

May 25, 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; 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. Nia Mebane, FJC Intern were present.

Heidi Norwick, DSS Chair opened the meeting.

**Public Comment:**

None –

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

April items on the consent agenda approved. Dr. Ernest Eason made motion to approve and seconded by Commissioner Pamela Thompson.

**Staff Reports:**

**Fiscal: Ms. Candice Gobble**

Ms. Gobble reported we are on target as we move into the final month of the fiscal year. We are on target for both revenues and expenditures. We do have line items that continue to be affected by COVID. We anticipate once we get final numbers for May, we will be able to evaluate what line items we need to focus on. We have encountered some large ticket items this month (upgrade of restrooms and security camera equipment) which will be reflected in May expenditures.

	<b>APRIL 2021</b>	<b>% OF BUDGET</b>	<b>PRIOR YTD</b>	<b>% OF BUDGET</b>
REVENUES	\$9,844,062.00	85%	\$8,305,290.00	74%
EXPENDITURES	\$15,234,179.00	77%	\$14,905,360.00	75%

**Fraud: See report –**

<b>Unit</b>	<b>April 2021</b>	<b>April 2020</b>	<b>Current YTD</b>	<b>Prior Fiscal Year</b>
Fraud	\$4,790.00	\$81,181.83	\$59,985.81	\$229,246.01

Collections remain suspended for all programs. The suspensions have been extended until December 2021. This will continue to impact revenues significantly.

### **Performance Management -**

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

**Specific Goal: Child Support—DSS will have 92.88% of paternities established for children born out of wedlock. For April, we are currently at 92.01%.**

*Child Support has made strides in Performance Management goals. The staff continue with training by PT Trainer. The numbers have increased drastically. Child Support continues to work diligently to achieve goals. We also have only two establishment agents working cases at this time which attributes to why we are not meeting our cases under order.*

**Specific Goal: Child Support—DSS will have 77.85% of child support cases under order establishing support obligations. For April, we are currently at 75.13%.**

*Child Support has made strides in Performance Management goals. The staff continue with training by PT Trainer. The numbers have increased drastically. Child Support continues to work diligently to achieve goals. We also have only two establishment agents working cases at this time which attributes to why we are not meeting our cases under order.*

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

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

Ms. McCullough reported we have made offer for the FT Trainer position in Child Support (internal staff). Mr. Ring announced the internal staff person accepted the position and will start on June 1, 2021.

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

Unit	April 2021	April 2020	Current YTD	Prior Fiscal Year
Child Support	\$1,076,474.47	\$884,812.07	\$9,213,392.68	\$9,026,856.17

Ms. McCullough reported Child Support under went case audit recently. There were 8 cases reviewed – 100% on each case – no errors or corrections. Ms. McCullough gave kudos to Child Support staff.

Ms. McCullough reported Alamance County Child Support Unit made the “Top 20” Child Support agencies during the month of April for collecting one time \$9k payment from arrears. The “Top 20” gave staff a boost of confidence and appreciation.

## **Adult Services -**

Ms. McCullough reported the Adult Services Unit full audit by the State has concluded. The exit interview went very well and successful. We only had one area cited (5027 forms). We have training scheduled for this week regarding how to complete these forms.

Ms. McCullough reported we are excited to announce we have new supervisor starting June 1, 2021 – Crystal White.

Ms. McCullough reported we are in the planning stages for Elder Abuse Awareness month – June 2021. June 15<sup>th</sup> marks Elder Abuse Awareness Day. Ms. Morrow will send out Elder Abuse packets to board members soon which will include ribbons and information. We are requesting each board member wear the “purple ribbon” to support this event.

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

Ms. Angela Cole reported with the Summer approaching, we will see uptick of reports since school is out.

