

August 27, 2019

The Alamance County Social Services Board met for its regular monthly meeting on this date. Those in attendance were: Ms. Heidi Norwick, DSS Board Chair; Commissioner Amy Galey, DSS Board Member; Reverend Ron Shive, DSS Board Member; Ms. Adrian Daye, Director; Ms. Latawnya Hall, Adult Services Program Manager; Ms. Kelly Inman, Assistant Director of Operations; Ms. Linda Jones, Child Welfare Program Manager; Ms. Lynette Wellons, Interim Child Welfare Program Manager; Mr. Jason Cole, IT Director; Ms. Jamie Hamlett, Attorney; Ms. Angela Cole, Child Welfare Program Manager and Ms. Katrina Jackson, Child Care Supervisor were present.

Ms. Heidi Norwick, DSS Chair opened the meeting.

**Public Comment:**

None

**Consent Agenda: Chair Heidi Norwick**

July items on the consent agenda approved. Commissioner Amy Galey, DSS Board member made motion to approve and seconded by Reverend Ron Shive, DSS Board member.

**Nomination of Board Chair: Director Adrian Daye**

Pursuant to G.S. 108A-7, each county board of social services shall elect a chair from its members at its July meeting each year.

Nomination made by Commissioner Amy Galey to reappoint Heidi Norwick, current DSS Board Chair to serve another year. Seconded by Reverend Ron Shive, Vice-Chair. Unanimous vote for Ms. Norwick to serve another year as chair.

**Staff Reports:**

**Fiscal: Ms. Kelly Inman**

The target rate is 8% for July. The expenditures are \$88,140 less than July 2018. Revenues are \$8719 more than July 2018.

**Fraud: See report -**

Unit	July 2019	July 2018	Current YTD	Prior Fiscal Year
Fraud	\$17,321.61	\$11,893.91	\$17,321.61	\$11,893.91

There was one criminal conviction of food stamp fraud. Fraud Investigator completed 10 Administrative Disqualifications Hearings with 10 guilty decisions. There were 17 claims established for (\$37,464.63).

## **Services – Ms. Adrian Daye, Director -**

### **Adult and Family Services Program Manager: Ms. Latawnya Hall**

Child Support –

<b>Unit</b>	<b>July 2019</b>	<b>July 2018</b>	<b>Current YTD</b>	<b>Prior Fiscal Year</b>
Child Support	\$941,876.62	\$936,157.58	\$941,876.62	\$936,157.58

Ms. Hall reported Guardianship Services fully staffed and staff has completed all necessary pre-service trainings required. Adult Protective Services has (2) vacancies. Ms. Hall reported the numbers for guardianship are low due to staff are focusing on family members first instead of guardianship. We are conducting more staffing of cases to discuss cases, which has been beneficial.

Child Support Appreciation event held this month. Child Support staff were very appreciative. We currently have (2) Child Support vacancies.

Ms. Hall reported Elder Justice Trainings continue – we have two scheduled – no word on the Continuation Grant.

### **Children Services Program Manager: Ms. Angela Cole/Ms. Lynette Wellons**

Ms. Wellons reported Children Services review conducted on August 7, 2019 for Foster Care services. There were two in-home cases pulled for review. We feel very confident with the cases.

Ms. Wellons reported MAPP (Model Approach to Partnerships in Parenting) Training starts tonight – we have nine families registered. The Foster Care ads have been very beneficial with outreach to families at local movie theatre.

Ms. Wellons reported we are entering into the last year of SHIFT NC grant. Training scheduled in October for staff.

Ms. Wellons reported LINKS celebration scheduled with seventeen youth signed up to participate – this is huge success! Our new LINKS Coordinator, Ethan Raynor, has done a great job with building relationships.

### **Economic Support: Ms. Jamie Hatfield**

Ms. Jamie Hatfield reported the following:

#### **FNS Processing Timeliness Rate**

<b>Recertification Timeliness for July</b>	99.24%
<b>FNS Regular Applications for July</b>	96.51%

<b>FNS Expedited Applications</b>	99.29%
<b>WFFA Applications</b>	100%
<b>WFFA Recertifications</b>	100%

**Medicaid Processing Timeliness Rate**

<b>Application Timeliness for July</b>	96%
<b>Recertification Timeliness for July</b>	N/A

Ms. Hatfield reported we are now on the fourth enrollment specialist assigned to Alamance County. Enrollment Specialist scheduled until October 31, 2019. The foot traffic varies – there could be eight – fifteen customers on the list – some customers leave before seen.

Ms. Hatfield reported Ms. Candice Gobble has reached out to local medical providers providing outreach materials/flyers to post in facilities. Chairman Norwick reported Alamance County Library has a Medicaid Transformation session scheduled. It would be nice to see a coordinated effort between the two departments. Ms. Gobble added DSS is planning an event very soon.

Ms. Hatfield reported Medicaid Audit acknowledgment celebrations are going well – every two months we host an event – this month was a pizza event – where we celebrate correct cases within the Medicaid unit. This month we celebrated April and May – Our internal control error rate went from 50% to 95%.

