

Social Services Institute

2023



August 2-4



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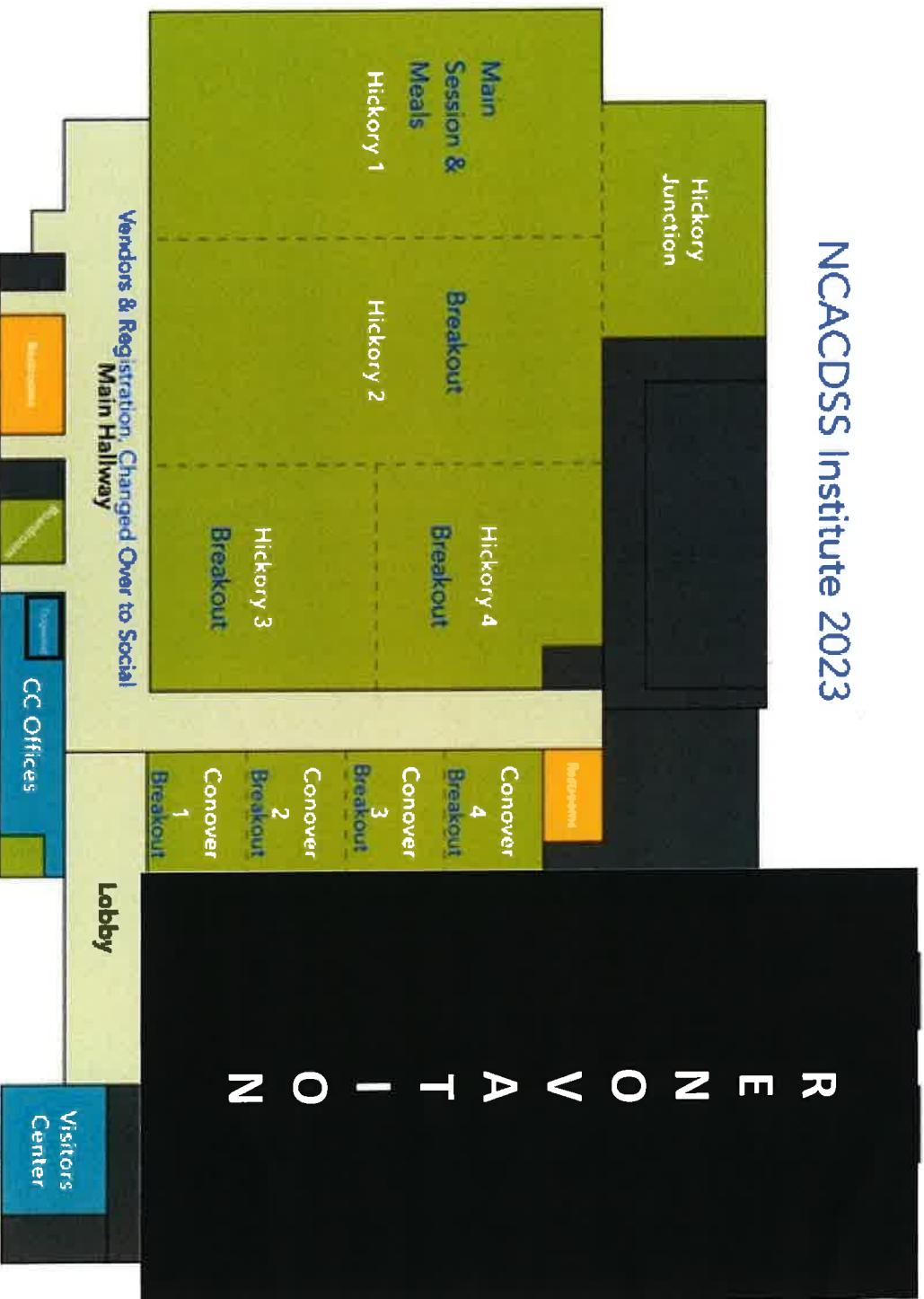


