



EmployeeUPDATE

Our Mission: The Department of Health and Human Services, in collaboration with our partners, protects the health and safety of all North Carolinians and provides essential human services.

A monthly publication for employees of the North Carolina Department of Health and Human Services

Employees meet new DHHS Secretary, Dr. Aldona Vos

Just days after being sworn in, Secretary Aldona Vos spoke with hundreds of DHHS employees at a meet and greet outside the Adams Building on the Dorothea Dix campus in Raleigh. Dr. Vos introduced herself and shared some of her personal background, including her experience as United States Ambassador to the Republic of Estonia and as a practicing physician in New York City during the first World Trade Center bombings and the impact of both on her perspective about individual freedom and ensuring a sustainable future for the next generation.

Dr. Vos shared some of her initial goals for the department, including improving and increasing communication within DHHS. She acknowledged that some of the communication obstacles relate to inadequate technology and pledged to seek solutions; she also challenged staff to

cont. on page 2



Secretary Aldona Vos, M.D., outside the Adams Building on Jan. 9, speaks to DHHS employees.

INSIDE TOP FEATURES

DHHS employees welcome Gov. McCrory, Page 3

New Faces at DHHS, Page 4

Secretary Vos cautions DHHS employees to observe privacy and security rules to avoid costly errors, Page 5

DHHS invites Medicaid stakeholders to the table

➔ Page 7



Social Media efforts expand at DHHS

➔ Page 13



Employees meet new DHHS Secretary cont. from page 1

work harder to communicate directly with each other.

She also emphasized the importance of taking pride in the work of DHHS and of our workplaces.

”We need to demand of ourselves, our colleagues, our supervisors, the Secretary and the Governor, that we have the proper cleanliness in our offices and in our buildings, and it starts with you,” she said. “That’s our personal dignity. We must be responsible for ourselves and our environment.”

Acknowledging that the department is spread over numerous campuses, with dozens of buildings in Wake County alone, the secretary added that a future goal will be to consolidate offices on a single facility so that “we can work together more efficiently and more

effectively to achieve the goals that are actually demanded of us by the consumer and by the taxpayer.”

Dr. Vos concluded with an invitation for employees to share their ideas about how to make DHHS run more effectively. A suggestion box is located in the Adams Building, but she also encouraged employees to submit their ideas in writing by U.S. mail or interoffice mail.

“If anything right now is urgent that you feel can be done better, that shouldn’t be done at all, that could be done this way, that way, or another way, please let me know,” said Secretary Vos. “If I do not know, I cannot advocate for you, or your problems. So, please let me know.” ■

– Julie Henry, DHHS Public Affairs



The following is an excerpt from Secretary Vos’ January 9th remarks. To view the close-captioned video in its entirety, visit <http://www.Youtube.Com/watch?V=g-dvg7gzd7a>

I wanted to thank you from the bottom of my heart for everything that you do, day in and day out. Because of your compassion and your commitment towards your jobs, towards your personal responsibility, you are allowing other people...And usually those the most in need, the most vulnerable, to be able to live with pride and dignity. So I wanted to thank you, because I am very well aware that thanks do not come to you very often. But you are the bricks of this department. And with you continuing to do what you do, and my advocating for you, and us working together...Not only us working together, but working together in the department with the other departments, with the governor and with other parts of our state government, we will succeed.

Dr. Aldona Vos, Secretary
January 9, 2013

(Clockwise, starting upper left) Secretary Vos is greeted by Alice Horner with Medicaid Provider Services. Caitlin Clarke offers assistance at a table with a suggestion box as employees begin to fill out ideas for improvements. Secretary Vos greets some of the hundreds of DHHS employees who turned out to meet her Jan. 9 in front of the Adams Building. Secretary Vos greets some of the hundreds of DHHS employees who turned out to meet her Jan. 9 in front of the Adams Building.
– Photos by Jim Jones, DHHS Public Affairs

