

Cherokee County Department of Social Services

Board of Directors

MEETING MINUTES

August 24, 2020

I. Call to Order

The regular meeting of the Cherokee County Department of Social Services was duly called and held on August 24, 2020, at 6:44 P.M., at 4800 West Highway 64, Murphy, NC 28906.

Present were:

Roy Dickey, Chair

Cal Stiles, Member

Gary Westmoreland, Member

Dan Eichenbaum, Member

CB McKinnon, Member

Staff present were:

Amanda Tanner-McGee, DSS Director

Andria Duncan, DSS Attorney

Mr. Dickey called the meeting to order at 6:44 P.M., and Amanda Rhodes, Clerk to the Board recorded the minutes.

II. Modification of Agenda

Director McGee requested to briefly discuss CCDSS plans to work with VAYA Health to implement Fidelity Wrap-Around Services, Intensive Out-Patient, regular respite and enhanced pay for parents.

III. Adoption of the Agenda

Mr. Stiles made a motion to adopt the agenda, with Mr. McKinnon seconding the motion, with a unanimous vote, the Board approved the agenda.

IV. Public Forum

There was no Board or public comments or questions.

V. Minutes

July 21, 2020

Dr. Eichenbaum made a motion to accept, Mr. McKinnon seconding the motion, with a unanimous vote the Board approved the July 21, 2020 DSS Board meeting minutes.

VI. CCDSS Foster Care Initiative

Director McGee discussed the Cherokee County DSS Foster Care Initiative and how beneficial the program will be not only for foster children, but the foster parents as well. VAYA is offering CCDSS a High Fidelity Wrap around team to support and provide additional services for resource parents and foster children in an effort to decrease the number of placements of a foster child. VAYA will also implement Intensive Outpatient services, on-site mobile crisis management and therapy, regular respite care, for resource, and enhanced pay rate for certified resource families.

VII. Director's Report

Director McGee provided the Board with the Director's Report.

A. DSS Report Card for Fiscal year 2019-2020

Director McGee provided the Board with the Cherokee County DSS Child Welfare 2019-2020 Report Card and briefly discussed how Cherokee County DSS received a strength rating in all areas being achieved, with only one area being partially achieved.

B. Statistical Report

Director McGee provided the Board with the July 2020 Statistical Report.

VIII. Closed session

At 7:10 P.M., Mr. Stiles made a motion to go into a closed session, with Director Westmoreland seconding the motion, pursuant to NCGS §143-318.11(a) (1) to discuss confidential information. The closed session was adjourned at 7:30 P.M. on a motion made by Mr. Stiles and seconded by Mr. McKinnon, with all in favor. The open session resumed and with no other business on the agenda.

IX. Adjourn

Meeting was adjourned at 7:30 P.M. with Mr. Stiles making a motion to adjourn, Mr. McKinnon seconding the motion, and all in favor.

**** Minutes were approved at the September 22, 2020 Board Meeting****

Cherokee County Department of Social Services

Board of Directors

MEETING MINUTES

August 24, 2020

DSS Board Closed Session Minutes

August 24, 2020

On a motion made by Mr. Stiles to go into closed session pursuant to N.C.G.S. §143-318.11(a) (1) to discuss confidential information, and seconded by Mr. Westmoreland, with all in favor, the DSS Board entered into a closed session. No action was requested or taken. On the motion made by Mr. Stiles, and seconded by Mr. McKinnon, the closed session adjourned.

The open session resumed.

Department of Social Services

Board of Directors

Meeting Agenda

August 24, 2020

6:30 P.M.

Location

4800 West U.S. Highway 64

Murphy, N.C. 28906

- I. Call to Order- Chairman**
- II. Modification of Agenda***
- III. Adoption of the Agenda***
- IV. Public Forum**
- V. Minutes- ***
July 21, 2020
- VI. CCDSS Foster Care Initiative***
- VII. Director's Report**
 - a. DSS Report Card for FY 2019-2020**
 - b. Statistical Report**
- VIII. Closed Session to discuss confidential or privileged information per**
N.C. G.S. 143-318.11(a)(1)
- IX. Adjourn**

*** Action Item**

Cherokee County Department of Social Services

Board of Directors

MEETING MINUTES

July 21, 2020

I. Call to Order

The regular meeting of the Cherokee County Department of Social Services was duly called and held on July 21, 2020, at 6:30 P.M., at 4800 West Highway 64, Murphy, NC 28906.

Present were:

Roy Dickey, Chair

Cal Stiles, Member

Gary Westmoreland, Member

Dan Eichenbaum, Member

CB McKinnon, Member

Staff present were:

Amanda Tanner-McGee, DSS Director

Andria Duncan, DSS Attorney

Mr. Dickey called the meeting to order at 6:30 P.M., and Amanda Rhodes, Clerk to the Board recorded the minutes.

II. Modification of Agenda

Director McGee requested to add the Home and Community Care Block Grant after the public forum section of the agenda. Dr. Eichenbaum made a motion to adopt the agenda as modified, with Mr. Stiles seconding the motion, and all in favor.

III. Adoption of the Agenda

Mr. Westmoreland made a motion to adopt the agenda, with Dr. Eichenbaum seconding the motion, with a unanimous vote, the Board approved the agenda.

IV. Public Forum

There was no Board or public comments or questions.

V. Home and Community Care Block Grant

Director McGee discussed how the Home and Community Care Block Grant has been in the budget for years and pays for two in-home aids to serve older adults in homes. These funded positions help monitor adult care home and assist older adults with cooking, cleaning, emotional support, shopping, etc.

VI. Minutes

June 16, 2020

Mr. Stiles made a motion to accept, Mr. Westmoreland seconding the motion, with a unanimous vote the Board approved the June 16, 2020 DSS Board meeting minutes.

VII. Director's Report

Director McGee provided the Board with the Director's Report. Director McGee provided the Board with the Child Welfare and Child Support statistics in reference to the Cherokee County Department of Social Services' fiscal year 2019-2020.

A. Court Update

Attorney Duncan briefly updated the Board how COVID-19 continues to impact DSS Court as well as Child Support Court. Attorney Duncan was able to add 16 additional court days to the original court calendar in an effort to continue moving cases to permanency. Attorney Duncan discussed how DSS Court continues to conduct business via WebEx which is not ideal for hearings due to lack of equipment and poor

internet connection in the courtrooms, but Attorney Duncan continues to address as much as possible by consents. Attorney Duncan informed the Board that despite Child Support Court being considered a "low priority" court in regards to other court matters, the child support team has been able to make progress on the establishment cases.

VIII. Statistical Report

Director McGee provided the Board with the June, 2020 Statistical Report.

IX. Adjourn

Meeting was adjourned at 7:14 P.M. with Mr. Stiles making a motion to adjourn, Mr. Westmoreland seconding the motion, and all in favor.

**CHEROKEE COUNTY DEPARTMENT OF SOCIAL SERVICES
STATISTICAL REPORT**

Service Month:
July 2020

Budget

	Jul-20	% of Budget	Jul-19	% of Budget
Total Revenues (YTD)	\$2,294.60	0%	\$223,544.17	6%
Total Expenses (YTD)	\$377,590.28	6%	\$343,431.20	6%

Services

				Calendar Year	
Child Welfare		Jul-20	Current -YTD	Jul-19	Current -YTD
# of Child Abuse Reports Received		31	220	38	296
# of Screened In Reports		17	127	23	183
# of Screened out Reports		14	93	15	111
# of Other County Assists		1		2	
# of Open Assessments on last day of month		24		29	
# of Open In-Home (Case Mgmt) Services Cases		12		8	
# of Children Entered Into Legal Custody		3	9	1	22
# of Children Left Custody		0	18	3	17
# of Children In Legal Custody		50		62	
# of Children Placed With Relatives		11		22	
# of Children Placed in Foster Homes/Other Placements		39		40	
# of Foster Care 18-21		6		7	
# of Licensed Foster Homes		12		12	
# of Agency Adoptions Completed		0	2	1	5
# of Non-Agency Adoptions Completed		0	1	0	2

