



THE POWER of PARTNERSHIP
WEDNESDAY, JULY 31
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		Hickory 2
2.	Professional Development for DSS Directors ONLY (10-12 noon)	Open Meetings and Public Records https://www.ncacds.org/wp-content/uploads/PD-Open-Meetings-and-Public-Records-SSI-2024-7-31-2004.pdf	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. Target Audience: Directors Leadership/Management Board Members ONLY	Kristi Nickodem	Catawba 4
3.	NCACBSS (all day)	NCACBSS Business Session	BOARD MEMBERS ONLY	Mary Accor	Catawba 3

JULY 31, 2024

**OPENING SESSION FOR ALL STARTS AT 1:00-3:00 PM
 BALLROOM**

**EXHIBIT HALL WILL OPEN AT NOON OR AS SOON AS
 THE EXHIBITORS HAVE COMPLETED THEIR SETUP**



THE POWER of PARTNERSHIP
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 https://www.ncac.dss.org/wp-content/uploads/PD-Generative-AI-Presentation-2024-7-31-24.pdf	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. Target audience: Directors Leadership/Management ONLY	Kristi Nickodem	Catawba 4
3.	Child Welfare	Safety Organized Practice in North Carolina https://www.ncac.dss.org/wp-content/uploads/Safety-Organized-Practice-in-North-Carolina.pdf	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). Target audience: 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 https://www.ncac.dss.org/wp-content/uploads/Leveraging-SHIIP-and-NCSMP-in-	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,	Stephanie Bias Lauren Heavner	Conover 1

		Local-Communities.pdf	<p>questions, and concerns. We will also discuss how SHIP educates individuals about Medicare Fraud through our North Carolina Senior Medicare Patrol Program.</p> <p>Target audience: Line Staff Directors; Leadership/Management; Board Members</p>		
5.	Customer Services	<p>When under pressure, are you smoothing a path or building a wall?</p> <p>https://www.ncacds.org/wp-content/uploads/When-Under-Pressure-Are-you-smoothing-a-path-or-building-a-wall.pdf</p>	<p>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.</p> <p>Target audience: Line Staff, Supervisors, Clerical Staff, Program Managers</p>	Carla West Verna Donnelly	Hickory 4
6.	Exemplar Human Services	Customer Activities and Services Portal (CASPR)	<p>The workshop will give attendees a live Customer Activities and Services Portal (CASPR) demonstration. CASPR is a customizable online platform that allows clients to perform various activities and services online, ultimately increasing efficiencies and reducing administrative burdens on County staff.</p> <p>Target Audience: Directors Community & State Partners Leadership/Management</p>	Michael De La Rosa, Chief of Strategic Development Amanda Sharp, Director (Retired)	Conover 2
7.	PHP	Member transition to TP and Medicaid EXP lessons learned	<p>Member transition to TP and Medicaid EXP lessons learned</p> <p>Target audience: Directors and</p>	PHP Representatives	Hickory 2

			Medicaid staff		
8.	DMH/DD/SUS	<p>From Crisis to Care: Investing in Our Behavioral Health Crisis System</p> <p>https://www.ncacdss.org/wp-content/uploads/From-Crisis-to-Care-Investing-in-Our-Behavioral-Health-Crisis-System-DMH-DDS-SUS.pdf</p>	<p>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.</p> <p>Target audience: supervisors, program manager, line staff, receptionist, Directors, Deputy Director</p>	Lisa DeCiantis	Conover 3
9.	Economic Services	<p>Economic and Family Services: It's a Team Sport</p> <p>https://www.ncacdss.org/wp-content/uploads/Economic-and-Family-Services-Its-a-Team-Sport-ES.pdf</p>	<p>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!</p> <p>Target Audience: EFS Management, Supervisors, and Line Staff</p>	Emma Burgy-Burnette, Adrienne Rice, and Schum James McCoy	Hickory 3