DHHS employees welcome Gov. McCrory at Haywood Gym



Gov. Pat McCrory dropped in at Haywood Gym on Jan. 28 to a welcome from hundreds of DHHS employees. During brief remarks, he offered thanks for the employees' public service, praised his Secretary of Health and Human Services, and shared some of his goals for improving customer service, accountability and ethics in state government. In photos, clockwise from top, Gov. Pat McCrory addresses DHHS employees flanked by DHHS Secretary Aldona Wos and interpreter Jennifer Johnson; the governor shakes hands on his way to the exit; and during his remarks, he introduced Thomas Stith, his chief of staff. ■



– Photos by Jim Jones, DHHS Public Affairs

New faces at DHHS

Carol Steckel Division of Medical Assistance

Carol Steckel joined the department in January as the director of the Division of Medical Assistance and was immediately put to work on reforming the state's Medicaid program. Steckel joined Governor Pat McCrory, Secretary Aldona Was and State Auditor Beth Wood in announcing results of a state audit of Medicaid, which pointed out administrative inefficiencies in the \$13 billion dollar program.

“Carol Steckel exemplifies the kind of bold thinking about government-funded health care that emphasizes efficiency and accountability, while still serving the neediest citizens among us,” Was said. “I’m confident that she will help shape the North Carolina Medicaid program into one



Carol Steckel

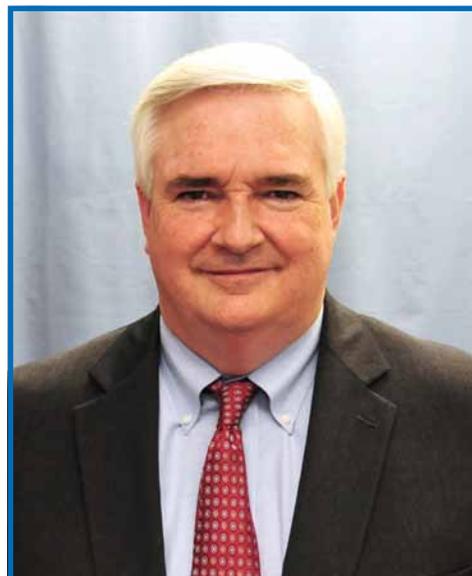
that other states will look to as a model for guidance.”

Steckel came to North Carolina from Louisiana, where she coordinated the state's response to the federal Patient Protection and Affordable Care Act of 2010 (PPACA) legislation and led initiatives to improve the state's public health care services while reducing costs and revamp its information technology capabilities. Previously, she led Alabama Medicaid from 1988-1992 and from 2003-2010.

On the national stage, Steckel served as president of the National Medicaid Directors' Association and worked to create the independent organization serving the needs of Medicaid programs. ■

Joe Cooper Chief Information Officer

Joe Cooper, a 35-year veteran technology executive, joined DHHS this month in the newly created post of chief information officer for the department. Cooper will oversee IT operations and evaluate long-term technology solutions while instituting a culture of customer service. He also will work closely with the state Chief Information Officer Chris Estes to address efficiency and modernization of information systems in state government.



Joe Cooper

Cooper came to DHHS from RBC in Raleigh, where he was senior vice president for technology and operations since 2009. Previously, he served First Citizens in Raleigh for 15 years as executive vice president and chief information officer. He also worked 17 years for Bank of America in Charlotte in technology management positions. ■

Secretary Wos cautions DHHS Employees to observe privacy and security rules to avoid costly errors

It has come to my attention that many of our employees may not be aware of a vitally important job function for each of us. You may have heard in orientation or perhaps read a newsletter article about the dangers of breaches in privacy and security of confidential departmental information. But do all of us really understand what that means and why it is important?

As state employees, it is our responsibility to protect not only the individuals we serve from harm by releasing medical or identifying information, but also to protect the department from unnecessary expense caused by fines we may pay for avoidable breaches in privacy and security. Who bears the burden for these fines? The taxpayers of our state.

