



*A Future Oriented Source of Leadership*

# **SOCIAL SERVICES INSTITUTE 2024**



## **The POWER of PARTNERSHIP**

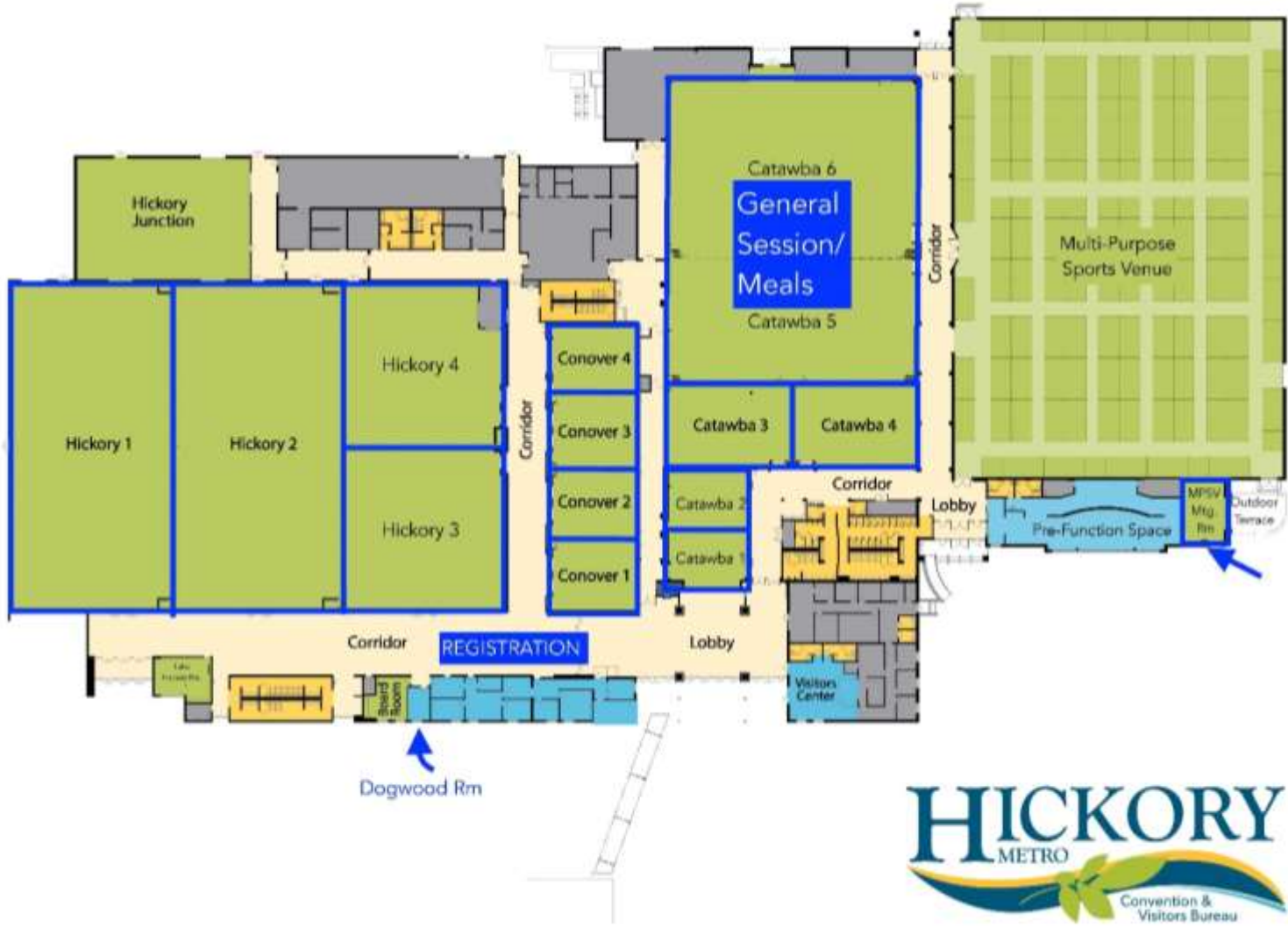


**Social Services Institute  
July 31 - August 2, 2024**



**Hickory Metro  
Convention Center**

# SSI 2024 Room Breakdown





## WELCOME MESSAGE FROM THE CHAIR

Welcome Social Services Institute Participants,

The 2024 Social Services Institute, a significant event sponsored in partnership with the NC Association of County Directors of Social Services, NC Department of Health and Human Services, and NC Association of Boards of Social Services, is finally here! This year, we are thrilled to announce the renovation of Hickory's state-of-the-art convention center, adding a new level of excitement to the Institute. We are incredibly fortunate to have a long-lasting, ongoing relationship with the Hickory Metro Convention Center, and we are excited that their investment in this center is allowing us to expand further and grow the Social Services Institute.

The theme for the 2024 Institute is "**The Power of Partnership.**" Partnership is a word familiar to all of us. We talk about partnerships with the various departments and divisions at the state level that we rely on and intersect with daily to do our work, administer services and programs, and serve children, families, and adults. We use partnership to describe our county relationships with departments such as Finance, Personnel, Sheriff, Register of Deeds, and many more. The partnership brings forth moments of challenges and opportunity as we work with families who are navigating through substance use, lack of financial security or job training, living independently in the community of their choice, securing stable housing for their family, or finally finding that quality childcare program they had been searching months to find.

The partnership has become increasingly important as we lean into integrated care models that put social workers, eligibility workers, and all who support their work at the forefront of ensuring people have the opportunity to live their healthiest lives. Whether you are ensuring FNS benefits are delivered timely and accurately so people can eat, or that individuals have access to medical care, transportation, and medications when they need it through Medicaid, or working to protect from abuse, neglect, dependency, or exploitation, thank you. In reviewing many definitions of partnership as I thought about this year's Institute message, I began to think about the Power of Partnership as a great honor. You see, the partnership is about people working collaboratively to address something they have in common – a situation, goal, or outcome – and when groups come together to address issues affecting the well-being of others, we have a powerful vehicle for bringing about good change. In return, that promises to improve the health and well-being of a community and its members.