ALLIES 4 OUTCOMES

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NCACDSS Institute 2023



HICKORY METRO CONVENTION PARKING & SHUTTLE MAP



KEY

- 1 BLUE PARKING LOT
- 2 GREEN PARKING LOT
- 3 YELLOW PARKING LOT
- M RESTAURANT
- ↔ LOADING DOCKS
- ⇄ SHUTTLE PICK UP/
DROP-OFF

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IN THE KNOW**



Convention Center & Visitors Bureau



**Social Services
Institute**
- 2023 -

August 2-4

Hickory Metro
Convention Center

Wednesday, August 02, 2023

9:00 am – 5:00 pm	Registration Opens	Main Hallway
9:30 am – 11:30 am	DSS Directors Only Session	Hickory 1
9:30 am – 11:30 pm	NCACBSS Board Member Business Session	Conover 3
12:00 pm – 5:00 pm	Exhibit Hall Opens	Main Hallway
1:00 pm – 3:00 pm	OPENING GENERAL SESSION	Hickory 1 & 2
3:00 pm – 3:30 pm	Networking Break	Main Hallway
3:30 pm – 5:00 pm	SESSION ONE WORKSHOPS	
5:00 pm – 6:00 pm	NCACBSS & NCACDSS Directors' Networking Hour	TBD

Thursday, August 03, 2023

8:00 am – 4:30 pm	Registration and Exhibit Hall Open	Main Hallway
8:00 am – 8:30 am	Coffee and Networking	Main Hallway
8:30 am – 10:00 am	NCACBSS Board Member Business Session	Conover 3
8:30 am – 10:00 am	SESSION TWO WORKSHOPS	
10:00 am – 10:15 am	Networking Break	Main Hallway
10:15 am – 11:45 am	SESSION THREE WORKSHOPS	
11:45 am – 1:30 pm	NCACDSS INNOVATIONS AWARDS LUNCHEON	Hickory 1 & 2
1:45 pm – 3:15 pm	SESSION FOUR WORKSHOPS	
3:15 pm – 3:30 pm	Networking Break	Main Hallway
3:30 pm – 5:00 pm	DSS Directors Only Session	Hickory 1
3:30 pm – 5:00 pm	SESSION FIVE WORKSHOPS	
9:00 pm – 12:00 am	SSI ANNUAL SOCIAL GATHERING & DANCE PARTY!	Main Hallway

Friday, August 04, 2023

8:00 am – 8:30 pm	Coffee and Networking	Main Hallway
8:30 am – 10:00 am	DSS Directors Only – Executive Board Meeting	Hickory 1
8:30 am – 10:00 am	SESSION SIX WORKSHOPS	
10:00 am – 10:15 am	Networking Break	Main Hallway
10:15 am – 11:45 am	SESSION SEVEN WORKSHOPS	
12:00 pm – 12:30 pm	CLOSING SESSION	Hickory 1 & 2

NCACBSS Agenda

August 2-3, 2023

Social Services Institute

**Wednesday,
August 2**

9:00 Opening Session- Room: Conover #3

Board Introductions- Icebreaker Activity

9:45-11:45-Board Training with Kristi Nickodem
Comprehensive "Legal Concepts"
Developing An Evaluation Process for Directors

12:00-12:45 pm- Lunch in the Conover #3

1:00-3:00 pm- Join NCACDSS at Opening Session- Room:
Hickory 1 & 2

3:00-3:30- Break- Exhibit Visits

3:30-5:00- NCACBSS Business Session Room: Conover #3
District/NCACBSS District Reorganization- By-Laws- Website
-Officer Vacancies

DOOR PRIZES

**Thursday,
August 3**

8:30-9:00- Voting (If applicable) and Closing Business

9:00 -10:00 am- Board Member "Real Talk"
Panel Discussion (Elected Officials & Board Members)
Establishing Positive Connections

FCT- Family Centered Treatment Presentation

10:15-11:45 am- Medicaid Workshop (Building
Momentum: Preparing for Future Change(TP, CCU,
Expansion) Room: Hickory #4