You should know that each of the following should never happen within our department:

- Emailing unencrypted confidential information, including patient and client information – even within the department, is a violation of privacy regulations. Email messages that are not encrypted are vulnerable while in transit to the recipient.
- Faxing confidential data accidentally to a wrong number, even within the department, is a violation.
- Conducting personal business, such as performing work for secondary employment or selling items on eBay over the state e-mail, networks and equipment used to perform the state’s business is a violation.
- Sharing your passwords is a violation. Employees must guard their authentication credentials such as username and password. No one wants to be held accountable for actions committed by another employee using their username and password.
- Using state-provided “assets” for personal use is a violation. Hardware, software and storage media are “assets” provided to us by the state for storing work-related information. These assets may only be used for legitimate, job-related activities.

I have instructed the DHHS Privacy and Security Office to ensure that we have strong measures in place to adhere to federal, state and departmental regulations, policies and standards for protecting confidential information. On the following page, you will find important terms to know and understand. I encourage you to print the page and post it in your workplace as a reminder to yourself and your co-workers.

If you have any questions related to the identification and reporting of Privacy or Security Incidents, or if you would like to schedule training for your staff, please contact Pyreddy Reddy at 919-855-3090 or pyreddy.reddy@dhhs.nc.gov. ■

Protecting Confidential Information Is Everyone's Responsibility

A **privacy complaint** is an allegation from an individual that there has been an unauthorized access to, or the use, disclosure, and/or collection of, his/her confidential information. For example:

A citizen contacts DHHS stating a letter mailed to them from DHHS displayed some confidential information, such as their Social Security number or medical diagnosis, in the envelope window resulting in the potential for anyone handling the letter to see the information.

A citizen files a complaint that a county social services employee has sold their confidential information and now they receive advertising for their specific needs.

A **privacy incident** is an event or action resulting from the unauthorized access, use, disclosure, or collection of confidential information.

A master list containing confidential citizen information was intended to be faxed to an internal DHHS office; however the fax inadvertently went to an unknown and unintended outside entity. The faxing employee also did not call to verify the fax went to its intended destination.

A DHHS employee lost their state-issued laptop at the airport while traveling on state business. The laptop was not encrypted and held copies of confidential records.

A **security incident** is a violation or imminent threat of violation of DHHS security or acceptable use policies, or standard computer security practices.

A DHHS employee with access to a system that provides assistance to citizens such as nutrition assistance logs on using their authorized credential and looks up information about a friend of the family who is not part of their assigned responsibilities or caseload.

A hacker probes DHHS websites searching for weaknesses and finds an online web-based form that allows input and execution of computer code. The form allows the hacker to bypass security checkpoints and access to a system database with confidential information that could be downloaded.

Reporting incidents proactively will help DHHS to minimize losses, reduce costs and protect citizens from breaches of their personal information and preserve the public's confidence in DHHS as stewards of their personal information. For more information, see DHHS policies on **Information Incident Management** at http://info.dhhs.state.nc.us/olm/manuals/dhs/pol-80/man/19incident_management1.htm.

If you have any questions related to the identification and reporting of Privacy or Security Incidents, or if you would like to schedule training for your staff, please contact Pyreddy Reddy at 919-855-3090 or pyreddy.reddy@dhhs.nc.gov. ■

DHHS Excels initiative to continue

DHHS Secretary Aldona Wos, M.D., says she will continue efforts of DHHS Excels to make cultural and management changes throughout the Department so that the five values are followed and strengthened and that DHHS becomes more performance and outcomes based.

Dr. Wos said the five DHHS Excels values – transparency, results oriented, anticipatory, collaborative and customer focused – are a good fit with many of Governor McCrory’s campaign promises to provide better customer service, find greater efficiencies and increase transparency in government.

