

October 22, 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; 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. Heidi Norwick, DSS Chair opened the meeting.

Public Comment:

None

Consent Agenda: Chair Heidi Norwick

September 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 17% for September. Revenues are 3% lower than the target rate. The target rate for expenditures is 25%. Expenditures are trending 4% lower than the target rate. Ms. Cooper apologized for the late revisions.

Fraud: See report -

Unit	September 2019	September 2018	Current YTD	Prior Fiscal Year
Fraud	\$21,282.09	\$10,632.06	\$58,498.25	\$35,792.06

As reported on fraud report – there were two court cases completed; one from 2016 – paid restitution of \$10k in full.

Services – Ms. Adrian Daye, Director -

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support –

Unit	September 2019	September 2018	Current YTD	Prior Fiscal Year
Child Support	\$886,369.40	\$861,768.00	\$2,710,021.87	\$2,757,082.47

Ms. Hall announced supervisors of Child Support, Adult Care and Adult Protective Services are working on retention of staff. Meeting was held with all three units with team building exercises, ‘getting to know” you exercise as well as distributed survey to all staff. One of the fun teambuilding tools to encourage team participation, all units participated in a water challenge – with the team that wins a “pizza” party would be awarded. The surveys were compiled from staff and the two leading retention issues were: caseload concerns and salary.

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

Ms. Cole reported on the current vacancy for FT On-Call worker has been filled with current FT staff. The filled position creates a vacancy within child welfare unit. We are planning interview blitz next week to fill the vacant position.

Ms. Wellons reported Children Services CFSR audit review went very well. In-Home case was reviewed – received all strengths, no areas for improvement were cited. Ms. Wellons reported upcoming November 21, 2109 Program Development Plan will be revisited. Discussed child fatality review case – all cases are active now. Discussions to be held to form a County Task Force for child fatalities.

Ms. Wellons reported we currently have (1) vacancy within Foster Care Unit. The position has several applicants from internal staff.

Economic Support: Ms. Candice Gobble

Ms. Jamie Hatfield reported the following:

FNS Processing Timeliness Rate

Recertification Timeliness for September	99.43%
FNS Regular Applications for September	N/A
FNS Expedited Applications	N/A
WFFA Applications	100%
WFFA Recertifications	100%

Medicaid Processing Timeliness Rate

Application Timeliness for September	97%
Recertification Timeliness for September	N/A

Ms. Hatfield reported due to the enrollment extension, Enrollment Specialist contract has also been extended. However, we are now on the fifth enrollment specialist assigned to Alamance County. We are hopeful she will be here through open enrollment.

Ms. Gobble reported last month the case head issues of cases listing the child as the case head instead of the parent – the State issued a report with 2,000 discrepancies with a 2-week deadline to complete. Director Daye added she will seek out overtime with the County Manager for Economic Services.

Ms. Hatfield reported we currently have 13 vacancies in Economic Services – (10) – IMC II positions, (1) Supervisor and (2) Trainers.

Family Justice Center – Kelly Inman -

Ms. Inman reported no interviews scheduled for FJC Director – The candidate we offered decided to stay with current position. The position has been posted again. Also currently have one vacancy – Intake Client Services Coordinator – interviews scheduled.

Ms. Inman announced Domestic Violence Awareness is held during the month of October. There are several events going on within the county. Please wear purple on Thursday, October 24, 2019 for Domestic Violence and Tuesday, October 29, 2019 Candlelight Vigil will be held around the historic courthouse in Graham.

Ms. Inman announced we received the 2 year continuation grant money for OVW grant \$299k.

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

Ms. Inman reported on Child Care Subsidy – with the budget not approved yet – the allocation is down \$127k from last year. This allocation will only allow 25 children to be pulled off of the waiting list. Ms. Inman reported we have a call scheduled on Friday to discuss. We currently have 1, 100 children on the waiting list.

