

November 26, 2019

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; Dr. Ernest B. Eason, DSS Board Member; Ms. Edna Parker, DSS Board Member; 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. Jamie Hamlett, Attorney; 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; and Mr. Robert Ring, Personnel Director were present.

Ms. Edna Parker, DSS Board Member opened the meeting.

**Public Comment:**

None

**Consent Agenda: Edna Parker, DSS Board Member**

October items on the consent agenda approved. Commissioner Amy S. Galey, DSS Board member made motion to approve and seconded by Dr. Ernest Eason, DSS Board member.

**Staff Reports:**

**Fiscal: Ms. Sherry Cooper**

The target rate for revenues is 25% for October. Revenues are 3% less than the target rate and 2% more than last year at this time. The target rate for expenditures is 33%. Expenditures are 5% lower than the target rate.

**Fraud: See report -**

Unit	October 2019	October 2018	Current YTD	Prior Fiscal Year
Fraud	\$12,596.71	\$12,890.64	\$58,498.25	\$35,792.06

As reported on fraud report – county decision upheld in one State hearing. We are pleased to announce Brittany Duncan is the new Fraud Investigator effective October 21, 2019. Brittany has been an employee with Social Services and has worked in Medicaid as well as Child Support units.

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

Director Daye announced Child Fatality needs Board Representation due to the loss of Board Member Earl Pickett. Ms. Linda Jones gave brief description of Child Fatality Team and the makeup of the committee. The Child Fatality Committee meets the 4<sup>th</sup> Monday at 8am every month. Ms. Jones reported due to her retirement at the end of November, Lynette Wellons will become the new chair of this committee.

Edna Parker nominated Dr. Ernest Eason to fill the vacant seat. The nomination seconded by Commissioner Amy S. Galey.

*Action: Dr. Ernest Eason will become DSS Board Member representative for Child Fatality Team. Ms. Wellons will send out reminders for meeting.*

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

### Child Support –

Unit	October 2019	October 2018	Current YTD	Prior Fiscal Year
Child Support	\$914,947.79	\$897,910.98	\$3,624,969.66	\$3,625,630.74

Ms. Hall announced Child Support department is down three positions due to staff moving to other internal positions within the agency. Ms. Hall announced Adult Services is fully staffed. Ms. Hall announced it's the time of year for Adopt a "Person under Guardianship" (P.U.G) for the holidays. This program allows the persons under guardianship to receive Christmas presents they may not otherwise receive. Alamance Co. currently serves 124 Persons under Guardianship.

We have a complete wish list of items each P.U.G would like to have and the limit is between \$30 - \$40 limit. The list only serves as a guideline. Some units at Social Services and other agencies have collectively chosen to adopt; however, whatever you choose to do, Alamance Co. Social Services is grateful for the participation. To ensure confidentiality, each P.U.G. has been given a number. We are requesting the gifts return to Social Services no later than December 16, 2019.

Action: Ms. Morrow will send out email to DSS Board Members.

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

Ms. Wellons reported on upcoming audits – Adoption Assistance Block Grant will be held in December and In-Home Federal Review audit will be conducted in January 2020. Ms. Wellons announced November is National Adoption Month - we will show the Resilience Movie to Foster Parents. Ms. Wellons announced no adoptions baseline from the State. We currently have five so far by the end of December we will have nine.

Ms. Cole reported on the program monitoring review. There were twenty-one assessment cases reviewed. The following strengths and needs were reported.

## **Strengths -**

### **Initial Contacts –**

- Interviewing children separately regarding safety = 95% - the other 5% had supporting documented attempts to interview children separately.
- All parents & primary caretakers interviewed same day = 90% - the other 10% had diligent & documented efforts to initiate.
- Allegations thoroughly addressed with parents/caretakers/children = 90%
- Initiations continue to be timely
- Non-Primary Caretaker (household member) seen & interviewed within 7 days = 100%

### **Collateral Contacts –**

- Caretaker provided Collateral = 100% contacted
- Collaterals with known agencies = 100% contacted
- Total collaterals = 95%
- Collaboration with community partners

### **Other -**

- Addressed well-being needs despite them not being a concern at that time.
- Alamance County finds creative ways to help the families meet their basic needs; stepping out of the agency to help the families with resources.
- Narrative being detailed and clear about who was present at contacts & addressing safety and risk = 100% (last review was 77%)
- Avg. # of days these assessments were open = 44.9
- 70% of the cases reviewed were completed within 45 days. Previous review was 43%. If 45 days was exceeded, there were documentation present to justify in 71% of those cases.

