

January 28, 2020

The Alamance County Social Services Board met for its regular monthly meeting on this date. Those in attendance were: Commissioner Amy Galey, DSS Board Member; Heidi Norwick, Chair DSS Board Member; Dr. Ernest B. Eason, DSS Board Member; Ms. Edna Parker, DSS Board Member; Reverend Ronald Shive, DSS Board Member; Adrian Daye, Director; Ms. Latawnya Hall, Adult Services Program Manager; Ms. Kelly Inman, Assistant Director of Operations; Ms. Lynette Wellons, Interim Child Welfare Program Manager; Mr. Jason Cole, IT Director; Ms. Angela Cole, Child Welfare Program Manager; Ms. Sherry Cooper, Business Officer; Ms. Candice Gobble, Economic Services Program Manager; Ms. Jamie Hatfield, Economic Services Program Manager; Mr. Robert Ring, Personnel Director; Ms. Mary McGinty Shaw, Trauma Specialist and Mr. Ethan Raynor, LINKS Coordinator were present.

Ms. Heidi Norwick, DSS Board Chair opened the meeting.

**Public Comment:**

None

**Consent Agenda: Heidi Norwick, DSS Board Chair**

November items on the consent agenda approved. Edna Parker, DSS Board member made motion to approve and seconded by Commissioner Amy S. Galey, DSS Board member.

**Staff Reports:**

**Fiscal: Ms. Sherry Cooper**

The target rate for revenues is 42% for December. Revenues are trending 6% less than the target rate. Revenues are \$137,973.00 less than last year (December 2018). The target rate for expenditures is 50%. Expenditures are trending 6% less than target rate. Expenditures are \$212,435.00 more than last year.

Ms. Cooper distributed updated copy of December expenditures to reflect changes for the following:

431100 CONF/SCH/SEM/TRAINING	\$51,367	\$22,690	44%	\$28,677	56%
431200 DAILY TRAVEL	\$5,000	\$5,218	104%	-\$218	-4%

431100 CONF/SCH/SEM/TRAINING	\$51,367	\$26,436	51%	\$24,931	49%
431200 DAILY TRAVEL	\$5,000	\$1,471	29%	\$3,529	71%

After internal audit was conducted the figures have now been changed due to coding issue.

**Question: Why is there only \$100.00 budgeted in the Title XIX Expansion AD on Revenues?**

333041 TITLE XIX EXPANSION AD	\$100	\$2,720	2720%	-\$2,620	-2620%
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*Answer: Ms. Cooper will find out and inform board members.*

**Fraud: See report -**

Unit	December 2019	December 2018	Current YTD	Prior Fiscal Year
Fraud	\$13,217.07	\$14,289.78	\$100,914.11	\$73,745.98

Due to military, veteran and out-of-state reports has generated more referrals than usual. With the additional staff member, we were able to keep up with the referrals. With the tax refund season approaching, we will receive more collections.

**Question: Do you see more fraud referrals from upset customers?**

*Answer: We do receive referrals from customers reporting on each other and we investigate every report.*

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

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

Child Support –

Unit	December 2019	December 2018	Current YTD	Prior Fiscal Year
Child Support	\$873,550.79	\$841,616.19	\$5,359,170.04	\$5,322,013.88

Ms. Hall reported Child Support has two vacancies: (1) reception and (1) Child Support II position. Ms. Hall announced all 124 “Person under Guardianship” (P.U.G) were adopted during the holidays. Ms. Hall reported Adult Services is fully staffed.

**Children Services Program Manager: Ms. Lynette Wellons**

Ms. Wellons reported In-Home Federal Review audit begin on Monday, January 27, 2020. Ms. Wellons reported we continue to wait on adoptions baseline from the State.

Ms. Wellons reported Child Welfare has three vacancies: Assessments, FT On-Call and In-Home position.

**Economic Support: Ms. Candice Gobble**

Ms. Candice Gobble reported on the State Mandates for Economic Services and the history of why the numbers are so important.