11:45- 1:30 pm- Join your county for the INNOVATION
AWARD LUNCHEON-Room: Hickory 1& 2

1:45-3:15- Co-Located Care Management:
Collaboration Efforts to Support NC's Child Welfare
System- Room: Conover #3

DOOR PRIZES

3:30-5:00 pm On Your Own to select Workshops

"Pushing Beyond Familiar"





**WEDNESDAY, AUGUST 2
9:30 AM – 11:30 AM**

DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
Professional Development	NCACDSS Organizational Leadership	DSS DIRECTORS ONLY	Tammy Shook & Adrian Daye	HICKORY 1
NCACBSS	NCACBSS Business Session	BOARD MEMBERS ONLY	Kristi Nickodem	CONOVER 3

**SESSION ONE WORKSHOPS
WEDNESDAY, AUGUST 2, 3:30 PM – 5 PM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Youth Advocate Programs, Inc. (YAP)	Stabilizing and preventing out-of-home placement.	YAP can help to address the needs of children and youth who have been temporarily removed from their homes and are difficult to place or awaiting placement. Target audience: Deputy Director, Director, Child Welfare Program Managers and Supervisors	Dr. Laveisha Cummings	HICKORY 1
2.	Child Welfare	Diversity, Equity & Inclusion in Child Welfare	Intentional focus on work with Tribal agencies and communities; DEI infusion into child welfare training; other DEI efforts. Target audience: Directors, Managers, Supervisors, Line Staff	Jo Rutledge	HICKORY 3
3.	PHPs	Medicaid Standard Plans and NEMT Providers	The Standard Plans are implementing the vision of the NC DHHS to deliver an innovative, whole-person centered, and well-coordinated system of care, which addresses both medical and non-medical drivers of health and advances health equity. The session will feature representatives of	PHP Reps NEMT Reps	HICKORY 4

			Standard Plans discussing strategies to ensure early assessment of behavioral health issues that may lead to placement in non-home settings for children and adults. **NEMT provider for the Plans will be available to address transportation questions. Target audience: DSS staff that interface with Medicaid beneficiaries requiring behavioral health services.		
4.	Professional Development	NCACDSS Leadership Session	DSS DIRECTORS ONLY	Kristi Nickodem	CONOVER 1
5.	Customer Services	The Seven Cs of Customer Service	The workshop will provide attendees with keys to effective customer service, and how verbal and non-verbal tactics play a role in effective customer communication. Target audience: All Attendees	Kysha Smith & Antionette Jones	CONOVER 2
6.	NCACBSS	NCACBSS Business Session	BOARD MEMBERS ONLY	Mary Accor	CONOVER 3
7.	DAAS	Let's Eat An Elephant Together: Our Journey to APS Improvement	The session will share how the Division of Aging and Adult Services and its partners are taking on APS Improvement headfirst. This includes strategies for getting the public involved, engagement with our local partners, and tips for collaborating and connecting with stakeholders. Targeted audience: Adult services staff	Joyce Massey-Smith, Karey Perez, & Sarah Richardson	CONOVER 4



SESSION TWO WORKSHOPS
THURSDAY, August 3, 8:30 AM – 10 AM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	New Intake & Response Tool	The session will include details about why the intake is changing, the engagement work that has been done across North Carolina with child welfare staff and stakeholders, a brief demonstration of the new intake tool in the Child Welfare Information System, and information about readiness and training for the implementation of the new CPS Intake Screening and Response tool across North Carolina. Target audience: child welfare staff (Caseworkers to Program Managers)	Rob Morrell	HICKORY 3
2.	Medicaid	Medicaid-Building Stronger Eligibility Evaluation Techniques	Follow that lead! DHB will provide techniques for following a lead and/or proper program evaluation timely. Targeted audience: Medicaid staff	Eva Fulcher Sandy Danner Stacey Greer	HICKORY 4
3.	DCDEE	Child Care: Best Practices for Skillful Interviewing and Documentation	The session will explore skillful interviewing and documenting techniques of the childcare case in relationship to policies and procedures related to temporary & non-temporary changes at Redetermination, 90-day transition-CCDF requirements, and Reporting Requirements. Highlights include examples from recertification and changes during the recertification. Target audience: Subsidized Child Care Program staff.	Elizabeth Everette Tania Lee	CONOVER 1