Many partners in social services have served for many years, and in keeping with our tradition, we will celebrate those staff who have dedicated their careers to serving others through our county social service programs. If you can thank any one of them personally while you are here, please do. If you are new to social services, seek the opportunity to talk with one of them. Ask them to share about their commitment to this work and their partnerships along the way. They are sure to have amazing stories to tell. You are the promise of both today's and tomorrow's partnerships. I challenge each of us to use this Social Services Institute to network and build relationships with colleagues across the state. This SSI offers workshops and networking opportunities to enhance our knowledge, share our ideas, and grow relationships – all resulting from improving the many **partnerships** we have and need to do our work. You make a difference in the lives of many North Carolina residents each day!

With gratitude,

**Ashley Lantz**

Director – Union County Department of Social Services  
First Vice President of North Carolina Association of County Directors of Social Services  
Chair of 2024 Social Services Institute

# SPECIAL THANKS

## SSI Planning Committee:

- Ashley Lantz, Chair, Director of Union County DSS
- Sharnese Ransome, Executive Director, NCACDSS
- La Verne R. Bennett, Executive Assistant, NCACDSS
- Sherry Bradsher, CCR Consulting
- Carson Stanley, CCR Consulting
- Rebecca Troutman, CCR Consulting
- Carmon Morrow, Legacy Volunteer, Alamance County
- Innovations Awards Judges

## SSI Partners:

- NC Association of County Directors of Social Services (NCACDSS)
- NC Department of Health and Human Services (DHHS)
- NC Association of County Boards of Social Services (NCACBSS)

## SSI Sponsors:

- Vanguard Professional Staffing
- Equifax/The Work Number
- Northwoods
- Deloitte
- Allies 4 Outcomes
- Healthy Blue
- Public Consulting Group
- eXemplar Human/Service/Insights
- Young Williams
- NC DOI/SHIIP
- NC SMP
- Curam by Merative
- AmeriHealth Caritas NC
- Binti
- Information Inc
- Carolina Complete Health Network
- CCR
- UnitedHealthcare
- Creating a Family
- The TIPCO Group
- WellCare
- NCT

## Special Gratitude: **Institute Volunteers**

Alamance County Staff  
Catawba County Staff  
Dare County Staff  
Gaston County Staff

Moore County Staff  
Pasquotank County Staff  
Richmond County Staff  
Union County Staff

Wayne County Staff

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# Deloitte.

## PLATINUM



## SILVER



## BRONZE



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## GENERAL





## OPENING SESSION: KEYNOTE SPEAKER



### Dr. Robert S. Shackelford, Jr.

#### Education

- Ph.D., Human Development & Family Studies, UNCG
- M.S., Child Development & Family Relations, UNCG
- M.Div., Biblical Studies & Pastoral Care, Southeastern Baptist Theological Seminary, Wake Forest, NC
- B.S., Physical Education, School of the Ozarks, Point Lookout, MO
- A.S., Secondary Education, Bluefield College, Bluefield, VA

#### Professional Experience

- 50+ year career as a minister, military chaplain, and educator

#### Community College Experience

- 15.5 years as President of Randolph Community College (Retired July 1, 2022)
- President of the NC Association of Community College Presidents
- President of the Student Development Administrators Association
- VP of Student Services (Rockingham)
- Dean of Student Services (Randolph)
- Department Chair, Human Services Department (Randolph)
- Faculty (Sociology, Leadership Studies, Early Childhood Education)
- Shackelford Leadership Institute (2022 – Present)
- Providing leadership training and executive coaching for colleges, nonprofits, local governments, and other organizations in Virginia, Texas, Kansas, and all across NC.

#### Military

- As a military chaplain, assigned to the Pentagon to provide counseling and pastoral care after the terrorist attack of September 11, 2001.
- Chaplain for two airplane crashes, one military and one civilian.
- Assigned to a French nuclear base and provided Chaplain ministry to wounded airmen at a military hospital in Germany.
- Wing Chaplain (senior supervisory Chaplain) for the NC Air National Guard, retiring as Lieutenant Colonel.

#### Awards & Honors

- Randolph County Citizen of the Year (2012)
- President of the Year, NC Community College System (2013)
- Order of the Long Leaf Pine (Awarded by Governor Roy Cooper, 2022)
- Dr. Robert S. Shackelford, Jr. Allied Health Center, Randolph Community College (Built and dedicated in 2022)

## KEYNOTE SPEAKER: INNOVATIONS AWARDS

### TALMADGE “STONEY” BLEVINS



Talmadge "Stoney" Blevins began his public social services career in 1987 as an Income Maintenance Caseworker in Harnett County, NC. Over the next 37 years, he was privileged to serve in 8 counties across NC in addition to a mid-career stint with the NC Department of Social Services, retiring from local government as the Director of Health and Human Services in Buncombe County in June 2024. Stoney's areas of practice and leadership span Public Assistance, Adult and Aging Services, Child Welfare, Work Supports, Public Health, and Veteran Services.

Stoney's professional passions are designing and launching solutions that strengthen family and community systems, and encouraging innovative leadership in human services.

Stoney has been married to the amazing Candace Blevins for 37 years, has six fantastic children, three of whom are married to wonderful spouses, and is Papa of the sweetest granddaughter ever to grace the Commonwealth of Virginia.



# CONFERENCE HIGHLIGHTS

## Wednesday, July 31st

Opening Session — 1:00 pm-2:45pm  
Sponsored by Deloitte Consulting LLC

### KEYNOTE SPEAKER:

Dr. Ronald Shackelford, Leadership Institute

**Door Prize Giveaways-MUST BE PRESENT TO WIN**

## Thursday, August 1<sup>st</sup>

NCACDSS Innovations Awards Luncheon – 11:45 am-1:30 pm  
Sponsored by Vanguard Professional Staffing

REMARKS: Susan Osborne  
NC Dept. Health and Human Services

Keynote Speaker:  
Talmadge “Stoney” Blevins

Social Services Institute Networking/Dance – 9:00 pm-midnight  
Sponsored by Young Williams, PCG and eXemplar

**Door Prize Giveaways-MUST BE PRESENT TO WIN**

## Friday, August 5th

12:00 pm-12:30 pm

Closing Session  
Sponsored by SHIPP, NC DOI & NC SMP

### CLOSING REMARKS

Grand Prize Giveaways During Closing Session – Must Be PRESENT to  
WIN!