THE POWER of PARTNERSHIP
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 https://www.ncac-dss.org/wp-content/uploads/PDF-of-Social-Media-and-the-First-Amendment-SSI-2024-8-1-24.pdf	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. Target Audience: Directors Leadership/Management ONLY	Kristi Nickodem	Catawba 4
3.	Child Welfare	All Things Kinship	Comprehensive kinship workshop to include: unlicensed kin payments, data, 5094 new codes, new licensing information about a separate kinship licensure track Target audience: child welfare staff (Caseworkers to Program Managers)	Jessica Frisina Jenny Millsaps	Hickory 1
4.	Medicaid	Part One: Mastering the Skills of Partnership https://www.ncac-dss.org/wp-content/uploads/Medicaid-Part-One-Mastering-Skills-of-Partnership.pdf	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	Pamela Smith Courtney Wyke	Hickory 2

			<p>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>Targeted audience: Medicaid staff</p>		
5.	DCDEE	<p>SCCA Monitoring - Same Partnerships, Different Process</p> <p>https://www.ncac.dss.org/wp-content/uploads/SCCA-Monitoring-Same-Partnerships-Different-Process-SSI-2024-8-1-24.pdf</p>	<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>Target audience: Program Managers, Supervisors, and Line Staff</p>	Kim Miller	Hickory 4
6.	FNS	<p>Unlock the Power of Collaboration</p> <p>https://www.ncac.dss.org/wp-content/uploads/Unlock-the-Power-of-Collaborations-Part-I-FNS-Employment-and-Training.pdf</p> <p>https://www.ncac.dss.org/wp-content/uploads/Unlock-the-Power-of-</p>	<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 joined forces to create robust partnerships, effectively serving North Carolina's FNS beneficiaries. As a special</p>	Konnie Tran Niki Jefferies Rob Morrell	Hickory 3

		<p>Collaborations-Part-3-SNAP-ED-Outreach.pdf</p> <p>https://www.ncac-dss.org/wp-content/uploads/Unlock-the-Power-of-Collaborations-Part-2-More-in-My-Basket-SNAP-Outreach-in-Partnership.pdf</p> <p>https://www.ncac-dss.org/wp-content/uploads/Unlock-the-Power-of-Collaboration-Part-4-SNAP-Ed.pdf</p>	<p>treat, you will experience a demo of the FNS Power BI Dashboards.</p> <p>Target audience: FNS managers, supervisors, and staff</p>		
7.	Special Assistance (SA)	<p>Special Assistance - Parity and Partnership, Reaching More with Continued Collaboration</p> <p>https://www.ncac-dss.org/wp-content/uploads/Special-Assistance-Parity-and-Partnership^J-Reaching-More-with-Continued-Collaboration.pdf</p>	<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 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.</p> <p>Target Audience: County SA Staff</p>	Valerie Williams	Conover 1
8.	Carteret County	<p>The First 30: The Path to Partnership</p> <p>https://www.ncac-dss.org/wp-content/uploads/T he-First-30-The-Path-to-</p>	<p>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</p>	Kelly Dorman Kody Krebs	Conover 2

		Partnership-Carteret-Cnty.pdf	developing the Family Services Agreement. It also defines the roles and responsibilities of the social worker and supervisor. Target audience: Line Staff Directors, Leadership/Management		
9.	Northwoods	Software Built for Social Services: See Traverse in Action! Interactive Presentation	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. Target audience: Line Staff Directors; Leadership/Management	Chris Mease, Senior Business Development Representative Lauren Hirka, Director of Product Management	Conover 3
10.	LME/MCO	Tailored Plan & the Intersection Between Physical Health & Health Equity – Moderated Panel Discussion	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. Target Audience: 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