Adult Services	Jul-20	Current CY-YTD	Jul-19	Current CY-YTD
# of Adult Protective Services Reports	10	84	12	104
# of APS Reports Accepted for Evaluation	7	44	7	64
# of Representative Payees	23		23	
# of Current Guardianship Cases	28		28	
# of Adult Care Homes	6		6	
# of Medicaid Clients Transported	178	1,269	250	1,495

Child Support Enforcement

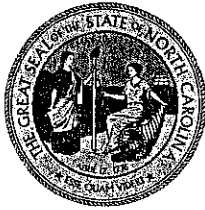
		Fiscal Year			
		Jul-20	Current-YTD	Jul-19	Current-YTD
# of Active Cases		733		778	
# of Paternity/CS Orders Established		26	26	28	28
# of Modifications Completed		0	0	0	0
# of Enforcement Actions Completed		106	106	113	113
Amount of Collections		\$118,400	\$118,400	\$105,442	\$105,442
Arrears	Total Outstanding	Collected FY-YTD			
	\$2,038,745.00	\$2,038,745.00			

CHEROKEE COUNTY DEPARTMENT OF SOCIAL SERVICES

STATISTICAL REPORT

Economic Services	Calendar Year		Calendar Year	
	Jul-20	YTD	Jul-19	YTD
# of Medicaid/Special Assistance Appl Taken	189	1,072	154	1,037
# of Medicaid/SA Recerts completed	253	2,599	482	3,072
# of Medicaid Participants	7899		6168	
# of Special Assistance Participants	86		85	
# of TANF Participants	48		39	
# of FNS Applications	121	953	165	938
# of FNS Recerts completed	0	393	147	1,268
# of FNS Benefits Paid	\$ 959,187.00	\$4,635,791	\$426,670.00	\$2,673,362
# of FNS Households	2262		2000	
Fraud Collections	\$110.00	\$12,530.17	\$691.96	\$22,424.36
# of Day Care Recipients	208		217	
# on Day Care Waiting List	0		63	
Energy Assistance (Heating/Cooling)				
LIEAP (Low Income Energy Assistance Program) Appl Taken	0	129	0	288
LIEAP Benefits Paid	\$0.00	\$50,004.00	\$0.00	\$73,200.00
CRISIS Applications Taken	1	97	4	117
CRISIS Benefits Paid	\$67.44	\$21,100.28	\$250.00	\$42,448.88

Personnel				
Vacancies/Hires/Terminations for July 2020				
Vacancies		1	Current Vacancies Community Social Services Assistant (In-Home Aide), IMC II (FNS), Processing Assistant III	
New Hires		0		
Interagency Transfers		1		
Separations		1		
Reason for Separation: () Retirement; () Relocation; (1) Dismissal () Resignation				
Length of Service: () Less than 2 yrs; () 2-5 years; (1) 5-10 years; () over 10 years				



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

August 21, 2020

Food & Nutrition Services (FNS), Medicaid, NC Health Choice, Child Support (IV-D), TANF, Work First Maintenance of Effort, Low Income Home Energy Assistance Program (LIHEAP), Foster Care Title IV-E Administration, Adoption Assistance Title IV-E Administration, Social Services Block Grant (SSBG)

ON-SITE FISCAL MONITORING REPORT

County: Cherokee

On-Site Monitoring: June 24, 2020 (Virtual visit due to COVID-19)

Review Period: September 2019 and December 2019

I Purpose

To review DSS-1571 fiscal reporting for staff costs and purchase of services for Food & Nutrition Services (FNS), Medicaid, NC Health Choice, Child Support (IV-D), TANF, Work First Maintenance of Effort, Low Income Home Energy Assistance Program (LIHEAP), Foster Care Title IV-E Administration, Adoption Assistance Title IV-E Administration, and Social Services Block Grant (SSBG) to determine if costs are claimed correctly.

II Monitoring Review

The Division of Social Services conducted a formal "on-site" monitoring of randomly selected Food & Nutrition Services (FNS), Medicaid, NC Health Choice, Child Support (IV-D), TANF, Work First Maintenance of Effort, Low Income Home Energy Assistance Program (LIHEAP), Foster Care Title IV-E Administration, Adoption Assistance Title IV-E Administration, Social Services Block Grant (SSBG), State In-Home and TANF to SSBG expenses. The DSS County Fiscal Monitoring Worksheet is attached for additional information. Our monitoring included a sample of September 2019 and December 2019 reported expenditures; therefore, does not guarantee all errors have been found. Reporting is the responsibility of the county. Noted below are the results:

Part I – Salary and Fringe Benefits

<u>Finding</u>	None
<u>Source</u>	None
<u>Required Action</u>	None
<u>County Response</u>	None Required

Part II - General Administrative Costs

<u>Finding</u>	None
<u>Source</u>	None
<u>Required Action</u>	None
<u>County Response</u>	None Required

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • BUSINESS OPERATIONS

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2417 Mail Service Center, Raleigh, NC 27699-24017

www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1031

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Part IV – Purchased Services

<u>Finding</u>	None
<u>Source</u>	None
<u>Required Action</u>	None
<u>County Response</u>	None Required

III CONCLUSIONS

There are no adjustments required; therefore, this monitoring is considered complete. The results of this report were shared with Cindy Palmer, Fiscal Officer in our exit conference call. If you have any questions about the monitoring findings or process, please do not hesitate to contact the fiscal compliance monitor.

Submitted By: Charles Robertson, Fiscal Compliance Monitor

cc: Kathy Sommese, Division of Social Services, Fiscal Section Chief
Pam Graham, Local Business Liaison

Cherokee County Child Welfare 2019-2020 Report Card

Measure	County Final	
	Goal	Score
CPS Initiation Rate	95%	95%
Repeat Maltreatment	9.10%	4.30%
Face to Face visits for children	95%	100%
12 months to permanency for FC children	40.50%	47.06
Foster Care re-entry	8.30%	20%
Placement Moves	4.10%	2.50%

Federal On Site Review Instrument Completed July 2020

Outcome		Strength	In Need of Improvement	NA	Substantially Achieve	Partially Achieved	Not achieved
Safety 1	Children are, First and Foremost, Protected from Abuse and Neglect				X		
Item 1	Timeliness of initiating Investigations of Reports of Maltreatment	X					
Safety 2	Children are safely maintained in their homes whenever possible *					X	
Item 2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care	X					
Item 3	Risk and safety Assessment and Management		X				
Permanency 1	Children have Permanency and Stability in their Living Situations				X		
Item 4	Stability of Foster Care Placement	X					
Item 5	Permanency goal for Child	X					
Item 6	Achieving reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	X					
Permanency 2	The Continuity of Family Relationships and Connections is Preserved for Children.				X		
Item 7	Placement with Siblings	X					
Item 8	Visiting with Parents and Siblings in Foster Care	X					
Item 9	Preserving Connections	X					
Item 10	Relative Placement	X					
Item 11	Relationship of child in care with Parents	X					
Well Being 1	Families have Enhanced Capacity to Provide for their Children's Needs.				X		
Item 12	Needs and Services of child, parents, and foster parents.	X					
Sub 12a	Needs Assessment and Services to Children	X					
Sub 12b	Needs Assessment and services to parents	X					
Sub 12c	Needs Assessment and Services to foster parents	X					
Item 13	Child and Family Involvement in Case Planning	X					
Item 14	Case Worker Visits with Child	X					
Item 15	Case Worker Visits with Parents	X					
Well Being 2	Children Receive Appropriate Services to Meet their Educational Needs			X			
Item 16	Educational Needs of Child	X					
Well Being 3	Children Receive adequate services to meet their Physical and Mental Health Needs.				X		
Item 17	Physical Health of the Child	X					
Item 18	Mental Behavioral Health of the child			NA			

* "Partially achieved" was due to a lack of documentation about safe sleep in the case record

Cherokee County DSS Foster Care Initiative

Concept:

By providing evidence-based training, coaching and concrete support such on-site therapeutic support for children and planned regular respite, CCDSS will better support resource parents (who have traumatized children placed in their homes) and children will remain stable with no more than one placement, even though they display challenging behaviors and emotional dysregulation. By providing stronger and more meaningful support, Resource Parents will be better equipped to successfully manage periods of dysregulation, engage in shared parenting and support other resource parents. These combined efforts will result in reduced placement disruptions and earlier reunification.