Ms. Gobble reported the following:

**FNS Processing Timeliness Rate**

<b>Recertification Timeliness for December</b>	99%
<b>FNS Regular Applications for December</b>	98%
<b>FNS Expedited Applications</b>	99%
<b>WFFA Applications</b>	93%
<b>WFFA Recertifications</b>	78%

We are looking at the new data that has been reported to figure out why WFFA recertification numbers are so low. There have been issues with the State Reporting system.

**Medicaid Processing Timeliness Rate**

<b>Application Timeliness for December</b>	94%
<b>Recertification Timeliness for December</b>	N/A

Ms. Gobble reported Open Enrollment has ended. We received 119 applications over the last two weeks and 629 applications through the Federal Marketplace.

Ms. Gobble reported Economic Services conducts outreach periodically in the community – the following are scheduled:

- Broadview Middle School – Parent Wellness Fair
- K-Readiness Fair
- School Stock

**Family Justice Center – Kelly Inman -**

Ms. Inman reported two interviews are scheduled for next week for FJC Director. Ms. Inman reported we received a finding from the Governor’s Crime Commission Grant regarding billing & reimbursement. The director position has been vacant for the past seven months and program reports were to be submitted. We are working with the Governors Crime Commission administrator on what reports are needed and we have plan in place.

Ms. Inman also reported we also need to hire the Elder Justice Project Coordinator position that is vacant. Ms. Inman reported we have been cleared to use the continuation grant funding for Office of Violence Women (OVW) – we attended orientation earlier this month.

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

**Administrative Support/Personnel: Robert Ring**

See Statistical Report – as of December 31, 2019

<b>Vacancies</b>	21
<b>New Hires</b>	6
<b>Interagency Transfer</b>	3

As of January 28, 2020 – Alamance County Social Services has 23 vacancies. Mr. Ring announced the Attorney I Position offer has been made and accepted. There are interviews scheduled with all units.

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

Mr. Cole reported IT Department is working on updates for Compass (Document Storage System) staff uses on a daily basis.

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

Director Daye reported through September – December we had several retirements – with these retirements we had to consider how to fill the positions. Director Daye reported to board members with these positions – she will request eight positions to be re-classed. Director Daye will send over letter to County Manager and HR Director outlining the positions and the cost of each position.

***Action: Board Members will be updated next month.***

Director Daye reported on recent letter from DHHS regarding NC FAST/Budget Update. NC has not enacted a budget for SFY 2019-2020 which will impact NC FAST and how we provide services for customers.

The following will be impacted:

- Response times from helpdesk and development teams will be slower
- There will be limited system improvements and defect resolutions

Director Daye reported we have already noticed the impact on December 2019 reports. Director Daye reported if we continue to notice a negative impact on our numbers, we may consider reporting to County Commissioners due to performance management numbers as well as the State MOA could be impacted. Director Daye reported she is waiting on Director's Association to respond on statewide impact before moving forward.

