449c8af01c05**](https://acrobat.adobe.com/id/urn:aaid:sc:US:534bc7cc-12c1-4a87-9b40-449c8af01c05) | Administrative positions such as clerical staff, fiscal/budget, and human resources line staff are crucial to creating a strong infrastructure that supports program operations. Professional development training offers those in administrative positions the opportunity to learn more about achieving and maintaining overall effectiveness in their roles, inspiring collaboration between administrative and program staff, and learning to solve problems through effective continuous quality improvement.  **Target Audience:** Line Staff and Leadership/Management. | **Sherry Bradsher**, Managing Principal, CCR  **Jamie Bazemore,**  CCR | Conover 4 |

**SESSION SIX | FRIDAY, AUGUST 8**

**8:30 AM – 10 AM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
|  | **NCACDSSS**  **7:30-8:30** | **Breakfast**  **DSS Directors ONLY** | Networking | Networking | Catawba 4 |
| 1. | **NCACDSS** | **Board Meeting** | DSS DIRECTORS ONLY | **Ashley Lantz**, President | Catawba 4 |
| 2. | |  |  |  | | --- | --- | --- | | DMH |  | OPEN | | PENDING | PENDING | Kelly Crosbie | Catawba 3 |
| 3. | **Child Welfare** | **Moving Upstream with Behavioral Health**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:4fd03156-1fed-48e4-b9a9-f0415cea3b2a**](https://acrobat.adobe.com/id/urn:aaid:sc:US:4fd03156-1fed-48e4-b9a9-f0415cea3b2a) | North Carolina leaders are committed to working together to carefully transform the behavioral health care system through cross-system and upstream solutions, especially amid children and their families' rising behavioral health care needs. During the session, participants will receive an overview of initiatives, including North Carolina’s Child and Family Specialty Plan and Health Care Oversight and Coordination Plan. Additional information on implementing programs under Title IV-E Prevention Services (under the Family First Prevention Services Act), such as Homebuilders and Sobriety Treatment and Recovery Teams (START).  **Target Audience:** Directors, Administrators, Managers, Supervisors | **Larissa Berger, PhD**  DHHS/DSS | Hickory 1 |
| 4. | **Medicaid Compliance** | **Lighting the Way to Awareness Part 1: A Reflection on Audits**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:4d032794-7367-4daf-bb2b-f45f28930727**](https://acrobat.adobe.com/id/urn:aaid:sc:US:4d032794-7367-4daf-bb2b-f45f28930727) | In Part 1, OCPI will be presenting a review of Federal and State audits, the risks the audits have exposed, and the financial impacts of those risks  **Target Audience**: Medicaid Staff. | **Renee Jones,** DHHS/DHB | Hickory 2 |
| 5. | **Fiscal** | **Shining a Light on Reimbursement:**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:78dd1284-861d-4cde-b39f-0cd43d831acd**](https://acrobat.adobe.com/id/urn:aaid:sc:US:78dd1284-861d-4cde-b39f-0cd43d831acd) | How to Calculate Your Reimbursement for Positions and Equipment?  **Target Audience:** (Directors, Deputy Director, Fiscal Staff, Program Managers) | DHHS/DSS/LBLs | Hickory 3 |
| 6. | **FNS** | **How to Avoid SNAP Payment Errors?** | How to Avoid SNAP Payment Errors?  **Target Audience:** FNS staff and Leadership | **Konnie Tran, Nikia Jefferies, Jerquitta Hicks-Smallwood**  **Pat Moore**  **Valerie Byers**  DHHS/DCFW | Hickory 4 |
| 7. | **Adult Services** | **Empowering Protection: Strengthening APS Practice for Timely and Effective Interventions** | The workshop will feature case examples, strategies informed by policy and law, and practical tools to enhance response times and improve congruence in decision-making throughout a case's life. Participants will engage in real-world challenges, share promising practices, and leave equipped with resources to strengthen local APS efforts. Timely action and informed decision-making are central to Adult Protective Services.  Participants will explore best practices for identifying, evaluating, and responding to abuse, neglect, and exploitation with urgency, consistency, and a focus on safety outcomes for disabled adults.  **Target Audience**: Social Work staff for adults, leadership/mgmt. | **Karey Perez,**  **Sarah Richardson**, DHHS/DSS | Conover 1 |