4.	FNS, ENERGY & WORK FIRST	Conducting Effective Eligibility Interviews in Means-Tested Programs	With COVID waivers ending and new staff being hired during the pandemic, this interactive workshop is designed to give you the tools needed to conduct the most effective interview possible to determine eligibility for FNS, Energy, and Work First which will provide better outcomes for those we serve and ensure success during monitoring. Target audience: FNS, Energy & Work First Staff	Allison Smith & Emma Burgy Burnette	CONOVER 2
5.	NCACBSS	NCACBSS Business Session	BOARD MEMBERS ONLY		CONOVER 3
6.	DAAS	We're Better Together – Working with Hospitals for Safer & More Appropriate Discharges	Participants will learn about best practices for working with their local hospitals to ensure safer and appropriate discharges are completed for adults in their care. This includes strategies for working with adults under guardianship, placement providers, and homeless populations.	Kathi Graham, Kasie Odham, & Denyse Leake	CONOVER 4



**SESSION THREE WORKSHOPS
THURSDAY, AUGUST 3, 10:15 AM – 11:45 AM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	DSS-CW	Child Welfare Workforce	Updates on staffing and efforts to promote child welfare as a career, recruitment efforts to include updates to CWEC, Child Welfare Training (Pre-Service Redesign and Track Training); Statewide Recruitment Campaign, etc. Target audience:	Lashonda Stanley-Pickett	HICKORY 3

		Directors, Managers, Supervisors, Line Staff			
2.	MEDICAID	Medicaid: Building Momentum: Preparing for Future Change (TP, CCU, Expansion)	Change is hard! Looking to the future of Medicaid related to Continuous Coverage Unwinding and Medicaid Expansion	Eva Fulcher Elizabeth O'Dell Letarsha Thomas	HICKORY 4
3.	DCFW	Food Nutrition Services	The workshop will provide high-level overviews of the Food and Nutrition Services Programs including the newest initiatives which are key to providing nutritious meals and sustainability for clients and counties. Target audience: FNS staff, Directors Deputy Directors, and PI staff.	Cynthia Ervin, Jerquitta Hicks-Smallwood, Pat Moore, Nikkia Jefferies, & Konnie Tran	CONOVER 1
4.	Child Support	Child Support: Working with Survivors of Domestic Violence	This workshop will be a panel discussion of how DV cases are worked across DSS programs. We will educate attendees on what measures are currently being taken to protect customers and available resources offered to customers applying for services. The goal of the discussion is that all programs proactively pursue tactics and skills to work together as an agency for safe, efficient caseload management of DV cases. Target audience: All	Tanya Glenn, Claudia Kearney, Karey Perez, & Wendy Rachels	CONOVER 2
5.	Vanguard Professional Staffing	Innovation in Workforce Solutions	During this workshop, VPS will describe how they creatively innovate workforce solutions. The discussion will focus on agency-level staffing strategies and the range of individual opportunities available for current full-time employees (seeking secondary employment), future retirees, and former employees. Target audience: All	Myra Powell, Kim Harrell Nicki Perry Denise Boyette	CONOVER 3