THE POWER of PARTNERSHIP
SESSION THREE | THURSDAY, AUGUST 1
10:15 AM – 11:45 AM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	NCACBSS	NCACBSS Board Mtg	BOARD MEMBERS ONLY		Catawba 3
2.	Vanguard Professional Staffing	Creative Collaborations in Staffing https://www.ncac-dss.org/wp-content/uploads/Creative-Collab-in-Staffing-VPS.pptx.pdf	The workshop will highlight ways that Vanguard Professional Staffing partners with County Departments of Social Services to creatively address staffing challenges. Target audience: Directors Leadership/Management Board Members	Myra Powell Kim Harrell Nicki Perry	Hickory 3
3.	Child Support	Collaborating for Success https://www.ncac-dss.org/wp-content/uploads/Collaborating-for-Success-Child-Support.pptx.pdf	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 (3) experience the value of diverse perspectives in problem-solving Target audience: Line Staff, Supervisors, Program Managers, clerical staff	Tanya Glenn Anita Gales	Conover 4
4.	MEDICAID	Part Two: Partnership in Action https://www.ncac-dss.org/wp-content/uploads/Part-Two-Medicaid-Partnerships-in-Action.pdf	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 will have the opportunity to apply newfound knowledge and skills to their contexts. Program managers, supervisors, and caseworkers will walk away with practical tools, resources, and	Elizabeth O’Dell Paula Taylor	Hickory 2

			<p>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.</p> <p>Target audience: Medicaid staff</p>		
5.	Adult Services	<p>All Ages, All Stages NC: What You Need to Know about NC's Multisector Plan on Aging</p> <p>https://www.ncacdss.org/wp-content/uploads/All-Ages-All-Stages-NC-What-You-Need-to-Know-About-NCs-Multisector-Plan-on-Aging.pdf</p>	<p>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 efforts of the workgroups established to help identify priorities for the AAASNC plan and provide important details about what is next and how you can get involved!</p> <p>Target audience: All attendees</p>	Rebecca Freeman	Conover 3
6.	Child Welfare	<p>CQI and Child Welfare</p>	<p>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)?</p> <p>Target audience: All Child welfare staff and Directors</p>	Holly McNeill & Panel	Hickory 1
7.	Behavioral Health	<p>Strengthening North Carolina's Behavioral Health System Through Investments</p> <p>https://www.ncacdss.org/wp-content/uploads/Strengthening-NCs-Behavioral-Health-System-Through-Investments.pdf</p>	<p>North Carolina Department of Health and Human Services (NCDHHS) 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;</p>	Lisa Tucker Cauley, Yvonne Copeland, Kelly Shusko	Hickory 4

			describe the investments and the impact of improving the behavioral health system. Target audience: All		
8.	DHSR	Partners in Action: Navigating Licensure Actions Against Adult Care Homes https://www.ncacdss.org/wp-content/uploads/Partners-in-Action-Navigating-Licensure-Action-Against-Adult-Care-Homes.pdf	<p>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 attending this workshop, you will be able to better understand 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.</p> <p>Target audience: Directors, Deputy Directors, Program Managers, Adult Services Supervisors, Adult Home Specialists</p>	Tamara Talbot-Winstead	Conover 2
9.	Stakeholder	Building Adult Protection Multidisciplinary Teams (MDTs) https://www.ncacdss.org/wp-content/uploads/Building-Adult-Protection-Multidisciplinary-Teams-MDTs.pdf	<p>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 stronger community networks in safeguarding vulnerable adults.</p>	Kristy Preston	Catawba 2

			Target Audience: Line Staff Directors Leadership/Management		
10.	Iredell County Clerk of Superior Court	Incompetency and Guardianship Proceedings in North Carolina	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. Target audience: Line Staff Directors Community & State Partners Leadership/Management	James Lee Mixson	Conover 1

