

April 27, 2021

The Alamance County Social Services Board met for its regular monthly meeting on this date. The meeting was held virtual (zoom) with the following in attendance were: Commissioner Pamela T. Thompson, DSS Board Member; Ms. Heidi Norwick, DSS Board Chair; Dr. Ernest Eason, DSS Board Member; Ms. Edna Parker, DSS Board Member; Reverend Ron Shive, DSS Board Vice-Chair; Ms. Adrian Daye, Director; Ms. Angela Cole, Child Welfare Program Manager; Ms. Lynette Wellons, Assistant Director of Services; Ms. Ayoka Baldwin, Child Welfare Program Manager; Ms. Candice Gobble, Assistant Director of Operations; Ms. Jamie Hatfield, Economic Services Program Manager; Ms. LaPorscha McCullough, Adult Services Program Manager; Ms. Danae Pickard, Economic Services Program Manager; Ms. Jamie Hamlett, DSS Attorney; Mr. Jason Cole, IT Director; Ms. Skye Sullivan, FJC Director; and Ms. Sarah Rampolo, Elon Intern were present.

Heidi Norwick, DSS Chair opened the meeting.

**Public Comment:**

None –

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

March items on the consent agenda approved. Commissioner Pamela Thompson made motion to approve and seconded by Reverend Ron Shive.

**Staff Reports:**

**Fiscal: Ms. Candice Gobble**

Ms. Gobble reported we are on target as we move into the final two months of the fiscal year. We are on target rate of 75% as we are now at 70% for Expenditures. We do have line items that continue to be affected by COVID. We anticipate we will close the year below the target rate.

	<b>MARCH 2021</b>	<b>% OF BUDGET</b>	<b>PRIOR YTD</b>	<b>% OF BUDGET</b>
REVENUES	\$8,594,304.00	74%	\$7,719,330.00	66%
EXPENDITURES	\$13,754,649.00	70%	\$13,388,812.00	67%

Ms. Gobble reported on the updated Revenue report emailed to Board Members. Ms. Parker forwarded question before the meeting regarding this line item –

323039 ADULT PROTECTIVE SERVI	\$20,304	-\$52,027	-256%	\$72,331	356%
323039 ADULT PROTECTIVE SERVI	\$20,304	\$5,079	25%	\$15,225	75%

This line item is directly related to day sheet “J” coding. This is a day sheet code used mostly by Adult Service unit. Unfortunately, Adult Services has limited funding sources, which often results

in exhausting allocations quickly. During the first few months of the fiscal year, the State allows overspending of the allocations to occur and will recoup any monies overspent during the following months. While this allocation is \$20,304, this a quarterly allocation, meaning that \$5076.11 is available for pull down each quarter. Ms. Gobble stated she appreciated the question from Ms. Parker to give clarification to board members. The revenue spreadsheet is based off of what amounts are showing in the County MUNIS Fiscal Report. MUNIS shows the amounts that are received, as well as any overspending that has been recouped from our reimbursement this is why on the initial revenue report there was (-\$52,026) listed. We will start using our State reports which will show allocations and what we have pulled down – as we may over code a specific program code, the State will only reimburse what is available through allocations, whether quarterly or annually.

Ms. Gobble reported when looking at the State report of the \$20,304 allocation, we have been reimbursed \$5079.05 leaving \$15,225 available as reported on the updated Revenue report. As far as the remaining funds available, we will look to complete what is known as Administrative Shifts for the remainder of this FY or potentially have a few staff code to “J” to ensure we pull down all available funds prior to the end of the FY.

333044 CPS	\$190,513	-\$25,548	-13%	\$216,061	113%
333044 CPS	\$190,513	\$78,494	41%	\$112,019	59%

This line item would be the same process as for Adult Services regarding day sheet coding.

