

Ashley Honeycutt

From: Kelly Surber <kellysurber@ashecountygov.com>
Sent: Wednesday, January 27, 2021 9:49 AM
To: Ashley Honeycutt
Cc: Tracie McMillan-Downer
Subject: DSS December stats
Attachments: December 2020.pdf

Ashley, I have attached the DSS stats for the 2-15 commissioners meeting. Let me know if there are any issues.

Thank you,
Kelly

DSS Statistics December 2020

CHILD PROTECTIVE SERVICES Intake, Investigations, Assessments, Courtesy Assists, COI's & In-Home Services

22 Reports screened this month
15 Screened Out 6 Assessments 1 Investigations
 # 2 Assists
 Families
 # 9 In-Home cases handled during the month
 # 34 Investigations/Assessments Cases handled during the month

FOSTER CARE & ADOPTIONS

# <u>62</u> Children in custody	CPS unit is covering 4 children		
# <u>23</u> Relative Placements	# <u>6</u> Out of County	# <u>17</u> In County	
# <u>6</u> Trial home placement	# <u>3</u> Out of County	# <u>3</u> In County	
# <u>28</u> Foster Care	# <u>19</u> Out of County	# <u>9</u> In County	
# <u>2</u> Therapeutic Care	# <u>2</u> Out of County	# <u>0</u> In County	
# <u>3</u> CARS/Age 18-21	# <u>0</u> Out of County	# <u>3</u> In County	
# <u>0</u> Hospital- Inpatient			

# <u>22</u> Licensed Foster Homes	
# <u>13</u> Potential Foster Families that have completed Pre-Service; Licensure Pending	
# <u>14</u> Potential Foster Families that have <u>not</u> completed Pre-Service; Licensure Pending	
# <u>48</u> Children receiving Adoption Assistance	
# <u>0</u> Guardianship Assistance	
# <u>0</u> Private Adoptions/Home Studies	
# <u>2</u> Assists to Other State or Counties	
# <u>64</u> Parental Support Worker Caseload	
# <u>1</u> CPS Adoptions Completed	

<u>25</u> Children in DSS custody receiving LINKS Services
<u>0</u> Children who have received permanency (not in DSS custody) receiving LINKS Services

DSS STATISTICS December 2020

ADULT SERVICES

	December-20	November-20	2020 YTD	2019 YTD
APS REPORTS:				
Received	13	7	82	86
Accepted	6	3	37	39
Screened Out	7	4	45	47
Outreach Visits/Calls	7	4	42	33

	December-20	November-20	December 2019
SAIH Slots Utilized	24	24	23
In Home Aide Clients Served	16	16	16
Adult Care Homes Monitored	6	6	6
Payees Served	34	34	34
Clients for whom we are Guardian	52	53	50
Clients served through Case Mgmt	38	38	46
Clients served through APS services	4	N/A	N/A

CHILD SUPPORT ENFORCEMENT

	December-20	December-19	Goal	% of collection goal actually collected	% of year completed
Collections	\$116,430.22	\$105,218.99	\$1,307,246.00 (Cumulative Total \$696,744.94)	53%	50%
CSUP Payment%	68.39%	67.79%	On Track		
Arrears Payment %	59.88%	56.13%	On Track		
Cases under Order	84.16%	89.09%	Not On Track		
Paternity/Establishment%	89.44%	98.21%	Not On Track		

Family Support Services Unit
Month: December 2020

Services Intake

277 General Services Intake (*home repair, food, clothes, etc.*)
 # 1 Domestic violence victims served # 9 Homeless served

TANF Programs

131 WFFA, Emergency Assistance, Services to Low Income Families
 Case Management & Job Search, Assessments & Information

Subsidized Child Care Assistance

\$ 73,468.00 Expenditures
 \$ 65,832.00 Non Smart Start \$ 7,636.00 Smart Start
 # 55 Children on Waiting List # 158.00 Children Served

