

September 24, 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. 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; Ms. Sherry Cooper, Business Officer; Ms. Candice Gobble, Economic Services Program Manager; Ms. Jamie Hatfield, Economic Services Program Manager; Mr. Robert Ring, Personnel Director and Ms. Michelle Poole, Performance/Quality Improvement Supervisor were present.

Ms. Heidi Norwick, DSS Chair opened the meeting.

Public Comment:

None

Consent Agenda: Chair Heidi Norwick

August 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.

Oath of Office – New Board Member: Carmen Morrow

Dr. Ernest B. Eason, MD appointed by Social Services Commission on September 11, 2019. Ms. Morrow, Clerk to Board administered Oath of Office to new board member. The appointment will end on June 30, 2020.

Staff Reports:

Fiscal: Ms. Sherry Cooper

The target rate is 17% for August. Revenues are 1% higher than August 2018 and Expenditures are 1% lower than August 2018.

Chair Norwick requested Ms. Cooper speak about the highlighted line items notated on August Expenditures:

ACCOUNT DESCRIPTION	Budget	Expenditures	Spending %	Balance	% Left
412200 VACATION LEAVE PAY-OUT	\$68,000	\$18,697	27%	\$49,303	73%
497540 LINKS-SPECIAL	\$25,000	\$4,853	19%	\$20,147	81%
497710 CHILD SUPPORT-IVD	\$1,500	\$982	65%	\$518	35%

Ms. Cooper reported **(412200 -Vacation Leave Pay Out)** is typical due to staff leaving, but with five retirements upcoming for staff with 20+ years, this line item will be depleted. Ms. Inman added the county make it completely again.

Ms. Cooper deferred to Ms. Wellons to report on **(497540 –LINKS Special)** line item. Ms. Wellons expressed the LINKS program is flourishing – with new staff in the role; he has formed special bonds with children. As of last year, we only had (8) participants and now we have (18) participating in all programs which means more expenses for dinner, etc. Ms. Wellons reported with the children flourishing – the children are going to school, working, military. The program will allow \$1200 for vehicle, which will include funding for insurance, etc. Ms. Wellons added we do receive some help from community partners. The LINKS program is doing exceptional well.

Ms. Hall expressed she is not aware of **(497710- Child Support IVD)** line item. Ms. Cooper expressed she will provide more information. Ms. Inman added this line item represents when we serve other counties.

Fraud: See report -

Unit	August 2019	August 2018	Current YTD	Prior Fiscal Year
Fraud	\$19,894.55	\$13,266.09	\$37,216.16	\$25,160.00

Fraud Investigator attended United Council on Welfare Fraud Annual Conference in TN in August. Ms. Drogue expressed excellent training and new techniques obtained.

Services – Ms. Adrian Daye, Director -

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support –

Unit	August 2019	August 2018	Current YTD	Prior Fiscal Year
Child Support	\$881,775.85	\$969,156.89	\$1,823,652.47	\$1,905,314.47

Ms. Hall reported Guardianship Services fully staffed. Adult Protective Services has (3) vacancies.

Ms. Hall reported Child Support currently have (2) Child Support vacancies – one on each side – establishment and enforcement with a potential of (3) total vacancies with an interagency move.

Ms. Hall gave brief overview of incident that occurred at facility on September 18, 2019. Ms. Hall gave overview of Social Services roles and services provided to residents of facility. Ms. Hall reported all residents moved on day of incident to two different facilities. We continue to follow-up with Administrators check on the well-being of the residents. Hospice Grief Counseling provided to staff, as well as residents and Alamance Regional Employee Assistance Counseling Program available for staff as an alternative.

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

Ms. Cole reported on the current vacancy for FT On-Call worker. This position is critical to the agency and is very hard to fill. This position requires self-starter, staff to work independently, nights/weekends/holidays who will serve Child Services, as well as Adult Services. The position posted for weeks with no applicants. Ms. Cole announced we have current Social Work staff who has volunteered to fill the position until November. With the position filled by volunteer SW staff, her cases will require extra hands. Daytime staff will be called upon (one day at a time) to fill the voids of this staff. The position posted on County Website and all other job platforms within social media.

Ms. Wellons reported Children Services audit review scheduled for October 8, 2019.

Ms. Wellons reported MAPP (Model Approach to Partnerships in Parenting) Training is going well. There are total of twelve families registered. The Foster Care ads have been very beneficial with outreach to families at local movie theatre.

Ms. Wellons gave brief overview of two LINKS cases that have been recently involved in the media. One LINKS child currently incarcerated and the other foster child (former LINKS) is dead. Ms. Wellons reported current LINKS children have gone through Grief Counseling with Hospice and participated in trauma group with DSS Trauma Specialist, Mary M. Shaw.

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 July	99.24%
FNS Regular Applications for July	96.51%
FNS Expedited Applications	99.29%
WFFA Applications	100%
WFFA Recertifications	100%

Medicaid Processing Timeliness Rate

Application Timeliness for July	96%
Recertification Timeliness for July	N/A

Ms. Gobble reported the enrollment specialist assigned to Alamance County. Enrollment Specialist scheduled until October 31, 2019. The foot traffic has increased. We continue to see same problems with case heads regarding SSI.

Ms. Gobble announced Medicaid Transformation go-live date pushed back to December 13, 2019, which will allow recipients time to choose provider. The full go-live date for State of NC is February 1, 2020.

