

September 22, 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; Reverend Ronald Shive, DSS Vice-Chair; 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; Ms. Michelle Poole, Quality and Performance Management Supervisor 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

August 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 August Revenues are coming in at 11% where the target rate for revenues is 17%. We are aware we are under in revenues due to COVID and no revenues collected from fraud and NC Health Choice. We are hopeful once the waivers lifted, we should see revenues go up.

Ms. Gobble discussed the following Revenue line items:

- **333043 – CJPP/TECSP**
- **333044 – CPS**

The report shows negative amounts due to overspending. The funding not allocated yet to Alamance County and the State has recouped the money. We will continue to monitor both line items and will speak with social workers about not coding to these lines items to keep under control.

Question: Will the money be reconciled?

Yes – It will may take a few months for the line item to balance – it will take up to the 3rd Quarter for the line item to balance.

Ms. Gobble discussed the following Expenditure line items:

497300 – Contracted Services – FNS – We are currently at 38%. This line item used for the Work Number system – there is a cost associated to using service, but services needed to complete application processes. We will work with Economic Services staff on when to use the system.

497590 – CRP Flex Funds – We did not originally budget for this line item. We were not sure if we would receive further funding for the CRP Grant. At the last minute, the State decided to fund all agencies funded in last year’s budget.

Action: We will complete Budget Amendment for approval by County Commissioners at future meeting.

Ms. Gobble added Director Daye presented the following budget amendments at County Commissioners meeting on Monday, September 21, 2020 –

SHIFT NC – Alamance Youth Connected

The funds received for SHIFT NC to link and connect youth & their families to health care services. The project is for three years beginning July 1, 2020 ending June 30, 2023. DSS will receive a sub-award of \$8000.00.

Action: The line items established and added to Revenues/Expenditures.

CARES ACT – Adult Protective Services/Child Protective Services Funds

The funds received to support COVID-19 related expenses incurred delivering Adult Protective Services and Child Protective Services. The funds allocated through NC Division of Health & Human Services - \$133,670.00. At this time, the funds must be expended by December 31, 2020.

Action: The line items established and added to Revenues/Expenditures.

Ms. Gobble reported the following designated funds added discussed at August Board meeting:

436056	SHIFT NC Program	\$27,188
497500	Special Child Adoptions	\$21,782
497510	Federal Adoption Incentive	\$123,249
497930	LEP Plan	\$4,759
497950	Family Justice Center	\$4,084

Director Daye reported to board members in the months to follow - there will be several budget amendments as it relates to Special Assistance, APS/CPS and other services.

Fraud: See report –

Unit	August 2020	August 2019	Current YTD	Prior Fiscal Year
Fraud	\$3,137.39	\$19,894.55	\$13,574.39	\$37,216.16

Ms. Gobble reported Program Integrity staff continue to telework. As shown on the Fraud Report – there were six administrative disqualification hearings held as well as four State Hearings for the month of August.

There were no agency errors this month. That is great news! Fraud Investigators have worked with Economic Services supervisors to provide guidance to staff to alleviate agency errors.

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

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support – (Statistical Report Information)

Unit	August 2020	August 2019	Current YTD	Prior Fiscal Year
Child Support	\$1,013,815.81	\$881,775.85	\$2,089,690.18	\$1,823,652.47

Ms. Hall reported Child Support collections have gone up – the goal is 6% and we are currently at 18.94%.

Ms. Hall reported we are currently working with a contracted child support specialist – the specialist is helping with the current workflow, performance management goals, and our court processes to help with streamline the services. The meetings have gone very well.

Adult Services –

Ms. Hall reported we continue to see increase in APS reports. Adult Services staff continue to maintain timeliness standards as it pertains to visits. Adult Services continues with court cases – court held virtual by WebX.

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

Ms. Cole reported the following:

- Assessments have increased with school opening – manageable at this time – no caseload over 20 at this point.
- We continue to have staff turnover in assessments due to demands of the job – received two resignations this week
- We continue to provide supervision, monitor caseloads and make timely case decisions

Ms. Baldwin reported the following:

- There are a couple of State audits coming up for Adoptions (small sample size) and IV-E (large sample size) – we have pulled the IV-E sample and the record looks great!
- We will use a portion of APS/CPS CARES ACT money for the LINKS program to purchase educational tools for foster children.

Director Daye added the APS/CPS funding guidelines have been relaxed a little at the State level – we will use some of the funding to provide educational tools & resources for children in Foster Care. We will purchase laptops and other educational tools to be successful while attending school.

Economic Support: Ms. Jamie Hatfield

Ms. Hatfield reported the following:

- **NC Medicaid Optional COVID-19 Testing** – Ms. Jamie Hatfield announced as of September 1, 2020, Medicaid providers can be reimbursed for COVID-19 testing of uninsured individuals under this new program.
 - **Eligibility** –
 - Live in North Carolina
 - BE a US citizen or US national or have eligible immigration status
 - Not be covered by Medicaid, Medicare or other health insurance
 - **How to Apply:**
 - Online Application via E-Pass – applications are not processed by Social Services
 - Paper Application (these applications are not among the other applications to avoid confusion – please see front desk receptionist)
 - Once paper application completed – application is mailed to DHHS/DHB – Raleigh NC
 - **The health coverage will only pay for medical tests for COVID – no earlier than June 1, 2020 and will end when the public emergency ends.**
 - Medicaid beneficiaries have coverage of COVID-19 testing, including Medicaid for Pregnant Women and Active Family Planning Program with no insurance.
- **Open Enrollment** – Open Enrollment starts November 1, 2020. At this point, we are not sure what the program will look like.
- **COVID Community Service Event** - Economic Services staff will provide information regarding DSS services at the drive through event scheduled for Saturday in Haw River, NC.
- **COVID Workgroup** – No updates from the COVID Workgroup. We continue to work on the screening protocol for visitors.