6.	DAAS	Everyone Needs Some TCL!	An overview of Transition to Community Living (TCL) and the importance of establishing effective working relationships between In-Reach Specialists and Guardians to achieve the best results for the individual served through guardianship. Target audience: County Adult staff	LaShawna Baldwin, Brad Owen, & Brandy Mann	CONOVER 4
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SESSION FOUR WORKSHOPS
THURSDAY, AUGUST 3, 1:45 PM – 3:15 PM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	DRR-Diligent Recruitment & Retention	Update on Kinship efforts statewide; Resource Recruitment Campaign, etc. Target audience: Directors, Managers, Supervisors, Line Staff	Kimaree Sanders	HICKORY 3
2.	Change & Innovation Agency	Partnering with Mecklenburg County to Reduce The Impact of Understaffing	Change & Innovation Agency will share its strategies for redesigning processes that support workers serving customers on first contact and adopting a new service delivery platform. Mecklenburg County, in partnership with Change & Innovation Agency, will highlight how they increased capacity through process redesign, adopting technology solutions, and planning sessions that support their work. Targeted audience: All	Karl Allison, Senior Consultant, Change & Innovation Agency	HICKORY 4
3.	DOI / SHIIP	Leveraging SHIIP and NCSMP in Local Communities	The Seniors' Health Insurance Information Program (SHIIP) a division of the NC Department of Insurance has a long-standing	Kevin Robertson Jeanie Schepisi	CONOVER 1

history of providing information and education to Medicare beneficiaries. Learn about the SHIP network's unique approach to meeting the needs of the senior and disabled populations in our state, and how local SHIP coordinating sites support and empower the rapidly growing dual-eligible population with their Medicare options, questions, and concerns. SHIP educates individuals about Medicare Fraud through NC Senior Medicare Patrol Program.
Target audience: Adult services staff.

4.	CUSTOMER SERVICES	Building Rapport through Customer Interviews	The workshop will provide attendees with interview skills needed in the public service sector, and tips to build a positive rapport with customers from the initial interactions and conversations. Target audience: Supervisors, all attendees	Katrina Cunningham Christi Hooper	CONOVER 2
5.	LME/MCO	Co-Located Care Management: Collaborative Efforts to Support NC's Child Welfare System	Care Management is a key component in the coordinated provision of behavioral health services for youth and families involved in NC's Child Welfare System. The models of care management are co-located with the County Departments of Social Services. Co-location of care managers is not a one-size-fits-all approach and is tailored in partnership with each county DSS to meet its community's unique needs. This presentation will provide detailed information regarding care management as provided by the LME/MCOs, including eligibility, care management service definitions, models of co-located care management, the core functions of co-located care	Barbara Hallisey, Chief of Clinical Programs, Eastpointe Lynne Grey, MHSU Clinical Senior Director, Partners Health Management Rhonda Cox, Executive Vice President and Chief Operations Officer, Vaya Health	CONOVER 3

managers, and examples of how care management can support and enhance the provision of behavioral health services within the context of child welfare. **Target audience:** Directors, deputy directors, supervisors, program managers, and line staff.

6.	DAAS	We are getting older! Planning is underway to prepare for OUR future.	An overview of the State Aging Plan and the work underway to develop a Multi-Sector Plan for Aging.	Joyce Massey-Smith Divya Venkataganesan	CONOVER 4
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SESSION FIVE WORKSHOPS
THURSDAY, AUGUST 3, 3:30 PM – 5 PM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Allies 4 Outcomes	Ignite Passion and Performance, During Challenging Times	We are leading in one of the most challenging times of workforce shortage, divisive political environments, and lack of public trust. You will hear from innovative leaders in the field about the latest research and innovative strategies that have been successful in other organizations. Through using specific leadership practices, leaders across multiple levels can influence, motivate, and inspire despite the challenges. Target audience: Directors, Program Admin, Program Managers, Supervisors	Dr. Angela Pittman-Vanderweide	HICKORY 1
2.	DHSR	A Supervisor's Toolkit for Success: Understanding DSS's	Objective: To provide a clear, concise, resource for Adult Services Supervisors and Managers highlighting the key requirements related to DSS's	Tamara Talbot Winstead	HICKORY 2

