

Monroe A. Miller Jr.  
2200 Camp Branch Road  
Waynesville, NC 28786  
February 19, 2018

**Subject:** Dialog - Request for Information - Julie Davis, DSS Health Monthly Reimbursement Report.

The following was brought to my attention, which I formed into a Request for Public Information.

**Request #24. (2/9/2018)**

- County Finance Director Julie Davis not doing her job:
  - Didn't approve report for Health Department for January, so they did not get \$70,000 from state. County Taxpayers to fund this instead.
- Request emails around 1-15 to see.

**I am requesting an e-mail dump from Julie Davis e-mail account from January 1 -15, for e-mails relating to Health Department details, report approvals, expenditures, etc.. This is Request #24.**

**Request #26. (2/13/2018)**

The last Request for Public Information was regarding Julie Davis, and whether Haywood County Taxpayers were going to foot a \$70,000 bill for Julie Davis not approving the report for the Health Department for January. All I got were a bunch of e-mails indicating Julie Davis was having e-mail password problems. Since I did not get a bunch of Righteous Indignation from anyone about this, I am assuming that it happened, and either Julie Davis is withholding e-mails pertinent to this, or the window that I had requested was too small. Therefore, here is my Request #26.

**Request #26 - I am requesting an e-mail dump from Julie Davis e-mail account from January 1 through today, 2/13/2018, for e-mails relating to Health Department details, report approvals, expenditures, etc.., which now includes a copy of the e-mail to Julie Davis requesting this e-mail dump, and her response.**

I received several globs of e-mail dialog, correlating with the above two requests. E-mails were provided in a mish-mash of disjointed e-mails. I painstakingly separated out the chronological sequence and eliminated duplicates, making it now an easy to follow dialog.

I sent the following to Joel Mashburn on 2/18/2018:

“Thank you for supplying e-mails related to Request #26. As I understand, Julie Davis was locked out of the DSS system (password did not work), via the NCID system. The password reset was done by Kathy Gibson, a computer systems administrator in IT. The report was late, the payment was missed, and will have to be re-submitted. Presumably, DSS was paid via the Fund Balance and will be repaid back into it when the payment finally is received. It always pays not to wait until the last minute to submit these reports, to take into account any unexpected glitches.”

There was no direct mention of the amount of \$70,000 anywhere in the e-mails that were provided to me.

Monroe A. Miller, Jr.  
Haywood County Taxpayer

---

**From:** Michelle Haynes  
**Sent:** Friday, January 12, 2018 12:49 PM  
**To:** Julie Davis  
**Subject:** DSS monthly reimbursement report  
**Attachments:** DSS 1571 Spreadsheet FY 2017-2018.xlsx; DOC011218-01122018124833.pdf  
  
**Importance:** High

**Michelle M. Haynes, Business Services Director**  
**Haywood County Health and Human Services Agency**  
*"Enhancing the health, safety, and full potential of our community."*  
157 Paragon Parkway, Suite 300  
Clyde, NC 28721  
Phone: 828-356-2384  
Fax: 828-452-6690  
e-mail: [mhaynes@haywoodnc.net](mailto:mhaynes@haywoodnc.net)

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.

**STATEMENT OF ADMINISTRATIVE COSTS**

Fax: 919-715-5847

FOR COUNTY: HAYWOOD

Number: 44 Name: Haywood  
(001, etc.)

Agency Type DSS  
(DSS, CSE, IND)

Service Month of Dec-17  
(Month - Year)

**EXPENDITURES CLAIMED ELECTRONICALLY**

Part I	<u>\$ 889,931.61</u>	
Part II	<u>\$ 269,180.01</u>	( Total Indirect Cost = \$ 124,902.35 )
Part IV	<u>\$ 6,345.80</u>	
<b>TOTAL</b>	<b><u>\$ 1,165,457.42</u></b>	

**CERTIFICATION**

I hereby certify that all costs shown have been incurred in connection with official duties of the county Department of Social Services and that costs submitted are recorded on the official county financial records as an expense, and that same are true and correct to the best of my knowledge and belief.

