



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

DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
Professional Development	NCACDSS Organizational Leadership	https://1drv.ms/p/s!Ai1ZVvTqugiFjENsULOIQsjl9HZ9	Tammy Shook & Adrian Daye	HICKORY 1
NCACBSS	NCACBSS Business Session	https://1drv.ms/p/s!Ai1ZVvTqugiFjC-Hpo5qAL4xgyKz	Kristi Nickodem	CONOVER 3

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

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Youth Advocate Programs, Inc. (YAP)	Stabilizing and preventing out-of-home placement.	YAP can help to address the needs of children and youth who have been temporarily removed from their homes and are difficult to place or awaiting placement. Target audience: Deputy Director, Director, Child Welfare Program Managers and Supervisors	Dr. Laveisha Cummings	HICKORY 1
2.	Child Welfare	Diversity, Equity & Inclusion in Child Welfare	https://1drv.ms/p/s!Ai1ZVvTqugiFjCGYQ2MFLXqCTKcU	Jo Rutledge	HICKORY 3
3.	PHPs	Medicaid Standard Plans and NEMT Providers	The Standard Plans are implementing the vision of the NC DHHS to deliver an innovative, whole-person centered, and well-coordinated system of care, which addresses both medical and non-medical drivers of health and advances health equity. The session will feature representatives of Standard Plans discussing strategies to ensure early assessment of behavioral health	PHP Reps NEMT Reps	HICKORY 4

			<p>issues that may lead to placement in non-home settings for children and adults. **NEMT provider for the Plans will be available to address transportation questions.</p> <p>Target audience: DSS staff that interface with Medicaid beneficiaries requiring behavioral health services.</p>		
4.	Professional Development	NCACDSS Leadership Session	https://1drv.ms/p/s!Ai1ZVvTqugiFjDBB7khvLXi57Rhr	Kristi Nickodem	CONOVER 1
5.	Customer Services	The Seven Cs of Customer Service	https://1drv.ms/p/s!Ai1ZVvTqugiFjBoqHqCNpXEb02VQ	Kysha Smith & Antionette Jones	CONOVER 2
6.	NCACBSS	NCACDSS Business Session	BOARD MEMBERS ONLY	Mary Accor	CONOVER 3
7.	DAAS	Let's Eat An Elephant Together: Our Journey to APS Improvement	https://1drv.ms/p/s!Ai1ZVvTqugiFjGVpqY_le24I3K1U	Joyce Massey-Smith, Karey Perez, & Sarah Richardson	CONOVER 4



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

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	New Intake & Response Tool	https://1drv.ms/p/s!Ai1ZVvTqugiFjDnYLP7KyKUJlo-	Rob Morrell	HICKORY 3
2.	Medicaid	Medicaid-Building Stronger Eligibility Evaluation Techniques	https://1drv.ms/p/s!Ai1ZVvTqugiFjDnYLP7KyKUJlo-f	Eva Fulcher Sandy Danner Stacey Greer	HICKORY 4
3.	DCDEE	Best Practices for Skillful Interviewing and Documentation	https://1drv.ms/p/s!Ai1ZVvTqugiFjCcg2WshWnvEQtWO	Elizabeth Everette Tania Lee	CONOVER 1
4.	FNS, ENERGY & WORK FIRST	Conducting Effective Eligibility Interviews in Means-Tested Programs	https://1drv.ms/p/s!Ai1ZVvTqugiFjFp7XB1TVRzwPp9	Allison Smith & Emma Burgy Burnette	CONOVER 2
5.	NCACBSS	NCACDSS Business Session	BOARD MEMBERS ONLY		CONOVER 3
6.	DAAS	We're Better Together – Working with Hospitals for Safer & More Appropriate Discharges	Participants will learn about best practices for working with their local hospitals to ensure safer and appropriate discharges are completed for adults in their care. This includes strategies for working with adults under guardianship, placement providers, and homeless populations.	Kathi Graham, Kasie Odham, & Denyse Leake	CONOVER 4



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

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	DSS-CW	Child Welfare Workforce	Updates on staffing and efforts to promote child welfare as a career, recruitment efforts to include updates to CWEC, Child Welfare Training (Pre-Service Redesign and Track Training); Statewide Recruitment Campaign, etc. Target audience: Directors, Managers, Supervisors, Line Staff	Lashonda Stanley-Pickett	HICKORY 3
2.	MEDICAID	Building Momentum: Preparing for Future Change (TP, CCU, Expansion)	https://1drv.ms/p/s!Ai1ZVvTqugiFjDIm2B2y1a56r8Dg	Eva Fulcher Elizabeth O’Dell Letarsha Thomas	HICKORY 4
3.	DCFW	Food Nutrition Services	https://1drv.ms/p/s!Ai1ZVvTqugiFjELSrEl1NJ1SsFgu	Cynthia Ervin, Jerquitta Hicks-Smallwood, Pat Moore, Nikkia Jefferies, & Konnie Tran	CONOVER 1
4.	Child Support	Working with Survivors of Domestic Violence	https://1drv.ms/p/s!Ai1ZVvTqugiFjCk7TYL_IY4EEDQI	Tanya Glenn, Claudia Kearney, Karey Perez, & Wendy Rachels	CONOVER 2