Strategies:

- 1) Train and certify DSS foster families in the Together Facing the Challenge evidence based therapeutic foster care model;
- 2) Pay an enhanced rate to certified resource parents;
- 3) Provide on-site mobile crisis management and therapy for children in foster care;
- 4) Provide regular respite time off for certified resource parents.
- 5) Provide group support for resource parents.

Methods:

- 1) Duke University will certify the CCDSS foster families.
- 2) CCDSS will ensure rollout of the TFTC model with fidelity through the Permanency Unit making monthly fidelity checks and the assigned social making fidelity checks totaling two in-depth consultation visits per month.
- 3) Work with Vaya Health to implement High Fidelity Wrap around Services, Intensive Out Patient, Regular Respite for parents, and enhanced pay.

Expected Outcome Measures:

1. Placements moves will reduce to below 2.5 %
2. Reunification of children will increase to above 50%

Expected Process Measures:

1. Resource Parents will achieve 80% or greater on fidelity check sheets each month.
2. 100% CCDSS children in custody will have a completed trauma assessment within five days of entry to foster care
3. 100% of children in CCDSS TFTC home will be connected with High fidelity Wrap Around Services within ten days of being in care.
4. 11% of parents of children in foster care will be connected with Out Patient Plus within ten days of being in custody.

**CHEROKEE COUNTY DEPARTMENT OF SOCIAL SERVICES
STATISTICAL REPORT**

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Amount of Collections		\$118,400	\$118,400	\$105,442	\$105,442
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CHEROKEE COUNTY DEPARTMENT OF SOCIAL SERVICES

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Personnel

Vacancies/Hires/Terminations for July 2020			
Vacancies		1	<div>Current Vacancies</div> <div>Community Social Services Assistant (In-Home Aide), IMC II (FNS), Processing Assistant III</div>
New Hires		0	
Interagency Transfers		1	
Separations		1	
Reason for Separation: () Retirement; () Relocation; (1) Dismissal () Resignation			
Length of Service: () Less than 2 yrs; () 2-5 years; (1) 5-10 years; () over 10 years			

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Placement Moves	4.10%	2.50%

Federal On Site Review Instrument Completed July 2020

Outcome		Strength	In Need of Improvement	NA	Substantially Achieve	Partially Achieved	Not achieved
Safety 1	Children are, First and Foremost, Protected from Abuse and Neglect						
Item 1	Timeliness of initiating investigations of Reports of Maltreatment	X			X		
Safety 2	Children are safely maintained in their homes whenever possible *						
Item 2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care	X				X	
Item 3	Risk and safety Assessment and Management		X				
Permanency 1	Children have Permanency and Stability in their Living Situations						
Item 4	Stability of Foster Care Placement	X			X		
Item 5	Permanency goal for Child	X					
Item 6	Achieving reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	X					
Permanency 2	The Continuity of Family Relationships and Connections is Preserved for Children.						
Item 7	Placement with Siblings	X			X		
Item 8	Visiting with Parents and Siblings in Foster Care	X					
Item 9	Preserving Connections	X					
Item 10	Relative Placement	X					
Item 11	Relationship of child in care with Parents	X					
Well Being 1	Families have Enhanced Capacity to Provide for their Children's Needs.						
Item 12	Needs and Services of child, parents, and foster parents.	X			X		
Sub 12a	Needs Assessment and Services to Children	X					
Sub 12b	Needs Assessment and services to parents	X					
Sub 12c	Needs Assessment and Services to foster parents	X					
Item 13	Child and Family Involvement in Case Planning	X					
Item 14	Case Worker Visits with Child	X					
Item 15	Case Worker Visits with Parents	X					
Well Being 2	Children Receive Appropriate Services to Meet their Educational Needs						
Item 16	Educational Needs of Child	X		X			
Well Being 3	Children Receive adequate services to meet their Physical and Mental Health Needs.						
Item 17	Physical Health of the Child	X			X		
Item 18	Mental Behavioral Health of the child						

* "Partially achieved" was due to a lack of documentation about safe sleep in the case record

Case Rating Summary

North Carolina CQI

Report Created: Jul 31, 2020

The Case Rating Summary report displays case ratings for each case by item or outcome number. The report includes a description of the Performance Item or Outcome Type, and the ratings (e.g., whether the item was a Strength, Area Needing Improvement, or Not Applicable), and whether the outcome was Substantially Achieved, Partially Achieved, Not Achieved, or Not Applicable). Users filter by case name.

Case name: [REDACTED]

Case status: Case Complete

Case Reviewer(s): Michael Ward

Item or Outcome #	Performance Item or Outcome Title	Strength	ANI	NA	Substantially Achieved	Partially Achieved	Not Achieved	NA
Outcome S1	Children are, first and foremost, protected from abuse and neglect.				X			
Item 1	Timeliness of Initiating Investigations of Reports of Child Maltreatment	X						
Outcome S2	Children are safely maintained in their homes whenever possible and appropriate.					X		
Item 2	Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care	X						
Item 3	Risk and Safety Assessment and Management		X					
Outcome P1	Children have permanency and stability in their living situations.				X			
Item 4	Stability of Foster Care Placement	X						
Item 5	Permanency Goal for Child	X						
Item 6	Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement	X						
Outcome P2	The continuity of family relationships and connections is preserved for children.				X			
Item 7	Placement With Siblings	X						
Item 8	Visiting With Parents and Siblings in Foster Care	X						
Item 9	Preserving Connections	X						
Item 10	Relative Placement	X						
Item 11	Relationship of Child in Care With Parents	X						
Outcome WB1	Families have enhanced capacity to provide for their children's needs.				X			
Item 12	Needs and Services of Child, Parents, and Foster Parents	X						
Sub-Item 12A	Needs Assessment and Services to Children	X						
Sub-Item 12B	Needs Assessment and Services to Parents	X						
Sub-Item 12C	Needs Assessment and Services to Foster Parents	X						
Item 13	Child and Family Involvement in Case Planning	X						
Item 14	Caseworker Visits With Child	X						
Item 15	Caseworker Visits With Parents	X						
Outcome WB2	Children receive appropriate services to meet their educational needs.							X
Item 16	Educational Needs of the Child			X				
Outcome WB3	Children receive adequate services to meet their physical and mental health needs.				X			
Item 17	Physical Health of the Child	X						
Item 18	Mental/Behavioral Health of the Child			X				

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

ADULT SERVICES (Not part
of SFY 19-20 MOU)

County will complete 95% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUM
	95%	Yes	97%	100%	12	12
	95%	Yes	96%	100%	3	3
	95%	Yes	97%	100%	2	2
	95%	Yes	97%	100%	8	8
	95%	Yes	97%	100%	4	4
	95%	No	98%	75%	4	3
	95%	Yes	97%	100%	4	4
	95%	Yes	97%	100%	9	9
	95%	Yes	98%	100%	7	7
	95%	Yes	97%	100%	3	3
	95%	Yes	98%	100%	9	9
	95%	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Avail

County will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUM
	85%	Yes	98%	100%	3	3
	85%	n/a	98%	n/a	n/a	n/a
	85%	Yes	99%	100%	2	2
	85%	Yes	98%	100%	4	4
	85%	n/a	96%	n/a	n/a	n/a
	85%	Yes	98%	100%	2	2

	85%	Yes	99%	100%	1	1
	85%	n/a	98%	n/a	n/a	n/a
	85%	n/a	99%	n/a	n/a	n/a
	85%	Yes	99%	100%	1	1
	85%	Yes	99%	100%	3	3
	85%	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Avail

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

County will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	85%	Yes	88%	100%	1	1
	85%	Yes	90%	100%	2	2
	85%	n/a	90%	n/a	n/a	n/a
	85%	No	89%	50%	2	1
	85%	n/a	90%	n/a	n/a	n/a
	85%	Yes	88%	100%	1	1
	85%	n/a	87%	n/a	n/a	n/a
	85%	Yes	93%	100%	1	1
	85%	Yes	89%	100%	1	1
	85%	n/a	85%	n/a	n/a	n/a
	85%	n/a	88%	n/a	n/a	n/a
	85%	Yes	95%	100%	1	1

October resulted in holidays not being properly accounted for in the reports for Nov 2019, Dec 2019, and Jan 2020. This has been corrected and the data sets have been updated.