		Role in Regulating Adult Care Homes	monitoring and complaint investigation processes. The presenter will share tools that will help support county staff, strengthen communication with state partners, and ensure the health and safety of residents living in licensed adult care homes and family care homes. Target Audience: DSS Directors, Program Managers, Adult Services Supervisors		
3.	Child Welfare	Child Welfare Information System RFP & the Plan for Engaging Counties	NCDHHS and County partners will share the engagement journey for improving the Child Welfare Information System through the Intake and Assessment County User and Business Team Partnership Group and build upon lessons learned from the group. Target audience: Child Welfare Leadership (Supervisors to Directors)	Rob Morrell	HICKORY 3
4.	MEDICAID COMPLIANCE	Medicaid Compliance: Conducting Self-Assessment Audits / Reviews	Audits/Reviews in any eligibility program with an emphasis on Medicaid Second-Party Reviews & Templates. Target audience: Supervisors, program managers, line staff, Directors or Deputy Directors	Betty Dumas-Beasley	HICKORY 4
5.	FISCAL	Daysheets Utilizing Program and Service Codes Effectively Description	The session will provide an overview of service and program codes in all DSS areas and the functionality of those codes. Discussion to include how to correct prior reporting errors and how to avoid errors in coding and program monitoring. The specific focus will be on Child welfare funding and programming. Target audience: Fiscal staff	Beth Riley, Caleb Hawkins, Caroline Hedrick, Beth Winstead, Angela Bailey, Charles Robertson, Joyce Blackburn, & Kim Godwin	CONOVER 1

6.	FNS & ENERGY	Tackling the Difficult Eligibility Requirements and Processes for FNS and Energy	The workshop is designed to create an in-depth dialogue surrounding the questions Regional CQI Specialists receive regularly. Discussion topics include documented and undocumented aliens, medicals, self-employment, payment accuracy, the benefits of having energy providers enroll in direct deposit payments, county-issued check payment processes, and the county vendor process. Target audience: FNS & Energy Staff	Crystal Smith & Jasmyne Simmons	CONOVER 2
7.	DMH	DMH/DD/SAS support services	The workshop will focus on the following areas: Mobile Outreach Response Engagement Stabilization; Competitive Integrated Employment; TBI: Substance Use Disorder Services for Pregnant & Parenting Women Targeted audience: All	Lisa Jackson	CONOVER 3
8.	Union County	Behavioral Health Collaborative	Behavioral Health Collaborative- a partnership with Union County Public Schools to provide School Social Work & Behavioral Health Therapy support for students across the district. Any DSS staff member may find this a topic of interest as the issue of social, emotional & mental health wellness is impacting children across our state. Target audience: Child welfare staff	Christina Neal	CONOVER 4



**SESSION SIX WORKSHOPS
FRIDAY, AUGUST 4, 8:30AM – 10 AM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	NCACDSS	Board Meeting	DSS DIRECTORS ONLY	Angela Ellis, President	HICKORY 1
2.	Child Welfare	Child Welfare Updates	General Child Welfare Updates: FFPSA, START, Prevention Section Updates, Safety Section Updates, Permanency Section Updates, Regulatory & Licensing Section Updates; Practice Model, etc. Target audience: Directors, Managers, Supervisors, Line Staff	Heather McAllister	HICKORY 3
3.	MEDICAID COMPLIANCE	Conducting Self-Assessment Audits / Reviews	The Importance and Steps of Conducting Self-Assessment Audits/Reviews in any eligibility program with an emphasis on Medicaid 2nd Party Reviews & Templates. Target audience: Supervisors, program managers, line staff, Directors or Deputy Directors	Betty Dumas-Beasley	HICKORY 4
4.	FISCAL	Fiscal: State Reports Overview	Workshop participants will learn about State XCloud Reports – what they are, and how to use them. 411, 325, 335, 337, PQA array, and others. Target audience: County Fiscal staff	Caroline Hedrick, Beth Winstead, Angela Bailey, Tina Bumgarner, Kim Goodwin, & Richard Stegenga	CONOVER 1
5.	Caldwell County	Child Welfare Staffing Model	The County developed a staffing model that utilizes shared decision-making and has practiced this model since 2017. This model was created to ensure consistent and effective decision-making based on a sharing of perspectives; promote more critical thinking;	Kimberley Arnett	CONOVER 2

enhance creative problem-solving; support supervisors and staff with the complex and challenging decisions involved in Child Welfare; and of course, ensure the safety of children.
Target audience: Child welfare staff