5.	Vanguard Professional Staffing	Innovation in Workforce Solutions	During this workshop, VPS will describe how they creatively innovate workforce solutions. The discussion will focus on agency-level staffing strategies and the range of individual opportunities available for current full-time employees (seeking secondary employment), future retirees, and former employees. Target audience: All	Myra Powell, Kim Harrell Nicki Perry Denise Boyette	CONOVER 3
6.	DAAS	Everyone Needs Some TCL!	An overview of Transition to Community Living (TCL) and the importance of establishing effective working relationships between In-Reach Specialists and Guardians to achieve the best results for the individual served through guardianship. Target audience: County Adult staff	LaShawna Baldwin, Brad Owen, & Brandy Mann	CONOVER 4



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

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	DRR-Diligent Recruitment & Retention	Update on Kinship efforts statewide; Resource Recruitment Campaign, etc. Target audience: Directors, Managers, Supervisors, Line Staff	Kimaree Sanders	HICKORY 3

2.	Change & Innovation Agency	Partnering with Mecklenburg County to Reduce The Impact of Understaffing	Change & Innovation Agency will share its strategies for redesigning processes that support workers serving customers on first contact and adopting a new service delivery platform. Mecklenburg County, in partnership with Change & Innovation Agency, will highlight how they increased capacity through process redesign, adopting technology solutions, and planning sessions that support their work. Targeted audience: All	Karl Allison, Senior Consultant, Change & Innovation Agency	HICKORY 4
3.	DOI / SHIP	Leveraging SHIP and NCSMP in Local Communities	https://1drv.ms/p/s!Ai1ZVvTqugiFjGNd-plxu0CejfFM	Kevin Robertson Jeanie Schepisi	CONOVER 1
4.	CUSTOMER SERVICES	Building Rapport through Customer Interviews	https://1drv.ms/p/s!Ai1ZVvTqugiFjDT2x1WROGOuldDg	Katrina Cunningham Christi Hooper	CONOVER 2
5.	LME/MCO	Co-Located Care Management: Collaborative Efforts to Support NC's Child Welfare System	Care Management is a key component in the coordinated provision of behavioral health services for youth and families involved in NC's Child Welfare System. The models of care management are co-located with the County Departments of Social Services. Co-location of care managers is not a one-size-fits-all approach and is tailored in partnership with each county DSS to meet its community's unique needs. This presentation will provide detailed information regarding care management as provided by the LME/MCOs, including eligibility, care management service definitions, models of co-located care management, the core functions of co-located care managers, and examples of how care management can support and enhance the provision of behavioral health services	Barbara Hallisey, Chief of Clinical Programs, Eastpointe Lynne Grey, MHSU Clinical Senior Director, Partners Health Management Rhonda Cox, Executive Vice President and Chief Operations Officer, Vaya Health	CONOVER 3

			within the context of child welfare. Target audience: Directors, deputy directors, supervisors, program managers, and line staff.		
6.	DAAS	We are getting older! Planning is underway to prepare for OUR future.	An overview of the State Aging Plan and the work underway to develop a Multi-Sector Plan for Aging.	Joyce Massey-Smith Divya Venkataganesan	CONOVER 4



SESSION FIVE WORKSHOPS
THURSDAY, AUGUST 3, 3:30 PM – 5 PM


#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
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1.	Allies 4 Outcomes	Ignite Passion and Performance, During Challenging Times	We are leading in one of the most challenging times of workforce shortage, divisive political environments, and lack of public trust. You will hear from innovative leaders in the field about the latest research and innovative strategies that have been successful in other organizations. Through using specific leadership practices, leaders across multiple levels can influence, motivate, and inspire despite the challenges. Target audience: Directors, Program Admin, Program Managers, Supervisors	Dr. Angela Pittman-Vanderweide	HICKORY 1
2.	DHSR	A Supervisor’s Toolkit for Success: Understanding DSS’s Role in Regulating Adult Care Homes	Objective: To provide a clear, concise, resource for Adult Services Supervisors and Managers highlighting the key requirements related to DSS’s monitoring and complaint investigation processes. The presenter will share tools that will help support county staff, strengthen communication with state partners, and ensure the health and safety of residents living in licensed adult care homes and family care homes. Target Audience: DSS Directors, Program Managers, Adult Services Supervisors	Tamara Talbot Winstead	HICKORY 2
3.	Child Welfare	Child Welfare Information System RFP & the Plan for Engaging Counties	NCDHHS and County partners will share the engagement journey for improving the Child Welfare Information System through the Intake and Assessment County User and Business Team Partnership Group and build upon lessons learned from the group. Target audience: Child Welfare Leadership (Supervisors to Directors)	Rob Morrell	HICKORY 3