Ms. Ayoka Baldwin reported the following:

- We completed Making Proud Choices to our LINKS population. The children reported they learned a lot from the training.
- Ms. Baldwin reported we are scheduled for on-site review this week – we are expecting positive results. There will be 3 cases to review.
- Ms. Angela Cole reported the on-site review will cover contacts and intake reports to check and make sure all reports are reported timely. Ms. Cole announced we continue to applaud SW staff who continue to submit reports timely.
- 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.
- Ms. Baldwin reported we missed the adoption the baseline goal of 17 by 2 – we hit 15. But as a part of the goal, we were able to secure adoption for sibling group of 3.
- Ms. Baldwin reported as a part of the Consolidated Appropriations Act – we are able to serve 5 additional children in the 18-21 LINKS program.
- With the Summer approaching and school will be out – we will see uptick of reports.

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

Ms. Hatfield reported the following:

- **Specific Goal: Economic Services**—DSS will process 85% of SAA within 45 days of receipt. (Baseline) – **(71%)**
  - *We did not meet this goal for the month of April. We had a total of fourteen applications processed and four of them were untimely. Two of them were worker delay (sending the request late) and the other two were out of our control (one was sent from another county late & the other one was an OSS (Over the Shoulder Support at the State) issue in NC FAST. If these two were included, we would have met the goal.*
  
- **Untimely Applications** -
  1. 5097 issued for proof of spend down is a very complex and complicated service
  2. Worker delay in sending both 5097's for verifications
  3. Conflict case was sent to another county, then reassigned back to Alamance with 13 days pending and no notice sent
  4. OSS/DSHR issue with facility in NCF
  
- **Income Maintenance Appreciation**—
  - Normally we host an event for Income Maintenance Staff Appreciation, however; because of COVID and so many staff working remotely, we came up with some creative ways to celebrate with staff virtually. We hosted a virtual BINGO game, a photo contest and an economic services logo contest. All participation was optional and all winners received a gift card. We also conducted random drawings for each unit and staff members were able to select a gift card. Every IMC staff received an “emergency treat pack” which included candy and other items, new lanyard and certificate of appreciation.

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

- Ms. Pickard reported USDA issued a memorandum in April that provided guidance that all eligible households must receive a minimum automated supplement of \$95. This was due to some households who already received the maximum allotment would receive an additional \$95.00 allotment. We received notification at the end of April, the program was activated and retro back to April 1<sup>st</sup> for customers.
  
- The Federal Communications Commission (FCC) has a new Emergency Broadband Benefit (EBB) program. This new benefit program will provide a discount on broadband services to eligible energy program, Work First program and Food & Nutrition Services program recipients who are struggling to afford internet service during COVID pandemic. The EBB program will help connect eligible households and families to jobs,

critical healthcare services, virtual classrooms and more. The program will provide a discount of up to \$50 per month towards broadband service for recipients. Eligible households can also receive a one-time discount up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers. FNS recipients can qualify through participation in FNS or free & reduced free lunch. Some recipients have reached out to our FNS office regarding documentation they can use to apply for the program. Recipients can begin to apply and enroll in the program on May 12, 2021. The program will end when funds are exhausted or six months after DHHS declares an end to the COVID-19 health emergency declaration, whichever is sooner.

- NC is expanding the P-EBT program to provide benefits to eligible children under 6 years old who are in households receiving FNS services. The expansion of this program is an expansion of the ongoing P-EBT benefits for students in an eligible school and in certain circumstances may provide similar benefits back to October 2020 to families with young children & infants who need extra help buying food. Eligibility requirements for this program are based on guidance from USDA. We are also aware there will be likely be a summer P-EBT program.
- We have received notification that multiple COVID waivers that were set to expire June 30<sup>th</sup> for FNS were extended through December 31, 2021 or whenever the Governor lifts the COVID-19 public health emergency declaration, whichever is sooner. We will be absorbing that information and forming a plan to address what that would look for our economic services programs and departments.
- Ms. Pickard announced we have filled Adult Medicaid Trainer position that has been open for a long period. We are very excited to fill this vacant position.