| 8. | **Guilford County DSS** | **The Intersection of APS and Family Justice Centers** | The intersection of Adult Protective Services and Family Justice Centers enhances support for elder abuse victims by integrating safety, advocacy, and investigative services. This multidisciplinary collaboration improves response coordination, addresses complex family dynamics, and ensures holistic care for vulnerable adults facing abuse, neglect, or exploitation within familial or caregiving relationships.  **Target Audience:** Leadership, Line Staff, Community, and State Partners | **Laurie Jones,**  Division Dir Aging & Adult Services  **Jessika Blue,**  Social Work Supervisor **Heather Magill,**  Elder Justice Specialist Coor. Guilford Cnty Family Justice Ctr | Conover 2 |
| 9. | **Child Care**  **DCDEE Subsidy Provider Compliance** | **Shining the light on what’s right: The Role of Attendance and Accountability** | From check-in to check-out, attention to attendance supports the big picture: care, stability, and opportunity for every child. The Provider Compliance Team highlights areas of concern, helping providers align with expectations. We light the way by ensuring fairness and integrity. From accurate attendance tracking to addressing non-compliance, we help guide providers and families toward success through support, consistency, and accountability.  **Target Audience:** Childcare staff | **Sonya Ashe**  **Sherrie Hunt**  **Jennifer Thompson**  **Kim Miller**  DHHS/DCDEE | Conover 3 |
| 10. | **Economic Services** | **Building Resilience and Professional Capacity in the Income Maintenance Workforce**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:14d697aa-fd30-40cd-86b8-163a4d994877**](https://acrobat.adobe.com/id/urn:aaid:sc:US:14d697aa-fd30-40cd-86b8-163a4d994877) | There are considerable workplace stressors for staff in Income Maintenance programs. The interactive workshop will enable supervisors, program managers, and leaders to consider the unique experiences and needs of IM staff. Participants. Learn about and discuss strategies for adequate supervision, skill development, and resilience building to support staff and the agency’s ability to serve county residents.  **Target Audience:** Income Maintenance staff | **Jamie Bazemore,**  CCR  **Sherry Bradsher,**  Managing Principal, CCR | Conover 4 |

**SESSION SEVEN | FRIDAY, AUGUST 8**

**10:15 AM – 11:45 AM**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | DEPARTMENT | TITLE | DESCRIPTION | PRESENTER | LOCATION |
| 1. | **Child Welfare** | **Scaling Conversations**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:95f41aaa-0543-4a0f-9572-30c3bf0e52ac**](https://acrobat.adobe.com/id/urn:aaid:sc:US:95f41aaa-0543-4a0f-9572-30c3bf0e52ac) | Scaling Questions & Conversations  **Target Audience:** Child Welfare/Directors, Program Managers, Supervisors and Front Line Staff | **Kathy Stone,**  DHHS/DSS | Hickory 1 |
| 2. | **Medicaid Compliance** | **Lighting the Way to Awareness Part 2: Shining a Light on Risks through Self-Assessment Reviews**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:cac7fc39-f853-41e2-8047-9b107f9eb71a**](https://acrobat.adobe.com/id/urn:aaid:sc:US:cac7fc39-f853-41e2-8047-9b107f9eb71a) | In Part 2, OCPI will continue the audit discussion by examining second-party reviews in depth. We’ll discuss their purpose, how to conduct and report them, and share recommendations on how counties can use the risks you identify to prevent those risks from becoming impactful and costly audit findings.  **Target Audience:** County Medicaid staff | **Renee Jones**, DHHS/DHB/OPCI | Hickory 2 |