 01/12/18

Director, County DSS

Date

County Finance Officer

Date

---

**From:** Michelle Haynes  
**Sent:** Friday, January 12, 2018 12:57 PM  
**To:** Julie Davis  
**Subject:** Health monthly reimbursement report  
**Attachments:** DEC Exp JAN Report ATC.XLSX; 2017 Dec GL.PDF; 2017 Dec Misc Rev.pdf; 2017 Dec Fees.pdf; 2017 Dec Restr Rev.pdf

**Importance:** High

It's in WIRM ready for your approval.

Thanks.

**Michelle M. Haynes, Business Services Director**  
**Haywood County Health and Human Services Agency**  
*"Enhancing the health, safety, and full potential of our community."*  
157 Paragon Parkway, Suite 300  
Clyde, NC 28721  
Phone: 828-356-2384  
Fax: 828-452-6690  
e-mail: [mhaynes@haywoodnc.net](mailto:mhaynes@haywoodnc.net)

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.

---

**From:** Julie Davis  
**Sent:** Friday, January 12, 2018 1:38 PM  
**To:** Michelle Haynes  
**Subject:** monthly report  
**Attachments:** DOC011218-01122018133532.pdf

Julie

Julie H. Davis, Finance Director  
Haywood County  
215 N. Main Street  
Waynesville, NC 28786  
828-452-6724 phone  
828-452-6725 fax

-----Original Message-----

From: Haywood County Finance Department [mailto:finance@haywoodnc.net]  
Sent: Friday, January 12, 2018 1:36 PM  
To: Julie Davis  
Subject: Send data from FINANCEMFD 01/12/2018 13:35

Scanned from FINANCEMFD  
Date:01/12/2018 13:35  
Pages:1  
Resolution:200x200 DPI

-----  
This message was sent from a send-only device. Do not reply or send e-mails to this address as they cannot be received.

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.



---

**From:** Julie Davis  
**Sent:** Friday, January 12, 2018 3:24 PM  
**To:** Michelle Haynes  
**Subject:** RE: Health monthly reimbursement report

Will not take my passwork.

*Julie*

Julie H. Davis, Finance Director  
Haywood County  
215 N. Main Street  
Waynesville, NC 28786  
828-452-6724 phone  
828-452-6725 fax

---

**From:** ncid.notifications@nc.gov  
**Sent:** Friday, January 12, 2018 3:32 PM  
**To:** Julie Davis  
**Subject:** NCID Password Reset by Administrator

Dear Julie Davis,

Your password has been reset in the North Carolina ID system (NCID). This reset was done by Kathy Gibson.

If you did not request this password reset, please contact the NCID help desk at Customer Support Center at (800) 722-3946 or (919) 754-6000. You can also email at [servicecenter@its.nc.gov](mailto:servicecenter@its.nc.gov)

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.



---

**From:** Julie Davis  
**Sent:** Friday, January 12, 2018 3:36 PM  
**To:** Kathy M. Gibson  
**Subject:** sign in

It didn't work.

*Julie*

Julie H. Davis, Finance Director  
Haywood County  
215 N. Main Street  
Waynesville, NC 28786  
828-452-6724 phone  
828-452-6725 fax

---

**From:** ncid.notifications@nc.gov  
**Sent:** Friday, January 12, 2018 4:15 PM  
**To:** Julie Davis  
**Subject:** NCID Password Reset by Administrator

Dear Julie Davis,

Your password has been reset in the North Carolina ID system (NCID). This reset was done by Kathy Gibson.

If you did not request this password reset, please contact the NCID help desk at Customer Support Center at (800) 722-3946 or (919) 754-6000. You can also email at [servicecenter@its.nc.gov](mailto:servicecenter@its.nc.gov)

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.

---

**From:** Julie Davis  
**Sent:** Friday, January 12, 2018 4:51 PM  
**To:** Kathy M. Gibson  
**Subject:** RE: ncid

Just tried again. My password has expired was the response.