Ms. Hatfield announced Alamance County has volunteered to be pilot site for P14.2 – New NCFASST project. This project is a new way of processing applications that will go live in December. Alamance County and Robeson County are two counties that will participate.

Ms. Hatfield reported Voter Registration is a priority with the State. This is a federal mandate. We have new posters posted throughout the building in English and Spanish. We are to offer voter registration services during each Covered Transaction (Application, Recertification and Change of Address for both In-Person and Remote Transactions). All voter registration applications completed mailed to the County Board of Elections within five business days.

Ms. Hatfield reported PERM Audit – six new cases selected, but no response at this time.

Ms. Hatfield reported six vacancies within Economic Services. Some of these vacancies have offers on the table.

Ms. Daye reported the State issued a letter urging collaboration with Health Departments to house FNS applications at WIC locations. We have met with WIC Director at Alamance County Health Department and we have created a plan. On September 12, FNS staff will refer customers to WIC, if needed.

**Family Justice Center – Kelly Inman -**

Ms. Inman reported interviews scheduled for FJC Director for the first week of September. Ms. Inman reported Rockingham County visited FJC last month and now Victims Group of Rockingham County scheduled tour.

## **Operations – Ms. Kelly Inman, Assistant Director of Operations –**

### **Administrative Support/Personnel: Director Adrian Daye**

See Statistical Report – as of July 31, 2019

Vacancies	17
New Hires	15
Interagency Transfer	4
Resignations	5

As of August 27, 2019 – Alamance County Social Services has 18 vacancies. There are some positions that are not posted as of yet and other positions are scheduled for interviews.

Ms. Daye reported we have five upcoming agency retirements that will occur September thru December. Ms. Linda Jones has submitted her retirement letter effective November.

### **IT Report: Mr. Jason Cole**

Mr. Cole reported the agency provided computers for enrollment specialist for Medicaid Transformation, as well as installing “Deep Freeze” on those computers. “Deep Freeze” will wipe computers after each use. The IT Unit continues to work hard being down one staff until new position is hired.

## **Director’s Report – Ms. Adrian Daye, Director –**

See Economic Services report.

### **New Business:**

#### **Child Care Waiting List Policy – Katrina Jackson**

Ms. Katrina Jackson presented the updated Child Care Wait List policy to board members. Alamance County DSS asked to revise local wait list policy by DCDEE (Division of Child Development and Early Education) because of the continuing funding restrictions. Ms. Jackson added funding restrictions have been in place since March due to Hurricane Michael & Hurricane Florence last September resulted in large subsidy. The revised policy approved by DCDEE and will need approval for social services board.

Alamance County DSS current waiting list is = 1,100 children

#### **The following revisions made:**

- Added DCDEE policy states regarding waiting list – functionality is still pending in NC FAST. Until functionality is available, the Child Care Unit will conduct periodic surveys outside of NCFAS as needed in order to keep information of Waiting List applications current.

- Children with special needs, and children whose application for assistance indicates that the child and the child's family is experiencing homelessness or is in a temporary living situation will be served immediately, unless the department has exceeded their 4% set-aside funds. Alamance County will set-aside no more than 4% of the Non-Smart Start childcare subsidy allocation in order to serve vulnerable populations. Once funds are exceeded, these children will be placed on the Alamance County waiting list and will be served according to ongoing waiting list policy.
- If childcare cases are in jeopardy of termination due to the potential lack of funding, Alamance County will contact DCDEE for guidance.

When the budget allows us to start serving the children on the waiting list, priority given to:

1. Siblings of children already receiving on an active childcare assistance case.

**Action: Amy Galey made motion to approve updates/changes with Child Care Wait List policy and seconded by Rev. Ronald Shive.**

**Board Presentations** – Director Daye asked board members what presentations they would like to see at board meetings. Are the presentations beneficial? Are there any special interest?

Board Members shared all the presentations have been very beneficial. Board Members shared they have learned so much from the topics. They feel they are able to communicate within the community on topics such as LINKS presentation as well as Medicaid Transformation because of the monthly meetings.

Board Members reported they would like to see refresher on Domestic Violence and any new topics coming down from legislature as it pertains to Social Services, as well as Cardinal Innovations.

**Work From Home/Space Issues** – Director Daye shared information regarding space issues within HSC. We are looking for space at HSC – County Manager is focusing on capital plan as a county. County Manager is also looking at positions that can work from home. Internally, we will start discussions on what positions here at DSS that can work from home and wait for County Policy to be developed.

Director Daye expressed conversations with Bryan Haygood continue regarding Social Services turnover. The two top areas are DSS and Sheriff's Department (Detention Officers).

Director Daye informed Board Members were are gearing up for Hurricane Season. Ms. Morrow is working on the shelter plan for Social Services, as we move to County led shelter vs. Red Cross shelter.

**Closed Session:** Director Daye and DSS Board Members went into closed session at 1:06pm. Minutes to follow from Jamie Hamlett, DSS Attorney. Closed Session ended at 1:40pm.

**Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, September 24, 2019** in the Boardroom located on the first floor at the Human Services Building.

There being no further business the meeting was adjourned.

Respectfully Submitted:  
*Carmen L. Morrow*

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Date approved: \_\_\_\_\_