

# 2019 Social Services Institute

## “CHANGE. CHALLENGE.OPPORTUNITY.”

### Tuesday, July 30, 2019 | Opening Session - 1:00 – 2:45pm

#### Session 1 - 3:00– 4:30p

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6	Workshop 7
<b>Child Welfare Advisory Council</b> Erin Baluyot and Arlette Lambert, <a href="mailto:Arlette.lambert@dhhs.nc.gov">Arlette.lambert@dhhs.nc.gov</a> <a href="mailto:deborah.day@dhhs.nc.gov">deborah.day@dhhs.nc.gov</a> NC DSS Line/Mgmt.	<b>NAS Babies a Pender County Response</b> Wes Stewart <a href="mailto:wstewart@penderco.untync.gov">wstewart@penderco.untync.gov</a> Pender Co. DSS Dirs State Mgmt Board	<b>Subsidized Child Care and Fund Management in NC FAST</b> Elizabeth Everette <a href="mailto:elizabeth.everette@dhhs.nc.gov">elizabeth.everette@dhhs.nc.gov</a> Div. of Child Development Line Dir Leadership	<b>Disaster Food Nutrition Services</b> David Locklear <a href="mailto:david.locklear@dhhs.nc.gov">david.locklear@dhhs.nc.gov</a> NC DSS, Eco Services Line/Mgmt	<b>Intersection of FMLA &amp; ADA</b> Phyllis Jones Cumberland County DSS <a href="mailto:pjones@co.cumberland.nc.us">pjones@co.cumberland.nc.us</a> Dir/Leadership	<b>NC Caregivers – Helping Those Who Help Clients</b> Alicia Blater Susan Reed <a href="mailto:victor.oriya@dhhs.nc.gov">victor.oriya@dhhs.nc.gov</a> NC DAAS Line/Mgmt.	<b>NCACBSS Board Members ONLY Training (11:30a – 5:00p)</b> Tom Collie <a href="mailto:thomtck@aol.com">thomtck@aol.com</a>

### Wednesday, July 31, 2019

#### Session 1 - 8:30 – 10:00a

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6	Workshop 7
<b>Hidden HIPAA Risk at NC County DSS</b> Greg Manson <a href="mailto:greg.manson@carolinasit.com">greg.manson@carolinasit.com</a> Dir. Audit & Compliance Carolinas IT Inc. Dir Mgmt	<b>Understanding the Family First Prevention Services Act</b> Alycia Blackwell-Pittman, <a href="mailto:alycia.blackwell-pittman@dhhs.nc.gov">alycia.blackwell-pittman@dhhs.nc.gov</a> Dir./Mgmt.	<b>Child Support Services: Understanding Performance Measures and Incentives</b> Carla West <a href="mailto:carla.west@dhhs.nc.gov">carla.west@dhhs.nc.gov</a> NCDHHS Line  Dirs  Mgmt   Bd	<b>Resiliency Training</b> Rebecca Smith Buncombe County <a href="mailto:Rebecca.Smith@buncombecounty.org">Rebecca.Smith@buncombecounty.org</a> Dir/Mgmt/Sup	<b>Medicaid Managed Care Part I</b> Debra C. Farrington <a href="mailto:Debra.Farrington@dhs.nc.gov">Debra.Farrington@dhs.nc.gov</a> NC DHB ALL	<b>County DSS Role in the Regulation of Adult Care Homes</b> Megan Lamphere <a href="mailto:megan.lamphere@dhs.nc.gov">megan.lamphere@dhs.nc.gov</a> NC DHHS Dir./Mgmt./Sup.	<b>NCACBSS Annual Meeting</b> Tom Collie <a href="mailto:thomtck@aol.com">thomtck@aol.com</a>

