***Adult Services Committee Meeting***

***August 12, 2020***

**Attendees:**

Caroline Hedrick NCDHHS

Clint Lewis Carteret County

Rebecca Johnson Cleveland County

Bree Clawson Swain County

Felicia Exum Halifax County

Donna Fayko Rowan County

Stacey Elmes Stokes County

Cynthia Ross Pitt County

Lesa Price Lee County

Turquoise Bennett Anson County

Lisa Bradley Haywood County

Cim Brailer Chatham County

Ray Burleson McDowell County

Jennifer Butler Gaston County

John Carroll Rutherford County

Tony Carpenter Lincoln County

Dolly Clayton Stanly County

Michael Conant New Hanover County

Ashley Dawson ??

Priscilla Delano Pitt County

Christine Dowdell Chowan County

Tracie Downer Ashe County

Kimberly Fisher Orange County

Diane Franklin Haywood County

Monique Freeney Anson County

Katherine Ford Pender County

Latoya Godfrey McDowell County

Todd Goins Clay County

Gregory Grier Cleveland County

Rick Hall NC DHHS

Kim Harrell Yadkin County

Michael Harris Hyde County

Beverly Heine Brunswick County

Lula Jackson Anson County

Gayla Jones Haywood County

Angi Karchmer Gaston County

Tammy Lance Wayne County

Marci Mays Yadkin County

Rich Ohmer Brunswick County

Glenn Osborne Wilson County

Karey Perez NC DHHS

Amy Pridgen-Hamlett Nash County

Jamie Shepherd Ashe County

Karen Steen Richmond County

Katherine Swanson Cleveland County

Greg Tanner Mecklenburg County

Veronica Taylor Martin County

Rhonda Taylor New Hanover County

Aimee Wall UNC-SOG

Kelly West Vance County

Carlotta Dixon NC DHHS

Mineko Holloway Craven County

Amy Seay Swain County

Angie Phillips NC DHHS

Joni Perry Cumberland County

Heather Skeens Guilford County

Crystal Black Cumberland County

Preston Craddock Greene County

Jenise Horton Guilford County

Barbette Colvin New Hanover County

Susan Thigpen Duplin County

Diane Hayden Guilford County

Annie Murrell Duplin County

Chris Carr Cumberland County

Sean Dwyer New Hanover County

Carolyn Perry Pasquotank County

Anne Cooper Pasquotank County

Chiquita Gooding-Register New Hanover County

Tameka Riggsbee NC DHHS

Brandy Mann Tyrell County

Karen Harrington Catawba County

Julie Sebastian Alexander County

Tammy Bare Cabarrus County

Pamela Nelms Franklin County

Kimberly McGuire Wayne County

Susie Branch Surry County

Rodney Franklin Catawba County

Michael Coone Gaston County

Laurie Dotson-Taylor Buncombe County

Laverne Blue NC DHHS

Patricia Baker Davidson County

Shea Neal Nash County

Kathi Graham NC DHHS

Debbie Green Pamlico County

Lori Leggett Beaufort County

Sarah Maness-Smith NC DHHS

Melanie Corpew Beaufort County

Thomasina Wall Anson County

Lisa Jackson NC DHHS

Amanda Tanner-McGee Cherokee County

Janella Lee New Hanover County

Melinda Lane Columbus County

Tammy Schrenker Moore County

Sobeida Adolphus Forsyth County

Tammy Chaney Hoke County

Jennie Kristiansen Chatham County

Felissa Ferrell Rockingham County

Sarah Hill Nash County

Jane Dudley ??