County will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	85%	Yes	90%	100%	1	1

	85%	Yes	88%	100%	1	1
9	85%	Yes	89%	100%	1	1
	85%	Yes	89%	100%	1	1
9	85%	Yes	90%	100%	2	2
	85%	Yes	87%	100%	2	2
	85%	Yes	86%	100%	2	2
	85%	n/a	91%	n/a	n/a	n/a
	85%	Yes	91%	100%	3	3
	85%	n/a	88%	n/a	n/a	n/a
	85%	n/a	87%	n/a	n/a	n/a
	85%	n/a	95%	n/a	n/a	n/a

October resulted in holidays not being properly accounted for in the reports for Nov 2019, Dec 2019, and Jan 2020. This has been corrected and the data sets have been upc

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT

COUNTY PERFORMANCE MEASURE DATA SETS

CHILD SUPPORT SERVICES

SFY 2020

County will achieve its given annual percentage of paternities established for children born out of wedlock.

COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	100.00%	Yes	89.53%	90.54%	423	382
	100.00%	Yes	90.82%	91.96%	423	388
	100.00%	Yes	92.04%	92.91%	423	391
	100.00%	Yes	93.40%	94.09%	423	398
	100.00%	Yes	94.45%	96.22%	423	407
	100.00%	Yes	95.42%	97.16%	423	411
	100.00%	Yes	96.68%	97.64%	423	412
	100.00%	Yes	97.76%	99.53%	423	421
	100.00%	Yes	98.89%	100.47%	423	425
	100.00%	Yes	99.47%	100.71%	423	426
	100.00%	Yes	100.03%	101.18%	423	428
	100.00%	Yes	100.60%	101.65%	423	430

County will achieve its given annual percentage of child support cases that are under an order.

COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	87.27%	Yes	85.32%	87.40%	754	659
	87.27%	Yes	85.09%	87.90%	744	654
	87.27%	Yes	84.84%	87.55%	747	654
	87.27%	Yes	84.55%	85.75%	751	644
	87.27%	Yes	84.67%	85.51%	752	643
	87.27%	Yes	84.99%	85.45%	756	646
	87.27%	Yes	84.80%	85.33%	750	640

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

	87.27%	Yes	84.79%	85.11%	759	64
	87.27%	Yes	85.01%	85.05%	756	64
	87.27%	No	85.47%	85.89%	751	64
	87.27%	No	85.71%	85.89%	751	64
	87.27%	No	85.85%	85.81%	747	64

COUNTY PERFORMANCE MEASURE DATA SETS

County will achieve its given annual percentage of current child support paid.

COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	67.35%	Yes	69.11%	67.87%	\$112,119	\$76,119
	67.35%	Yes	68.80%	67.53%	\$222,941	\$150,441
	67.35%	Yes	68.40%	67.27%	\$333,002	\$224,402
	67.35%	Yes	68.70%	67.09%	\$443,578	\$297,578
	67.35%	Yes	68.40%	66.72%	\$555,940	\$370,940
	67.35%	Yes	68.50%	66.49%	\$669,376	\$445,376
	67.35%	No	68.47%	66.13%	\$781,832	\$517,832
	67.35%	No	68.29%	65.53%	\$900,078	\$589,078
	67.35%	No	68.34%	65.17%	\$1,017,507	\$663,507
	67.35%	No	67.98%	64.92%	\$1,130,700	\$733,700
	67.35%	No	67.68%	64.34%	\$1,248,801	\$803,801
	67.35%	No	67.60%	64.09%	\$1,364,754	\$874,754

County will achieve its given annual percentage of cases that received a payment towards arrears.

COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	67.22%	Yes	33.06%	31.65%	496	157
	67.22%	Yes	42.79%	43.25%	504	218
	67.22%	Yes	47.55%	47.39%	517	245

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT

	67.22%	Yes	52.72%	51.72%	522	27
	67.22%	Yes	54.86%	54.43%	531	28
	67.22%	Yes	58.17%	57.25%	538	30
	67.22%	Yes	60.01%	60.00%	545	32
	67.22%	No	61.03%	60.04%	558	33
	67.22%	No	63.54%	61.59%	565	34
	67.22%	No	64.56%	63.18%	573	36
	67.22%	No	66.37%	65.10%	576	37
	67.22%	No	68.57%	66.50%	585	38

will meet its annual goal of total child support collections.

COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG. (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY N
	\$1,331,952	No	8.31%	7.92%	\$1,331,952	\$108
	\$1,331,952	No	16.37%	15.68%	\$1,331,952	\$208
	\$1,331,952	No	24.35%	23.37%	\$1,331,952	\$311
	\$1,331,952	No	32.70%	31.21%	\$1,331,952	\$415
	\$1,331,952	No	40.44%	38.59%	\$1,331,952	\$513
	\$1,331,952	No	48.71%	46.09%	\$1,331,952	\$613
	\$1,331,952	No	56.78%	53.51%	\$1,331,952	\$712
	\$1,331,952	No	64.55%	60.70%	\$1,331,952	\$808
	\$1,331,952	No	74.41%	69.05%	\$1,331,952	\$919
	\$1,331,952	No	82.48%	76.49%	\$1,331,952	\$1,01
	\$1,331,952	No	92.02%	84.91%	\$1,331,952	\$1,13
	\$1,331,952	No	102.27%	93.86%	\$1,331,952	\$1,25

collections measure is not currently being amortized. Collections increase significantly during tax season and it is not unusual to not be on track prior to this seasonal increase.

ENERGY PROGRAMS

SFY 2020

y will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.

y will process 95% of Crisis Intervention Program (CIP) applications within two (2) business days of the application date for applicants who have a heat or cooling

**Energy Program measures must be altered to account for applications that need to be pended for verifications. Chan
must be made to NC FAST and then the reports. Release date not yet determined.**

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

FOOD AND NUTRITION SERVICES

SFY 2020

County will process 95% of expedited FNS applications within 4 calendar days from the date of application.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUM
	95%	Yes	97%	97%	63	61
	95%	Yes	97%	100%	39	39
	95%	Yes	96%	100%	52	52
	95%	Yes	97%	96%	47	45
	95%	Yes	97%	98%	46	45
	95%	Yes	97%	100%	34	34
	95%	Yes	97%	98%	47	46
	95%	Yes	97%	100%	35	35
	95%	Yes	97%	98%	66	65
	95%	Yes	91%	97%	58	56
	95%	Yes	94%	100%	35	35
	95%	Yes	97%	100%	19	19

County will process 95% of regular FNS applications within 25 days from the date of application.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUM
	95%	Yes	96%	99%	75	74
	95%	Yes	96%	99%	72	71
	95%	Yes	97%	100%	93	93
	95%	Yes	97%	100%	65	65
	95%	Yes	97%	100%	57	57
	95%	Yes	97%	99%	68	67
	95%	Yes	97%	100%	71	71

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

	95%	Yes	97%	100%	40	40
	95%	Yes	98%	99%	94	93
	95%	Yes	97%	99%	90	89
	95%	Yes	92%	100%	37	37
	95%	Yes	97%	100%	30	30

NOTE: For FNS1 & FNS2, there were errors in the NCFAS/CSDW data that were corrected during Q2. Refer to List Serv message 2020-03 for additional information.
 County will ensure that 95% of FNS recertifications are processed on time, each month.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUM
	95%	Yes	96%	99%	149	147
	95%	Yes	98%	100%	190	190
*	95%	Yes	97%	98%	152	149
	95%	Yes	98%	99%	188	187
	95%	Yes	97%	98%	166	163
	95%	Yes	96%	100%	154	154
	95%	Yes	96%	99%	165	164
	95%	Yes	98%	99%	164	163
	95%	Yes	96%	97%	110	107
	95%	No	75%	50%	2	1
	95%	n/a	68%	n/a	n/a	n/a
	95%	Yes	97%	100%	2	2

County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUM
	90%	n/a	97%	n/a	n/a	n/a
	90%	n/a	98%	n/a	n/a	n/a
	90%	Yes	98%	100%	2	2

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

	90%	Yes	98%	100%	1	1
	90%	Yes	98%	100%	7	7
	90%	n/a	98%	n/a	n/a	n/a
	90%	n/a	97%	n/a	n/a	n/a
	90%	n/a	98%	n/a	n/a	n/a
	90%	n/a	98%	n/a	n/a	n/a
	90%	n/a	100%	n/a	n/a	n/a
	90%	n/a	98%	n/a	n/a	n/a
	90%	n/a	97%	n/a	n/a	n/a

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

WORK FIRST SERVICES SFY

2020

County will process 95% Work First applications within 45 days of receipt.