*"Pushing Beyond Familiar"*

NORTH CAROLINA ASSOCIATION OF BOARDS OF SOCIAL SERVICES AGENDA  
 PRESIDENT, MARY S. ACCOR-PRESIDING

<b>Wednesday, July 31, 2024</b>	<b>Room: Catawba 3</b>
8:30-9:30 Breakfast	
9:30 NCACBSS Opening	Welcome, Pledge, Invocation
10:00-11:45-Workshop- "Age My Way NC"	Mark Hensley Associate State Director, Community Outreach & Advocacy-AARP Triad Region
12:00-12:45 -Lunch	
1:00-3:00 Opening Joint Session	With NCACDSS
3:15-4:30 NCACBSS BUSINESS SESSION	President Accor
President's Report Nomination Committee Report Officer Reports-Treasurer, Secretary, and Directors Selection of Panel Volunteers	
5:30-6:30 Networking Reception with Directors and Vendor Sponsors	
<b>Thursday, August 1, 2024</b>	<b>Room: Catawba 3</b>
7:30-8:30 Breakfast	
8:45-9:30-Presentation: State of DSS	Micah Ennis-Rowan County DSS Director
9:35-10:10- Presentation: Child Welfare (Protective Services and In-Home)	Tamara Hardy, Program Manager of Child Welfare/Cleveland County DSS
10:10-10:15 BREAK	
10:20-11:10- Training Workshop: Board Ethics	Kristi Nickodem- School of Government
11:10-11:40- PANEL- Hot Topics!	Volunteer Board Members
11:45-1:30- Awards Luncheon With NCACDSS	
1:35-2:05- PANEL- Hot Topics!	Volunteer Board Members
2:05-3:15 Closing Business Session/Election of Officers	President Accor
3:15-3:30 Adjournment/Break	
<b>*Friday, August 2, 2024</b>	<b>Join NCACDSS Sessions</b>
<i>*While there will be no planned sessions for NCACBSS on Friday, August 2, 2024, an invitation has been extended to all board members to attend sessions hosted by NCACDSS.</i>	

**CONFERENCE WORKSHOPS**  
**WEDNESDAY, JULY 31**  
**8:30 AM – 12 PM**

	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	8:30-9:30 AM	<b>Networking Breakfast</b>	Breakfast for DSS Directors, Deputy and Assistant Directors, Board Members, and Premier Sponsors ONLY		<b>Catawba 5&amp;6</b>
2.	<b>Professional Development for DSS Directors ONLY (10-12 noon)</b>	<b>Open Meetings and Public Records</b>	In North Carolina, two crucial laws promote government transparency: the Open Meetings Law and the Public Records Law. This session will explore (1) how the requirements of the Open Meetings Law apply to meetings of your DSS board (including notice, access, and closed session requirements), and (2) how the Public Records Law applies to the disclosure of records held by DSS, its employees, or its board members.  <b>Target Audience:</b> Directors Leadership/Management Board Members ONLY	Kristi Nickodem	<b>Catawba 4</b>
3.	<b>NCACBSS (all day)</b>	<b>NCACBSS Business Session</b>	BOARD MEMBERS ONLY	Mary Accor	<b>Catawba 3</b>



**SESSION ONE | WEDNESDAY, JULY 31**

**3:30 PM – 5 PM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	NCACBSS	NCACBSS Business Session	BOARD MEMBERS ONLY	Mary Accor	Catawba 3
2.	Professional Development DSS Directors ONLY	Generative AI	Generative artificial intelligence (AI) tools have exploded in popularity over the past year. As AI continues to evolve, it brings opportunities and challenges to local government officials, employees, and the citizens they serve. This session will provide an overview of how generative AI tools work, potential legal risks associated with using these tools, new scams and other crimes involving this technology, and best practices for using this technology responsibly. <b>Target audience:</b> Directors Leadership/Management ONLY	Kristi Nickodem	Catawba 4
3.	Child Welfare	Safety Organized Practice in North Carolina	What is a practice model and the status of implementation in NC? Introduction to essential tools such as Mapping (intention is to co-present with a county using tools that are part of the NC's Safety Organized Practice). <b>Target audience:</b> All Child Welfare Staff	Kathy Stone Mick McGuire Don Hicks	Hickory 1
4.	NC Dept of Insurance/SHIIP/NCSMP	Leveraging SHIIP and NCSMP in Local Communities	Learn about the SHIIP network's unique approach to meeting the needs of the senior and disabled populations in our state and how local SHIIP coordinating sites support and empower the rapidly growing dual-eligible population with their Medicare options, questions, and concerns. We will also discuss how SHIIP educates individuals about Medicare Fraud through our North Carolina Senior Medicare Patrol Program. <b>Target audience:</b> Line Staff Directors; Leadership/Management; Board Members	Stephanie Bias Lauren Heavner	Conover 1
5.	Customer Services	When under pressure, are you smoothing a path or building a wall?	We are here to help! It's a phrase you have probably said more than you can count. But are you there to help? There are times when providing excellent customer service is as easy as a smooth walk on the beach, but other times when that interaction is just plain hard. Every time you approach a customer, you have a choice: are you going to build an impenetrable wall that prevents you from solving the issue, or are you going to build a path that allows for smooth problem resolution? Join us as we explore the principles of non-Newtonian fluids and how they can help us help others. <b>Target audience:</b> Line Staff, Supervisors, Clerical Staff, Program Managers	Carla West Verna Donnelly	Hickory 4
6.	Exemplar Human Services	Customer Activities and Services Portal (CASPR)	The workshop will give attendees a live Customer Activities and Services Portal (CASPR) demonstration. CASPR is a customizable online platform that allows clients to	Michael De La Rosa, Chief of Strategic Development Amanda Sharp, Director	Conover 2