Energy Assistance Programs

58 Crisis Intervention Program (CIP) # 76 Operation Round-Up (ORU)
 # 404 LIEAP # 523 Energy Calls, CM, etc.

Referrals

408 Referrals to community agencies
 (*Food banks, Daymark, HUD, Vocational Rehab, BROOC, A.S.H.E, ARC, etc.*)

Performance Measures

	Goal
<i>Energy</i>	
<u>100</u> % Timeliness of Applications	95%
<i>Work First</i>	
<u>100</u> % Timeliness of Applications	95%
<u>100</u> % Timeliness of Recertifications	95%
<u>n/a</u> % All Families Participation Rate	50%
<u>n/a</u> % Two Parent Families Participation Rate	90%
<i>Subsidized Child Care Assistance</i>	
<u>100</u> % Timeliness of Applications	95%

DECEMBER 2020 MONTHLY STATISTIC

<u>FNS & MEDICAID PERFORMANCE MEASURES</u>		<u>Percent Processed Timely</u>	<u>Required State Processing Standard</u>
FNS EXPEDITED APPLICATION TIMELINESS		100.00%	95%
FNS REGULAR APPLICATION TIMELINESS		100.00%	95%
FNS RECERTIFICATION TIMELINESS		100.00%	95%
FNS CLAIMS ESTABLISHED TIMELINESS		100.00%	95%
MEDICAID APPLICATION PROCESSED TIMELY	MAD	100.00%	85%
MEDICAID APPLICATION PROCESSED TIMELY	ALL OTHERS	98.00%	85%
SAA (Special Assistance for Aging) APPLICATION PROCESSED TIMELY		100.00%	85%
SAD (Special Assistance for Disabled) APPLICATION PROCESSED TIMELY		100.00%	85%

PROGRAM INTEGRITY

Number of Fraud Reports/Referrals Received	1
Number of Fraud Reports/Referrals Accepted	1
Number of Fraud Reports/Referrals Rejected	0
Number of Fraud Reports/Referrals In Progress	21
Number or Report Referral Cases Investigated	5
Number of Claims Established	1
Overpayment Amount/Actual Dollar Amount of Claims Estalbished	\$1,920.96
Total Number of Active Fraud Cases	73
Amount Collected on All Active Fraud Claims	\$105.00

Date Submitted: 2-15-2021

About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for health plan and primary care provider (PCP) selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

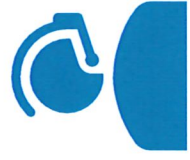
“ An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed.”

Source: The Centers for Medicare & Medicaid Services (CMS) Code of Federal Regulations 42 CFR § 438.810 - Expenditures for enrollment broker services

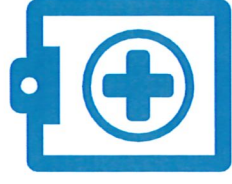
Enrollment Broker Services in North Carolina



Communications
hub



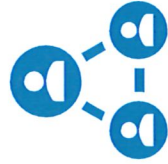
Choice counseling



Enrollment



Outreach and education



Partnering with DSS
and local organizations



Website and mobile
app

How to Support Beneficiary Enrollment:

1. Direct them to ncmedicaidplans.gov to learn more.
2. Direct them to ncmedicaidplans.gov to chat with an Enrollment Specialist.
3. Direct them to download and use the NC Medicaid Managed Care mobile app.
4. Tell them to call 1-833-870-5500 to speak with an Enrollment Specialist. The call is toll free.
5. Tell them they can enroll by mailing or faxing their completed enrollment form.

CHANNELS FOR ENROLLMENT



Enrollment
Services
Website



Mobile App



Web Chat



Enrollment
Specialist



Mail/Fax

Enrollment Call Center



**EXTENDED HOURS
DURING OPEN
ENROLLMENT:
7 a.m. – 8 p.m.
7 days a week**

ALL OTHER TIMES:

**Monday – Saturday, including
State and Federal holidays**

7 a.m. – 5 p.m.



Enrollment Specialists are available at the Call Center for support.

Beneficiaries can call toll free: 1-833-870-5500.

We are available to:

- Provide choice counseling
- Support search for preferred PCP
- Discuss health plan services
- Enroll beneficiaries in selected health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Aid with deaf and non-English speaking beneficiaries

NC Medicaid Managed Care Transition Timeline