Ms. Gobble reported we currently have several vacancies – we have one staff who will retire at the end of the month with tons of experience and knowledge, Ms. Debra Troxler.

Family Justice Center – Kelly Inman -

Ms. Inman reported interviews completed for FJC Director. We have an offer on the table and will be able to announce at the October meeting.

Question: Dr. Eason wanted to know what the Family Justice Center is.

Answer: Ms. Inman gave brief overview of the Domestic Violence model for FJC.

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

Administrative Support/Personnel: Robert Ring

See Statistical Report – as of August 31, 2019

Vacancies	18
New Hires	5
Interagency Transfer	1
Resignations	7

As of September 24, 2019 – Alamance County Social Services has 22 vacancies. Some positions have offers on the table. We currently will post four more positions today.

IT Report: Mr. Jason Cole

Mr. Cole reported he has conducted interviews for (1) vacancy in the IT Unit. The Unit is currently working on the following:

- 2nd party review system which requires work with County IT – will start with Economic Services
- Family Justice System software used by Guilford County regarding tracking
- Software upgrades to Learning Management System (LMS)
- Updated DSS website changes to Foster Care – added interest letter to website – once completed it will go directly to Foster Care SW who recruit

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

Ms. Inman reported for Director Daye – the upcoming single audit scheduled for October 7 – October 8 at Social Services, as well as County Office.

Ms. Inman added Director Daye would give kudos to Child Services and Adult Services teams who endured trauma on the past few weeks regarding cases.

New Business:

Performance Management – FY July 2018 – June 2019 – Ms. Michelle Poole

Ms. Michelle Poole presented the following regarding performance management goals for last FY. Alamance County Social Services is responsible for 27 mandated state and federal direct services that address issues of poverty, family violence, abuse & exploitation. It functions as a safety net around basic human needs, protection of vulnerable adults & children, and is a strong community partner in improving the well-being of our citizens.

Alamance County Social Services met 95% of all goals met with the exception of one:

1. *Child Support:* Alamance County will achieve its annual percentage of child support cases that are under order: **GOAL NOT MET – 77.44%**

There was high turnover in the Child Support Unit throughout the FY – with training of new staff and getting new supervisors on board – the goal not met

Ms. Michelle Poole distributed new performance management goals for FY July 2019 – June 2020. Ms. Poole informed board members the highlighted goals are directly from Modified agreement to the Memorandum of Understanding between NC Department of Health & Human Services (DHHS) and Alamance County –

Question: Ms. Parker, DSS Board Member asked for clarity regarding the following goal – what does this goal mean? Are you using the data?

Specific Goal: Family Justice Center—DSS will track the number of 50-B that are filed at the Family Justice Center. (Baseline).

Answer: We are only track the amount of 50-B Protective Orders filed each month.

Agency Work Plan – Ms. Kelly Inman –



Goal	Success	Next Steps
Trauma Informed		
Environment	Agency Look & Feel Quarterly Environmental rounds	
Staff Development	Debriefings about Traumatic Events	Refresher Training for all staff coming up over the next 2 months on Trauma & Resilience Conduct the Trauma Informed Annual Reassessment Training
Screening & Planning	Peer Support Sessions offered 2x monthly	
Involving Customers & Staff	MH First Aid Trainings	Develop mechanism for employee & client feedback

Goal	Success	Next Steps
Skilled Leadership		
Communication	Utilize Leadership Team at All-Staff Meetings in teachable moments as it relates to "DSS Way" Circulating Talking Points from All-Staff meetings to those who are not able to attend	
Team Building	Learning activities in Leadership meetings related to Leadership styles & best practices	Formal Leadership Training Curriculum Leadership for Human Services Managers Leadership Foundations – OSHR

Goal	Success	Next Steps
Our Workforce (Stable, Retained, Competent, Trained)		
Hiring Practices	Skype Interviews & Hiring Blitzes 3 month check-in process for new hires Behavioral questions incorporated into interviews Requiring previous evaluation from employer to interview	Revamp Hiring Committee Continue to closely monitor turnover
Onboarding	Leadership Team/New Hires involved in continued input into Onboarding	Front load onboarding classes (6 months to 3 months)

Training of Staff	Onboarding program and ongoing education/required trainings conducted within LMS	Apply for worker incumbent training grant to bring Soft Skills Training to all staff (county wide + train the trainer) Develop an Emerging Leadership Curriculum to retain talent
Performance Evaluation	DSS Performance Evaluations capture focus on adaptability and "DSS Way" incorporated	
Goal	Success	Next Steps
Efficiencies in Performance & Processes		
Innovation	Laptops for all Social Workers Proximity Card Readers to reduce usage	Purchase Cards – (P-Cards)
Technology	Expand Use of Learning Management System	Expand Use of Learning Management System Continuing Education Emerging Leaders Program Orientation Documents
Accountability		Develop a 2 nd Party Review Policy beyond Economic Services (Work with County IT to automate tracking & develop an application to assist with the process)

Question: Is Social Services a training ground for employees?

Answer: Yes

Question: How long has HR been conducting 3-month check-ins with new employees? In addition, what impact does it have with departments?

Answer: Mr. Ring responded he has been conducting 3-month check-ins over a year now. Program Managers added the feedback from the check-ins has been vital to supervisors in regards to training and timeframes of training. It has been vital to open communication as well.

Announcements:

None

Adjournment -

The next board meeting is 12:00 noon **Tuesday, October 22, 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: _____