**Question: What will you do when rental moratorium ends?**

*Director Daye added rental assistance is included in ARPA funding - \$32 million. We will have to wait and see how this money will be used and what will be the guidelines/restrictions placed upon funding. It will be very important as a County to blend funding and collaborate with other Community partners. Chairman Norwick added the HOPE program is being revamped which is also used for rental assistance.*

**Family Justice Center – Skye Sullivan**

Ms. Sullivan reported the following:

- Introduced Nia Mebane – Summer Intern from Wingate Criminal Justice program. Ms. Mebane will be a Senior in the Fall at Wingate.
- Ms. Sullivan reported the numbers are up and rising at FJC. We are seeing an uptick of customers requiring services. Ms. Sullivan reported we did not see many of the elderly population at the start of the pandemic, so we are now targeting this population. The cases we are seeing are worse and we are running out of interview space. We are currently

partnering with law enforcement for forensic interviews. We currently have 11 on site partners.

- Ms. Sullivan reported we continue to have Attorney’ on site at FJC as partners to help those who have been unfairly evicted. The Attorney’s are from Elon Law and Legal Aid who can help those with Fair Housing.
- The UNC-CH School of Social Work will be conducting a 2-year study to evaluate the effectiveness of Family Justice Centers. The study will work with up to 8 Family Justice Centers to gather data and evaluate the effectiveness of the centers. As the first FJC in the state of NC, the Alamance County FJC has been asked to participate. The FJC will be compensated for participation and will receive credit in media announcements. This will be one of the first studies of its kind, and will be used nationally to evaluate the FJC model.
- Ms. Sullivan reported we currently have funding to use billboards again – total of 4 billboards. They will be used to educate about Family Justice Center and one will be dedicated to Elder Abuse. Elder Abuse Awareness is scheduled for June 15, 2021.
- Ms. Sullivan reported the needs and safety assessment are both complete. As a part of the need’s assessment, we need space at FJC.
- Ms. Sullivan reported we have one vacancy at FJC.

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

Ms. Gobble reported we are in the process of single audit. The audit is divided into two sections. The audit covers all services at DSS. The CPA firm handling the audit is not versed in DSS policy so we are providing information to assist. The monitoring has covered July 2020 – March 2021 and when they return in August they will monitor April 2021 – June 2021.

Ms. Gobble reported for County Government Month we hosted a “No One is Cooler Than You” event for staff. Staff received a free DSS canvas cooler. We had a great turnout from in person staff, as well WFH staff.

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

See Statistical Report – as of April 30, 2021

<b>Vacancies</b>	30
<b>New Hires</b>	2
<b>Interagency Transfers</b>	1
<b>Resignations</b>	8

Mr. Ring reported as of today we currently have 41 vacancies – 18% of our workforce. We currently have 18 jobs posted as of April 1, 2021. We have received 460 applications, 52 interviews

conducted and 11 job offers. We currently have 5 applicants in the process of checking references, etc. for offers. Applications are currently down.

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

Ms. Gobble reported LIEAP customers will receive one-time LIEAP supplement. The supplement will be calculated by a formula based on the household's previously approved LIEAP payment amount. Our customers should receive letters from the Division regarding the one-time supplement by the end of May 2021. The supplement amounts will be as follows:

<b>Benefit Amount</b>	<b>Supplement Amount</b>
\$300.00	\$47.31
\$400.00	\$53.75
\$500.00	\$67.19

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

**Specific Goal: Child Care—DSS will process 95% of Child Care Subsidy applications within 30 calendar days of the application date, we are currently at 92%.**

*Due to low number of applications submitted, if one application (which is the case here) is not processed timely, the goal will not be met. The one application was not processed timely due to worker error.*

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

We are gearing up for Economic Services to return to building in June. We continue to work with County IT on new security cameras for HSC campus. The plan is to install 31 cameras at the HSC campus – which houses Social Services and Health Department. We have met with County Maintenance and IT on the new Ivey Building – we will begin to work on door security, etc. for DSS.

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

Director Daye reported on County Managers Budget presented at County Commissioner's Meeting on May 17, 2021. Director Daye announced DSS was fully funded in the 2021-2022 budget with the exception of one Child Welfare position. We asked for current PT On-Call position to be FT On-Call position. This is not a new position – it will be reclassified position. With all of the reimbursements from State and Federal reimbursement, the total reclass will come in at \$25k. This position would reduce comp time of other social workers who have to cover on-call.