*Julie*

Julie H. Davis, Finance Director  
Haywood County  
215 N. Main Street  
Waynesville, NC 28786  
828-452-6724 phone  
828-452-6725 fax

---

**From:** Kathy M. Gibson  
**Sent:** Friday, January 12, 2018 4:07 PM  
**To:** Julie Davis  
**Subject:** ncid

<https://idpprod.nc.gov:8443/nidp/idff/sso?RequestID=idk3oPO9a5IfDze2g4eaUgFMm-gAM&MajorVersion=1&MinorVersion=2&IssueInstant=2017-05-03T13%3A35%3A44Z&ProviderID=https%3A%2F%2Fncid.nc.gov%3A443%2Fnesp%2Fidff%2Fmetadata&RelayState=MA%3D%3D&consent=urn%3Aliberty%3Aconsent%3Aunavailable&agAppNa=RBPM&ForceAuthn=false&IsPassive=false&NameIDPolicy=onetime&ProtocolProfile=http%3A%2F%2Fprojectliberty.org%2Fprofiles%2Fbrws-art&target=https%3A%2F%2Fncidp.nc.gov%2FIDM&AuthnContextStatementRef=secure%2Fname%2Fpassword%2Furi>



**KATHY GIBSON**  
**COMPUTER SYSTEMS**  
**ADMINISTRATOR**

helpdesk@haywoodnc.net • (828) 564-4357

215 North Main Street  
Waynesville, NC 28786  
kmgibson@haywoodnc.net  
Office: (828) 356-2758

**Mountains of Opportunity**

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.

---

**From:** Forgotten Password <ncid.notifications@nc.gov>  
**Sent:** Friday, January 12, 2018 4:54 PM  
**To:** Julie Davis  
**Subject:** Forgotten Password Verification

Thank you for requesting a password reset. To continue with your password reset, please [click here](#) to continue.

If for some reason this link doesn't work, you can copy and paste the following code onto the password reset form:

693793

If you do not wish to change your password at this time, you do not need to take any action.

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.

---

**From:** NCID Change Password Notice <ncid.notifications@nc.gov>  
**Sent:** Friday, January 12, 2018 4:55 PM  
**To:** Julie Davis  
**Subject:** NCID Password Change Notification

This is an automated message sent by the NCID Password Self-Service system. Please do not reply to this message. This message is being sent to inform you that your password was changed using the Forgotten Password Self-Service system on Fri., Jan. 12, 2018 at 4:55 PM. If you did not make this change, please call your delegated administrator or contact the ITS Service Desk at 1-800-722-3946 or 919-754-6000 to report the incident. Thank you.

---

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) sent in response to it, may be considered public record and as such are subject to request and review by anyone at any time.

**From:** Julie Davis  
**Sent:** Friday, January 12, 2018 4:58 PM  
**To:** Kathy M. Gibson  
**Subject:** RE: ncid



Error:Unable to authenticate. (SOAP fault: Artifact resolution failed at IDP-esp-0C855B6F0460061A)

New error message.

*Julie*

Julie H. Davis, Finance Director  
Haywood County  
215 N. Main Street  
Waynesville, NC 28786  
828-452-6724 phone  
828-452-6725 fax

**From:** Kathy M. Gibson  
**Sent:** Friday, January 12, 2018 4:07 PM  
**To:** Julie Davis  
**Subject:** ncid

<https://idpprod.nc.gov:8443/nidp/idff/sso?RequestID=idk3oPO9a5IfDze2g4eaUgFMm-gAM&MajorVersion=1&MinorVersion=2&IssueInstant=2017-05-03T13%3A35%3A44Z&ProviderID=https%3A%2F%2Fncid.nc.gov%3A443%2Fnesp%2Fidff%2Fmetadata&RelayState=MA%3D%3D&consent=urn%3Aliberty%3Aconsent%3Aunavailable&agAppNa=RBPM&ForceAuthn=false&IsPassive=false&NameIDPolicy=onetime&ProtocolProfile=http%3A%2F%2Fprojectliberty.org%2Fprofiles%2Fbrws-art&target=https%3A%2F%2Fncidp.nc.gov%2FIDM&AuthnContextStatementRef=secure%2Fname%2Fpassword%2Furi>



**KATHY GIBSON**  
**COMPUTER SYSTEMS**  
**ADMINISTRATOR**

helpdesk@haywoodnc.net • (828) 564-4357

215 North Main Street  
Waynesville, NC 28786  
kmgibson@haywoodnc.net  
Office: (828) 356-2758

Mountains of Opportunity

---

**From:** Michelle Haynes  
**Sent:** Friday, January 12, 2018 5:21 PM  
**To:** Julie Davis  
**Subject:** RE: Health monthly reimbursement report

Your password may be expired. If so, IT may have to do a password reset for your ID.

