

NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
DAVE RICHARD • Deputy Secretary, NC Medicaid

May 6, 2019

Dear County Director of Social Services:

Re: Program Integrity Training Needs Assessment

The North Carolina Association of County Directors of Social Services (NCACDSS) has requested that the state provide refresher training to all county program integrity (PI) staff. The state recognizes the crucial role county PI staff play in ensuring the integrity of the programs we administer. NC Medicaid's Office of Compliance and Program Integrity (OCPI), and the Division of Social Services (DSS) PI unit will collaborate to develop and conduct the training.

To determine the training needs of the county PI staff, state PI staff will conduct a training needs assessment utilizing online surveys, interviews, and observations. Our goal is to ensure we understand the knowledge level, tasks, functions and duties of county PI staff in order to design an effective training plan.

An initial survey has been created to determine county PI staff knowledge of eligibility policies and program integrity procedures. A listserv message will be sent out to counties with the link to direct county staff to the NC SurveyMax site the week of May 6, 2019. As noted on the survey, responses are due back by May 20, 2019. Please have the Program Integrity staff complete the survey in its entirety to ensure we obtain enough information to create a solid training plan.

In conjunction with the survey, OCPI staff will visit one county in each region during the month of April and May 2019 to conduct interviews and observations to gather additional information. State DSS PI will evaluate information gathered through county reviews and questions received from counties. At the conclusion of our analysis the state, in collaboration with NCACDSS, will 1) develop a training plan, 2) determine the most effective delivery method(s) and 3) provide training dates and times to county directors. State PI staff will conduct follow up interviews with counties after the training to determine if additional training modules are needed.

As always, county PI staff are encouraged to reach out to state PI staff for guidance and assistance whenever needed.

**NC MEDICAID**

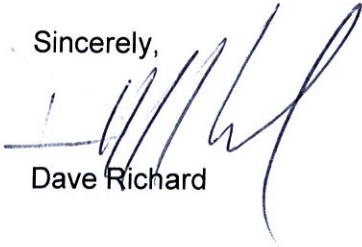
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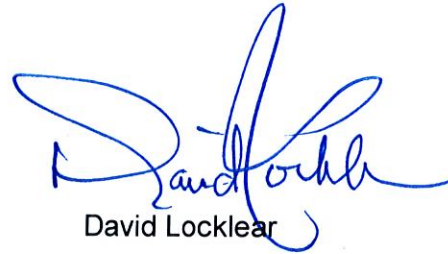
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If you have questions, please contact Angela Saddler at [angela.saddler@dhhs.nc.gov](mailto:angela.saddler@dhhs.nc.gov) or Arlease Johnson at [Arlease.johnson@dhhs.nc.gov](mailto:Arlease.johnson@dhhs.nc.gov).

Sincerely,



Dave Richard



David Locklear