“If anything, we need for Excels to build on the good foundation that has already been established and move toward better outcomes,” she said. “I expect all my directors and managers to look with even greater scrutiny at how we do our work and how we can do it better and faster and more effectively.” ■

DHHS invites stakeholders to the table

Process for long-term reform and innovation in Medicaid

DHHS published a Request for Information (RFI) earlier this month seeking recommendations to assist the Division of Medical Assistance (DMA) in improving the efficiency and effectiveness of the state’s Medicaid program.

“Reforming Medicaid is crucial to everyone in North Carolina,” said Secretary Aldona Wos, M.D. “By publishing this RFI, the Department of Health and Human Services is inviting North Carolina health-care providers to the table and also encouraging citizens with innovative ideas to participate.”

The RFI marks the beginning of a process to engage interested parties to bring long-term reform and innovation to the state’s Medicaid system. Recommendations will be evaluated by leadership and utilized as a platform for future discussions. A copy of the RFI may be found at <https://www.ips.state.nc.us/IPS/Default.aspx>, search for 30-DMA100-13. ■



State Health Directors Conference draws capacity crowd

One of the largest crowds in conference history attended the 2013 North Carolina State Health Director's Conference. This year's theme, "Where Health Begins-Social Determinants," set the stage for shared information and open discussion of some of the most pressing topics on the minds of local and state health leaders.

"A growing body of knowledge is emerging that indicates many of the barriers to achieving optimal health status are determined by a complex interplay of social, environmental and economic factors", said State Health Director Laura Gerald. "Through this year's conference theme, we explored the impact of these social determinants of health and ways to address them through increased evidenced based strategies and quality improvement techniques along with strategic linkages and partnerships."

The conference included the annual Ronald H. Levine Legacy Awards luncheon, where newly appointed DHHS Secretary Aldona Wos, M.D., motivated the audience to focus on customer service as they improve practices. The luncheon also included the presentation of the 2013 Legacy Award to Pam Silberman, JD, Dr.PH, president and CEO of the N.C. Institute of Medicine. Named for former North Carolina State Health Director Dr. Ron Levine, the annual award honors individuals whose work and commitment on behalf of the



Health Director Laura Gerald and DHHS Secretary Aldona Wos flank 2013 Legacy Award winner Pam Silberman at state director's conference last month.
– Photo by Renee McCoy, Division of Public Health

public's health has resulted in significant, sustainable and positive improvements to health and quality of life in North Carolina.

Guest speakers at the 2013 conference included Myron S. Cohen, MD, director of the UNC Division of Infectious Disease and the UNC Institute for Global Health and Infectious Disease; Linda Rae Murray, MD, MPH, chief medical officer for the Cook County Department of Public Health; and Wanda K. Jones, DrPH, principal deputy assistant secretary for health, U.S. Department of Health and Human Services. ■

- Renee McCoy, Division of Public Health

Special guests join Public Health for Feb. 14 heart health event

WNCN-TV'S "My Carolina Today" hosts Sharon Delaney and Valonda Calloway were the honorary hosts at the Division of Public Health's Six Forks campus for a special event recognizing Heart Disease Month. Heart disease is the second leading cause of death in North Carolina and kills about 600,000 people in the United States every year – that's 1 in every 4 deaths.

Heart disease is the leading cause of death for both men and women. As with men, women's most common heart attack symptom is chest pain or discomfort. But women are somewhat more likely than men to experience some of the other common symptoms, particularly shortness of breath, nausea/vomiting, and back or jaw pain.

The Heart Disease and Stroke Prevention Branch, along with WISEWOMAN, the Diabetes Prevention and Control Branch, the Tobacco Prevention and Control Branch, the Office of Minority Health and Health Disparities, and the American Heart Association planned a fun, informative day to teach more about "Go Red for Women," a decade-long movement to wipe out heart disease and stroke. The day included instruction about heart disease and associated risk factors; stories from local women who are living with heart disease; and a special showing of a newly-developed public service announcement on women and heart disease.

There were light refreshments, special guests, a chance to have your Blood Pressure checked, and prizes!