Administrative Support/Personnel: Robert Ring

See Statistical Report – as of September 25, 2019

Vacancies	25
New Hires	2
Interagency Transfer	
Resignations	8

As of October 22, 2019 – Alamance County Social Services has 20 vacancies. Some positions have offers on the table. The total count of 20 does not include upcoming retirees.

IT Report: Mr. Jason Cole

Mr. Cole reported the IT position has been filled. Mr. Cole gave figure to Board Members regarding document management system Compass – 25 million documents are stored in Compass currently – 2,000 documents are stored daily.

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

Director Daye reported met with Handle w/Care group (Social Services, Alamance Burlington School System and Burlington PD) – Director Daye gave brief definition of Handle W/Care model out of West Virginia – Trauma Informed Model. If child is involved in any trauma-sensitive issues, the child’s information is forwarded to the school, and the child is “Handled with Care”. Director Daye added discussions were held about adding Elon PD to the roster. We are meeting to discuss the barriers. More information to come.

New Business:

A Day in the Life of DSS – Adrian Daye

Director Daye presented the following “A Day in the life of DSS” – There are many different aspects of Social Services other than the normal services.

The following was presented:

Representative Payee – *A representative payee, or substitute payee, is a person who acts as the receiver of United States Social Security Disability or Supplemental Security Income for a person who is not fully capable of managing their own benefits, i.e. cannot be their own payee.*

- Alamance County has a total of 18 cases.
- We receive referrals from Social Security Administration and Adult Protective Services cases.
- The funds are paid monthly (Trust Accounts)
- Discretionary funds are distributed weekly.

Question: Is the funds represented in the budget?

Answer: No – All funds are held in Trust Accounts for the person.

Unclaimed Bodies –

- 10 days to identify and contact family
- DSS will pay \$500 for cremation services

Question: How many unclaimed bodies do you have?

Answer: Over the last month, we have had at least three.

Fishing License Waiver –

- Fishing license waiver is issued to customers who receive Medicaid, Food & Nutrition Services and/or Work First.
- Waiver is free of charge and valid for one year
- DSS reports name, mailing address and telephone number of each person who receives a waiver to the Wildlife Resource Commission

DSS Legal Team –

DSS Legal Team consists of the following:

- 1 Attorney – *(new attorney will be on board by the end of November –the total number – 2)*
- 3 Paralegals

DSS Legal Team handles cases for:

- Child Protective Services
- Adult Protective Services/Guardianship
- Child Support
- Supporting Staff for Court

First Responder –

DSS is a First Responder –

- Adult Protective Services/Child Protective Services – Mandated by NC General Statue – 24/7.
- Disaster Shelter – Along with NC Emergency Management, DSS is the lead state government agency for Mass Case and Human Services during response, recovery and mitigation through any disaster. DSS staff work 12 hour shifts in the shelters, if needed.

Trauma Informed Care & Trauma Aware Community – TIC/TAC –

- Agency Trauma Support Groups
- Trauma Informed Changes to the building
- TicTac Moments at All Staff Meetings
- Mental Health First Aid Training for Staff & Community

Compassion –

- DSS staff shows compassion on a daily basis. We send daily emails to assist families in need – furniture, clothing, etc. whatever is needed for the particular family.
 - Action: Commissioner Amy Galey requested board members be added to those emails
- DSS Food Closet
- Celebrate Successes – Adoption Ceremony at the courthouse for every child adopted through the agency – 15 Adoptions this year so far.

Rules of Engagement –

*We assume responsibility and learn from our failures
We community truthfully, openly and respectfully at all times
We operate transparently and do the right thing even when no one is looking
We aim high and have the courage to pioneer new ideas*

Board Chair Heidi Norwick announced according to G.S. 143-318.11 – Board will go into closed session.

Announcements:

None

Motion made by Board Member Reverend Ronald Shive open meeting to open session, seconded by Edna Parker. Closed session was adjourned at 2:08pm.

Adjournment -

The next board meeting is 12:00 noon **Tuesday, November 26, 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

Date approved: _____