Director Daye gave updates regarding Foster Child case where there are no resources. DSS staff provided 24-hr. coverage for child until recently hospitalized. Cardinal Innovations continues to search for placement providers for child. The child is currently hospitalized at Emergency Department – child has been in the ED for two weeks as of today. The child has been medically cleared for discharged two days after child admitted to ED. Cardinal has reached out to placement providers across NC, TN, VA and GA with no luck. The child is very assaultive and displays behavioral issues. DSS has offered enhanced rates to providers. Director Daye shared she and

Jamie Hamlett, Attorney met with County Attorney to discuss liability issues if DSS has to provide 24 hr. coverage. Director Daye added if DSS has to provide supervision again for the child – we will have 24 hr. security to protect staff, as well as the child. There have been discussions about placement at Therapeutic Wilderness Camp – the cost of the program is \$50k for 6 weeks. Currently, we have transformed the “Blue Modular Trailer” that currently houses on one side the County gym, into the “Blue Cottage”. We have added bunk beds, TV room as well as staff room to work. Director Daye expressed the State (Division of Health & Human Services) is aware of this case.

Director Daye discussed Cardinal Innovations \$30 million agreement that was designed to help with children with MH needs. Director Daye reported there were tons of red flags in the agreement. Director Daye announced County Manager, Commissioner Craig Turner and herself met with Cardinal via zoom regarding the agreement in January to discuss the issues. Director Daye reported in the agreement DSS will receive \$300 per mo./per child. In the agreement \$500k is slated for foster care only. We asked for language to be added in the agreement to address that Social Services role is not find placement for MH services that’s the role of the LME/MCO. Cardinal Innovations amended the agreement and we are hopeful that we can use the agreement.

Director Daye added next steps will be as follows:

- Set up meeting with Care Team from Cardinal Innovations
- Set up meeting with Clyde Albright, County Attorney to discuss the agreement
- Present to County Commissioners for approval

## **New Business: Medicaid Transformation**

Ms. Jamie Hatfield presented Medicaid Transformation – the following was presented:

### **Brief Background -**

In 2015, NC General Assembly directed DHHS to transition Medicaid and NC Health Choice from fee-for-service (now called NC Medicaid Direct) to Managed Care using Prepaid Health Plans. This was on track to go live on February 1, 2020; however, it was suspended in November 2019. In July 2020, transformation efforts restarted with a July 1, 2021 launch date for Standard Plans and a launch date of July 1, 2022 for Behavioral Health/Tailored Plans.

### **What is Medicaid Transformation? –**

Medicaid Transformation is a new way to get Medicaid Services through health plans. Managed Care was created to centralize patient care within a network or provider system with an overall goal of having better health outcomes while controlling costs. Currently Medicaid providers submit claims under the fee-for-service model, which is now called NC Medicaid Direct. Under Managed Care, the State is contracting with insurance companies, called Prepaid Health plans. Each plan has its own network of qualified doctors and health care providers.



**Who is Enrolled in Managed Care? –**

<b>MUST ENROLL</b>	<b>CANNOT ENROLL</b>	<b>MAY ENROLL</b>
Required to enroll in a health plan <b>MANDATORY</b>	Stays in NC Medicaid Direct <b>EXCLUDED</b>	May enroll in a health plan or stay in NC Medicaid Direct <b>EXEMPT</b>
Most Family and Children’s Medicaid, NC Health Choice, Pregnant Women, Non-Medicare Aged, Blind, Disabled.	Family Planning, Medically Needy, Health Insurance Premium Payment (HIPP), Program of all-inclusive care for elderly (PACE), Refugee Medicaid	Federally recognized tribal members, beneficiaries who would be eligible for behavioral health tailored plans (until they become available)

Statewide, approximately 1.6 million, of the current 2.3 million Medicaid beneficiaries will transition to NC Medicaid Managed care. There are three populations: Mandatory, Excluded and Exempt.

- Mandatory: Must Enroll
- Excluded: Cannot Enroll in Managed Care and must stay in NC Medicaid Direct. There are some beneficiaries that are temporarily excluded and will become mandatory later. This includes dually-eligible Medicaid/Medicare, Foster Care/Adoption, Children & Adults receives Community Alternative Program (CAP).
- Exempt: May enroll in a health plan or stay in Medicaid Direct.

