

ECONOMIC SERVICE PROGRAMS  
COMMITTEE MEETING MINUTES  
January 10, 2018

Committee Chairs: Trish Baker, Will Wakefield & Cathy Lytch. Angi Karchmer (intern)

Present: Kim Harrell, Melanie Corprew, Laurie Potter, Liz Scott, Velvet Nixon, Angela Ellis, Craig Patterson, Clint Lewis, Chuck Lycett, John Carroll, Susan McCracken, April Snead, Renaye Andrews, Tracie Murphy, Lindsey Shewmaker, Brenda Jackson, Nancy Coston, Nicki Perry

State: Elizabeth Everette, Joyce Massey Smith & David Locklear

Joyce Massey Smith - DAAS updates

- Announcement hired special assistance program admin Charlotte Gibbons will bring and introduce later
- Latisha Haddock, back at DAAS, announced new position to hire/Raleigh based position.
- SA staff moved to house on Dix Campus.
- \$34 dollar Temporary SA Facility payment continuing but not all facilities have signed up and completed the process to receive. DHSR just finished licensing process-must have license approved in NCFast. They are contacting DHSR to verify. Please reach out if you are having problems to list serv Website for eligibility programs-training will be forthcoming. WHY is \$34 not being fully utilized—smaller operations may not see value in registering for this.

David Locklear----- Colleen from BDT Benefit Data Trust David visited BDT site in PA last year. Pleased with process. Colleen Program Manager with BDT

Using Medicaid outreach list, sending letters to Medicaid recipients to apply for FNS, assisting in gathering and submitting in NCFast.

Focusing on older populations 65+. Currently 63% responding in NC vs 40 – 45% range in other states.

78% of respondents follow thru to apply. 4500 households screened 2215 applications submitted. SC sees enrollment rates higher than NC but most states do not. Biggest reasons for denial were no interview or admin denial. Unclear on what Admin denials (code to be defined) Connie to follow up with counties. BDT has received less than 5 calls from clients with problems. BDT gave kudos to county offices for their customer service for this population. Would like to see average benefit amount of \$540 increase as 65+ population is served.

David Locklear will work with BDT to get Data to counties

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David Locklear - UPDATES:

1. FNS application processing: 12/25 – 12/29 dipped below 95% in FNS for first time in over a year. 93.9% statewide. Have asked staff to reach out state wide to see if anyone needs assistance. Anticipate next week to increase.
2. Refugee Assistance - A lot of individuals enrolled in refugee verses regular Medicaid, evaluating this from state level. Will create a finding for us. Working on report to be issued through Dear County Director Letter. Creating webinar training for refugee assistance. Not sure of the number of cases but do believe there have been some incorrectly coded cases.
3. PIP document new template as you create your corrective action plan FNS & WFFA.
4. **SAVE THE DATE** FNS Program training April 11 – 13 in Greensboro (Wednesday thru Friday). Current plans: BDT/Walmart \$50K plus fed match of \$50K funding is allowing for rooms to be provided. Planning to cover 2 rooms per county and some meals - 2 breakfasts and one lunch. Limit of 4 employees per county. WHO SHOULD ATTEND? Counties should know that this will be policy training/error trends/timeliness/CAPER. It will be presented as a “Train the Trainer” model and staff that attends should provide this information to their coworkers/other DSS staff upon return.
5. Weekly application reports to Sharnese to counties. Weekly reports posted on DHHS website <https://www2.ncdhhs.gov/dss/stats/fsp.htm>
6. Energy - seems to be going well, counties are asking for additional allocations. State is not anticipating any additional funds. Will explore re-allocation from counties not spending, no guarantees on that.  
Question: DO YOU HAVE INFORMTION ON WHEN COUNTYS SPEND FUNDS-Yes, you can pull this in NCFast. State is reviewing spending across all counties.  
CIP/LIEAP is **not** an electric bill program. It is to alleviate a heating or cooling crisis. NCFast breaks down month-by-month expenditures.  
QUESTION: Staff is reverting to paper in some counties is there anyway to improve functionality? May have some improvements rolling out soon. Hope staff are seeing time savings as NCFast evaluates for CIP + LIEAP. STATE will not make eligibility decisions.

We will get questions compiled to send to David for NCFast staff to answer. David asked Directors to ensure staff submits help desk tickets instead of making a phone call so that tickets can be tracked.

Designing new web page that would pull together all Economic Programs/Policy Manuals/forms/state plan/change notices/administrative letters/listserv messages now and future plans to pull Child Support Child Day Care and other programs. “Welcome to Department of Social Services Information” will be banner. Bar across top of site will include menu can click to links for specific programs including **list serv messages**.

ABAWD reports expected to be fixed in NCFast by the end of February and should have something out to Counties by March.

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Elizabeth Everette DCDEE

- over/under payments functionality should be released by February.
- Spending coefficients for December services still in review.
- Weather impacted providers across the state on submitting roster. Left portal open for additional days. Providers are not finalizing reports. NCFast is reaching out each month to providers to remind they need to submit.
- Janice and her team will review reallocation models to see what was spent for December.
- Annual reenrollment for providers concluded at the end of the year. Only had a few that didn't reenroll. NCFast did a review and determined 10 with plan of care for 18 children. DCDEE is reaching out to those providers directly.
- TA unit now back at DCDEE from NCFast. Dear Director Letter to be issued identifying regions as we only have 3 consultants right now. Anticipate adding 3 more staff plus supervisor.