**Ms. Gobble also reported on the following Expenditure line item:**

497420 UNREIM APS & INDIGENT	\$75,000	\$77,856	104%	-\$2,856	-4%
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We will significantly overspend this line in Adult Services – Guardianship cases mainly. While applying for guardianship for customers before they become DSS Persons Under Guardianship (PUG) – Alamance Co. DSS pays the cost for all services while we are applying for disability, Medicaid and all other services. There may be some instances where the Guardian of the Estate (GOE) may reimburse DSS, but not often. This also happens in Foster Care cases as well.

**Fraud: See report –**

Unit	March 2021	March 2020	Current YTD	Prior Fiscal Year
Fraud	\$11,366.80	\$13,128.75	\$55,195.81	\$148,064.18

Collections remain suspended for all programs. We continue to have one vacancy in Program Integrity Unit (this will be the fourth time we have posted the vacant position). We currently have one investigator who continues to work diligently.

**Performance Management -**

Assistant Director Gobble reported on the current FY Performance Management Goals that we are not currently meeting for March 2021.

**Specific Goal: Child Support—DSS will have 92.88% of paternities established for children born out of wedlock. For March, we are currently at 91.76%.**

*According to the waivers provided by the State, we are passing our goals. Without the waivers, we are off, but the same information from last month applies. We are working to fill vacancies, as we are almost fully staffed in Child Support. We have a PT trainer assisting with training staff. Once we are fully staffed and agents are properly trained, we will see our numbers increase. Non-Cooperation is a part of the reason we are not where we need to be regarding cases under order. With non-cooperation cases, where the client is receiving Medicaid due to COVID, we are not allowed to move those cases to court. We have been working to get medical only cases where paternity is not an issue.*

**Specific Goal: Child Welfare—DSS will initiate 90% of all screened-in reports within assigned time frames. For March, we are currently at 87.4%.**

*We made 100% diligent efforts made on all cases not initiated timely.*

**Specific Goal: Child Support—DSS will have 77.85% of child support cases under order establishing support obligations. For March, we are currently at 75.68%.**

*According to the waivers provided by the State, we are passing our goals. Without the waivers, we are off, but the same information from last month applies. We are working to fill vacancies, as we are almost fully staffed in Child Support. We have a PT trainer assisting with training staff. Once we are fully staffed and agents are properly trained, we will see our numbers increase. Non-Cooperation is a part of the reason we are not where we need to be regarding cases under order. With non-cooperation cases, where the client is receiving Medicaid due to COVID, we are not allowed to move those cases to court. We have been working to get medical only cases where paternity is not an issue.*

## **Services – Ms. Lynette Wellons/Assistant Director of Services -**

### **Adult and Family Services Program Manager: LaPorscha McCullough**

Ms. McCullough reported we are currently hiring for a FT Trainer position in Child Support. Once this position is filled, Child Support unit will be fully staffed.

### **Child Support – (Statistical Report Information)**

Unit	March 2021	March 2020	Current YTD	Prior Fiscal Year
Child Support	\$1,043,874.02	\$1,113,485.39	\$8,136,916.21	\$8,142,044.10

### **Adult Services -**

Ms. McCullough reported the Adult Services Unit is currently undergoing a full audit by the State. The exit for audit is scheduled for May 3, 2021. We currently have one supervisor on leave – we redistributed tasks to other staff to ensure all of our clients receive timely assistance. We also have one supervisor position open.

### **Children Services Program Manager: Ms. Angela Cole/Ms. Ayoka Baldwin**

Ms. Angela Cole reported on the recent YouTube Child Abuse Prevention Month video that was forwarded to all board members. Due to COVID, we had to be creative to celebrate this monumental event. Board Members provided positive feedback regarding the video.

Ms. Ayoka Baldwin reported the following:

- We are in the process of implementing Making Proud Choices to our LINKS population. We are currently in the 4<sup>th</sup> session – we have 9 children participating in the groups every Tuesday night from 6-8pm.
- Ms. Baldwin reported we are scheduled for on site review this week – we are expecting positive results.
- Ms. Baldwin reported we have implemented focus groups for Foster Care to cover areas and do refresher trainings as it relates to policies. We have included some outside agencies to participate in the groups.
- Ms. Baldwin reported we have internal IV-E Audit coming up in the next couple of weeks – we will report results when completed.