Currently the target launch date is July 1, 2022.

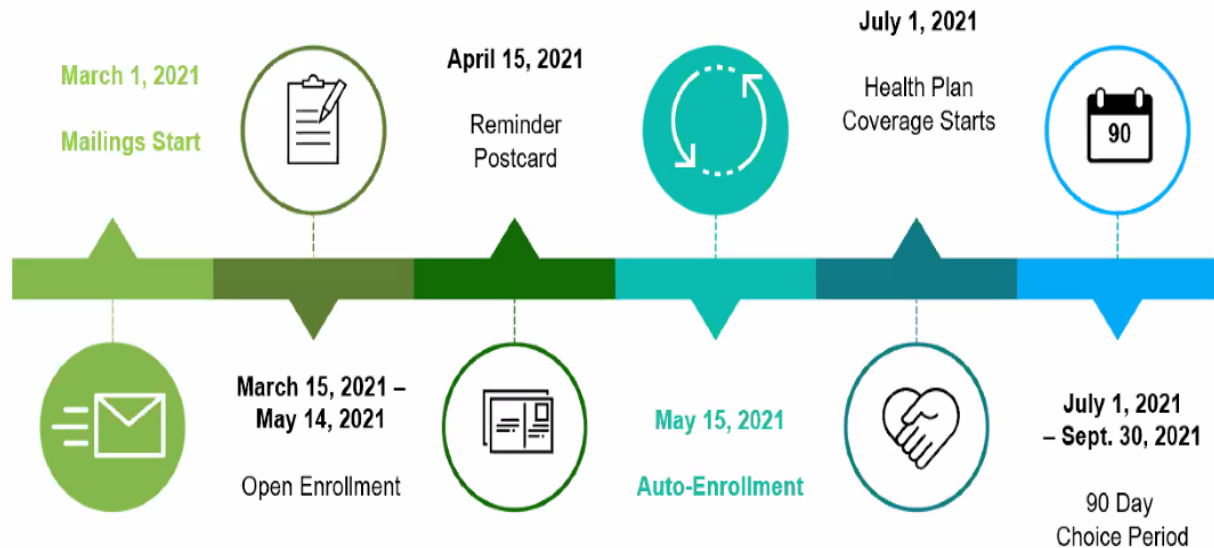
**Services carved out of NC Medicaid Managed Care:**

- Dental services
- Fabrication of eyeglasses including complete eyeglasses, eyeglass lenses and ophthalmic frames
- Services provided by Local Education Agencies
- Services provided & billed by Children’s Developmental Agencies

PHP’s will provide non-emergency medical transportation for these services

## NC Medicaid Managed Care Timeline -

# NC Medicaid Managed Care Transition Timeline



## Health Plan Contracts –

There are six health plan contracts – five are prepaid and one primary care case management.

1. WellCare Health Plans
2. United Healthcare Community Plan
3. BC/BS Healthy Blue
4. AmeriHealth Caritas NC
5. Carolina Complete Health (only available to selected counties, Alamance County is one of those counties)
6. ECBI Tribal Option (only available to federally recognized tribal members or other eligible services through Indian Health Service)

Each plan includes a network of providers, see the MD as often as needed, no monthly premiums, and 24hr. nurse line, along with other added services.

Health plans are responsible for assisting members with selecting primary care providers, ensuring member receive the same services as they did under NC Medicaid Direct and provide non-emergency medical transportation.

## How Members Enroll? –

There are various ways to enroll in a plan:

1. Online – [www.ncmedicaidplans.gov](http://www.ncmedicaidplans.gov) – where they have the option chat with an Enrollment Specialist

2. Mobile App – available on android or iPhone (free app available for NC Medicaid Managed Care in Google Play or the App Store)
3. Call – Enroll by speaking with an Enrollment Specialist via phone at 1-833-870-5500 (toll free). Language Lines are available TTY 1-833-870-5588
4. Mail – Mail completed form to NC Medicaid Enrollment Broker – PO Box 613, Morrisville NC 27560 or fax the completed application form to 1-833-898-9655

For those beneficiaries who did not select a plan, they were auto enrolled. Mandatory beneficiaries have 90 days to change plans and exempt beneficiaries can change plans at any time.