For more information on heart disease and stroke prevention please visit Start with Your Heart <http://www.startwithyourheart.com/> or Million Hearts <http://millionhearts.hhs.gov/index.html> for additional resources.

Look for tweets during the month of February on the @ncpublichealth twitter page! ■

– Deborah A. Dolan, Heart Disease and Stroke Prevention Branch

Trucks help increase vaccine awareness



– Photo by Jim Jones, DHHS Public Affairs

The Immunization Branch of the Division of Public Health sponsored a public awareness campaign last year that included messages wrapped around the sides and backs of delivery trucks across the state. The campaign, Vaccinations Protect Generations, also used print, television and radio advertisements in its outreach to encourage people of all ages to immunize. Some of the trucks used in eastern North Carolina were brought to the parking lot at 5605 Six Forks Road in Raleigh so staff could see the messages. Left to right, Nikita Spears, Tonya Colter and Michele Burton, all Immunization Branch employees, got a close-up look. More details about the importance of vaccinations may be found at: www.vaccinationsprotect.org. ■

DHHS closes out 2012 SECC campaign



Members of the DHHS State Employees Combined Campaign gathered in Raleigh last month over pizza and soda to review the outcome of the 2012 campaign. The final amount of contributions from DHHS was \$297,061. There were 2,184 separate contributors, and they donated 98 percent of the amount raised in 2011.

On behalf of the charities and all the people they serve, Sandra Trivett, DHHS' Department Executive for the

SECC, thanked the divisional leads for all their efforts on in support of the campaign, and particularly for their success in improving employee participation.

The group celebrated the campaign, was recognized for their hard work, and discussed where and how to make improvements for the 2013 campaign. Those attending the "2012 debrief" are pictured above. ■

From left to right: front row: Candice Bailey, N.C. Council for Developmental Disabilities; Phyllis Fulton, Division of Social Services; Greg Anderson, Office of the Secretary; Wanda Oakley, Office of Internal Auditor; Sandra Trivett, Office of the Secretary;

Second row: Diana Barbry, Division of Health Service Regulation; Laveta Waller, Division of Services for the Blind; Valerie Royal, Division of Child Development & Early Education; Eve Pena-Vargas, Division of Medical Assistance;

Third row: Lisa Moon, Division of State Operated Healthcare Facilities; Teresa Turner, Office of Rural Health & Community Care; Debbie Nichols, Division of Health Services Regulation; Sharon McDonald, Office of the Controller.

– Photo by Jim Jones, DHHS Public Affairs

DIRM printing operation saves \$1.3 million

Every year millions of pieces of mail are created and then make their way out the door of the DIRM Print Shop at 800 Ruggles Drive on the Dorothea Dix Campus.

The crew at the shop operates high-speed machines that print, fold, stuff into envelopes, seal and pre-sort notices for Medicaid, food and nutrition services and other services that reach out from the Department of Health and Human Services to thousands of families across the state.

Printing Operations Manager Curtis Lee Johnson describes the operation as ‘Host-to-post processing,’ and proudly proclaims that as costly as postage is these days, the DIRM shop is able to save eight to 10 cents per piece of mail, which totaled \$1.3 million last year on more than 13 million pieces processed at the plant, housed in a chalky, one-story tan metal building.

“This operation provides the highest potential postal cost savings and improves delivery times, sometimes to overnight, depending on where you live in the state,” Johnson said. The facility uses postal software to maximize savings.

DIRM Director Karen Tomczak praises the print shop crew. “Lee and his staff continually demonstrate excellence in customer service. Regardless of the business needs to be met, Lee’s section provides comprehensive, cost effective and timely solutions.”



More than 133,000 printed NC FAST notices, presorted and are ready for delivery wait to be trucked to the U.S. Postal Service.