Attorney Jamie Hamlett gave “shout out” to Foster Care for securing permanent homes for 6 children.

### **Economic Support: Ms. Jamie Hatfield/Ms. Danae Pickard**

Ms. Hatfield reported the following:

- **Medicaid** – We continue to meet challenging times in Adult Medicaid services. The major hurdle is training for Adult Medicaid. The State has not provided any statewide training for Adult Medicaid. We have currently secured contract for training from veteran Medicaid staff. The training will be conducted for two weeks and will include our current training staff to assist with future trainings.
- **Vacancies** – We currently have 2 supervisory vacancies in Adult Medicaid. Adult Medicaid is a very complex and complicated service.

### **Ms. Danae Pickard reported the following:**

Ms. Pickard reported we recently celebrated Economic Services staff (Income Maintenance Appreciation) for our staff. Our supervisors came up with creative ways to celebrate staff – we met challenges with telework staff but was able to play games via zoom and drawings. We received positive feedback from staff who participated in the event.

## **Family Justice Center – Skye Sullivan**

Ms. Sullivan reported the following:

- Both grants are on target and up to date
- Alamance County Commissioners approved Domestic Violence Fatality Team – FJC will be the lead agency. We are hopeful to start this team very soon. Unfortunately, we do have a few cases to review.
- Ms. Sullivan reported the needs and safety assessment are both complete. We have started focus groups – we have 52 DV participants who participated in the survey. We will report next month as FJC is scheduled for presentation for May Board meeting.
- Ms. Sullivan reported we have completed Orientation with partners housed at FJC. There were 10 different agencies and 40 staff who participated in Orientation. We presented Core Values and Strategic Plan and Goals for the upcoming year.
- Ms. Sullivan reported the two interns are coming to end of the semester. We plan to continue to use interns at FJC in the Fall.

## **Operations – Ms. Candice Gobble, Assistant Director of Operations**

### **Administrative Support/Personnel: Robert Ring**

See Statistical Report – as of March 31, 2021

<b>Vacancies</b>	24
<b>New Hires</b>	9
<b>Interagency Transfers</b>	2
<b>Resignations</b>	6

Director Daye added we are not receiving the amount of applications that we normally receive as well as the quality of the applicant. Chairman Norwick added the Chamber of Commerce reported they are hearing from employers across the board regarding the lack of applications, as well as the quality of the applicant pool.

Commissioner Thompson added discussions are occurring at the Commissioner level regarding Alamance County is looked upon as a training ground. We need to attempt to close the fence to keep staff in Alamance and pay staff the money.

Commissioner Thompson reported Director Daye and Assistant Director Candice Gobble did a wonderful job the County Budget Retreat.

### **Energy Programs: Candice Gobble**

Ms. Gobble reported the Energy Season closed out at the end of March. Unfortunately, we had some funds that we were not able to spend. With the Pandemic Automatic LIEAP payments for the elderly population, we had additional funds due to those automatic payments. We will start outreach events to discuss how to reach other groups once the Energy season opens again in June and July.

### **Child Care: Candice Gobble**

See Performance Management report.

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

We are currently working with County IT on new security cameras. The plan would be to install 31 cameras at the HSC campus – which houses Social Services and Health Department. We continue to do updates to equipment for telework staff which includes showing the proper way to take care of telework equipment.

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

Director Daye gave kudos to the entire DSS Family as we have experienced a loss in our DSS Family, Mr. Darrell Kellogg. Mr. Kellogg was one of our Economic Services Supervisor who passed away last Friday. Director Daye expressed the DSS Family has been very supportive to the Kellogg family and have endured a few traumatic days.