### **New Business:**

#### **Making Proud Choices – Lynette Wellons/Mary M. Shaw/Ethan Raynor**

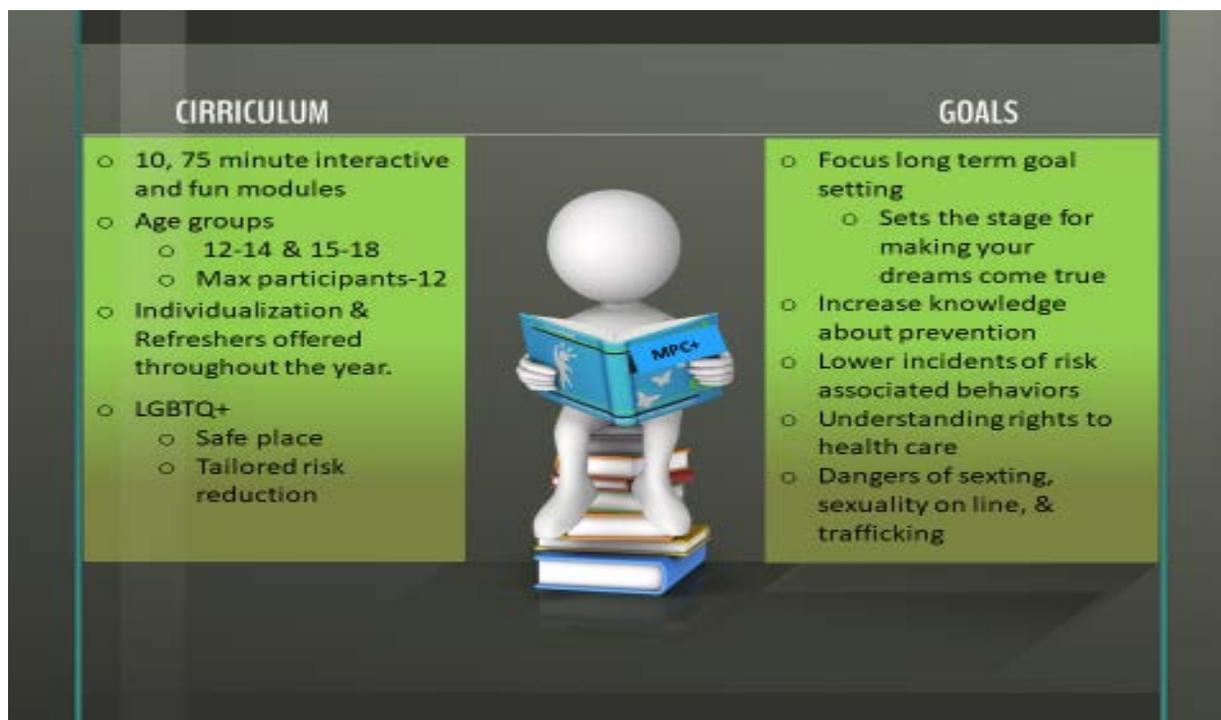
Ms. Wellons, Child Welfare Program Manager introduced Mary McGinty Shaw, Trauma Specialist and Ethan Raynor, LINKS Coordinator.

Ms. Shaw gave brief highlights of “Making Proud Choices – Every Teen Counts” curriculum. Under NC DHHS, Child Placement Services section 1201 part VII, the Department of Social Services has responsibility to ensure normalcy during the foster youth's time in the custody of Social Services.

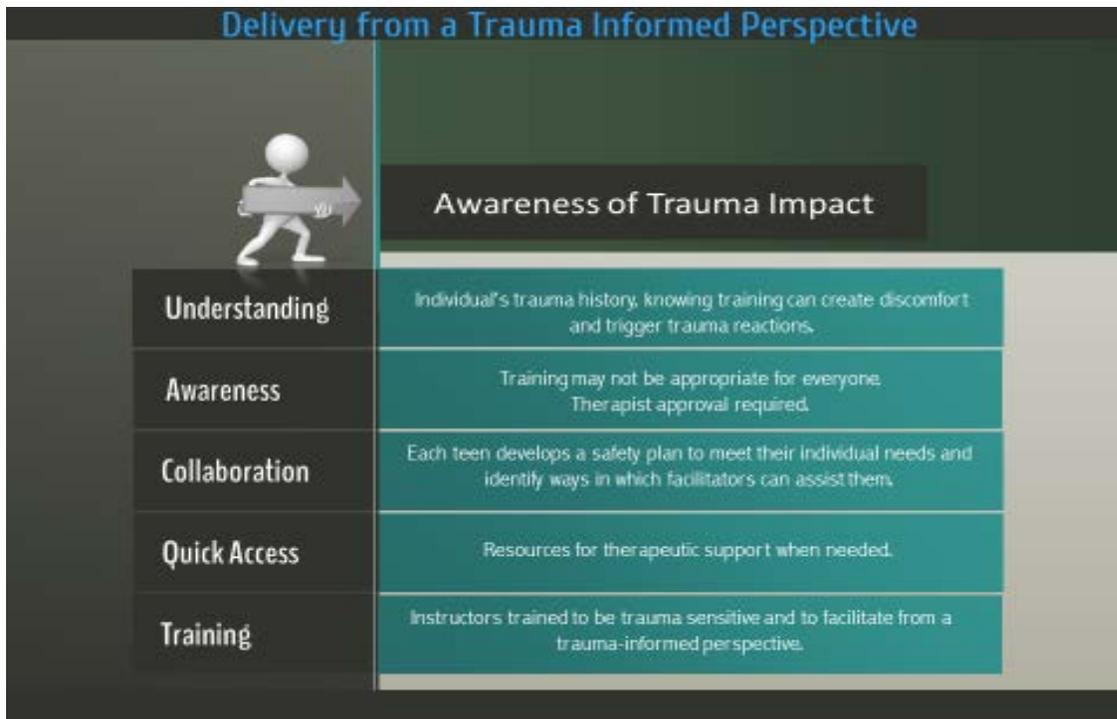
In an effort to address the goals of Postponing Parenthood and Avoidance of High Risk Behaviors, the LINKS Department sought out the assistance of Shift NC. Shift NC is an agency that is working within the state of North Carolina to “improve adolescent and young adult sexual health”. Shift NC with their “Every Teen Counts” initiative has been training county staff and LINKS coordinators across NC to implement, “Making Proud Choices”. This curriculum targets youth in out of home care i.e. substitute care or juvenile detention centers. This curriculum teaches youth how to make responsible and safe decisions by equipping them with trauma focused, evidenced based, pregnancy prevention curriculum that targets youth in and out of home care within Alamance County.