			perform various activities and services online, ultimately increasing efficiencies and reducing administrative burdens on County staff. <b>Target Audience:</b> Directors Community & State Partners Leadership/Management	(Retired)	
7.	PHP	Member transition to TP and Medicaid EXP lessons learned	Member transition to TP and Medicaid EXP lessons learned  <b>Target audience:</b> Directors and Medicaid staff	PHP Representatives	Hickory 2
8.	DMH/DD/SUS	From Crisis to Care: Investing in Our Behavioral Health Crisis System	During this workshop, the Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMH/DD/SUS) will share the ongoing efforts to transform North Carolina's behavioral health crisis response system to ensure North Carolinians have someone to call, someone to respond and somewhere to go for care. The workshop will review the current landscape of crisis services and highlight investments and critical changes to enhance the system. <b>Target audience:</b> supervisors, program manager, line staff, receptionist, Directors, Deputy Director	Lisa DeCiantis	Conover 3
9.	Economic Services	Economic and Family Services: It's a Team Sport	The Economic and Family Services team will share best plays while exhibiting sportsman-like conduct to score for NC families. During our time together, the FNS, Work First, and Refugee programs will pass tips and trades to one another and their audience without dropping the ball. These programs, while all different and playing for separate federal partners, all shoot for the same goal regardless of their position. The workshop presenters will bridge the gap between programs, showing how shared knowledge and information is better for everyone: the customer, the county, and the state. Come prepared to play! <b>Target Audience:</b> EFS Management, Supervisors, and Line Staff	Emma Burgy-Burnette, Adrienne Rice, and Schum James McCoy	Hickory 3

**SESSION TWO | THURSDAY, AUGUST 1  
8:30 AM – 10 AM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	NCACBSS	NCACBSS Business Session	BOARD MEMBERS ONLY	Mary Accor	Catawba 3
2.	Professional Development, DSS Directors ONLY	Social Media and the First Amendment	Does your county DSS have a social media presence? Do you have a personal social media account? If the answer to either of these questions is yes, then this session is for you! This session will explore how the First Amendment applies to your activity on social media in your professional and personal capacity, including your ability to delete comments, block users, or discipline employees based on their social media activity. <b>Target Audience:</b> Directors Leadership/Management ONLY	Kristi Nickodem	Catawba 4
3.	Child Welfare	All Things Kinship	Comprehensive kinship workshop to include	Jessica Frisina Jenny Millsaps	Hickory 1

			<p>unlicensed kin payments, data, 5094 new codes, new licensing information about a separate kinship licensure track</p> <p><b>Target audience:</b> child welfare staff (Caseworkers to Program Managers)</p>		
4.	Medicaid	Part One: Mastering the Skills of Partnership	<p>Join us for an insightful workshop tailored for Medicaid program staff (program managers, supervisors, and caseworkers), where we delve into the essential art of partnership building. Explore the significance of partnerships in the context of the Medicaid program. Staff will gain practical insights into identifying and engaging potential partners across various sectors, including long-term care, foster care, breast and cervical cancer programs, community alternatives programs (CAP), programs of all-inclusive care for the elderly (PACE), and beyond. This workshop aims to equip and empower Medicaid program staff with the essential skills needed to master the art of partnerships and drive positive change in the lives of those we serve.</p> <p><b>Targeted audience:</b> Medicaid staff</p>	Pamela Smith Courtney Wyke	Hickory 2
5.	DCDEE	SCCA Monitoring - Same Partnerships, Different Process	<p>DCDEE Partnerships with DSS Agencies related to SCCA monitoring processes are longstanding. The collaborative workgroup between DCDEE and counties in spring 2023 resulted in an improved process for the SCCA monitoring for July 2024 – June 2026. The Program Compliance Monitoring Team will present details about the new process for SCCA monitoring during this workshop. Join us to review exciting new changes! Target Group:</p> <p><b>Target audience:</b> Program Managers, Supervisors, and Line Staff</p>	Kim Miller	Hickory 4
6.	FNS	Unlock the Power of Collaboration	<p>Are you a case manager or program administrator eager to unlock new opportunities and resources to empower the individuals you serve? Learn how tackling food insecurity through SNAP Outreach and educating families on healthy eating can prepare FNS beneficiaries for workforce development programs. Discover how SNAP Education, SNAP Outreach, and More Than A Job NC have created robust partnerships, effectively serving North Carolina's FNS beneficiaries. As a special treat, you will experience an FNS Power BI Dashboards demo.</p> <p><b>Target audience:</b> FNS managers, supervisors, and staff</p>	Konnie Tran Niki Jefferies Rob Morrell	Hickory 3
7.	Special Assistance (SA)	Special Assistance - Parity and Partnership, Reaching More with Continued	<p>Join us as we recap Special Assistance In-Home (SAIH) changes related to parity and NC Session Law 2022-74 including SAIH LOC changes, Yearly rate</p>	Valerie Williams	Conover 1



		<b>Collaboration</b>	increases, and Self-Attestation. During this session, we will also review common errors found through monitoring and provide counties with strategies to improve monitoring outcomes for the upcoming fiscal year. <b>Target Audience:</b> County SA Staff		
8.	<b>Carteret County</b>	<b>The First 30: The Path to Partnership</b>	The workshop provides an overview of the structured process when a case transitions to In-Home Services or Permanent Planning. This process outlines how the social worker prepares to engage and partner with the family during the first 30 days, ensuring a collaborative approach to developing the Family Services Agreement. It also defines the roles and responsibilities of the social worker and supervisor. <b>Target audience:</b> Line Staff Directors, Leadership/Management	Kelly Dorman Kody Krebs	Conover 2
9.	<b>Northwoods</b>	<b>Software Built for Social Services: See Traverse in Action! Interactive Presentation</b>	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 20 NC social services agencies work efficiently and effectively. <b>Target audience:</b> Line Staff Directors; Leadership/Management	Chris Mease, Senior Business Development Representative  Lauren Hirka, Director of Product Management	Conover 3
10.	<b>LME/MCO</b>	<b>Tailored Plan &amp; the Intersection Between Physical Health &amp; Health Equity – Moderated Panel Discussion</b>	North Carolina's four LME/MCOs (Alliance, Partners, Trillium, and Vaya) will present a broad overview of the Tailored Plans. Through a moderated panel discussion, the presenter will address the critical intersection between physical and behavioral health and the impact of social determinants of health on overall outcomes for the populations served by the Tailored Plans. <b>Target Audience:</b> Line Staff Directors Leadership/Management Board Members	Panel: Rhonda Cox, Chief Operating Officer, Vaya Sean Kenny, Trillium Health Resources Amy Perry, Alliance Health Dr. Neva Bartholomew & Allison Gosda, Partners Health Management	Conover 4

