



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

JOYCE MASSEY-SMITH • Director
Division of Aging and Adult Services

February 28, 2024

Dee Hunt, Director
Rutherford County Department of Social Services

Re: Program Compliance Monitoring Report

Dear Ms. Hunt:

Attached is the program compliance monitoring report for adult services funded by your agency with the Social Services Block Grant and Medicaid. The report was completed based upon a virtual monitoring by Katie McCarron, Continuous Quality Improvement Specialist, (CQIS), on February 23, 2024.

The program compliance monitoring report includes a narrative summary of findings, the completed monitoring tools, which include summary scoring sheets for each funding source. I appreciate the assistance and cooperation provided by you and your staff during the monitoring process.

The report includes the types of funds monitored, the type by service and number of cases monitored. Also included are strengths and weaknesses based on the scoring percentages on the tools, any required corrective action, any disallowed costs, and overall recommendations for improvement. The monitoring tools with summary scoring sheets provide you with the specific scores and percentages based on the actual record reviews.

Please review the narrative report, the monitoring tools with the summary scoring sheets. If you choose to contest any findings in the report, request additional information to be included in the report, or if you have any questions about the program compliance monitoring, please notify CQI-S Katie McCarron in writing at katie.mccarron@dhhs.nc.gov within 14 calendar days from the receipt of this letter and report.

The program compliance monitoring report for your agency indicates no need for corrective action. Records reviewed across all program areas were very well documented and organized.

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

Katie McCarron, MA
Continuous Quality Improvement Specialist

Enclosures (7)

cc: Tiffany Dodd, Program manager,
Lori Hall, Supervisor
Katie McCarron, CQI-S, DAAS
Kristie Wall, DAAS
Sarah Smith, DAAS
Karey Perez, DAAS
Jennifer Powell, DAAS