April Snead Scotland County

Dean Bethea Lincoln County

Adrian Daye Alamance County

Renae Minor Chatham County

Robert Lee Guilford County

Anna Davis Perry Edgecombe County

Nina Williams Wayne County

Lynn Fields Sampson County

Mary Rubright New Hanover County

Donza McLean Stanly County

Linda Clements Alexander County

Cathy Murray Rockingham County

Katie McCarron Dare County

**Welcome** by Adult Services Chairpersons

**Committee Members Present**: John Carroll (Rutherford), Clint Lewis (Carteret), Felissa Ferrell (Rockingham)

**Unable to attend:** Angela Ellis (Greene)

**Approval of Minutes**: Clint Lewis approved; John Carroll, seconded.

**Presentation**: NC Elder Protection Network - [www.protectadults.sog.unc.edu](http://www.protectadults.sog.unc.edu)

**Presenters**: Aimee Wall, UNC-SOG

Aimee provided an overview of how this project started. DSS staff were involved. Aimee provided link to the NC Elder protection Network site and began to do a review of the information, such as the resource library. This is a starting point. Aimee has asked “what does DSS need?” With the tab “Contact us”, send us what we may be missing. They want to generate content that is helpful to you at the local agencies. There is a discussion forum; you can ask questions, participate in some discussions and share what works and what does not work. Look at the webinar and it shows you how it works. Look at the MDT site. Who has one? If you are trying to start one, you can turn the lights on and get this going (you are in the driver’s seat). You can go from Gray to Orange. You can also upload documents. They just brought on a graduate research assistant and are working with IT, and making sure the site is adapting to what we need it to be, including the usability of the site.

SOG offered an in-person workshop on forming their MDT. It was funded through a grant. Eight (8) teams were brought to Chapel Hill. They are now transitioning to an online format. Margaret Hennessy can help facilitate the conversation and training curriculum; you will have to apply like the first round we have done. You will have to have a core team-DSS, LEO, Clerk of Court, etc.

Aimee is transitioning out of her current position and she is the Senior Associate Dean (right behind the Dean) and will help with the support of the SOG. They will be looking for someone to take the Social Services Law Position. Aimee is very committed to the Adult Protection Work and this project will continue to be in her role. Timothy Heinle?? is part of their team now.

* **Question**: How do you see using this tool for DSS folks; how can people in the general community access some of this information to better educate people. The book itself is online and FREE!!!!! Those difficult challenges; caretaker interference, an adult with capacity, etc. This book is written to help people understand what APS does. Quick reference tools and resources; and you can then share that with others. Quick reference for financial institutions. Resources for guardians, etc.

Thank you Aimee and the team at the SOG!!!

**Sheltering during a Crisis (Elderly and Disabled) - Carlotta Dixon and Karey Perez:**

Carlotta Dixon: We have already had TS ISAIAS. County DSS were prepared and ready with their assets, including with non-congregate settings. North Carolina was ready.

**Question**: What will shelters look like?

* Shared American Red Cross Pre-Landfall Congregate Shelter Operations during COVID-19.
* Take a look at the non-congregate section - making agreements to utilize hotels and put those agreements in place.
* Counties on standby - place residents in hotels first then go to congregate sheltering.
* If DSS is asked to set up the shelter for the first 72 hours:
  + Make sure your staff are prepared and have taken all the training.
  + Make sure there is PPE for all staff and then the residents.
  + Some counties will have to provide that to the evacuee when they present at the shelter.
  + Look at the space. Make sure it is set up appropriately; follow the details in this training and guidance.
* See informational guidance in the link provided.
* <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/other-resource-tools>

**Question**: How did NC do during the recent Hurricane?

* Most counties were prepared.
* Congregate shelters were ready to go and on standby.
* All the pre-stage supplies were ready to go.
* There was a disconnect between the county and the state and the message on overflow from congregate and non-congregate setting.
* Those reception centers were stood up by NCEM and operated by ARC - and paid by the State for those going to non-congregate setting. This is an area where the process needs to be cleaned up.
* The logistics of the non-congregate sheltering - there was a bit of disconnect in the schedule of the feeding, tracking the evacuees who went into hotels, and services that go forward. Especially when waiting on a federal declaration. As soon as assignment is happening to a hotel, they will need to start making the next steps once the storm passes, if they can or cannot return to their dwelling.

**Question**: Is there a list of approved hotels to utilize at the county level - they need to have those agreements in place. That list should be with their county Emergency Services Director. That list is maintained with the Pershia Hurley-Payne and NCEM.

Kary Perez: It is predicted that this will be a more active season. Vulnerable adults have a greater risk of being impacted by a disaster. This is due to their health conditions, social-economic limitations, access to resources which may be closed or unavailable, etc.

* **Step One**: Any individuals being served by APS or Guardianship; then how they will be managed during a disaster. If at any time a County DSS cannot perform their APS functions, the DSS Director will need to reach out to NC DAAS and let them know the issues and concerns. Be ready with paper instead of utilizing county IT systems.
* **Step Two**: Make sure your lists are updated and then share with NC DAAS - we can then work together to address concerns. You will be required to continue business as required; and if you are not able to respond, then please reach out to NC DAAS.
* **Step Three**: Make sure you have a communication plan with your workers and other important staff.
* **Step Four**: Preserve important program records - make sure those records are safe or backed up.