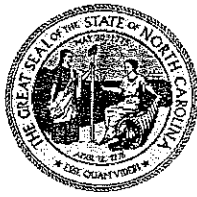
COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	95%	Yes	99%	100%	1	1
	95%	n/a	99%	n/a	n/a	n/a
	95%	Yes	99%	100%	2	2
	95%	Yes	100%	100%	1	1
	95%	Yes	99%	100%	1	1
	95%	Yes	99%	100%	1	1
	95%	n/a	100%	n/a	n/a	n/a
	95%	Yes	100%	100%	3	3
	95%	Yes	100%	100%	2	2
	95%	n/a	99%	n/a	n/a	n/a
	95%	n/a	99%	n/a	n/a	n/a
	95%	n/a	99%	n/a	n/a	n/a

County will process 95% Work First recertifications no later than the last day of the current recertification period.

COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
	95%	Yes	95%	100%	1	1
	95%	Yes	95%	100%	1	1
	95%	Yes	95%	100%	1	1
	95%	Yes	95%	100%	1	1
	95%	Yes	95%	100%	1	1
	95%	Yes	96%	100%	2	2
	95%	Yes	96%	100%	1	1

	95%	Yes	96%	100%	3	3
	95%	Yes	96%	100%	2	2
	95%	Yes	98%	100%	2	2
	95%	Yes	95%	100%	5	5
	95%	Yes	96%	100%	2	2

TE: For WF4, the NCFast/CSDW data was incomplete but was corrected during Q2. Refer to the [DCDL EFS-WF-02-2020 Work First Timeliness Queries](#) for the detailed explanation.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

DSS County Fiscal Monitoring Worksheet

Local County Social Service Agency: Cherokee

Director: Amanda McGee

Fiscal Officer: Cindy Palmer

Periods Monitored: September 2019 and December 2019

Fiscal Compliance Monitor: Charles Robertson

Date of Visit: June 24, 2020 (virtual due to COVID-19)

Monitoring Procedure	Comments / Findings	
GENERAL		
I. Review the DSS Internal Control Questionnaire and assess the risk that internal control structure will ensure that costs charged to the grant are in accordance with the terms of the grant.	DSS Subrecipient Self-Assessment of Internal Controls and Risks dated 5/17/2019 reviewed with no significant weaknesses noted.	
II. Verify the organization has or expects to have an audit in accordance with Government Auditing Standards. If an audit has been performed, determine if any there are any audit findings related to DSS. Based on your review of the audit findings determine additional fiscal areas to be monitored	Single County Audit FY ending June 30, 2018, received by the LGC with no findings related to DSS.	
DSS-1571 Part I (Administrative Costs)	September 2019	December 2019
• 1571 Part I, Payroll Journal and General Ledger reconciled	Reconciled and Balanced	Reconciled and Balanced
• All agency staff providing direct client service record their time on a daysheet and the time is reported to the State in the Service Information System (SIS).	Yes	Yes
• The agency utilizes SIS Import to report direct client service time in NC-CoReLS. Effort Detail Audit Reports – Employees w/ Modified Records and Employees w/Multiple Import Sources are reconciled by monitor to Part I for minutes coded to Program Codes.	Reconciled	Reconciled

Program Codes to Review	September 2019	December 2019
<ul style="list-style-type: none"> FNS Part I-A: 11/10, 11/11, Part I-B: 64/14, 65/16 65/16, 99/15 (App Codes 458, 461 404, 405, 417) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> Medicaid Part I-A: 01/15 Part I-B: 63/14, 64/10, 64/15 (App Codes 412) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> NC Health Choice 63/09 (App Code 440) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> IV-D Child Support Part I-C: 79/09, 79/10, 99/16 (App Codes 123, 425, 430) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> TANF Part I-A: 03/11, 03/13, 03/14, 03/15, 54/10, 54/12, 54/15, 55/09, 55/10, 55/11, 55/12, 55/13, 55/14, 55/15, 55/16 (App Codes 051, 058, 060, 089, 226, 238, 240) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> Work First Maintenance of Effort (MOE) Part I-A: 53/09, 53/11, 53/13, 53/15, 54/09, 54/11, 54/14 (App Codes 039, 044, 046, 048, 049, 092, 319) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> LIHEAP/CIP Part I: 01/16-A, 64/16-B, 66/16-B (App Code 406) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> IV-E Foster Care Administration and IV-E CPS Part I-A: 27/15, 38/09, 38/10, 38/14, 38/15, 38/16, 39/09, 67/09, 99/13; and Part I-B: 67/09 (App Codes 072, 074, 097, 230, 302, 304, 355, 407, 431) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> IV-E Adoption Assistance Administration Part I-A: 38/12, 38/13, 39/09, 39/10, 39/15, 99/14 (App Codes 083, 094, 095, 132, 133, 304) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> SSBG Administration Part I-A: 01/09, 01/10, 01/11, 01/12, 01/13, 01/14, 02/09, 03/12, 05/09, 05/13, 05/14, 05/15, 05/16, 07/09, 14/11, 15/11, 16/11, 16/12, 16/16, 17/11, 18/11, 38/11, 39/11 (App Codes 010, 012, 020, 030, 101, 120, 140, 170, 214, 248, 249, 250, 308, 354, 385) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> State-In-Home: Part I-A: 01/13, 14/13, 15/13, 15/15, 16/10, 16/13, 16/14, 16/15, 17/13, 18/13, 19/12, 19/13, 39/13, 40/13, 41/13, 42/13, 44/13, 45/13, 46/13 (App Codes 022, 035, 125, 145, 150, 151, 152, 154, 155, 156, 184, 185, 190, 192, 193, 237, 247, 311, 396) 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> TANF to SSBG Part I-A: 03/09, 03/16 (App Codes 050, 088) 	No Deficiencies	No Deficiencies

Monitoring Procedure	September 2019	December 2019
DSS-1571 Part II		
<ul style="list-style-type: none"> General Ledger General ledger reconciles to expenditures claimed – review cost allocated codes 310, 311, 349, 359, 361, 380, 381, 382, 383. Budget Office approval on file for Contracted rates claimed above state published rate 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> FNS Employment and Training Vouchers 245, 354, 362, 404, 456, 458, 472 	No Entries	No Entries
<ul style="list-style-type: none"> Medicaid 412, 433 	No Entries	No Entries
<ul style="list-style-type: none"> Health Choice 440, 441 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> IV-D 123, 423, 424, 432, 449, and/or 450 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> TANF 060, 089, 200, 203, 204, 205, 206, 207, 246, 276 	No Entries	No Entries
<ul style="list-style-type: none"> Work First Maintenance of Effort (MOE) 43, 049, 221, 225, 233, 234, 235, 277 	No Deficiencies	No Entries
<ul style="list-style-type: none"> LIHEAP/CIP 352, 358, 360, 372, 379 	No Deficiencies	No Deficiencies
<ul style="list-style-type: none"> IV-E Foster Care Administration and IV-E CPS 072, 074, 097, 230, 302, 336, 355, 363, 364, 431 	No Entries	No Entries
<ul style="list-style-type: none"> IV-E Adoption Assistance Administration: 095, 132, 133, 304 	No Entries	No Entries
<ul style="list-style-type: none"> SSBG Administration 050, 088, 101, 170, 190, 308, 321, 323, 331, 332, 333, 334, 335, 345 	No Deficiencies	No Deficiencies
DSS-1571 Part IV (LIHEAP/CIP Not Allowed)		
<ul style="list-style-type: none"> IV-D Fees Fees are posted to county general ledger and receipts issued. Fees reported on 1571 – Fund ID 3 	No Entries	No Deficiencies
<ul style="list-style-type: none"> TANF Fund ID T (unless service code 351), Y 	No Entries	No Entries
<ul style="list-style-type: none"> Work First Maintenance of Effort (MOE) Fund W 	No Deficiencies	No Entries
<ul style="list-style-type: none"> Food and Nutritional Services Fund ID H or S 	No Entries	No Entries
<ul style="list-style-type: none"> IV-E Foster Care Administration and IV-E CPS Fund R, X 	No Entries	No Entries
<ul style="list-style-type: none"> SSBG Administration Fund IDs: 3, 4, 7, 8, A, H, L, M, or P 	No Entries	No Entries