### **New Business: FY 2021-2022 DSS Performance Measures**

Assistant Director Gobble presented on 2021 – 2022 Performance Management Goals for DSS. Ms. Gobble introduced performance goals and all other goals will be presented by Program Manager of the service. The rotation of staff is as follows:

- **Specific Goal: Child Care** – DSS will process 95% of Child Care Subsidy applications within 30 calendar days of the application date. **Candice Gobble**  
*Goal remained from last FY.*
- **Specific Goal: Energy**—DSS will process 95% of Crisis Intervention Program (CIP) applications within one business day for applicants with no heat or cooling source. **Candice Gobble**  
*Goal remained from last FY.*
- **Specific Goal: Energy**—DSS will process 95% of Crisis Intervention Program (CIP) applications within two business days for applicants who have a heat or cooling source. **Candice Gobble**  
*Goal remained from last FY.*

- **Specific Goal: Program Integrity**—DSS will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery. **Candice Gobble**  
*Goal remained from last FY.*

Assistant Director Lynette Wellons introduced LaPorscha McCullough as the new Program Manager for Adult Services and Child Support – Ms. Wellons presented Child Support performance management goals:

- **Specific Goal: Child Support**—DSS will have 92.88% of paternities established for children born out of wedlock. **Lynette Wellons**  
*This goal is a part of the State MOU goals and did not change from last year. Child Support staff are working hard to achieve goals – over the past few months they have come close to achieving goal. There are ongoing trainings for new staff, as well as seasoned staff which has been very helpful.*
- **Specific Goal: Child Support**—DSS will have 77.85% of child support cases under order establishing support obligations. **Lynette Wellons**  
*This goal is a part of the State MOU goals and did not change from last year. This goal represents cases that are presented at Court to a Judge to be ordered to pay child support.*

Ms. LaPorscha McCullough, Adult Services/Child Support Program Manager presented the following Adult Services Goals:

- **Specific Goal: Adult Services** – DSS will complete 95% of quarterly reviews that are due each month within their specified time frames. **LaPorscha McCullough**  
*This goal updated from previous FY – This is goal is vital to our Persons Under Guardianship (PUG). A quarterly is an assessment tool that captures information regarding the adults social/environment/mental & emotional health/physical health activities of daily living and economic tools. We are able to identify trends, both positive and negative, by completing the quarterly reports timely.*

Ms. Angela Cole, Child Welfare Program Manager reported:

- **Specific Goal: Child Welfare** – DSS will initiate 95% of all screened-in reports within assigned times frames. **Angela Cole**  
*This goal updated from previous FY. We increased the percentage amounts from 90% to 95%. Ms. Cole gave brief description of the timeliness standards for reports: Immediate/24hrs. or 72hr. reports. DSS reports are not done between the hours of 8-5pm only, but Social Workers work 24 hrs. a day, if needed.*

Ms. Ayoka Baldwin, Child Welfare Program Manager reported:

- **Specific Goal: Child Welfare**—95% of all foster children will have a contact in their placement each month. **Ayoka Baldwin**  
*Goal remained from last FY. With this goal, we are able to identify needs for foster children and offer supports to families while children are placed. We have provided additional training to Child Welfare staff regarding protocols to be able to achieve this goal.*

- **Specific Goal: Child Welfare** – DSS will ensure all children who enter foster care in a 12-month period in the county, that the rate of placement moves per 1,000 days of foster care, will not exceed 5.0% for children who are not in a specialized care setting. (Baseline) – **Ayoka Baldwin**  
*This is a new goal for upcoming FY. Ms. Baldwin gave kudos to Foster Care Licensing Team for decrease in placements for children. We are obtaining appropriate information up front and working closely with Cardinal Innovations, when possible for the appropriate authorization for specialized services. For 2019, we were at 7.9% and for 2020, we were at 6.5% which represents the numbers are going down.*

Ms. Jamie Hamlett, DSS Attorney reported on the following:

- **Specific Goal: Legal**— DSS will strive to have 70% of adult incompetency petitions filed within seven business days of receiving the referral and two business days when interim is requested. **Jamie Hamlett**  
*This is a new goal for upcoming FY. This goal will help push the process along for hearings.*
- **Specific Goal: Legal**— Legal will strive to assure 85% of child support orders are entered within 30 days of the case being heard. **Jamie Hamlett**  
*This is a new goal for upcoming FY. We are hopeful this goal will help with efficiencies in Child Support court with cases.*