### **Timeline of “Making Proud Choices” –**

- 2011 – Collaboration begin with National Pregnancy Organization
- 2013 – NC became one of the few pilot states
- 2017 – Alamance County Social Services facilitators trained
- 2018 – “Making Proud Choices” delivered to Foster Care youth
- 2019 – 29 youth have completed the curriculum and 6 SW trained (4 currently on staff)

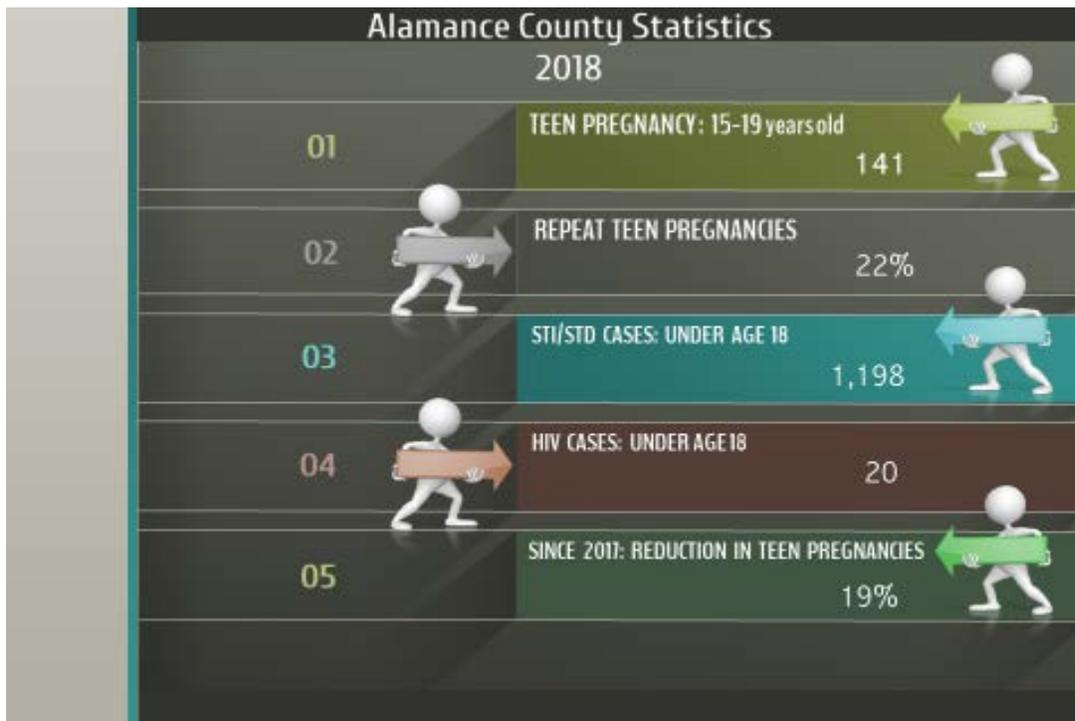


Ms. Shaw presented the curriculum and goals for the program. She expressed the curriculum can be tailored to different age groups, as well as the LGBTQ population. The facilitators who provide the service create safe place for the youth and are trained to focus on risk factors.



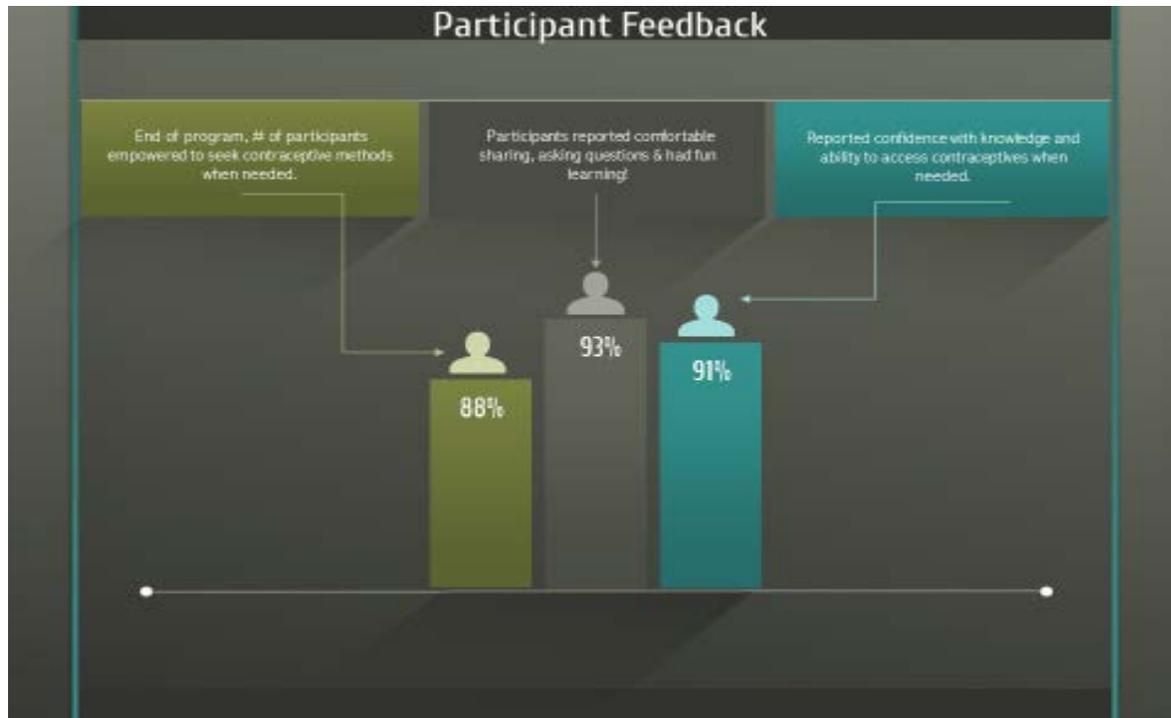
Ms. Shaw expressed how the delivery is made from a trauma informed perspective to foster youth. Every youth has a safety plan in place as well as facilitators are aware of each youth trauma history and contact made with therapist.

**Important Statistics:**



Ms. Shaw presented the statistics and included North Carolina is ranked #6 in the United States for STI/STD. *(1 in 113 people have been infected with STI/STD).*

### **Participant Feedback:**



**Question: When you look at data for Alamance County – are our children more at risk?**

*Answer: Yes – we also find children involved in juvenile justice care are qualified to receive this training.*

Ms. Shaw elaborated and expressed there are more programs in Alamance County that provide training to adolescents.