Monitoring Procedure	Comments / Findings
CONSOLIDATION / OTHER COUNTY DEPARTMENTS	
<p>Is the DSS part of a Consolidated Human Services Agency?</p> <p>Are other County Departments / Programs supervised / administered by DSS staff?</p>	<p>Cherokee County DSS is not part of a consolidated Human Services Agency and no other departments or non-DSS programs are administered by DSS staff.</p>
GRANTS	
<p>Is the agency a recipient of grants awarded from non-DSS agencies or entities? If so, does the grant fund a non-DSS funded service?</p> <p>Is there a cost-share or match requirement?</p> <p>Is DSS staff time utilized for the match?</p> <p>Does any DSS staff provide services funded by the grant?</p> <p>Are any DSS staff salaries funded by the grant?</p>	<p>Cherokee County DSS is not the recipient of grants awarded from non-DSS agencies or entities.</p>

Frequently Asked Questions:

Q: When should you call the appointed GAL?

A: If your contact information changes, if your child is having a medical, health, or social need that is not being met. Or if any major changes happen in your child(ren)'s life.

Q: How is the GAL different from a DSS worker?

A: The social worker represents the Department of Social Service who will have legal custody of your child(ren). DSS provides services for you and your child. GAL's only focus on the needs of child(ren). GAL's investigate the facts, the needs and available resources within the family and the community for the child(ren) to meet those needs. GAL's also report to the Court when these needs are not being met.

"Volunteers do not necessarily have the time; they just have the heart."

- Elizabeth Andrew



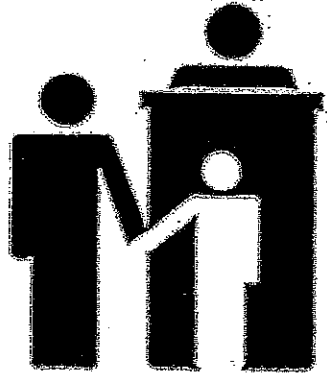
I AM YOUR CHILD'S GUARDIAN AD LITEM (GAL)



North Carolina
GUARDIAN AD LITEM
A CHILD'S ADVOCATE IN COURT

Guardian ad Litem... Who is that?

GUARDIAN AD LITEM



A CHILD'S ADVOCATE IN COURT

I am your child's Guardian ad Litem. I am an unpaid volunteer. The term "Guardian ad Litem" is Latin for "guardian at law" or "guardian for this case", which is a legal description of my job... to provide a voice for your child in court. I do this work because I care

about families and I want to help. I am not a DSS social worker and the Guardian ad Litem program is not part of DSS.

However, I will talk to your social worker to get background information about your child's situation. I will talk to you, other family members, teachers, and anyone else who is important to your child. After I have gathered information, I will write a report for the judge, recommending what I believe is in your child's best interest. Nothing in my report will be kept secret from you, the child's parent. You (or your attorney) will receive a copy of my report.

Please be open with me about anything important in your child's life. You may be the best source of information I will have to help me understand what is best for your child. Feel free to contact me! (See below)

Thank you,

Your child's Guardian ad Litem

You May Contact Me At:

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA METHODOLOGY

MEASURE TYPE	NO.	MEASURE DESCRIPTION	DENOMINATOR DESCRIPTION	NUMERATOR DESCRIPTION	REPORTING PERIODS	PAGE #s
ADULT SERVICES (Not Part of SFY 19-20 MOU, but providing data for county use)						
FIXED	AS 1	The County will complete 95% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.	Total Number of Evaluations (all reports with Mistreatment Reported - "Abuse - Causing Pain or Injury", "Abuse - Other", "Caretaker Neglect", "Self-Neglect")	Of the denominator, the number of Evaluations Completed in <= 30 days	Reports are generated two months following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in SEPTEMBER.	4
FIXED	AS 2	The County will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.	Total Number of Evaluations (all reports with Mistreatment Reported – "Exploitation of Assets", "Exploitation of the Person")	Of the denominator, the number of Evaluations Completed in <= 45 days	Reports are generated two months following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in SEPTEMBER.	4
FIXED	AS 3	The County will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date.	Total number of applications for each county	Total number of applications processed timely within 45 days (accounting for weekend and holidays)	Reports are generated two months following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in SEPTEMBER.	5
FIXED	AS 4	The County will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date.	Total number of applications for each county	Total number of applications processed timely within 60 days (accounting for weekend and holidays)	Reports are generated two months following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in SEPTEMBER.	5
CHILD SUPPORT SERVICES						
GROWTH	CS 1	The county will achieve its given annual percentage of paternities established for children born out of wedlock.	Number of children in the caseload as of the end of the preceding fiscal year who were born out-of-wedlock	Number of children in the caseload in the fiscal year who were born out-ofwedlock with paternity established or acknowledged	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of JULY is as of JULY 30, 2019; Report is generated in AUGUST.	6
GROWTH	CS 2	The county will achieve its given annual percentage of child support cases that are under an order.	Number of IV-D Cases	Number of IV-D Cases with support orders	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of JULY is as of JULY 30, 2019; Report is generated in AUGUST.	6
GROWTH	CS 3	The county will achieve its given annual percentage of current child support paid.	Amount Owed for Current Support IV-D Cases	Amount Collected for current support in IV-D Cases	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of JULY is as of JULY 30, 2019; Report is generated in AUGUST.	7

GROWTH	CS 4	The county will achieve its given annual percentage of cases that received a payment towards arrears.	Number of IV-D Cases with Arrears Due	Number of IV-D Cases Paying Toward Arrears	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of JULY is as of JULY 30, 2019; Report is generated in AUGUST.	7
NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA METHODOLOGY						
GROWTH	CS 5	The county will meet its annual goal of total child support collections.	Counties' goal for total collections as determined by the Child Support Services State office	Amount collected as reported using the XPTR report, IV-D Collections Report	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of JULY is as of JULY 30, 2019; Report is generated in AUGUST.	8
ENERGY PROGRAMS (Temporarily excluded. Measurement criteria has been redefined and system changes are needed – See note on page 9)						
FIXED	EP 1	The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.	Total number of applications processed during the month	Total number of timely applications processed within one (1) business day for applicants with no heat or cooling source (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	9
FIXED	EP 2	The County will process 95% of Crisis Intervention Program (CIP) applications within two (2) business days of the application date for applicants who have a heat or cooling source.	Total number of applications processed during the month	Total number of timely applications processed within two (2) business days of the application date for applicants who have a heat or cooling source (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	9
FOOD AND NUTRITION SERVICES						
FIXED	FNS 1	The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.	Total number of expedited applications processed during the reporting period	Number of expedited applications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	10
FIXED	FNS 2	The County will process 95% of regular FNS applications within 25 days from the date of application.	Number of regular applications processed during the reporting period	Number of regular applications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	10

FIXED	FNS 3	The County will ensure that 95% of FNS recertifications are processed on time, each month.	Total number of recertifications processed during the reporting period	Total number of recertifications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	11
FIXED	FNS 4	The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.	Total number of claims established during the reporting period	Total number of claims established less than or equal to 180 days	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	11