Ms. Skye Sullivan, FJC Director reported on the following:

- **Specific Goal: Family Justice Center** – The Family Justice Center will track the number of victims assessing services in person and will increase victims served by 10% from previous year. **Skye Sullivan**  
*This goal updated from previous FY – We added increase of 10% of victims served.*
- **Specific Goal: Family Justice Center** – The Family Justice Center (FJC) will track the number of referrals to partners in the Family Justice Center and will increase the number of referrals by 10% from previous year. **Skye Sullivan**  
*This goal updated from previous FY. We increased the number of referrals by 10%.*

Ms. Jamie Hatfield and Ms. Danae Pickard, Economic Services Program Managers reported on the following:

- **Specific Goal: Economic Services**—DSS will pass the monthly Medicaid report card with 90% or higher application processing rate. **Hatfield**  
*Goal remained from last FY. This goal is part of the State MOU.*
- **Specific Goal: Economic Services**—DSS will process 85% of SAA within 45 days of receipt. (Baseline) **Jamie Hatfield**  
*Goal remained from last FY. We continue to evaluate this goal. Economic Services continues to struggle with vacancies in Adult Medicaid and the workload continues to grow. We are focused on standards and accuracies with cases.*

- **Specific Goal: Economic Services**—DSS will process 85% of SAD applications within 60 days of receipt. (Baseline) **Jamie Hatfield**  
*Goal remained from last FY.*
- **Specific Goal: Work First**—DSS will process 95% of Work First applications within 45 days of receipt. **Jamie Hatfield**  
*Goal remained from last FY.* This goal is part of the State MOU.
- **Specific Goal: Work First**—DSS will process 95% of the Work First recertifications no later than the last day of the current recertification period. **Jamie Hatfield**  
*Goal remained from last FY.* This goal is part of the State MOU.
- **Specific Goal: Economic Services**—DSS will process 95% of regular FNS applications within 25 days from the date of the application. **Danae Pickard**  
*Goal remained from last FY.* This goal is part of the State MOU.
- **Specific Goal: Economic Services**—DSS will process 95% of expedited FNS applications within four calendar days from the date of application. **Danae Pickard**  
*Goal remained from last FY.* This goal is part of the State MOU.
- **Specific Goal: Economic Services**—DSS will ensure that 95% of FNS recertifications are processed on time each month. **Danae Pickard**  
*Goal remained from last FY.* This goal is part of the State MOU.
- **Specific Goal: Economic Services**—Economic Services Training Team will conduct no less than three (3) refresher trainings per quarter. **Danae Pickard**  
*Goal remained from last FY.*

Ms. Candice Gobble presented the Human Resources goal -

- **Specific Goal: Human Resources**—DSS will provide no less than 4 leadership trainings during the fiscal year. **Candice Gobble**  
*Goal remained from last FY.* **We continue to work with Elon University and will meet this goal for this fiscal year. We will continue to develop leadership team members.**
- **Specific Goal: Information Technology**—DSS will conduct a minimum of six refresher trainings to cover the major IT-related software systems. **Jason Cole**  
*Goal remained from last FY.* Mr. Cole reported we will successfully complete this goal for this fiscal year – we have already completed four of the six trainings.

**Question: Have you seen an increase in reports since K-5 students have returned to in-person classes?**

*Alamance-Burlington School system has always been our number one reporter of cases to DSS. We have seen an increase when school returned from the Summer.*

**Question: Will Alamance Child Support participate in the pilot of ankle monitoring for child support parents?**

*No, we have not received any information regarding the pilot.*

**Question: Will the State receive any of the immigrant children in regards to Crisis with Federal Government?**

*We have not received any information or guidance from the State as it pertains to Immigration topic.*

**Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, May 25, 2021** via Zoom.

There being no further business the meeting was adjourned.

Respectfully Submitted:

*Carmen L. Morrow*

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