4.	MEDICAID COMPLIANCE	Medicaid Compliance: Conducting Self-Assessment Audits / Reviews	Audits/Reviews in any eligibility program with an emphasis on Medicaid Second-Party Reviews & Templates. Target audience: Supervisors, program managers, line staff, Directors or Deputy Directors	Betty Dumas-Beasley	HICKORY 4
5.	FISCAL	Daysheets Utilizing Program and Service Codes Effectively Description	https://1drv.ms/p/s!Ai1ZVvTqugiFjCVWbjMQ56czAofR	Beth Riley, Caleb Hawkins, Caroline Hedrick, Beth Winstead, Angela Bailey, Charles Robertson, Joyce Blackburn, & Kim Godwin	CONOVER 1
6.	FNS & ENERGY	Tackling the Difficult Eligibility Requirements and Processes for FNS and Energy	https://1drv.ms/p/s!Ai1ZVvTqugiFjFJ8_KpUDjzuEjME https://1drv.ms/p/s!Ai1ZVvTqugiFjFTQ2wb15bBHKAML https://1drv.ms/p/s!Ai1ZVvTqugiFjFZ_m8-q7NM6hJIU https://1drv.ms/p/s!Ai1ZVvTqugiFjFgAtF1iuFpBKyo2 https://1drv.ms/p/s!Ai1ZVvTqugiFjFp7XB1TVRzwPp9	Crystal Smith & Jasmyne Simmons	CONOVER 2
7.	DMH	DMH/DD/SAS support services	https://1drv.ms/p/s!Ai1ZVvTqugiFjEd6irASUeySpTPX	Lisa Jackson	CONOVER 3
8.	Union County	Behavioral Health Collaborative	Behavioral Health Collaborative- a partnership with Union County Public Schools to provide School Social Work & Behavioral Health Therapy support for students across the district. Any DSS staff member may find this a topic of interest as the issue of social, emotional & mental health wellness is impacting children across our state. Target audience: Child welfare staff	Christina Neal	CONOVER 4



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

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	Child Welfare Updates	https://1drv.ms/p/s!Ai1ZVvTqugiFjDctJF2b0kphS-6N	Heather McAllister	HICKORY 3
2	MEDICAID COMPLIANCE	Conducting Self-Assessment Audits / Reviews	https://1drv.ms/p/s!Ai1ZVvTqugiFjEleUAKEBLuc_yBD	Betty Dumas-Beasley	HICKORY 4
3.	FISCAL	Fiscal: State Reports Overview	https://1drv.ms/p/s!Ai1ZVvTqugiFjCtr8sZ2yTh69jl7	Caroline Hedrick, Beth Winstead, Angela Bailey, Tina Bumgarner, Kim Goodwin, & Richard Stegenga	CONOVER 1
4.	Caldwell County	Child Welfare Staffing Model	 SSI - Joint Staffing.pptx	Kimberley Arnett	CONOVER 2
5.	NC FAST	NC FAST: Proactive Communication to handle PHE unwinding	https://1drv.ms/p/s!Ai1ZVvTqugiFjEiHdH8brxOoFhCN	Vijay Ramanujam	CONOVER 3
6.	School of Government	Creating Multi-Disciplinary Teams (MDT) for Adults	https://1drv.ms/p/s!Ai1ZVvTqugiFjC1vjJHVTqJxZcfc	Kristy Preston, SOG	CONOVER 4



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

#	DEPARTMENT	TITLE	DESCRIPTION	PRESENTER	LOCATION
1.	Child Welfare	Child Welfare Intensive Intervention Protocol.	https://1drv.ms/p/s!Ai1ZVvTqugiFjEqKTJT3FHJREShk	Kathy Stone	HICKORY 3
2.	DCFW & DSS	Policy Changes Relevant to Debt Ceiling – Work First and FNS Programs	https://1drv.ms/p/s!Ai1ZVvTqugiFjENsULOIQsjl9HZ9	Cynthia Ervin, Jerquitta Hicks-Smallwood Adrienne Rice	HICKORY 4
3.	DCDEE	Early Childhood Education Helps to Raise NC	Decades of research show the positive impact a high-quality early childhood education can have on children’s long-term success, and family well-being. This presentation will highlight the ways NC is investing in young children through childcare and early education, and how your work and contributions are helping Raise NC. Target audience: Everyone	Elizabeth Everette Tania Lee	CONOVER 1
4.	Buncombe County	Pathway(s) to Reunification	https://1drv.ms/p/s!Ai1ZVvTqugiFjB9kRRr6vS20C52X	Rebecca Smith Sarah Jean Young	CONOVER 2
5.	Catawba County	Building Resiliency through Interactive Activities	https://1drv.ms/p/s!Ai1ZVvTqugiFjByzmJ3rnl8BpPM6	Sarah Block, Chrissy Triplett, Pam Kidwell, Liz Smith, & Lisa Thompson	CONOVER 3
6.	Wilson County	Quality Assurance Network of Counties	The initiative is a direct result of the unwieldy number of mandatory programmatic and fiscal audits in each County Department. To date, 31 counties are engaged in this initiative. Target audience:	Beth Thomas, Jennifer Orlines Jessica Murphy Shea Malpass Tondra Talley Porshia Pulley	CONOVER 4