6.	NC FAST	NC FAST: Proactive Communication to handle PHE unwinding	The solution initiates beneficiary interactions at meaningful moments during their Medicaid application and case lifecycle to improve their overall experience and get them re-enrolled without a coverage gap. SMS texts, calls, and emails are sent automatically at pre-defined times or occasions that are personally relevant to the beneficiary. Text-based communications can be interactive, using automated replies to questions or comments by leveraging conversational AI. Target audience: Medicaid county staff	Vijay Ramanujam	CONOVER 3
7.	School of Government	Creating Multi-Disciplinary Teams (MDT) for Adults	The workshop provides information about the effective cross-disciplinary collaboration necessary to address cases of adult abuse, neglect, and exploitation. The presenter will review the essential steps to forming an effective MDT, including recruiting participants, choosing a structure and focus, defining mission and vision, developing organizational rules, and planning for success. Target audience: Adult Services staff and Directors	Kristy Preston, SOG	CONOVER 4



SESSION SEVEN WORKSHOPS
FRIDAY, AUGUST 4, 10:15 AM – 11:45 AM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	Child Welfare Intensive Intervention Protocol.	Updates to Statewide plan including Intensive Intervention protocol; interaction and expectation with Regional Child Welfare Staff; *hoping to have input/feedback from Directors via an Appreciative Inquiry for Director(s) who have successfully navigated Intensive Intervention, including Corrective Action Plan. Target Audience: Directors, Managers, Supervisors	Kathy Stone	HICKORY 3
2.	DCFW & DSS	Policy Changes Relevant to Debt Ceiling – Work First and FNS Programs	Fiscal Responsibility Act (P.L. 118-5), will have significant impacts on the Work First program and Food and Nutrition Services programs. Targeted audience: Economic services staff	Cynthia Ervin, Jerquitta Hicks- Smallwood Adrienne Rice	HICKORY 4
3.	DCDEE	Early Childhood Education Helps to Raise NC	Decades of research show the positive impact a high-quality early childhood education can have on children’s long-term success, and family well-being. This presentation will highlight the ways NC is investing in young children through childcare and early education, and how your work and contributions are helping Raise NC. Target audience: Everyone	Elizabeth Everette Tania Lee	CONOVER 1
4.	Buncombe County	Pathway(s) to Reunification	Part I: This will be an expansion on a practical tool simplifying clear steps to reunification and quick linkage to services relevant to the specific needs of individual families. The tool can be utilized as a training resource	Rebecca Smith Sarah Jean Young	CONOVER 2

for supervisors, a quick reference for social workers, and an informational handout for caretakers. The purpose is to demystify and accelerate access to services and reunification for families. Social workers are provided with the ability to increase understanding of the stages of change about reunification. Social workers, supervisors, and caretakers are provided concrete steps and expectations to realistically assess where the family is in the reunification process.

Part II: Discussion regarding opportunities for partnership with LME and Mental Health providers for quality and timely access to services through the development of a Pathway to Services Model.

5.	Catawba County	Child Welfare: Building Resiliency through Interactive Activities	Resilient families can bounce back in times of crisis. The session will provide social workers with tools to increase the resilience of families who are involved in the child welfare system. This is an interactive program and participants will leave with several new skill-building tools to use with families. The facilitators will divide the participants into small groups and the groups will rotate around the room to learn the new skills.	Sarah Block, Chrissy Triplett, Pam Kidwell, Liz Smith, & Lisa Thompson	CONOVER 3
6.	Wilson County	Quality Assurance Network of Counties	The initiative is a direct result of the unwieldy number of mandatory programmatic and fiscal audits in each County Department. To date, 31 counties are engaged in this initiative. Target audience: Economic services staff	Beth Thomas, Jennifer Orlines, Jessica Murphy Shea Malpass, Tondra Talley, Porshia Pulley	CONOVER 4



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Save-the-Date

July 31 - Aug. 2

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