

Rick Tipton
Director
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Social Services Board
Suzanne Gavenus, Chair
Julia Silvers, VC
Jill Austin
Amy Flynn
Johnny Riddle

Yancey County
Department of Social Services
PO Box 67
Burnsville, NC 28714

04/06/23

RE: [REDACTED] Adoption Assistance

Dear [REDACTED]

This letter is to follow up on the phone call you received from our agency explaining the end of [REDACTED] Adoption Assistance Payments effective immediately. An error was recently identified while doing an internal audit. Your family has been receiving these funds in error.

There is no action required from you or your family, there will be no request to pay back the funds that were given in error.

Please reach out to me or my supervisor Tammy Carpenter if you have any further questions or if you would like to set up an appeal hearing. You have five (5) days from the receipt of this letter to contact the agency for a hearing.

Thank you for your understanding in this matter. We sincerely apologize for this error and for having to stop [REDACTED] payments.

Thank you,

Britney Stines
Foster Care/Adoption Social Worker
Yancey County Department of Social Services
Office: 828-682-6148
Cell: 828-208-5423
Fax: 828-682-1602
Email: Britney.stines@yanceycountync.gov

Tammy Carpenter (M), Foster Care Supervisor
[REDACTED]

Re: AA Case

Britney Stines <Britney.Stines@yanceycountync.gov>

Wed 4/5/2023 8:20 PM

To: Sonya Morgan <Sonya.Morgan@yanceycountync.gov>; Michelle Rogers <michelle.rogers@yanceycountync.gov>; Tammy Carpenter <Tammy.Carpenter@yanceycountync.gov>

Y'all I am so confused. I'm so sorry.

We called the █████ family, I closed █████ out in the system, I also sent the follow up letter to the family. This was the first big error case.

The last I remember on the new error case we found, we were just leaving it alone until we heard back from Janet/Beth? With the understanding that we had until the 15th to close the case out in CPPS (so i would have done so by this time even if we hadn't heard from Janet/Beth). If I'm wrong I do apologize, Tammy and I already discussed making a move on that case tomorrow and making corrections to the forms etc. It'll take me 2 seconds to close █████ out. I don't care at all to call the family and explain. I save the previous follow up letter to use as a template so it won't be a big deal to mail that out tomorrow even.

**Britney Stines**

Lead Worker Foster Care/Adoptions

Yancey County DSS

P: (828)-682-2470 Ext 1032

C: (828)-208-5423

F: (828)-682-1602

From: Sonya Morgan <Sonya.Morgan@yanceycountync.gov>

Sent: Wednesday, April 5, 2023 5:02 PM

To: Michelle Rogers <michelle.rogers@yanceycountync.gov>; Britney Stines <Britney.Stines@yanceycountync.gov>; Tammy Carpenter <Tammy.Carpenter@yanceycountync.gov>

Subject: Re: AA Case

Sorry, I have been in training all day. I thought we had closed them out and called them. And, that they were going to request a hearing? Britney, if you have not already called, you and Tammy should call as Michelle has said and send a follow up letter with the information on how to appeal.

As for the clarification on paybacks I still have not heard anything. I am attaching the email thread I copied from Zix mail and sent to Michelle. This is latest information I have. I am not sure that we will ever get anything further but we do have this documentation as backup. I can share some of the things I have learned this week when I get back in the office.

I have gotten a lot of good information this week. And, my brain is on overload!

Sonya Morgan

Director

Yancey County DSS

P.O. Box 67

Burnsville, NC 28714

(828) 682-6148

Clerk to the Board of Commissioners

Yancey County
110 Town Square, Rm. 11
Burnsville, NC 28714

From: Michelle Rogers <michelle.rogers@yanceycountync.gov>
Sent: Wednesday, April 5, 2023 3:47 PM
To: Britney Stines <Britney.Stines@yanceycountync.gov>; Tammy Carpenter <Tammy.Carpenter@yanceycountync.gov>; Sonya Morgan <Sonya.Morgan@yanceycountync.gov>
Subject: Re: AA Case

I thought you closed them out last month? If not please do.
Michelle

From: Britney Stines <Britney.Stines@yanceycountync.gov>
Sent: Wednesday, April 5, 2023 3:27 PM
To: Michelle Rogers <michelle.rogers@yanceycountync.gov>; Tammy Carpenter <Tammy.Carpenter@yanceycountync.gov>; Sonya Morgan <Sonya.Morgan@yanceycountync.gov>
Subject: Re: AA Case

I think Sonya was waiting on further instructions.

But I will do whatever ya'll tell me to do. I have not called the family. I do need to close them out in CPPS by the 15th or they'll get another payment.



Britney Stines
Lead Worker Foster Care/Adoptions
Yancey County DSS
P: (828)-682-2470 Ext 1032
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F: (828)-682-1602

From: Michelle Rogers <michelle.rogers@yanceycountync.gov>
Sent: Wednesday, April 5, 2023 12:54 PM
To: Tammy Carpenter <Tammy.Carpenter@yanceycountync.gov>; Sonya Morgan <Sonya.Morgan@yanceycountync.gov>
Cc: Britney Stines <Britney.Stines@yanceycountync.gov>
Subject: Re: AA Case

I have not heard anything from the state. I thought you and Tammy were calling the family?

From: Tammy Carpenter <Tammy.Carpenter@yanceycountync.gov>
Sent: Wednesday, April 5, 2023 11:31 AM
To: Michelle Rogers <michelle.rogers@yanceycountync.gov>; Sonya Morgan <Sonya.Morgan@yanceycountync.gov>
Cc: Britney Stines <Britney.Stines@yanceycountync.gov>
Subject: AA Case

Have we heard anything back about the AA cases? Did anyone call the family last week about the stopping of the AA funds on the other case we found that was in error? Are we just wanting on more directions??? I just know the longer we wait to tell the other family the worse it will get.

Tammy Carpenter
Social Worker Supervisor
Yancey County Social Services
Office: (828) 682-5330
Cell: (828) 208-5470
Fax: (828) 682-1602

