

August 25, 2020

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 Amy Galey, DSS Board Member; Ms. Heidi Norwick, DSS Board Chair; Dr. Ernest Eason, DSS Board Member; Ms. Edna Parker, DSS Board Member; Ms. Adrian Daye, Director; Ms. Latawnya Hall, Adult Services Program Manager; 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; Mr. Robert Ring, HR Director; Ms. Skye Sullivan, FJC Director; Ms. Jamie Hamlett, DSS Attorney; Mr. Jason Cole, IT Director and Andrea Rollins, County Managers Office were present.

Heidi Norwick, DSS Chair opened the meeting.

**Public Comment:**

None –

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

July items on the consent agenda approved. Ms. Edna Parker made motion to approve and seconded by Commissioner Amy S. Galey.

**Staff Reports:**

**Fiscal: Ms. Candice Gobble**

The July Revenue report number reported on July Statistical report- the target rate for revenues is 8%. Revenues are trending \$68,365.00 more than last year. The target rate for expenditures is 8%. Expenditures are \$55,000.00 more than previous year.

Ms. Gobble discussed the following Expenditure line items below. The line items will reflect in the August report.

The line items are as follows:

- **436056 Shift NC Program**
- **497500 Special Child Adoptions**
- **497510 Federal Adoption Incentive**
- **497930 LEP Plan**
- **497590 Family Justice Center**

Director Daye added we are working with County finance to figure out why FJC is showing in Expenditures, instead of showing as a Trust Account. The line items does not generates revenue – this line used for donations.

**Fraud: See report –**

Unit	July 2020	July 2019	Current YTD	Prior Fiscal Year
Fraud	\$10,437.00	\$17,321.61	\$10,437.00	\$17,321.61

Ms. Gobble reported Program Integrity staff continue to telework. As shown on the Fraud Report – there were seven administrative disqualification hearings held for the month of July.

The Agency Error Explanations for July 2020:

- (3) Information known to agency
- (2) State Errors (NCFAST)
- (2) Budgeting/Keying errors

Ms. Gobble reported with the agency errors – as no fault of the customer, the customer is responsible for pay back. Effective September 2020, Fraud Investigators will attend Economic Services Supervisor meetings to provide guidance to Economic Service workers regarding agency errors, especially when related to budget and information known to agency.

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

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

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

Unit	July 2020	July 2019	Current YTD	Prior Fiscal Year
Child Support	\$1,075,874.37	\$941,876.62	\$1,075,874.37	\$941,876.62

No report for Adult Services.

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

Ms. Lynette Wellons introduced Ms. Ayoka Baldwin; she will assume the role of Child Welfare Program Manager. Please welcome Ms. Baldwin.

Ms. Lynette Wellons reported the following:

- The Retention and Foster Parent Support Groups continue with Ms. Mary Shaw, Trauma Specialist. Although the groups does not have a huge turnout – the group continues to be consistent with participants who attend week to week.
- Children & Family Services review –Foster Care federal audit completed. The case selected was of a 14-year-old female who has challenging MH issues. There are 18 measures with the audit. We were cited for (3) errors – there were as follows:
- Stability of FC placement – there were a lot of moves and placements for the young woman due to MH issues.

- Did not secure reunification within period due to MH issues – although we did not meet the timeframe, the auditors felt the plan in place was appropriate.
- Achieve permanency timely – female has been in custody for three years – continue to have challenges with guardianship and adoption to secure family. Although we did not meet timeframe, the auditors felt the plan to be appropriate.
- Ms. Wellons reported even though we were cited, we consider this audit a success. The plans in place for the female are all appropriate. The items cited are beyond our control.
- Ms. Wellons reported we are excited that we found an error in Adoptions funding for this year. We are able to receive an additional \$14k in Adoptions. We will use the additional funding for recruitment.
- We are excited to start LINKS groups back up – we will start with small groups via Zoom.

Ms. Parker added in regards to Federal audit they would focus on the outcomes, not the numbers. We continue to be hopeful that one day the impact of the outcomes will drive the audits.

### **Economic Support: Ms. Jamie Hatfield**

Ms. Hatfield reported the following:

- Economic Services staff are busy – with the pandemic unemployment additional benefit expired – we have noticed an increase of FNS and Medicaid applications. We have received (90) additional Food & Nutrition applications and (4) Family & Children’s Medicaid applications. These numbers are feasible; however, we have been down 2-3 staff a week in some units, which creates a backlog.
- Economic Services staff have been assigned equipment to telework – we have finished up with Phase I which consisted of (7) new staff Economic Services teleworking and (8) ES staff who were already teleworking, but have been assigned additional equipment to make the work flow more efficiently.
- **NC FAST** – Upcoming NC FAST Certification project framework designed and we will begin the pilot project within the next two weeks. The project has been on hold due to COVID.