## Wednesday, July 31, 2019

### Session 2 - 10:15 – 11:45a

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6	Workshop 7
<b>NC FAST Updates</b> David Giovacchini <a href="mailto:david.giovacchini@dhhs.nc.gov">david.giovacchini@dhhs.nc.gov</a> Line   Dir   Mgmt	<b>Early Childhood Action Plan</b> Rebecca Planchard DHHS, Office of Secretary <a href="mailto:rebecca.planchard@dhhs.nc.gov">rebecca.planchard@dhhs.nc.gov</a> Line/Mgmt	<b>Foster Care - Tracking, Reimbursement, and Reconciliation</b> Tina Bumgarner <a href="mailto:tina.bumgarner@dhhs.nc.gov">tina.bumgarner@dhhs.nc.gov</a> Judy Hopkins <a href="mailto:Judy.hopkins@dhhs.nc.gov">Judy.hopkins@dhhs.nc.gov</a> NC DSS Line   Dir   Mgmt.	<b>Medicaid Managed Care Part II</b> Debra C. Farrington <a href="mailto:Debra.Farrington@dhhs.nc.gov">Debra.Farrington@dhhs.nc.gov</a> NC DHB ALL	<b>NCCARE360</b> Erika Ferguson <a href="mailto:erika.ferguson@dhhs.nc.gov">erika.ferguson@dhhs.nc.gov</a> Line   Dir   Mgmt	<b>NC Child &amp; Services Plan</b> Lisa Cauley <a href="mailto:lisa.cauley@dhhs.nc.gov">lisa.cauley@dhhs.nc.gov</a> NCDSS Line/Mgmt	<b>NCACDSS/NCACBSS Joint Session Value Sort Exercise</b> Joseph LeBoeuf <a href="mailto:joseph.leboeuf@duke.edu">joseph.leboeuf@duke.edu</a> Dirs   Mgmt   DSS Bd

## Wednesday, July 31, 2019 (continue) | Best Practice Awards, Services Awards and Special Recognitions Luncheon - 11:45 am – 1:30 pm

### Session 3 - 1:45 – 3:15p

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6	Workshop 7
<b>Policy Updates within the Child Care Subsidy Arena</b> Elizabeth Everette <a href="mailto:elizabeth.everette@dhs.nc.gov">elizabeth.everette@dhs.nc.gov</a> Div. of Child Development Line   Dir   Leadership	<b>Lexis Nexis Workshop</b> Tom Tamplin and Dan Odenwald Accurint for Government Line	<b>A Model Approach for Change in Child Welfare (AMAC-CW)</b> Brenda Jackson <a href="mailto:BrendaJackson@ccdss.nc.com">BrendaJackson@ccdss.nc.com</a> CCDSS Dir   Leadership	<b>Tracking Medicaid Timeliness</b> Carolyn McClanahan <a href="mailto:Carolyn.mccclanahan@dhhs.nc.gov">Carolyn.mccclanahan@dhhs.nc.gov</a> Division of Health Benefits Line   Dir   Mgt   Bd	<b>Legal Issues for DSS Directors Only</b> Aimee Wall	<b>Understanding Metrics that Guide Our Process</b> Jennifer Oshnock <a href="mailto:Jennifer.Oshnock@dhhs.nc.gov">Jennifer.Oshnock@dhhs.nc.gov</a> NC DSS Line/Mgmt	<b>NCACBSS Annual Meeting</b> Tom Collie <a href="mailto:thomtck@aol.com">thomtck@aol.com</a>

### Session 4 3:30 – 5:00p

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6	Workshop 7
<b>Making Them Visible: Support for Children of Incarcerated Parents</b> Coastal Horizons Center, Inc Melissa Radcliff <a href="mailto:mradcliff@coastalhorizons.org">mradcliff@coastalhorizons.org</a>	<b>Triple P in Child Welfare</b> Kristin O'Connor <a href="mailto:kristin.oconnor@dhhs.nc.gov">kristin.oconnor@dhhs.nc.gov</a> NC DSS Line/Mgmt	<b>Letters and Numbers Really Do Equal Money</b> Phil Lassiter <a href="mailto:Phil.Lassiter@dhhs.nc.gov">Phil.Lassiter@dhhs.nc.gov</a> NC DSS Line   Dir   Mgmt   Bd	<b>Target: Medicaid Accuracy</b> Carolyn McClanahan <a href="mailto:Carolyn.mccclanahan@dhhs.nc.gov">Carolyn.mccclanahan@dhhs.nc.gov</a> Division of Health Benefits Line   Dir   Mgt	<b>Employee Relations</b> Drake Maynard <a href="mailto:dmhrservices@gmail.com">dmhrservices@gmail.com</a>	<b>APS &amp; ACL &amp; Voluntary Guidelines</b> Sarah Maness-Smith <a href="mailto:Sarah.Smith@dhhs.nc.gov">Sarah.Smith@dhhs.nc.gov</a> NCDAAS Dirs   Mgmt	<b>NCACBSS Annual Meeting</b> Tom Collie <a href="mailto:thomtck@aol.com">thomtck@aol.com</a>