**Question: Will this program be taught to other children?**

*Answer: There are similar programs provided throughout Alamance County such as WISE Guys/SMART Girls taught through Alamance-Burlington School System which focuses on abstinence. These programs are also provided during summer at camps such as Positive Attitude and Salvation Army Boys Club.*

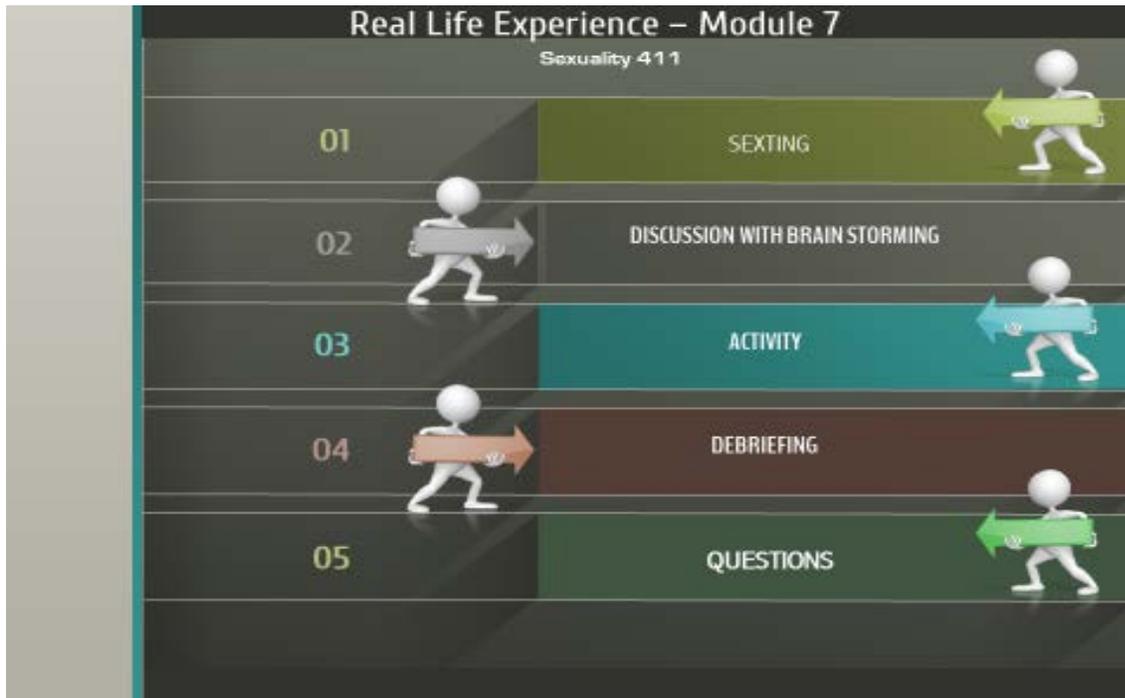
**Question: Do you plan on doing any follow-up training with youth who have completed the program?**

*Answer: The youth have opportunities to request to go through training again, if needed. Once the LINKS Coordinator is fully trained, he will be able to assist youth as well. Unfortunately once the youth reaches 18, we no longer have rights to treatment history.*

**Question: Any involvement with Foster Parents?**

*Answer: Yes – we speak with foster parents, biological parents (if rights are intact) and therapist for consent before this service is offered to youth.*

**Exercise –**



Ms. Wellons conducted activity with board members on Module 7.

**Announcements:**

Heidi Norwick, DSS Board Chair announced United Way is offering Volunteer Income Tax Assistance (VITA) available to households making less than \$56,000. Appointment scheduling started January 2020. There are IRS trained volunteers on hand that will prepare tax returns.

*Action: We will post on activity board in DSS lobby for customers, as well as flyers.*

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, February 25, 2020** 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: \_\_\_\_\_