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

Ms. Sullivan reported the following updates:

- We continue with the upgrades - furniture upgrades, painting of offices, and installing a new Forensic Interview Room with new recording upgrades.
- FJC is actively recruiting for one vacant position –Elder Abuse Coordinator – the position reposted.
- Ms. Sullivan reported the new Victim Liaison hired – the new hire is bilingual. This position embedded within Alamance County Sheriff is Department and will start September 21.

- Ms. Sullivan reported we continue with the process of Strategic Plan for FJC through JAC (Justice Advisory Committee) – surveys forwarded to community partners and members of JAC.
- Ms. Sullivan reported FJC services increased over the last month – EMS/Law Enforcement contacted several days in a row. FJC has seen more strangulation cases as well as increase in Burlington PD referrals.
- We continue to work with County Finance with reconciling FY 2019-2020 Grant – all has been completed and reconciled. The new grant cycle starts October 30, 2020 – we have received funds for Therapy Services, which is new to the grant.

Director Daye added Alamance County FJC continues to be the model for the State. We met today via zoom with Pitt County and they were amazed with the amount of collaboration we have in Alamance County. Director Daye expressed Ms. Sullivan did an excellent job today! With updating the Strategic Plan will only strengthened the work of the Family Justice Center.

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

Ms. Gobble reported on the following services:

**Child Care** – Ms. Gobble reported the Child Care unit continues to work diligently with Child Care providers in Alamance County. There changes coming where the State is no longer waiving the parent fees effective September 2020. Child Care providers will also see a difference in billing – effective September 2020- billing will consist of current attendance. Ms. Katina Jackson, Child Care Supervisor will continue to work with child care providers – she is currently working to receive guidance for children who are housed at child care centers all day instead of afterschool – how will this affect billing?

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

See Statistical Report – as of July 31, 2020

<b>Vacancies</b>	19
<b>New Hires</b>	7
<b>Interagency Transfers</b>	1
<b>Resignations</b>	3

As of August 25, 2020 - There are 16 current vacancies within Social Services. They are as follows:

- FJC – Elder Abuse Coordinator position
- (10) Economic Services which includes Candice Gobble old position (Economic Services Program Manager);
- (2) Child Welfare positions which includes Ayoka Baldwin’s supervisor position;
- Child Support position
- Child Care position

- Business Officer (Sherry Cooper's position)

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

Mr. Cole reported IT Unit has been very busy preparing equipment for staff to telework – Phase I completed. Now we are diligently preparing for Phase II ahead of schedule.

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

**CARES ACT Funding** – Director Daye reported it has been challenging to meet the specific guidelines on how to use the \$133k allocation for Adult Protective Services (APS)/Child Protective Services (CPS) services. Director Daye reported a State call is set up this week – very hopeful there will be more guidance on how to spend the allocation.

**Telework** - Director Daye gave a “shout out” to County Manager and County IT for being proactive with requests for additional staff to have the ability to telework. With the school year virtual, we were able to allow more staff to work from home. The IT department was able to purchase more equipment to help make telework more efficient for some departments – such as Economic Services who use dual monitors. There are challenges with more staff teleworking for Leadership Team, such as making sure all phone calls returned to customers. Director Daye reported we are sending staff home with cell phones until another plan is in place. Director Daye expressed thanks to County IT for working diligently to come up with another option as we continue to telework. We also have the challenge for staff who are not able to telework due to duties of work.

### **Question: Does all DSS staff have an agency cell phone?**

*All staff who are teleworking will have an agency cell phone assigned temporarily. Ms. Edna Parker stated LabCorp was able to set up business lines for staff with existing phone service. The business line shows a separate phone number for staff to use to answer and return phone calls. The cost is minimum.*

Director Daye expressed thanks to Dr. Ernest Eason for his engagement with the Child Care Protective Team (Child Fatality Committee). The committee appreciates your valuable medical experience that you bring to this committee and your engagement with team members.

### **New Business:**

Ms. Carmen Morrow, Clerk to Board reported the following Social Services Commission Appointments approved:

1. Heidi Norwick – Reappointment from July 29, 2020 – June 30, 2023
2. Dr. Ernest Eason – Reappointment from July 29, 2020 – June 30, 2023

### **Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, September 22, 2020** via Zoom.

There being no further business the meeting was adjourned.

Respectfully Submitted:  
*Carmen L. Morrow*

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