**SESSION THREE | THURSDAY, AUGUST 1  
10:15 AM – 11:45 AM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	<b>NCACBSS</b>	<b>NCACBSS Board Mtg</b>	BOARD MEMBERS ONLY		Catawba 3
2.	<b>Vanguard Professional Staffing</b>	<b>Creative Collaborations in Staffing</b>	The workshop will highlight ways that Vanguard Professional Staffing partners with County Departments of Social Services to address staffing challenges creatively. <b>Target audience:</b> Directors Leadership/Management Board Members	Myra Powell Kim Harrell Nicki Perry	Hickory 3
3.	<b>Child Support</b>	<b>Collaborating for Success</b>	The workshop will be interactive: (1) understand the importance of collaboration and problem-solving across programs (2) learn effective communication and teamwork skills and strategies,	Tanya Glenn Anita Gales	Conover 4

			(3) experience the value of diverse perspectives in problem-solving <b>Target audience:</b> Line Staff, Supervisors, Program Managers, clerical staff		
4.	MEDICAID	Part Two: Partnership in Action	Join us as we delve into real-world case scenarios and best practices showcasing the transformative power of partnerships in improving outcomes for Medicaid beneficiaries. Through interactive discussions, group activities, and role-playing exercises, Medicaid staff can apply newfound knowledge and skills to their contexts. Program managers, supervisors, and caseworkers will walk away with practical tools, resources, and action plans to initiate and sustain successful partnerships in their work. Together, let's harness the power of partnerships to create a healthier, more equitable future for all beneficiaries. <b>Target audience:</b> Medicaid staff	Elizabeth O'Dell Paula Taylor	Hickory 2
5.	Adult Services	All Ages, All Stages NC: What You Need to Know about NC's Multisector Plan on Aging	All Ages, All Stages NC (AAAS-NC), initiated by Governor Cooper's Executive Order 280, brings together diverse stakeholders to advance solutions that address the challenges an aging population faces. We will spotlight the workgroups' efforts to help identify priorities for the AAASNC plan and provide essential details about what is next and how you can get involved! <b>Target audience:</b> All attendees	Rebecca Freeman	Conover 3
6.	Child Welfare	CQI and Child Welfare	What is CQI, and how does it apply to our work (goal will be to include county co-presenters on how they have incorporated CQI into their child welfare processes to improve outcomes)? <b>Target audience:</b> All Child welfare staff and Directors	Holly McNeill & Panel	Hickory 1
7.	Behavioral Health	Strengthening North Carolina's Behavioral Health System Through Investments	North Carolina Department of Health and Human Services received a historic \$835 million investment allocated by the NC General Assembly, which will provide for transformational changes in behavioral health care for North Carolina. A joint presentation from key DHHS leadership from DSS, DMH/DD/SUS, and DCFW on the vision and investments to improve the landscape and outcomes for NC's Behavioral Health system. Presentation Objectives: Share the vision to strengthen North Carolina's behavioral health system; describe the investments and the impact of improving the behavioral health system. <b>Target audience:</b> All	Lisa Tucker Cauley, Yvonne Copeland, Kelly Shusko	Hickory 4
8.	DHSR	Partners in Action: Navigating Licensure Actions Against Adult Care Homes	The workshop explores the types of administrative licensure actions outlined in N.C.G.S. 131D that can be imposed against adult care homes for serious non-compliance with state laws, including Suspension of Admissions, Provisional License, Notice of Revocation, and Summary Suspension. By	Tamara Talbot-Winstead	Conover 2

			attending this workshop, you will be able to understand better these types of actions, including the legal threshold that must be met to impose each type of action, how to recognize when licensure action may be needed, DSS's role during and after a licensure action is taken; and how the Division of Health Service Regulation Adult Care Licensure Section (ACLS) and DSS partner together to ensure the health and safety of the residents in a facility experiencing serious non-compliance and licensure action. <b>Target audience:</b> Directors, Deputy Directors, Program Managers, Adult Services Supervisors, Adult Home Specialists		
9.	Stakeholder	<b>Building Adult Protection Multidisciplinary Teams (MDTs)</b>	The workshop explores the benefits of adult protection multidisciplinary teams (MDTs) in addressing adult abuse, neglect, and exploitation. Participants will navigate the process of MDT formation, learning about important steps from recruitment to planning for success. This session equips attendees with tools to initiate, strengthen, or revitalize MDTs, fostering more robust community networks in safeguarding vulnerable adults. <b>Target Audience:</b> Line Staff Directors Leadership/Management	Kristy Preston	Catawba 2
10.	Iredell County Clerk of Superior Court	<b>Incompetency and Guardianship Proceedings in North Carolina</b>	The presentation will be a lecture and PowerPoint focusing on the role of the Clerk of Superior Court changes in the law regarding Incompetency and Guardianship proceedings, forms required for filing, and other legal issues regarding Incompetency and Guardianship proceedings. <b>Target audience:</b> Line Staff Directors Community & State Partners Leadership/Management	James Lee Mixson	Conover 1

**SESSION FOUR | THURSDAY, AUGUST 1  
1:45 pm – 3:15 PM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	NCACBSS	NCACBSS Business Mtg	BOARD MEMBERS ONLY		Catawba 3
2.	Child Welfare System	Intake and Assessment in New Child Welfare System	County staff will be able to learn about the new Child Welfare Information System, PATH NC, and how Intake and Assessment was designed. This session will include an overview of Intake and Assessment in the new PATH NC, including brief demos and highlights, the engagement and development work done across North Carolina with child welfare staff and stakeholders, and information about the readiness and training process for implementing the system. Targeted audience: child welfare staff caseworkers - program managers	Kathy Stone Jennifer Oshnock Richard Whipple Lisa Ashley Amani Robinson	Hickory 1