The DHHS plant is one of the U.S. Postal Service’s largest customers in the Raleigh area, Johnson says. Mailings include public assistance checks, Food Stamp and N.C. Fast jobs; Medicaid cards, documents and notices to recipients; employer Child Support notices; and printed reports sent to County DSS offices. The plant is staffed 24 hours a day, five days a week.

Johnson says the operation soon will update its equipment. A duplex high-speed printer loops its web of paper around the print shop before Reggie Green, an operations system technician, grabs and boxes it. Supervisor Kay Ennis and lead operators Elston Howell and David Spruill work with other systems technicians to keep the shop

running at peak performance. They are Joey Coleman, Denise Hall, John Hunt, Jack Chappell Jr., Sonja Dudley, Gail Simmons, Carolyn Williams, Jamie Taylor, Russell Gibson and Alton Timlette.

“Lee and his staff do an outstanding job providing for the citizens of North Carolina,” said Bill Morton, Johnson’s direct supervisor. “Day in and day out they are on the job and always with a customer first attitude. The materials they process are vitally important to our citizens and this team gets the job done with hard work and determination. It is an honor to work with them.”

The concept draws attention from representatives of other states who want to improve their efficiencies. The

cont. on page 12

DIRM printing operation cont. from page 11

visitors want to see how North Carolina DHHS's 'print-to-mail, automated document factory' works. "States of South Carolina and Colorado have toured, and South Carolina is in the process of modeling a huge data center after our operation," Johnson said. ■

– Jim Jones, DHHS Public Affairs



Clockwise from top: Reggie Green unloads printed pages; Alton Timlette operates the Mailstar inserter; Joey Coleman operates Pitney Bowles inserter; and Elston Howell loads print jobs into delivery truck.

– Photos by Jim Jones, DHHS Public Affairs



Social Media efforts expand at DHHS

Assistive Technology blog gains international attention

Social marketing efforts within DHHS are taking shape as projects approved last summer and fall are ramping up.

The Division of Public Health posted more than 250 tweets during the January State Health Director’s Conference. Check out DPH @ncpublichealth.

The Division of Services for the Deaf and Hard of Hearing is using closed captioned video to liven up its Facebook page : www.facebook.com/pages/NC-DHHS-Division-of-Services-for-the-Deaf-the-Hard-of-Hearing/273918862719524. There are plans for adding videos with American Sign Language interpretation. The site recently posted a photograph of DSDHH employee Jennifer Johnson interpreting for Gov. Pat McCrory during his Jan. 28 visit to the Dorothea Dix campus..

The Assistive Technology Program within the Division of Vocational Rehabilitation Services started a public blog Jan. 1 that has already gained more than 108 subscribers and international attention.

“Since posting, the subscribers have tripled! We even have a good following in Europe,” reported Lynne Deese, who was instrumental in establishing the blog. Check it out at <http://at-training.org/atdaily>. The blog is dedicated to sharing assistive technology solutions and new postings appear every weekday. An instructional video <http://youtu.be/tvzJ6e6A9VA> provides helpful information for navigating the blog.

Approved social media in development include facebook pages for the Division of Social Services and for the Division of Vocational Rehabilitation Services. ■

– Jim Jones, DHHS Public Affairs



Student posters help raise radon awareness



Winners and honorable mentions for the 2012 N.C. Radon Poster Contest were recognized last month at the N.C. Museum of Natural Sciences in Raleigh. Left to right: Sarah O'Connor and Samuel Fohn of Our Lady of Mercy School in Winston-Salem, and Graceanne Schuster of Fairmont High School, all honorable mentions; first-place winner

Courtney McCormick and third-place winner Summer McCrory, both of Fairmont High School; second-place, Cecilia Kammire, Our Lady of Mercy; and honorable mentions Ben Babcock and Nelly Elena Lara, both from Our Lady of Mercy. N.C. Radon specialist Mike Lunsford presented plaques and prizes to the students. Lee Cox, chief of the Radiation Protection Section, offered parents, teachers and students an overview of the duties of the section, and of the importance of radon awareness. For a look at the top three posters, check the Radon website: http://www.ncradon.org/Poster_Page_One.html. ■

– Photo by Jim Jones, DHHS Public Affairs

DHHS teams prepare for possible radiation event

Of all the man-made disasters that North Carolina must prepare for, those associated with radioactive materials may be the most difficult – not because of the nature of radiation, but because it is one of the few events that we have little experience dealing with real situations.

