

North Carolina Department of Health and Human Services

Division of Aging and Adult Services
Program Compliance Monitoring Report
SFY 2023-2024

Names removed for Board Submission. Dee Hunt

Delores S. Hunt

County: Rutherford County

DATES OF REVIEW: 2/19/2024 through 2/23/2024

DATE WRITTEN REPORT COMPLETED: 2/26/2024

CONTINUOUS QUALITY IMPROVEMENT SPECIALIST (CQIS):

Table with 1 row and 2 columns. Left cell: Katie McCarron, MA. Right cell: (empty)

TYPE(S) OF FUNDS MONITORED:

- Social Services Block Grant (SSBG)
Adult Protective Service (APS)
Guardianship
Special Assistance In-Home (SAIH)
Medicaid Administrative Claiming (MAC)

1. Entrance Conference Date:

2/19/2024

2. Exit Conference Date: 2/26/2024

Total Number of Records Monitored - (If the number of reports/claims listed below are not available, monitor all available reports/claims):

SSBG (IFA, APS, Guardianship) (check appropriate box below)

Level I county 10 records

APS (check appropriate box)

Level I county 4 records

Guardianship (check appropriate box)

Level I county 4 records

SAIH (check appropriate box)

Level I county 4 records

MAC (check appropriate box)

Level I county 3 claims per code

Overall Impressions/Recommendations:

Rutherford County had a very strong monitoring for this state fiscal year. Monitoring was completed in the document management system, Traverse. Lori (SWS) and her staff had all records and

documents accounted for in Traverse. Rutherford Adult Services is new to Traverse; however, their taxonomy and organization of their records is very easy to navigate. There were no issues accessing case records and documents.

All MAC claims had the correct documentation and were opened/noted appropriately on the 5027.

Guardianship case records contained all legal documents, bond forms and status reports. Lori and her staff had very well documented monthly contacts with their persons under guardianship. The guardianship case record was kept separate from the other cases associated with these clients, if there were any.

SAIH timeframes were met in all the records reviewed. Lori and her staff display excellent communication between Adult Services staff and Economic Services staff to ensure referral forms, attestation forms and approvals were completed timely. Assessments for SAIH cases were also very thorough and provided great information to show that the adult was eligible and met the criteria for the program.

APS Case records were very well documented. Case decisions were made within the designated timeframes and in line with policy and statute. Case staffing between the SWS and SW were also very well documented within all records reviewed. APS cases that had a substantiated case decision had proper/accurate capacity decisions and legal service authorization to enter into Planning and Mobilization Services. In cases reviewed where legal interventions were required, the correct petitions were filed, and orders obtained.

SSBG had no errors. Daysheets were coded correctly, and documentation reflected this as well.

Program Area/Fund Source: Social Services Block Grant (SSBG)

☒ No Corrective Action in This Program

Program Area/Fund Source: Adult Protective Services (APS)

☒ No Corrective Action in This Program

Program Area/Fund Source: Guardianship

☒ No Corrective Action in This Program

Program Area/Fund Source: Special Assistance In-Home (SAIH)

☒ No Corrective Action in This Program

Program Area/Fund Source: Medicaid Administrative Claiming (MAC)

☒ No Corrective Action in This Program