AUGUST 1, 2024
NCACDSS INNOVATIONS AWARD LUNCHEON
SPONSORED BY VANGUARD PROFESSIONAL STAFFING
11:45-1:30 PM
BALLROOM



THE POWER of PARTNERSHIP
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. Target audience: 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 https://www.ncacdss.org/wp-content/uploads/Customer-Service-Principles-of-Partnership.pdf	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. Target audience: All Attendees	Christi Hooper and Tina Gammons	Conover 4
5.	Fiscal	New Fiscal Officer Roundtable: https://www.ncacdss.org/wp-content/uploads/New-Fiscal-Officer-Roundtable.pdf	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. Target Audience: 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 https://www.ncacdss.org/wp-content/uploads/Lessons-Learned-from-Resilient-Leaders-Tackling-Change-with-a-Growth-Mindset-Allies-4-Outcomes.pdf	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. Target audience: Directors, Managers and Supervisors	Angie Pittman-Vanderweide Katie Swanson	Conover 1
7.	Privacy and Security	Privacy and Security regulatory requirements https://www.ncacdss.org/wp-content/uploads/Privacy-and-Security-Regulatory-Requirements8-1-24-Reddy.pdf	Everyone has a role to play related to privacy and security Target Audience: IT staff, leadership	Pyreddy Reddy	Conover 2
8.	Child Welfare Education	Internships: May the Workforce be	Growth in the Child Welfare Workforce can begin with your	Susan McCracken,	Catawba 1

<p>Workforce Initiative (CWEWI)</p>	<p>With You.</p>	<p>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. Target Group: Any staff involved with or hoping to be involved with the agency's Internship Program. Target Audience: Directors and Supervisors</p>	<p>Gwen Burns, Sharon Scott</p>	
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THE POWER of PARTNERSHIP
SESSION FIVE | THURSDAY, AUGUST 1
3:30 PM – 5 PM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Power of Partnership. Tri-County Collaboration (Dare, Forsyth, Rutherford Counties)	<p>Dare: County Partnerships to Build Medicaid Processing Capacity</p> <p>Forsyth: Service Integration During a Crisis</p> <p>Rutherford: The Power of Collaboration</p> <p>https://www.ncacd.org/wp-content/uploads/Dare-County-Partnerships-to-Build-Medicaid-Processing-Capacity.pdf</p>	<p>Dare County and Currituck County partnered to provide training to 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.</p> <p>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.</p> <p>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.</p> <p>Target audience: All attendees</p>	<p>Dare: Willier Spence, Amanda Dexter, Brittany Canter, Sondraya Norman</p> <p>Forsyth: Shantele Williams, Kimberly Chase</p> <p>Rutherford: Dee Hunt, Kandi Bridges</p>	Catawba 4
2.	Child Welfare	Regional Director Support: A New	In 2017, with the passage of Rylan’s Law, the state created	Ben Rose Brenda Brown	Hickory 1

		<p>Level of Support https://www.ncacdss.org/wp-content/uploads/Regional-Director-Support-A-New-Level-of-Support.pdf</p>	<p>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.</p> <p>Targeted Audience: DSS Directors, DSS Deputy Directors, DSS Program Managers, DSS Supervisors, State DHHS staff,</p>		
3.	Medicaid Compliance	<p>“(TEAM) Together Everyone Achieves More: The Team-Based Approach to Root Cause Analysis” https://www.ncacdss.org/wp-content/uploads/Medicaid-TEAM-Together-Everyone-Achieves-More-The-Team-Based-Approach-to-Root-Cause-Analysis.pdf</p>	<p>“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 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.</p> <p>Target Audience: DSS Directors, Program Managers, Supervisors, Lead Workers, Line Staff</p>	Emily Clark, Medicaid Eligibility Audit Manager	Hickory 2
4.	FISCAL	<p>1571 Preparation for Directors and Business Officers: https://www.ncacdss.org/wp-</p>	<p>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</p>	Caleb Hawkins, Amber Razon, Caroline Hedrick, April McMasters, Latisha Mills, Beth	Hickory 4