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA METHODOLOGY

WORK FIRST SERVICES						
FIXED	WF 3	The County will process 95% Work First applications within 45 days of receipt.	Total number of applications due in the reporting period	Total number of applications processed timely (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	12
FIXED	WF 4	The County will process 95% Work First recertifications no later than the last day of the current recertification period.	Total number of recertifications due in the reporting period	Number of recertifications processed by the due date (last day of the current period)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of JULY represents JULY 1 – JULY 30; Report is generated in AUGUST.	12

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

**ADULT SERVICES (Not part
of SFY 19-20 MOU)**

AS 1: The County will complete 95% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	95%	Yes	97%	100%	12	12
AUGUST 2019	95%	Yes	96%	100%	3	3
SEPTEMBER 2019	95%	Yes	97%	100%	2	2
OCTOBER 2019	95%	Yes	97%	100%	8	8
NOVEMBER 2019	95%	Yes	97%	100%	4	4
DECEMBER 2019	95%	No	98%	75%	4	3
JANUARY 2020	95%	Yes	97%	100%	4	4
FEBRUARY 2020	95%	Yes	97%	100%	9	9
MARCH 2020	95%	Yes	98%	100%	7	7
APRIL 2020	95%	Yes	97%	100%	3	3
MAY 2020	95%	Yes	98%	100%	9	9
JUNE 2020	95%	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available

AS 2: The County will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	85%	Yes	98%	100%	3	3
AUGUST 2019	85%	n/a	98%	n/a	n/a	n/a
SEPTEMBER 2019	85%	Yes	99%	100%	2	2
OCTOBER 2019	85%	Yes	98%	100%	4	4
NOVEMBER 2019	85%	n/a	96%	n/a	n/a	n/a
DECEMBER 2019	85%	Yes	98%	100%	2	2

JANUARY 2020	85%	Yes	99%	100%	1	1
FEBRUARY 2020	85%	n/a	98%	n/a	n/a	n/a
MARCH 2020	85%	n/a	99%	n/a	n/a	n/a
APRIL 2020	85%	Yes	99%	100%	1	1
MAY 2020	85%	Yes	99%	100%	3	3
JUNE 2020	85%	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available	Not Yet Available

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

AS 3: The County will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	85%	Yes	88%	100%	1	1
AUGUST 2019	85%	Yes	90%	100%	2	2
SEPTEMBER 2019	85%	n/a	90%	n/a	n/a	n/a
OCTOBER 2019	85%	No	89%	50%	2	1
NOVEMBER 2019	85%	n/a	90%	n/a	n/a	n/a
DECEMBER 2019	85%	Yes	88%	100%	1	1
JANUARY 2020	85%	n/a	87%	n/a	n/a	n/a
FEBRUARY 2020	85%	Yes	93%	100%	1	1
MARCH 2020	85%	Yes	89%	100%	1	1
APRIL 2020	85%	n/a	85%	n/a	n/a	n/a
MAY 2020	85%	n/a	88%	n/a	n/a	n/a
JUNE 2020	85%	Yes	95%	100%	1	1

*Note: A change in October resulted in holidays not being properly accounted for in the reports for Nov 2019, Dec 2019, and Jan 2020. This has been corrected and the data sets have been updated.

AS 4: The County will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	85%	Yes	90%	100%	1	1

AUGUST 2019	85%	Yes	88%	100%	1	1
SEPTEMBER 2019	85%	Yes	89%	100%	1	1
OCTOBER 2019	85%	Yes	89%	100%	1	1
NOVEMBER 2019	85%	Yes	90%	100%	2	2
DECEMBER 2019	85%	Yes	87%	100%	2	2
JANUARY 2020	85%	Yes	86%	100%	2	2
FEBRUARY 2020	85%	n/a	91%	n/a	n/a	n/a
MARCH 2020	85%	Yes	91%	100%	3	3
APRIL 2020	85%	n/a	88%	n/a	n/a	n/a
MAY 2020	85%	n/a	87%	n/a	n/a	n/a
JUNE 2020	85%	n/a	95%	n/a	n/a	n/a

*Note: A change in October resulted in holidays not being properly accounted for in the reports for Nov 2019, Dec 2019, and Jan 2020. This has been corrected and the data sets have been updated.

CHILD SUPPORT SERVICES**SFY 2020****CS 1: The county will achieve its given annual percentage of paternities established for children born out of wedlock.**

CHEROKEE COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	100.00%	Yes	89.53%	90.54%	423	383
AUGUST 2019	100.00%	Yes	90.82%	91.96%	423	389
SEPTEMBER 2019	100.00%	Yes	92.04%	92.91%	423	393
OCTOBER 2019	100.00%	Yes	93.40%	94.09%	423	398
NOVEMBER 2019	100.00%	Yes	94.45%	96.22%	423	407
DECEMBER 2019	100.00%	Yes	95.42%	97.16%	423	411
JANUARY 2020	100.00%	Yes	96.68%	97.64%	423	413
FEBRUARY 2020	100.00%	Yes	97.76%	99.53%	423	421
MARCH 2020	100.00%	Yes	98.89%	100.47%	423	425
APRIL 2020	100.00%	Yes	99.47%	100.71%	423	426
MAY 2020	100.00%	Yes	100.03%	101.18%	423	428
JUNE 2020	100.00%	Yes	100.60%	101.65%	423	430

CS 2: The county will achieve its given annual percentage of child support cases that are under an order.

CHEROKEE COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	87.27%	Yes	85.32%	87.40%	754	659
AUGUST 2019	87.27%	Yes	85.09%	87.90%	744	654
SEPTEMBER 2019	87.27%	Yes	84.84%	87.55%	747	654
OCTOBER 2019	87.27%	Yes	84.55%	85.75%	751	644
NOVEMBER 2019	87.27%	Yes	84.67%	85.51%	752	643
DECEMBER 2019	87.27%	Yes	84.99%	85.45%	756	646
JANUARY 2020	87.27%	Yes	84.80%	85.33%	750	640

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

FEBRUARY 2020	87.27%	Yes	84.79%	85.11%	759	646
MARCH 2020	87.27%	Yes	85.01%	85.05%	756	643
APRIL 2020	87.27%	No	85.47%	85.89%	751	645
MAY 2020	87.27%	No	85.71%	85.89%	751	645
JUNE 2020	87.27%	No	85.85%	85.81%	747	641

COUNTY PERFORMANCE MEASURE DATA SETS

CS 3: The county will achieve its given annual percentage of current child support paid.

CHEROKEE COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	67.35%	Yes	69.11%	67.87%	\$112,119	\$76,094
AUGUST 2019	67.35%	Yes	68.80%	67.53%	\$222,941	\$150,558
SEPTEMBER 2019	67.35%	Yes	68.40%	67.27%	\$333,002	\$224,021
OCTOBER 2019	67.35%	Yes	68.70%	67.09%	\$443,578	\$297,593
NOVEMBER 2019	67.35%	Yes	68.40%	66.72%	\$555,940	\$370,933
DECEMBER 2019	67.35%	Yes	68.50%	66.49%	\$669,376	\$445,035
JANUARY 2020	67.35%	No	68.47%	66.13%	\$781,832	\$517,014
FEBRUARY 2020	67.35%	No	68.29%	65.53%	\$900,078	\$589,811
MARCH 2020	67.35%	No	68.34%	65.17%	\$1,017,507	\$663,064
APRIL 2020	67.35%	No	67.98%	64.92%	\$1,130,700	\$733,997
MAY 2020	67.35%	No	67.68%	64.34%	\$1,248,801	\$803,535
JUNE 2020	67.35%	No	67.60%	64.09%	\$1,364,754	\$874,693

CS 4: The county will achieve its given annual percentage of cases that received a payment towards arrears.