We are here to help provide support.

**Division Updates:**

**DAAS** **–** by Karey Perez

* Joyce Massey Smith is back! Glad to hear she is doing well.
* Angie Philllips is the SA Medicaid position
* The one-time payment is currently on the third-round payments. There were over 16,000, over $21 million. $2.7 million getting ready to go out. We will have two more payments getting ready to go out.
* HB 1043-APS/CPS-see the DCDL guidance.
* APS data - how much funding your agency is able to receive. You will be getting the adult service survey shortly. You will have one month to complete it.
* We are collecting APS numbers during COVID - they are concerned that there a lot of cases not being reported. Adults are not getting out and therefore, more isolated.
* April, May and June were a decrease in APS reports; July - 15.6% increase in reports for individuals who need services. DAAS is concerned on the number of individuals that may be in need and not identified.
* The training calendar is available on our website. Due to COVID, we have updated our trainings to an online training; 20 are on-demand. There are some web-based trainings being offered as well. APS training - will be this week; the class was maxed out. Preservice – four (4) short webinars and then the packet to be signed off by the supervisor. The trainers are reviewing that material. Participants have to score at least 80% to continue with the next trainings.
* Program-specific goals for 20-21. Our focus will be our guardianship workgroup. CFS-had to cancel the envisioning session due to COVID; likely to be a virtual platform. Also looking at the APS statutes and deep-dive on what needs to be updated, what training is needed. Virtual adult services cluster meetings.

**DHSR –** byTamika Riggsby

* Due to COVID, Family Care administrators can be approved through September 2020. Those are going out in September.
* 1068-Emergency preparedness – “Are you ready” on the training link on the training page.
* The Sec. Order only applies to SNF; testing bi-weekly. Facilities have a little leeway on their renewal.
* County DSS staff continue with desk reviews; if complaints come in concerning abuse.
* Refresher training for disaster training on August 18th and 19th.

**DMH** **–**  by Lisa Jackson

* The **new law, SB 808,** now gives a date certain, July 1, 2021, by which the Standard Plans will begin. Of course, NC DHHS is not starting from scratch, but some of the infrastructure built to meet the previous February 2020 implementation date was deconstructed while the budget impasse continued between the Governor and the NC General Assembly. Now that the funding has been authorized and other structural authorities have been provided, action can be resumed moving forward with Medicaid Transformation. Standard Plans will launch July 1, 2021 and DHHS has tentatively announced that the LME/MCO Tailored Plans would launch on July 1, 2022, with TP Request for Proposals announced on November 2, 2020.

* **NC-PAL: Psychiatric Access Line** (a collaboration between DHHS and Duke Psychiatry)

A behavioral health telephone consultation program available to pediatric health care providers. When providers have a question about behavioral health in children and adolescents, they can call NC-PAL to be connected with the information they need. Their resource specialists respond to clinical questions, make referrals, and connect providers to one of the child and adolescent psychiatrists. Their board-certified psychiatry team is on hand to assist with diagnostic clarification and medication management. This resource can also be passed to parents of minors to share with their pediatric health care providers.  Please note that several counties may not have a pediatrician; however, a family care practice or practitioner that serves children are able to access this resource as well. With NC PAL’s expanded capacity, especially during this unprecedented time, we want to promote the utilization of such services as these services support with Emergency Department diversions, as well as linkages to community resources. NC-PAL Consultations do not establish a physician/patient relationship with an individual.

Phone: 919-681-2909: 8a-5p, Mon-Friday; non-clinical provider questions can be sent to: [ncpal@duke.edu](mailto:ncpal@duke.edu).

* DHHS has created a childcare hotline to connect families with options in their communities. This hotline will provide parents in the State with information about child care centers for children up to 12 years old. Parents and caregivers can call 1-855-600-1685 Monday through Friday, between 8am and 5pm.
* **DHHS Diversity and Inclusion Council**: Created by the Department to sustain a diverse community and a work environment that is welcoming, respectful and encouraging to all. The Council will host a webinar this Thursday, August 13th, from 11:30am to 1:00pm on the topic of *Holding Race and Racism Conversations in the Workplace to Advance Equity.*