		content/uploads/1571-Preparation-for-Directors-Business-Officers-.pdf	<p>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.</p> <p>Target audience: Directors, Deputes and Business Officers</p>	Winstead, Charles Robertson, Kim Goodwin Pamela Graham	
5.	Adult Services	<p>Adult Services, Goal Getters: Working Together to Set and Achieve Statewide Goals</p> <p>https://www.ncacdss.org/wp-content/uploads/Adult-Services-Goal-Getters-Working-Together-to-Set-and-Achieve-Statewide-Goals.pdf</p>	<p>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.</p> <p>Target Audience: Line staff and supervisors</p>	April Black Anthony Hodges.	Conover 4
6.	ROWAN COUNTY	High-Risk Case Staffing	<p>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 designed to safeguard children under our care.</p> <p>Target audience: Line Staff Directors Community & State Partners Leadership/Management</p>	Roxie L. Cashwell Joshua Stutts	Hickory 3
7.	Union County HHS	Specialized Roles-An Innovative Approach to Completing Assessments Panel Discuss (Q &	<p>This training's purpose is to introduce and discuss the specialized roles in the Assessments Department of Child Protective Services. The Specialized Roles include</p>	DeCora Bowers, EdD, LCMHC Cheryl Bowers April Duvall Whitney Massey	Conover 1

		A)	<p>Initiator Social Workers and Ongoing Social Workers. This training will provide an opportunity to learn a different approach to assessments. It will include a brief PowerPoint Presentation and a Panel with Questions and Answers.</p> <p>Target audience: Social Work - Adult Services/Aging Social Work - Child Welfare/Children's Services Leadership</p>		
8.	Buncombe County HHS	<p>Foster Care 18-21 and Aging and Adult Services https://www.ncacds.org/wp-content/uploads/Foster-Care-18-21-and-Aging-and-Adult-Services-Buncombe-Cnty.pptx.pdf</p>	<p>Buncombe County's transition to the Foster Care 18-21 program from Child Welfare to Aging and Adult Services.</p> <p>Target audience: Adult and Children staff, line staff, supervisors</p>	Ryan Garcia	Conover 3



THE POWER of PARTNERSHIP
SESSION SIX | FRIDAY, AUGUST 2
8:30 AM – 10 AM

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
	NCACDSSS	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. Targeted audience: 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" https://www.ncacdss.org/wp-content/uploads/Medicaid-It-Begins-With-YOU-Working-Together-to-Combat-Beneficiary-Fraud.pdf	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. Target Audience: 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.	Beth Riley, Caleb Hawkins, Amber Razon, Caroline	Hickory 3

		https://www.ncacdss.org/wp-content/uploads/Daysheet-Utilizing-Program-and-Services-Codes-Effectively.pdf	Discussion will 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	Hedrick, April McMasters, Latisha Mills, Beth Winstead, Charles Robertson Pamela Graham	
5.	Rockingham County	Integrating Multi-Sectional Approaches https://www.ncacdss.org/wp-content/uploads/Integrating-Multi-Sectional-Approaches-Rockingham-Cnty.pdf	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. Target Audience: Line Staff Directors, Community & State Partners, Leadership/Management, Board Members	Debbie McGuire Justin Stewart Carye Dickerson Elena Walker, Macey Durham, Sharon Neville, Johnny Yow, Dan Brightwell	Conover 1
6.	NC FAST	Migration of Economic Benefits and Child Welfare Platform into AWS Cloud and what is next. https://www.ncacdss.org/wp-content/uploads/Migration-of-Economic-Benefits-and-Child-Welfare-Platform-into-AWS-Cloud-and-What-is-Next-NCFast.pdf	Provide an overview of the recently completed Phase 1 and next steps of Phase 2 modernization of NCFast. Target Audience: Line staff, Supervisors, Deputy Directors, Directors.	Kaushal Bansal and Vijay Ramanujam	Catawba 3
7.	DCDEE	Child Care Subsidy:	Together, DCDEE and DSS	Tania Lee	Hickory 4