CHEROKEE COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	67.22%	Yes	33.06%	31.65%	496	157
AUGUST 2019	67.22%	Yes	42.79%	43.25%	504	218
SEPTEMBER 2019	67.22%	Yes	47.55%	47.39%	517	245

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OCTOBER 2019	67.22%	Yes	52.72%	51.72%	522	270
NOVEMBER 2019	67.22%	Yes	54.86%	54.43%	531	289
DECEMBER 2019	67.22%	Yes	58.17%	57.25%	538	308
JANUARY 2020	67.22%	Yes	60.01%	60.00%	545	327
FEBRUARY 2020	67.22%	No	61.03%	60.04%	558	335
MARCH 2020	67.22%	No	63.54%	61.59%	565	348
APRIL 2020	67.22%	No	64.56%	63.18%	573	362
MAY 2020	67.22%	No	66.37%	65.10%	576	375
JUNE 2020	67.22%	No	68.57%	66.50%	585	389

CS 5: The county will meet its annual goal of total child support collections.

CHEROKEE COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	\$1,331,952	No	8.31%	7.92%	\$1,331,952	\$105,441
AUGUST 2019	\$1,331,952	No	16.37%	15.68%	\$1,331,952	\$208,847
SEPTEMBER 2019	\$1,331,952	No	24.35%	23.37%	\$1,331,952	\$311,275
OCTOBER 2019	\$1,331,952	No	32.70%	31.21%	\$1,331,952	\$415,671
NOVEMBER 2019	\$1,331,952	No	40.44%	38.59%	\$1,331,952	\$513,958
DECEMBER 2019	\$1,331,952	No	48.71%	46.09%	\$1,331,952	\$613,932
JANUARY 2020	\$1,331,952	No	56.78%	53.51%	\$1,331,952	\$712,684
FEBRUARY 2020	\$1,331,952	No	64.55%	60.70%	\$1,331,952	\$808,499
MARCH 2020	\$1,331,952	No	74.41%	69.05%	\$1,331,952	\$919,757
APRIL 2020	\$1,331,952	No	82.48%	76.49%	\$1,331,952	\$1,018,831
MAY 2020	\$1,331,952	No	92.02%	84.91%	\$1,331,952	\$1,130,957
JUNE 2020	\$1,331,952	No	102.27%	93.86%	\$1,331,952	\$1,250,183

*Note: The total collections measure is not currently being amortized. Collections increase significantly during tax season and it is not unusual to not be on track prior to this seasonal increase.

ENERGY PROGRAMS

SFY 2020

EP 1: The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.

EP 2: The County will process 95% of Crisis Intervention Program (CIP) applications within two (2) business days of the application date for applicants who have a heat or cooling source.

The Energy Program measures must be altered to account for applications that need to be pended for verifications. Changes must be made to NC FAST and then the reports. Release date not yet determined.

FOOD AND NUTRITION SERVICES

SFY 2020

FNS 1: The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	95%	Yes	97%	97%	63	61
AUGUST 2019	95%	Yes	97%	100%	39	39
SEPTEMBER 2019	95%	Yes	96%	100%	52	52
OCTOBER 2019	95%	Yes	97%	96%	47	45
NOVEMBER 2019	95%	Yes	97%	98%	46	45
DECEMBER 2019	95%	Yes	97%	100%	34	34
JANUARY 2020	95%	Yes	97%	98%	47	46
FEBRUARY 2020	95%	Yes	97%	100%	35	35
MARCH 2020	95%	Yes	97%	98%	66	65
APRIL 2020	95%	Yes	91%	97%	58	56
MAY 2020	95%	Yes	94%	100%	35	35
JUNE 2020	95%	Yes	97%	100%	19	19

FNS 2: The County will process 95% of regular FNS applications within 25 days from the date of application.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	95%	Yes	96%	99%	75	74
AUGUST 2019	95%	Yes	96%	99%	72	71
SEPTEMBER 2019	95%	Yes	97%	100%	93	93
OCTOBER 2019	95%	Yes	97%	100%	65	65
NOVEMBER 2019	95%	Yes	97%	100%	57	57
DECEMBER 2019	95%	Yes	97%	99%	68	67
JANUARY 2020	95%	Yes	97%	100%	71	71

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

FEBRUARY 2020	95%	Yes	97%	100%	40	40
MARCH 2020	95%	Yes	98%	99%	94	93
APRIL 2020	95%	Yes	97%	99%	90	89
MAY 2020	95%	Yes	92%	100%	37	37
JUNE 2020	95%	Yes	97%	100%	30	30

NOTE: For FNS1 & FNS2, there were errors in the NCFAS/CSDW data that were corrected during Q2. Refer to List Serv message 2020-03 for additional information.

FNS 3: The County will ensure that 95% of FNS recertifications are processed on time, each month.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	95%	Yes	96%	99%	149	147
AUGUST 2019	95%	Yes	98%	100%	190	190
SEPTEMBER 2019*	95%	Yes	97%	98%	152	149
OCTOBER 2019	95%	Yes	98%	99%	188	187
NOVEMBER 2019	95%	Yes	97%	98%	166	163
DECEMBER 2019	95%	Yes	96%	100%	154	154
JANUARY 2020	95%	Yes	96%	99%	165	164
FEBRUARY 2020	95%	Yes	98%	99%	164	163
MARCH 2020	95%	Yes	96%	97%	110	107
APRIL 2020	95%	No	75%	50%	2	1
MAY 2020	95%	n/a	68%	n/a	n/a	n/a
JUNE 2020	95%	Yes	97%	100%	2	2

FNS 4: The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	90%	n/a	97%	n/a	n/a	n/a
AUGUST 2019	90%	n/a	98%	n/a	n/a	n/a
SEPTEMBER 2019	90%	Yes	98%	100%	2	2

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

OCTOBER 2019	90%	Yes	98%	100%	1	1
NOVEMBER 2019	90%	Yes	98%	100%	7	7
DECEMBER 2019	90%	n/a	98%	n/a	n/a	n/a
JANUARY 2020	90%	n/a	97%	n/a	n/a	n/a
FEBRUARY 2020	90%	n/a	98%	n/a	n/a	n/a
MARCH 2020	90%	n/a	98%	n/a	n/a	n/a
APRIL 2020	90%	n/a	100%	n/a	n/a	n/a
MAY 2020	90%	n/a	98%	n/a	n/a	n/a
JUNE 2020	90%	n/a	97%	n/a	n/a	n/a

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

WORK FIRST SERVICES SFY

2020

WF 3: The County will process 95% Work First applications within 45 days of receipt.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	95%	Yes	99%	100%	1	1
AUGUST 2019	95%	n/a	99%	n/a	n/a	n/a
SEPTEMBER 2019	95%	Yes	99%	100%	2	2
OCTOBER 2019	95%	Yes	100%	100%	1	1
NOVEMBER 2019	95%	Yes	99%	100%	1	1
DECEMBER 2019	95%	Yes	99%	100%	1	1
JANUARY 2020	95%	n/a	100%	n/a	n/a	n/a
FEBRUARY 2020	95%	Yes	100%	100%	3	3
MARCH 2020	95%	Yes	100%	100%	2	2
APRIL 2020	95%	n/a	99%	n/a	n/a	n/a
MAY 2020	95%	n/a	99%	n/a	n/a	n/a
JUNE 2020	95%	n/a	99%	n/a	n/a	n/a

WF 4: The County will process 95% Work First recertifications no later than the last day of the current recertification period.

CHEROKEE COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JULY 2019	95%	Yes	95%	100%	1	1
AUGUST 2019	95%	Yes	95%	100%	1	1
SEPTEMBER 2019	95%	Yes	95%	100%	1	1
OCTOBER 2019	95%	Yes	95%	100%	1	1
NOVEMBER 2019	95%	Yes	95%	100%	1	1
DECEMBER 2019	95%	Yes	96%	100%	2	2
JANUARY 2020	95%	Yes	96%	100%	1	1

FEBRUARY 2020	95%	Yes	96%	100%	3	3
MARCH 2020	95%	Yes	96%	100%	2	2
APRIL 2020	95%	Yes	98%	100%	2	2
MAY 2020	95%	Yes	95%	100%	5	5
JUNE 2020	95%	Yes	96%	100%	2	2

NOTE: For WF4, the NCFast/CSDW data was incomplete but was corrected during Q2. Refer to the [DCDL EFS-WF-02-2020 Work First Timeliness Queries](#) for the detailed explanation.