3.	LME/MCO	LME/MCO's & NCACDSS Collaborative – A Moderated Panel Discussion	For the past two years, NC's LME/MCOs and the NCACDSS have met monthly to strengthen and deepen their partnership with county social services agencies to more effectively meet the needs of North Carolina's children, families, and adults. Join this panel discussion with NCACDSS members and LME/MCO representatives to learn more about this valuable partnership. <b>Target audience:</b> Line Staff Directors Community & State Partners Leadership/Management Board Members	Panel: Sean Kenny, Trillium Health Resources  Jocelyn Stephens, Alliance Health  Charles Lycett, Dare County DSS  Micah Ennis, Rowan County DSS	Catawba 4
4.	CUSTOMER SERVICES	Customer Service: The Principles of Partnership	When central to agency culture, the Principles of Partnership guide all levels of service, from the reception desk to the Director's office. Working in partnership with the families we serve, with our colleagues across agency programs, and with other community partners leads to successful outcomes. <b>Target audience:</b> All Attendees	Christi Hooper and Tina Gammons	Conover 4
5.	Fiscal	New Fiscal Officer Roundtable:	A discussion session for fiscal staff, guided by the Local Business Liaison Team. Counties are encouraged to share best practices and standard operation procedures for completing 1571, tracking spending, recording revenue, and communicating fiscal matters to program staff. <b>Target Audience:</b> Fiscal Staff	Caleb Hawkins, Amber Razon, Caroline Hedrick, April McMasters, Latisha Mills, Beth Winstead, Charles Robertson Pamela Graham	Hickory 2
6.	Allies 4 Outcomes	Lessons Learned from Resilient Leaders: Tackling Change with a Growth Mindset	Join us to hear lessons learned from resilient leaders who have led their organizations from a place of emotional regulation, collaboration, and an intentional, continuous quality improvement mindset in times of challenge. By demonstrating resilience and perseverance, they inspire confidence and motivate their teams to keep moving forward, even during the most challenging times. <b>Target audience:</b> Directors, Managers and Supervisors	Angie Pittman-Vanderweide Katie Swanson	Conover 1
7.	Privacy and Security	Privacy and Security regulatory requirements	Everyone has a role to play related to privacy and security <b>Audience:</b> IT staff, leadership	Pyreddy Reddy	Conover 2
8.	Child Welfare Education Workforce Initiative (CWEWI)	Internships: May the Workforce be With You.	Growth in the Child Welfare Workforce can begin with your field placement program, which brings students into the agency. Students who are anxious to learn and grow. But today's students have faced changes heightened by the COVID experience. Have these changes affected the students and the internships? Does that include the values, work ethics, behaviors, and anxieties? If so, what do you need to know, and what adjustments are required? What can ensure continued quality internship experiences? What would the students say? Equally important, what do they need? These questions will be examined with the help of Field Directors and county staff. The goal is that internships will remain vital to growing the workforce. <b>Target Group:</b> Any	Susan McCracken, Gwen Burns, Sharon Scott	Catawba 1

			staff involved with or hoping to be involved with the agency's Internship Program. <b>Target Audience:</b> Directors and Supervisors		
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**SESSION FIVE | THURSDAY, AUGUST 1  
3:30 PM – 5 PM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	<b>Power of Partnership. Tri-County Collaboration (Dare, Forsyth, Rutherford Counties)</b>	<b>Dare: County Partnerships to Build Medicaid Processing Capacity</b> <b>Forsyth: Service Integration During a Crisis</b> <b>Rutherford: The Power of Collaboration</b>	Dare County and Currituck County partnered to train new Income Maintenance Caseworkers in Medicaid. After completing the once-a-month, four-week training program, new staff returned to their assigned supervisor and began working on new Medicaid cases. Forsyth: During times of crisis, effective service integration and strong partnerships with community organizations are essential to provide comprehensive support to those in need. Forsyth County is committed to ensuring a seamless and coordinated response by leveraging the strengths of various community partners and integrating services to address the multifaceted needs of our residents. Rutherford: Participants will uncover innovative strategies and best practices for leveraging the power of collaboration, effectively maximizing resources, and enhancing service delivery in communities facing budgetary constraints and limited resources. <b>Target audience:</b> All attendees	Dare: Willier Spence, Amanda Dexter, Brittany Canter, Sondraya Norman Forsyth: Shantele Williams, Kimberly Chase Rutherford: Dee Hunt, Kandi Bridges	Catawba 4
2.	<b>Child Welfare</b>	<b>Regional Director Support: A New Level of Support</b>	In 2017, with the passage of Rylan’s Law, the state created Regional Director positions for each of the seven regions. The purpose of the regional directors was to add a layer of support to County Social Service agencies to help facilitate improved outcomes within Social Services, focused on the local DSS Director. This presentation will give participants an update on the development of the regional director program, establish goals and objectives, and set forth a vision for how regional director support can help drive data-driven strategies and increased performance management. <b>Targeted Audience:</b> DSS Directors, DSS Deputy Directors, DSS Program Managers, DSS Supervisors, State DHHS staff	Ben Rose Brenda Brown	Hickory 1
3.	<b>Medicaid Compliance</b>	<b>“(TEAM) Together Everyone Achieves More: The Team-Based Approach to Root Cause Analysis”</b>	“The Team-Based Approach to Root Cause Analysis” is a presentation that provides an in-depth exploration of the process of identifying the root cause of an adverse finding	Emily Clark, Medicaid Eligibility Audit Manager	Hickory 2