**Michelle M. Haynes, Business Services Director**  
**Haywood County Health and Human Services Agency**  
*"Enhancing the health, safety, and full potential of our community."*  
157 Paragon Parkway, Suite 300  
Clyde, NC 28721  
Phone: 828-356-2384  
Fax: 828-452-6690  
e-mail: [mhaynes@haywoodnc.net](mailto:mhaynes@haywoodnc.net)

# Work Orders

Dates displayed in  
Eastern Standard Time

2/12/2018 11:58:27AM

---

**Work Order**                      **94082**

---

<b>Request</b>	reset NCID password, verify user name		
<b>Requestor</b>	Julie Davis	<b>How Reported</b>	End User
<b>Requestor Call Back Number</b>	2611	<b>Asset ID</b>	HJSZLS1
<b>Department</b>	Finance	<b>Department Number</b>	4130 Finance
<b>Location</b>	Historic Courthouse - 4th Floo	<b>Date Entered</b>	1/12/2018 3:49:13PM
<b>Assigned Technician</b>	Kathy M. Gibson	<b>Date Assigned</b>	1/12/2018 3:49:13PM
<b>Priority</b>	Medium	<b>Expected Completion Date</b>	1/16/2018 3:50:00PM
<b>Date Completed</b>	1/12/2018 3:51:09PM	<b>Charge</b>	
<b>Status</b>	Closed	<b>Hours</b>	0.17

---

## Resolution

1/12/2018 3:49:50PM      Kathy M. Gibson

verified NCID user name  
reset password

---



---

**From:** Julie Davis

**Sent:** Tuesday, January 16, 2018 8:35 AM

**To:** Michelle Haynes

**Subject:** RE: Health monthly reimbursement report

Kathy Gibson, from IT, and I worked together on this until 5:00 on Friday and it never worked. I am assuming that the deadline was Friday. Is that correct?

## Julie

Julie H. Davis, Finance Director

Haywood County

215 N. Main Street

Waynesville, NC 28786

828-452-6724 phone

828-452-6725 fax

RE: Health monthly reimbursement report

**Subject:** RE: Health monthly reimbursement report  
**From:** Michelle Haynes <Michelle.Haynes@haywoodcountync.gov>  
**Date:** 1/16/2018 8:37 AM  
**To:** Julie Davis <julie.davis@haywoodcountync.gov>

The deadline is actually today. I did find this that may help:

**If you should encounter any WIRM Portal IT Issues please contact DHHS Customer Support Center at 919-855-3200 opt. #2**

**Michelle M. Haynes, Business Services Director**  
**Haywood County Health and Human Services Agency**  
*"Enhancing the health, safety, and full potential of our community."*  
157 Paragon Parkway, Suite 300  
Clyde, NC 28721  
Phone: 828-356-2384  
Fax: 828-452-6690  
e-mail: [mhaynes@haywoodnc.net](mailto:mhaynes@haywoodnc.net)

---

**From:** Edwards, Dianne  
**Sent:** Tuesday, January 16, 2018 3:52 PM  
**To:** Michelle Haynes  
**Cc:** Kathleen A. Combs  
**Subject:** WIRM Certification  
**Importance:** High

In reviewing the status of WIRM reports, I see that your Finance Office has not yet certified your report. Since the deadline for submission is 5:00 pm today, please follow up the Finance Office to be sure the report will be certified on time.  
Thank you.

**Dianne B. Edwards**  
**Public Health Administrative Consultant**  
Division of Public Health, Local Technical Assistance and Training Branch  
North Carolina Department of Health and Human Services

828-678-9392 office  
828-284-2593 mobile  
828-678-9483 fax  
[Dianne.Edwards@dhhs.nc.gov](mailto:Dianne.Edwards@dhhs.nc.gov)  
1135 Blankenship Creek Road  
Burnsville, NC 28714

<image001.png>

**From:** Edwards, Dianne [mailto:[dianne.edwards@dhhs.nc.gov](mailto:dianne.edwards@dhhs.nc.gov)]

**Sent:** Tuesday, January 16, 2018 4:44 PM

**To:** Patrick H. Johnson

**Cc:** Michelle Haynes; Kathleen A. Combs

**Subject:** FW: WIRM Certification

**Importance:** High

Patrick,

Can you please contact your county finance office and ask them to certify the WIRM report. I see that Michelle is out of the office and Kathleen is not responding to my email or phone call. If the report isn't certified by county finance office before 5:00 today, the health department will not receive a payment from the state this month. Thank you!