To address this preparedness need, several DHHS offices have been working together to bolster resources needed to respond to such events.

Since May 2012, the department's Radiation Protection Section (RPS) along with the Office of Emergency Medical Services and the Public Health Preparedness and Response Branch have been working to incorporate the Team of Radiological Emergency Response Volunteers (TOREV) into the existing Medical Reserve Corps infrastructure and create internal groups to facilitate training and collaboration.

The focus of this cooperative effort includes the use of the state's existing Emergency System for Advance Registration of Volunteer Health Professionals program.

TOREV was chartered in 1992 through the North Carolina Health Physics Society and is supported by the Radiation Protection Section. Thanks to a CDC grant that made this effort possible, TOREV and MRC volunteers with North Carolina's ESAR-VHP program – ServNC – are learning how to support radiological emergency and support responses, including use of radiological detection devices.

Wake County Emergency Management hosted one such training last month during which volunteers received radiation refresher classes and trained with radiological detection equipment. The grant also will fund exercises associated with two nuclear power plant drills.

Thanks to this unique collaboration between so many government agencies – and the volunteers willing to contribute their time and knowledge to the effort – North Carolina is tackling the difficult task of preparing for a nuclear incident such as a reactor accident, dirty bomb explosion, and other incidents involving radioactive materials. ■

– Bill Furney, Public Health Preparedness and Response

One-stop webpage

If you are looking for a useful page to bookmark that provides links to BEACON, NCID and dozens of other helpful destinations for state employees, then look no more.

It has all been assembled on a single page with links to information about benefits and 401K, retirement, ethics, the employee directory and the holiday schedule, and more at:

<http://nc.gov/government/employees.aspx>

The NC.gov web content manager has put the page up as a one-stop-shop for employee information, online services and social media.

ACCOLADES

- Three employees of the Division of Vocational Rehabilitation Services were recently honored at the division's 11th annual VR All-Stars Awards for their on-the-job contributions.



Left to right, VR's Medicott, Cummings and Fountain.

Ja Medicott, an assistive technologist in the Wilmington Assistive Technology Service Center, was recognized for his creativity, for "always looking for new ways to make something work and bringing assistive technology to the everyday lives of people with disabilities.

Amanda Cummings, a case manager at WorkSource East in Goldsboro was cited for outstanding achievement in

leadership. The award praises Cummings for her "ability – characterized by professionalism and a caring heart – to discuss issues with her consumers while leading them to make better choices for themselves."

James Fountain, a computing consultant in the Raleigh central administrative office, was recognized for customer service for his patience, knowledge and flexibility in providing "an excellent level of support" to fellow staff members "in an unusually fast and efficient manner."

- **Mary Maas**, named Division of Health Service Regulation "Employee of the Year" for her



outstanding service and attitude. Maas is the training coordinator for the federal nursing home and home health assessment teams, and she trains and works with providers who request assistance.

- **Amanda Dayton**, served as project leader for team that included **Beth Quinn, Jenny Snow, Amy Grimshaw** and **Alyssa Roberts**. The team, part of the Division of Public Health, Immunization Branch, earned one of three annual Center for Disease Control and Prevention (CDC) Bull's Eye Awards for Innovation and Excellence in Immunization for their work on the N.C. Immunization Program Adolescent Assessment, Feedback, Incentive and eXchange (AFIX) Project. ■

If you or someone you work with has received special recognition, let us hear about it. We need details of the recognition, and how to reach the employee and the recognizing organization. Send to Jim.Jones@dhhs.nc.gov.