## **Needs –**

### **Ongoing Case Contacts –**

- Contact with Absent Fathers – 65% and for those contact not completed 33% showed diligence of efforts (while lower than state standards, you still out perform many other counties in the state)
- When ongoing contact with non-primary caretakers didn't occur, diligence of efforts was completed 0% of the time
- Ongoing contacts for victim children – 48% and for those contacts not completed, 27% showed diligence of efforts
- Fathers in the home ongoing contact – 63% and for those contacts not completed, 0% showed diligence of efforts
- Primary caretakers in the home – 40% - for those contacts not completed, 0% showed diligence of efforts

### **Supevisory Oversight –**

- Supervisory consultation – 59% occurring/documents EOW and when changes were significant
- Documentation of the supervision reflecting discussion of risk and safety, etc., - 71%

**Economic Support: Ms. Candice Gobble**

Ms. Candice Gobble reported the following:

**FNS Processing Timeliness Rate**

<b>Recertification Timeliness for October</b>	99%
<b>FNS Regular Applications for October</b>	95.41%
<b>FNS Expedited Applications</b>	97.95%
<b>WFFA Applications</b>	92.8%
<b>WFFA Recertifications</b>	100%

**Medicaid Processing Timeliness Rate**

<b>Application Timeliness for October</b>	98%
<b>Recertification Timeliness for October</b>	N/A

Ms. Gobble –North Carolina has suspended the transition of Medicaid to managed care. Medicaid beneficiaries will get health services as they do now from the state. Beneficiaries do not need to choose a health plan. Behavioral health services will continue to be provided by Local Management Entities – Managed Care Organizations. All health providers enrolled in Medicaid are still part of the program and will continue to bill the state through NCTracks. Timelines noted within Medicaid Transformation policy papers, fact sheets and other communications will not apply.

Ms. Gobble reported NC Fast P14.2 – Improved Beneficiary Project – has been postponed now. Alamance County DSS was a pilot site for this project. The project is designed to help streamline processed for Medicaid workers to process cases. Ms. Gobble announced readiness call is scheduled for today to discuss next steps.

Ms. Gobble announced currently Economic Services has 16 vacancies – not included with the 16 positions is (1) supervisory position and (2) Training positions. We are currently focusing on morale for current staff. We are having discussions on how to retain current staff.

Director Daye added she will submit written proposal for overtime for Medicaid staff. Director Daye reported overtime proposal was submitted in October for Food & Nutrition Services (FNS) and Medicaid, but only FNS was approved. FNS receives 50% reimbursement from Federal Government but Medicaid receives 75% reimbursement. We currently have (3) vacancies in the Adult Medicaid Unit and (4) new staff with minimal training. Director Daye added Adult Medicaid does not fall under any performance management goals.

Ms. Gobble reported Open Enrollment begins November 1, 2019 – we have received 290 applications so far through the market place.

**Family Justice Center – Kelly Inman -**

Ms. Inman reported interviews will be wrapped up today for FJC Director. Ms. Inman reported the Intake Services Coordinator position interviews completed – offer will be completed today with potential candidate.

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

**Administrative Support/Personnel: Robert Ring**

See Statistical Report – as of October 31, 2019

Vacancies	27
New Hires	3
Interagency Transfer	3
Resignations	4

As of November 26, 2019 – Alamance County Social Services has 20 vacancies. Some positions have offers on the table. Mr. Ring reported the three-month check-ins with new staff are going well. Staff report issues with current pay for the amount of work that is expected, heavy caseloads and training are the top three.