**Dianne B. Edwards**

**Public Health Administrative Consultant**

Division of Public Health, Local Technical Assistance and Training Branch

North Carolina Department of Health and Human Services

828-678-9392 office

828-284-2593 mobile

828-678-9483 fax

[Dianne.Edwards@dhhs.nc.gov](mailto:Dianne.Edwards@dhhs.nc.gov)

1135 Blankenship Creek Road

Burnsville, NC 28714

<image001.png>

FW: WIRM Certification

**Subject:** FW: WIRM Certification

**From:** "Patrick H. Johnson" <patrick.johnson@haywoodcountync.gov>

**Date:** 1/17/2018 10:29 AM

**To:** Julie Davis <julie.davis@haywoodcountync.gov>

Yesterday I was in a tense meeting from 4:00-4:45 dealing with a personnel issue in DSS. When I came out of the mtg I was trying to figure out if I would be going to Raleigh for a Health Dir Mtg/Public Health Conference Jan 17-19 or not among other things. (I'm not going.) I scanned my e's after 5p but did not notice this one until this am. This email gave me all of 16 minutes to notify you anyway. This am I did ask Diane to call me next time.

I called Diane today and she told me

1. We won't get paid this month and
2. This doubles Kathleen workload in that she has to redo the entire report over again.

Can you look into what happened here? Thanks

**From:** Julie Davis

**Sent:** Wednesday, January 17, 2018 10:56 AM

**To:** Patrick H. Johnson

**Subject:** Re: WIRM Certification

Yes. Kathy Gibson and I spent a few hours on Tuesday until after 5:00 trying to get me in to NCID, with no luck. I kept Michelle informed. She gave me a phone number yesterday morning to try. I called and they said they could not help me since this was health related and not DSS related. I attempted a few more times, however, I, too, had a few other important things to do yesterday, then the board meeting to attend. When the meeting was over at 8:30, I left immediately due to the weather.

I am very sorry Kathleen's workload is now doubled and that you had to deal with a tense meeting.

Would you like for me to let you know how much additional time we, in finance, spend handling HHSA errors? If so, I will start keeping track. Otherwise, you might want to see if you can get your system fixed so we can enter the approvals.

Sent from my iPad

RE: WIRM Certification

**Subject:** RE: WIRM Certification

**From:** "Patrick H. Johnson" <patrick.johnson@haywoodcountync.gov>

**Date:** 1/17/2018 10:58 AM

**To:** Julie Davis <julie.davis@haywoodcountync.gov>

Trying to call you. Not wanting to get you upset. Just trying to figure it out. Sorry to upset you.

---

**From:** Julie Davis

**Sent:** Wednesday, January 17, 2018 1:24 PM

**To:** Patrick H. Johnson

**Subject:** Re: WIRM Certification

No problem. I'm not upset.

I'm just not accustomed to somewhat of a reprimand from a fellow department head. We are on the same team here. And we all want things to be correct and be reported timely.

I never made it in this morning and am working from home on budget tasks. We can come up with a solution to this NCID issue when I get back.

Sent from my iPad



RE: WIRM Certification

**Subject:** RE: WIRM Certification

**From:** "Patrick H. Johnson" <patrick.johnson@haywoodcountync.gov>

**Date:** 1/17/2018 1:56 PM

**To:** Julie Davis <julie.davis@haywoodcountync.gov>

To be clear I was just trying to find out what went wrong. I figured someone in your Dept certified the report, not you. I in no way meant it as a "reprimand". I rarely do that w my own staff. I asked MH if we should get the report to you earlier. What we can do to give you more time. I'm also very sensitive about Kathleen. Her 60 y/o brother just died suddenly, unexpectedly. Her mother who lives w her is dying of pancreatic CA (not HIPAA – it's well known.) She left on Tues suddenly. She seems withdrawn for good reason. Anyway...hope no harm, no foul.

---