			and implementing internal control measures to mitigate the risk of recurrence. The presentation material will highlight various means of identifying a root cause and establishing an internal control process. This session will provide participants with the process and practices needed to improve and achieve accurate results. <b>Target Audience:</b> DSS Directors, Program Managers, Supervisors, Lead Workers, Line Staff		
4.	FISCAL	<b>1571 Preparation for Directors and Business Officers:</b>	This is a high-level session aimed at Directors, Deputies, and Business Officers who oversee the 1571 process but do not complete it guided by the LBL Team. The Team will discuss the problems counties have encountered with the 1571 preparation due to staff turnover and the best practices to implement to futureproof your fiscal operations. <b>Target audience:</b> Directors, Deputies and Business Officers	Caleb Hawkins, Amber Razon, Caroline Hedrick, April McMasters, Latisha Mills, Beth Winstead, Charles Robertson. Kim Goodwin Pamela Graham	Hickory 4
5.	Adult Services	<b>Adult Services, Goal Getters: Working Together to Set and Achieve Statewide Goals</b>	Join DHHS Adult Services for this session as the team discusses the power of collaboration in setting and achieving statewide goals. In this presentation, we will explore how working together can amplify our efforts and drive significant progress across North Carolina. CQI specialists will share strategies for goals centered around Multidisciplinary Teams (MDTs) and making congruent case screenings and case decisions. Discover how our combined strengths and shared vision can lead to great accomplishments and a brighter future for the communities we serve. <b>Target Audience:</b> Line staff and supervisors	April Black Anthony Hodges.	Conover 4
6.	ROWAN COUNTY	<b>High-Risk Case Staffing</b>	Ensuring Child Safety: A Guide to the Social Work Services Critical Incident Process. The process will outline the Social Work Services Critical Incident Process, a vital protocol for safeguarding children under our care. <b>Target audience:</b> Line Staff Directors Community & State Partners Leadership/Management	Roxie L. Cashwell Joshua Stutts	Hickory 3
7.	Union County HHS	<b>Specialized Roles-An Innovative Approach to Completing Assessments Panel Discuss (Q &amp; A)</b>	The purpose of this training is to introduce and discuss the specialized roles in the Assessments Department of Child Protective Services. The Specialized Roles include Initiator Social Workers and Ongoing Social Workers. This training will provide an opportunity to learn a different approach to assessments. It will consist of a brief PowerPoint Presentation and a Panel with Questions and Answers. Target audience: Social Work - Adult Services/Aging Social Work - Child	DeCora Bowers, EdD, LCMHC Cheryl Bowers April Duvall Whitney Massey	Conover 1

			Welfare/Children's Services Leadership		
8.	Buncombe County HHS	Foster Care 18-21 and Aging and Adult Services	Buncombe County's transition to the Foster Care 18-21 program from Child Welfare to Aging and Adult Services. <b>Target audience:</b> Adult and Children staff, line staff, supervisors	Ryan Garcia	Conover 3

**SESSION SIX | FRIDAY, AUGUST 2  
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	Robby Hall, President	Catawba 4
2.	Child Welfare	Identification and Treatment of Trauma in Child Welfare Cases:	The importance of screening and assessment. Additional discussion of Secondary Traumatic Stress and its impact on the child welfare workforce. <b>Targeted audience:</b> Child welfare staff	Heather McAllister Kathy Stone, George S. Ake III, Ph.D.	Hickory 1
3.	Medicaid Compliance	"It Begins With YOU: Working Together to Combat Beneficiary Fraud"	Description: "Working Together to Combat Beneficiary Fraud" is a presentation that emphasizes the importance of collaboration in preventing and addressing fraudulent activities related to beneficiaries. This presentation will explore various strategies, best practices, and collaborative approaches to combatting beneficiary fraud, highlighting the significance of unified efforts in safeguarding the integrity of benefit programs. The session aims to equip participants with the knowledge and tools necessary to prevent, detect, and investigate beneficiary fraud effectively. <b>Target Audience:</b> DSS Directors, Program Integrity Staff, Program Managers, Supervisors, Lead Workers, Line Staff	Odessia Houston, Medicaid Compliance Manager	Hickory 2
4.	FISCAL	Daysheets- Utilizing Program and Service Codes Effectively.	The session will provide an overview of service and program codes in all DSS areas and their functionality. Discussion will include correcting prior reporting errors and avoiding coding and program monitoring errors. The specific focus will be on child Welfare funding and programming. <b>Target Audience:</b> Fiscal Staff	Beth Riley, Caleb Hawkins, Amber Razon, Caroline Hedrick, April McMasters, Latisha Mills, Beth Winstead, Charles Robertson Pamela Graham	Hickory 3
5.	Rockingham County	Integrating Multi-Sectional Approaches	The presentation explores the vital integration of multi-sectoral approaches in enhancing the work of Community Paramedics, along with peer support, behavioral health clinical case management, and social work, to assist individuals in rural communities who are experiencing chronic health conditions, behavioral health conditions, and substance abuse through wraparound services. The discussion illuminates how these sectors work synergistically with other community agencies to provide a comprehensive, client-centered approach.	Debbie McGuire Justin Stewart Carye Dickerson Elena Walker, Macey Durham, Sharon Neville, Johnny Yow, Dan Brightwell	Conover 1



			<b>Target Audience:</b> Line Staff Directors, Community & State Partners, Leadership/Management, Board Members		
6.	NC FAST	<b>Migration of Economic Benefits and Child Welfare Platform into AWS Cloud and what is next.</b>	Provide an overview of the recently completed Phase 1 and next steps of Phase 2 modernization of NCFAST. <b>Target Audience:</b> Line staff, Supervisors, Deputy Directors, Directors.	Kaushal Bansal David Schatten	Catawba 3
7.	DCDEE	<b>Child Care Subsidy: A Collaborative Approach</b>	Together, DCDEE and DSS continue to positively impact the lives of children and families in the state. Join the DCDEE Subsidy Policy Unit as we explore the framework of our partnership. We will share our approaches to policy implementation, county engagement strategies, training opportunities, and more, highlighting a call to action for continued collaboration. We power greater change by working together! <b>Target audience:</b> Directors, Child Care coordinators, supervisors, managers, and other staff involved in child care	Tania Lee	Hickory 4
8.	<b>Creating a Family</b>	<b>NC Evidence-Based Training to Reduce Placement Disruption</b>	The vast majority of children in foster care have been prenatally exposed to alcohol/drugs. This exposure often results in lifetime behavioral challenges, contributing to a significantly increased risk of placement disruption. We will discuss the scope of the problem, common misperceptions held by child welfare workers, and solutions, including the results of two randomized control trials run by NC State. <b>Target audience:</b> All attendees	Dawn Davenport	Conover 2
9.	<b>Richmond County DSS</b>	<b>Tri-County Rural Child Advocacy Center: a Local Effort for Equity</b>	Richmond, Scotland, and Anson counties' partnership with the DA's office created a rural-based multi-county Child Advocacy Center locally through the advocacy of stakeholders and the community. <b>Target audience:</b> Line Staff Directors Community & State Partners Leadership/Management Board Members	Tierra Gilbert Kelly Kirk	Conover 3
10.	<b>Aging</b>	<b>Housing Opportunities in the Division of Aging</b>	The Division of Aging has a Housing Section that oversees the Targeting and Key Rental Assistance Program, the Emergency Solutions Grant (ESG), and the State Fiscal Recover Funding for Rapid Rehousing and Housing Home Improvements called 'Choosing Home. The target group for this presentation is any service provider that assists individuals and their families with human services, including housing searches, and is interested in learning more about the housing programs offered.	Detra Purcell	Conover 4