Mr. Ring gave kudos to Child Welfare and Adult Services for now being fully staffed.

**IT Report: Mr. Jason Cole**

Mr. Cole reported IT Department in the process of creating new training for staff with IT systems – such as Compass (Document Storage system).

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

**New Business:**

**Partnering with Cardinal Innovations – Lynette Wellons/Latawnya Hall/Jamie Hamlett**

Ms. Wellons, Child Welfare Program Manager presented the following:

**Role of Cardinal Innovations –**

- Work with customers on accessing evaluations to determine need
- Work with customers on applying and transitioning to services/treatment
- Advocate for needs and assist with application through Care Coordinator
- Assist with discharge planning and follow-up care

- Complete the approval or denial of service provisions for customers
- Hold appeals on denials for reconsideration

**What does Cardinal Innovations Approve? –**

- Any enhanced therapeutic service such as Intensive In-Home Therapy, Multi-Systemic Therapy (Specialized Therapies)
- Placement for minors in congregate care settings including, Level II, Level III, Psychiatric Residential Settings or in Therapeutic Foster Homes and/or Speciality Settings
- Extended services related to special needs, such as peer support
- Innovations Waiver (Child Welfare/Adult Services)

**Ms. Hamlett, Attorney presented the following:**

**Cardinals Role with Child Welfare– Example 1**

- Juvenile has been in custody for many years
- He suffers from cognitive deficits as well as trauma and mental illness
- It is alleged juvenile has offended against a sibling and can be violent
- Juvenile is successful in his current placement & has been there for many years; however the group home provides extra services that cost the facility money
- Facility requested authorization for higher level of care to offset some of the cost – request denied.
- Juvenile’s placement was jeopardized
- ACDSS appeals denial, requires extensive amount of work
- Appeal granted, placement saved

**Cardinals Role with Child Welfare – Example 2**

- Juvenile is 6 years old and has significant behavioral difficulties and mental health issues
- Assaulted and disrupted 4 placements prior to hospitalization
- Cardinal Innovations stopped funding approval for hospitalizations, stating the child is now stable
- Child has no discharge plan

Ms. Hall, Adult Services Program Manager presented the following:

**Cardinals Role with Adult Services –**

- Limited resources for clients who are non-ambulatory and need access to mental health or substance abuse treatment
- Limited resources to meet the needs of clients who are difficult; such as screaming, pushing, etc.
- Unrealistic expectations such as 99 year old to use a suicide hotline as a means of support
- Cannot meet the needs of clients who are no Medicaid recipients

**Question: \$1million a year with Cardinal Innovations with County – what happens with that funding? Why isn’t this funding used for some of the cases that require additional funding?**

**We are not sure how the funding is used. The Crisis Services are contracted with RHA.**

**Other Consistent Concerns**

- Difficulty with communication, currently Adult Services and Child Welfare hold monthly proactive case staffings’ to work on issues or concerns

- No resources for clients without Medicaid and Cardinal will not assist with those customers
- Denials continue despite documentation of need. This causes increased appeals and takes a significant amount of time where the customers need continues to be unmet

**Impact on Customers -**

- Customers go without appropriate advocacy if they do not qualify
- Customers do not get the level of appropriate care or services they need
- Mental Health/Substance Abuse needs continue to be unmet
- DSS often covers the cost of services – when able/appropriate to meet the needs of the customer and assure safety
- Lack of available staff time due to working on appeals and research to assure customers needs are met.

Question: Who hears the appeal?

Answer: Cardinal Innovations staff hears the appeal and makes the decisions. If appeal is denied, ACDSS is responsible for pay back for all enhanced services.

**Announcements:**

Director Daye thanked Ms. Linda Jones for her years of service. Ms. Jones will retire at the end of November 2019. Her knowledge from mental health services was a huge asset to our agency. She will be truly missed by Alamance County Social Services as well as community agencies within the county.

Dr. Ernest Eason, DSS Board Member thanked staff for continuing advocacy for citizens of Alamance County and wished everyone Happy Holidays.

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, January 28, 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*

---

---

---

---

---

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