## Thursday, August 1, 2019

### Session 1 - 8:30– 10:00a

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6
<b>Safety Organized Practice</b> Emi Wyble <a href="mailto:Emi.wyble@dhhs.nc.gov">Emi.wyble@dhhs.nc.gov</a> Dir/Line/Mgmt	<b>Discharges from LTC Facilities &amp; the Appeal Process</b> Victor Orija Misty L. Piekaar, JD Legal Services Developer <a href="mailto:victor.oriija@dhhs.nc.gov">victor.oriija@dhhs.nc.gov</a> NC DAAS Line Mgmt	<b>Climbing the mountain of customer service...what IS on the other side?</b> Carla West <a href="mailto:carla.west@dhhs.nc.gov">carla.west@dhhs.nc.gov</a> Verna Donnelly <a href="mailto:Verna.donnelly@dhhs.nc.gov">Verna.donnelly@dhhs.nc.gov</a> Admin/Front Line staff	<b>Community College NC FAST Training Program</b> Dr. Carlous Caple NC DHHS/NC FAST <a href="mailto:carlous.caple@dhhs.nc.gov">carlous.caple@dhhs.nc.gov</a> Line/Mgmt	<b>Medicaid Program Compliance</b> John Thompson NC DHB/Program Compliance <a href="mailto:John.thompson@dhhs.nc.gov">John.thompson@dhhs.nc.gov</a> v	<b>NCACDSS Executive Board Meeting</b> <a href="mailto:sransome@ncacdss.org">sransome@ncacdss.org</a>

### Session 2 - 10:15am – 11:45a

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5	Workshop 6
<b>Climbing the mountain of customer service...what IS on the other side?</b> Carla West <a href="mailto:carla.west@dhhs.nc.gov">carla.west@dhhs.nc.gov</a> Verna Donnelly <a href="mailto:Verna.donnelly@dhhs.nc.gov">Verna.donnelly@dhhs.nc.gov</a> Admin/Front Line staff	<b>NC FAST</b> Tracy Hicks <a href="mailto:tracy.hicks@dhhs.nc.gov">tracy.hicks@dhhs.nc.gov</a> Line Dir Mgmt	<b>DSS-Aging Services- Connecting the Dots</b> Jessalyn Bridges Lorrie Roth <a href="mailto:jessalyn.bridges@dhhs.nc.gov">jessalyn.bridges@dhhs.nc.gov</a> v <a href="mailto:lorrie.roth@dhhs.nc.gov">lorrie.roth@dhhs.nc.gov</a> NCDAAAS Dir Mgmt	<b>TAKE CHARGE – Prevent a Second Disaster</b> Vivian Tookes <a href="mailto:viviantookes@ccdssnc.com">viviantookes@ccdssnc.com</a> CCDSS Line Mgmt	<b>Foster Care Roundtable</b> Erin Baluyot, NC DSS Line/Mgmt <a href="mailto:Erin.Baluyot@dhhs.nc.gov">Erin.Baluyot@dhhs.nc.gov</a>	<b>Medicaid Single County Audit</b> John Thompson NC DHB/Program Compliance <a href="mailto:John.thompson@dhhs.nc.gov">John.thompson@dhhs.nc.gov</a> ov

**Closing Session - 12:00 pm – 12:30 pm** Conference Highlights / Door prizes