**SESSION SEVEN | FRIDAY, AUGUST 2  
10:15 AM – 11:45 AM**

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare System	Data and Dashboards in the Child Welfare Information System	Participants will have the opportunity to learn about how data and dashboards will be leveraged in the new Child Welfare Information System, PATH NC. This session will include an overview and examples of Salesforce dashboards, Power BI, and the CSDW and how those are integrated into the PATH NC system. We will also discuss CFSR and Federal Data impacts, including indicators within the system, and show examples of how those are incorporated. <b>Targeted audience:</b> County child welfare caseworkers and program managers	Margaret Knight Peter West	Hickory 1
2.	Adult Services	Adult Services, “Trunk-Full” of Improvements: Updates on APS Improvement	DHHS Adult Services will provide an engaging overview of the progress made around APS Improvement initiatives. From updates around each design team to what is being proposed moving forward, you will leave with a trunk full of updates. Whether you’re a front-line social worker or county director, this session promises to deliver insightful updates and inspire you to see continued success around the state. <b>Target audience:</b> Adult services staff, line staff, supervisors	Karey Perez, Sarah Richardson Kasie Odham.	Hickory 3
3.	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 (18,000+ in NC), This workshop will focus on what we know about the children, the 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. <b>Target Audience:</b> Line Staff Directors Community & State Partners Leadership/Management Board Members	Melissa Radcliff	Conover 4
4.	Richmond County DSS	DEFT– County Strategic Planning Committee for Opioid Settlement Funds	DSS implemented the Strategic Planning Committee for County Opioid Settlement funds with a focus on Child Welfare, School, Community, and the incarcerated population. This workshop will focus on grassroots implementation, gaps/needs assessment, and direct community deployment of resources that address local needs. <b>Target audience:</b> Line Staff Directors Community & State Partners Leadership/Management Board Members	Theressa Smith Dr. Tommy Jarrell	Hickory 4
5.	CUSTOMER SERVICES	Customer Service: The Principles of Partnership	When central to agency culture, the Principles of Partnership guide all levels of service, from the reception desk to the Director’s office. Working in partnership with the families we serve, with our colleagues across agency programs, and with other community partners leads to	Christi Hooper and Tina Gammons	Catawba 3

			successful outcomes. <b>Target audience:</b> All Attendees		
6.	Union County HHS	Continuous Quality Improvement Planning for Social Services Program	The workshop will provide an overview of the fundamentals of CQI planning in Social Services programs and how it works hand in hand with better service delivery, employee satisfaction and retention, and improving the community we serve. From understanding the foundations of quality improvement and its role in strategic planning to learning about data analysis and performance evaluation tools, this comprehensive curriculum will empower participants to drive meaningful change and achieve sustained excellence. <b>Target audience:</b> Line Staff Directors Community & State Partners Leadership/Management Board Members	Whitney Massey April Duvall DeCora Bowers Cheryl Bowers	Conover 1
7.	Child Support	Accountability Partners	The workshop aims to present information and tools to assist attendees with creating a culture of accountability with all internal and external partners. <b>Target audience:</b> All attendees	Tanya Glenn	Conover 3
8.	Prevent Child Abuse of NC	Leading with the Positive to Build NC's First Prevention Ecosystem Together	This interactive workshop aims to create a shared language and understanding of Prevent Child Abuse America's new Theory of Change for creating the country's first comprehensive primary prevention ecosystem. This Theory of Change lays out a framework to promote a unified movement that ensures the health and well-being of all children and families so they can thrive. <b>Target Audience:</b> Line Staff Directors, Board Members Community & State Partners Leadership/Management	Crystal Kelly Kris Demars-O'Brien Sharon Hirsch	Conover 2
9.	Transition to Community Living (TCL)	Transitions to Community Living (TCL)	Overview of the TCL program and how it coincides with the broader NC state Olmstead goals. <b>Target Audience:</b> Line Staff Directors Community & State Partners Leadership/Management	Deb Goda,	Catawba 2
10.	FNS	All Things Program Integrity	The presentation will focus on general Program Integrity topics affecting the entire Social Services agency, such as EBT Card Skimming, Caseworker roles to prevent fraud, how we collect through TOP/DOR, and reports counties can use to show incentives for claims. A representative from the EBT Call Center will present trends and potential "fixes" to the problems. <b>Target Audience:</b> Income Maintenance Staff	Katie White, Eric Meadows	Catawba 4
11.	Income Maintenance Workforce	Addressing Trauma and Increasing Resiliency in the Income Maintenance Workforce	The session will focus on understanding the significant impact workplace trauma and secondary trauma have on staff who facilitate income maintenance programs. Participants will discuss the stressors and experiences unique to economic services programs, learn about the importance of developing individual resilience within the workforce, and learn how	Jamie Bazemore	Hickory 2

			organizations can implement integrated solutions to manage traumatic stress and build resilience. <b>Target Audience:</b> Line Staff Leadership/Management		
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