| 3. | **Fiscal** | **Understanding PQA’s and Foster Care Board Payment**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:95321f0f-7907-4f49-9988-98c14c86831e**](https://acrobat.adobe.com/id/urn:aaid:sc:US:95321f0f-7907-4f49-9988-98c14c86831e) | Understanding PQA’s and Foster Care Board Payment  **Targeted Audience:**  Directors, Fiscal Staff, Child Welfare | LBLs  DHHS/DSS/LBLs | Hickory 3 |
| 4. | **Economic Services** | **Strengthening FNS Timeliness: A CQI Approach for North Carolina Counties**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:3d9abbca-64a4-4296-91cc-941a05a5b6d4**](https://acrobat.adobe.com/id/urn:aaid:sc:US:3d9abbca-64a4-4296-91cc-941a05a5b6d4) | This presentation provides an in-depth overview of the Continuous Quality Improvement (CQI) process as it relates to Food and Nutrition Services (FNS) timeliness across North Carolina counties. Participants will learn how the CQI framework can be used to identify performance gaps, analyze root causes, implement targeted strategies, and monitor progress toward meeting state and federal standards. As a highlight, leadership from the Pitt County DSS will share their journey of transforming FNS timeliness challenges into measurable success through the CQI process. Their story will highlight the importance of data, collaboration, and consistent partnership with state staff in driving sustainable improvements in service delivery.  **Target Audience:** Supervisors, Program Manager, Directors, Deputy Directors, Line Staff | **Allison W. Smith,**  Deputy Director  **Emma Burgy Burnette,**  Program Manager **Sharon Rochelle**, Director, Pitt County DSS **Thomas Knight**, Program Administrator, Pitt County DSS | Hickory 4 |
| 5. | **Our Children's Place of Coastal Horizons** | **Invisible Sentence: Supporting Children of Incarcerated and Returning Parents** | On any given day, there are an estimated 2.7 million children in the US with at least one incarcerated parent (21,000+ in NC). The workshop will focus on what we know about the children, impacts of parental incarceration, available resources, and ways to collaborate to meet their needs. Participants will be encouraged to continue the conversation within their organizations.  **Target Audience:** All | **Melissa Radcliff,**  Program Director | Conover 1 |
| 6. | **Union County DSS** | **Data: The Guiding Light into a Thriving Future**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:39a95285-92a2-4192-b36b-3e3cb107360f**](https://acrobat.adobe.com/id/urn:aaid:sc:US:39a95285-92a2-4192-b36b-3e3cb107360f) | The workshop will discuss the Union County Human Services Business Process Team’s established methods for collecting, analyzing, and utilizing data from all DSS programs to drive planning, decision-making, and service delivery to Union County residents. | **April Duvall,**  Sr Human Services Evaluator  **Jessica Helms-Nobles,**  Sr. Human Services Evaluator | Conover 2 |
| 7. | **Medicaid** | **Non-Emergency Medicaid Transportation**  [**https://acrobat.adobe.com/id/urn:aaid:sc:US:63c1fd1d-91de-4bac-9e43-e8fe301bcf98**](https://acrobat.adobe.com/id/urn:aaid:sc:US:63c1fd1d-91de-4bac-9e43-e8fe301bcf98) | The session will provide an overview of how Non-Emergency Medical Transportation (NEMT) works in conjunction with Medicaid Direct, Managed Care, and CFSP.  **Target Audience**: NEMT Supervisors & Coordinators, Medicaid Program Managers & Supervisors, and line staff | **Brenda Gooch**, DHB | Conover 3 |
| 8. | **Customer Service** | **The Human-Business Model: A Customer Approach to Service Delivery** | Participants will learn about the Human-Business Model, a framework that places people at the center of service design and delivery. Participants will leave with practical tools to further explore how to apply the model to their roles within the organization, ensuring greater outcomes for customers, communities, and teams. | **Katrina Cunningham,**  **Tanya Glenn,**  DHHS/DSS/CSE | Conover 4 |