### **When Members Enroll? –**

#### **New Applicants:**

- Enrollment is effective the month the application is disposed (this may cause a portion of their eligibility period to be delayed with NC Medicaid Direct)

#### **Beneficiaries with a Change of Circumstance Impacting Enrollment:**

- Enrollment change is effective the month following the change

#### **At Redetermination:**

- Beneficiaries may choose to remain with current health plan or make a change

### **What does Medicaid Transformation mean for DSS? –**

Managed Care will bring changes to most Medicaid beneficiaries; however, Medicaid Services will not change.

#### **County DSS will [CONTINUE](#):**

- Processing Medicaid applications, changes and redeterminations
- Generating replacement Medicaid cards for NC Medicaid Direct & EBCI Tribal Option members
- Providing Non-Emergency Medical Transportation (NEMT) services for NC Medicaid Direct & EBCI Tribal Option members
- Updating Primary Care Provider (PCP) for NC Medicaid Direct and EBCI Tribal Option members

In addition, County DSS is responsible for working a “returned mail report” – this report includes any mail that was returned to the Enrollment Broker. They will not receive additional Managed Care mailing until counties update/verify address in NC FAST.

#### **County DSS will [NOT](#) be responsible for:**

- Choice counseling to help beneficiaries choose a health plan
- Enrolling beneficiaries in health plans
- Providing NEMT services for Prepaid Health Plan (PHP) members

- Updating health plan or PCP for PHP members
- Generating replacement health plan ID cards for PHP members

**County DSS will START:**

- Referring beneficiaries to the Enrollment Broker for health plan choice counseling and enrollment assistance
- Referring beneficiaries to their health plan for PCP updates, NEMT and other requests related to their health plan.

**DSS Response –**

Because of the COVID-19 pandemic, our experience with Managed Care is very different compared to 2019. Previously, we had an Enrollment Specialist onsite who was available to meet with individuals, answer questions, and assist them with enrolling. Also, because of the limited in-person interaction with individuals, there was a delay in enrollment throughout the State. However, efforts were made to keep all DSS staff informed throughout this transformation. All information is provided in English and Spanish.

**Agency preparations & support provided to staff:**

- Access to Electronic Hub on Shared Drive with updated fact sheets, flyers & other resources
- Short informational video was sent to all DSS staff
- Ability to transfer calls directly to Enrollment Broker
- Directory of contacts & website links
- Information phone line for customers to hear updated information and alleviate time spent explaining changes. After recording, call is automatically transferred to the Enrollment Broker.
- DSS Liaison available for questions, feedback, and request additional information
- Updating transportation records & monitoring the impact on DSS. Notifying NEMT (Transportation) recipients of the upcoming changes
- Completing a returned mail report to ensure information is mailed to the accurate address

**Outreach to Community:**

- Informational session conducted with Health Department staff
- Flyers placed on electronic signs and made available to public
- DSS website updated with events, resources and other materials
- DSS COVID screeners provide palm cards to the public

**NC FAST and DHHS Support:**

- DSS Support Line for staff to call
- Monthly Readiness Calls
- Electronic Training – Release 1, 2, and 3
- Opportunities to network with Primary Care Providers
- Provided weekly reports and communications
- DSS Toolkit available

**Closed Session – G.S 143-318.11** – Chairman Heidi Norwick made motion to go into closed session with Director Daye, DSS Board Members and Jamie Hamlett, DSS Attorney at 1:30pm.

Motion made by Edna Parker and seconded by Commissioner Pamela Thompson to end Closed Session at 2:08pm.

**Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, June 22, 2021** in-person at Family Justice Center located at 1950 Martin Street, Burlington NC. The meeting will be held in the large meeting room on the lower level.

There being no further business the meeting was adjourned.

Respectfully Submitted:

*Carmen L. Morrow*

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