		A Collaborative Approach	<p>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!</p> <p>Target audience: Directors, Child Care coordinators, supervisors, managers, and other staff involved in child care</p>		
8.	Creating a Family	<p>NC Evidence-Based Training to Reduce Placement Disruption</p> <p>https://www.ncac.dss.org/wp-content/uploads/NC-Evidence-Based-Training-to-Reduce-Placement-Disruption-Creating-a-Family.pdf</p>	<p>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.</p> <p>Target audience: Line Staff Directors Community & State Partners Leadership/Management Board Members</p>	Dawn Davenport	Conover 2
9.	Richmond County DSS	<p>Tri-County Rural Child Advocacy Center: a Local Effort for Equity</p> <p>https://www.ncac.dss.org/wp-content/uploads/Tri-County-Rural-Child-Advocacy-Center-a-Local-Efforts-for-Equity.pdf</p>	<p>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.</p> <p>Target audience: Line Staff Directors Community & State Partners Leadership/Management Board Members</p>	Tierra Gilbert Kelly Kirk	Conover 3

10.	Aging	Housing Opportunities in the Division of Aging https://www.ncacdss.org/wp-content/uploads/Housing-Opportunities-in-the-Division-of-Aging.pdf	<p>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 by the Division of Aging.</p>		Conover 4
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THE POWER of PARTNERSHIP
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. Targeted audience: 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 https://www.ncac.dss.org/wp-content/uploads/Adult-Services-Trunkful-of-Improvements-Updates-on-APS-Improvement.pdf	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. Target audience: 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	Melissa Radcliff	Conover 4

			<p>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.</p> <p>Target Audience: Line Staff Directors Community & State Partners Leadership/Management Board Members</p>		
4.	Richmond County DSS	<p>DEFT– County Strategic Planning Committee for Opioid Settlement Funds https://www.ncac.dss.org/wp-content/uploads/D-EFT-County-Strategic-Planning-Committee-for-Opioid-Settlement-Funds-Richmond-Cnty.pdf</p>	<p>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.</p> <p>Target audience: Line Staff Directors Community & State Partners Leadership/Management Board Members</p>	Theressa Smith Dr. Tommy Jarrell	Hickory 4
5.	CUSTOMER SERVICES	<p>Customer Service: The Principles of Partnership</p>	<p>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.</p> <p>Target audience: All Attendees</p>	Christi Hooper and Tina Gammons	Catawba 3
6.	Union County HHS	<p>Continuous Quality Improvement Planning for Social Services Program https://www.ncac.dss.org/wp-content/uploads/Continuous-Quality-Improvement-Planning-for-Social-Services-Program-</p>	<p>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</p>	Whitney Massey April Duvall DeCora Bowers Cheryl Bowers	Conover 1

		Union-Cnty.pdf	learning about data analysis and performance evaluation tools, this comprehensive curriculum will empower participants to drive meaningful change and achieve sustained excellence. Target audience: Line Staff Directors Community & State Partners Leadership/Management Board Members		
7.	Child Support	Accountability Partners https://www.ncacdss.org/wp-content/uploads/Accountability-Partners-Child-Support.pdf	The workshop aims to present information and tools to assist attendees with creating a culture of accountability with all internal and external partners. Target audience: 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. Target Audience: Line Staff Directors Community & State Partners Leadership/Management Board Members	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. Target Audience: Line Staff Directors Community & State Partners Leadership/Management	Deb Goda, Olmstead Director DHHS	Catawba 2
10.	FNS	All Things Program Integrity	The presentation will focus on general Program Integrity topics	Katie White, DHHS/DCF	

		https://www.ncacdss.org/wp-content/uploads/All-Things-Program-Integrity-FNS.pdf	<p>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 on trends and potential "fixes" to the problems.</p>	Eric Meadows, DHHS/DCFV	
11.	Income Maintenance Workforce	<p>Addressing Trauma and Increasing Resiliency in the Income Maintenance Workforce</p> <p>https://www.ncacdss.org/wp-content/uploads/Addressing-Trauma-and-Increasing-Resiliency-in-the-Income-Maintenance-Workforce-1.pdf</p>	<p>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 organizations can implement integrated solutions to manage traumatic stress and build resilience.</p> <p>Target Audience: Line Staff Leadership/Management</p>	Jamie Bazemore	Hickory 2