Director Daye added we have some current challenges now as it pertains to customers nervous about submitting documentation for recertification for services of Medicaid and/or FNS. Customers want to make sure they see a “staff person” and place documents with a staff person. We have also seen an increase in service documentation required by Housing Authorities when customers are completing recertification for housing. Both Housing Authorities require form that customer is receiving services from DSS and customers are requesting printout.

Question: If COVID test is completed, how long does it take for results?

We are not privy to any of that information. DSS is only assisting customers with application portal information to apply for Medicaid.

Question: Did you meet with the Housing Authorizes about this process?

We have contacted Burlington Housing Authority to secure a fax number for them to use. We are now in discussions with Graham Housing Authority on what will help streamline the process for customers and the provider. We have offered for the Housing Authority to provide a list of customers a month ahead of recertification process and we could forward the information requested. We have not received any word back as of yet.

Family Justice Center – Skye Sullivan

Ms. Sullivan reported the following updates:

- Strategic Planning Retreat held virtual today from 10am – 12pm. We had great participation from community partners – Judge, Clerk of Court, County Manager and other non-profit agencies. The new MOU will be for two years with the Strategic Plan for 3-5 years. There is a push to align the FJC with other community agencies. We are ambitious we will have the plan complete by the end of October.
- We continue with the upgrades – the installation of the new Forensic Interview Room with new recording upgrades completed this week with the help of Jason Cole. Once completed, we are hopeful we will be able to expand Forensic Interviews to Adult Services.
- FJC services continue to increase with an increase in the severity of cases. Across the State, there is an increase in homicides, which includes Alamance with fatality with DV within the last month.
- FJC hosted RADAR Training for 19 County participants – the training is very expensive and very hard to secure. The participants trained are as follows:
 - (3) District Attorney’s Office
 - (2) Adult Protective Services
 - (8) Sworn Law Enforcement
 - (2) Crossroads
 - (2) FJC Staff
 - (2) Family Abuse Services staff

Question: Do we have any public announcements for Domestic Violence?

We were able to purchase three billboards for August and September and will purchase one for October for Domestic Violence Month. We will create a 1-2 minute video for Family Justice Center. We are hopeful with the next grant cycle we are able to secure funding for advertisers.

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. As of August 31, 2020, we have started adding children to wait list. We continue to honor crisis cases when needed. Very difficult to look at timelines rates for childcare due to inaccurate reporting at the State level.

Administrative Support/Personnel: Robert Ring

See Statistical Report – as of August 31, 2020

Vacancies	16
New Hires	6
Interagency Transfers	3
Resignations	3

As of September 22, 2020 - There are 17 current vacancies within Social Services.

IT Report: Mr. Jason Cole

Mr. Cole reported the following:

- IT Unit has been very busy preparing equipment for staff to telework – all three phases are complete.
- We are currently working with County IT on the Voice over IP upgrade to phone system. The new upgrades will allow current teleworking staff to receive phone calls via computer instead of using cell phones.
- High numbers produced by telework staff in the Laserfische system (document management system)
- Will work to revamp the Learning Management System (LMS) – we are trying to figure out how to conduct virtual trainings for Economic Services, as well as Onboarding.

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

Director Daye reported she is meeting with County Manager regarding funds from Community Block Development grant that will assist customers requesting rental assistance, utility assistance and childcare. We are working on a plan on how to manage these funds for the citizens of Alamance County. This will pose a challenge for Social Services – we will need administrative money to distribute funds and eligibility.

Action: Director Daye will keep board abreast of status.

Director Daye reported we have run into area where families are in need of childcare assistance with many children attending daycare centers all day instead of after school. These daycare centers are assisting children with virtual learning since school is now back in session. The State is not sure if childcare subsidies will help pay for all day instead of after school.

Question: What is the potential pay out for grant?

The grant cycle is 30 months, which is helpful that it does not end December 2020. The County will receive the money and will develop procedures. Child Care assistance requested \$45,000, not sure of the full grant amount.

New Business:

Performance Management Goals –

Ms. Michelle Poole reported on 2019-2020 completed Performance Management goals.

Ms. Poole reported there were 21 goals and 3 baseline goals for 2019 -2020 fiscal year. DSS achieved 18 of those goals.

The following goals highlighted:

Goals Met:

Specific Goal: Adult Services—DSS will contact 95% of adult wards at least once within a 90-day period.

- *Goal met 100% each consecutive month during the period of July 2019 –June 2020.*
- *Ms. Hall gave a shout out to Adult Services staff– Guardianship staff continued to contact persons under guardianship during COVID and did awesome work to meet the goal at 100% each month.*

Specific Goal: Legal—Legal will strive to have 90% incompetency hearings within 45 days of filing petitions. (Adult Services). (Excluding cases where multidisciplinary evaluations are requested.)

- *Goal met 100% each consecutive month during the period of July 2019 – June 2020, excluding the months of April and May due to order from the Chief Justice due to COVID-19.*

Specific Goal: Program Integrity—DSS will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery

- *Goal met 100% each consecutive month during the period of July 2019 – June 2020.*

Specific Goal: Economic Services—DSS will process 95% of regular FNS applications within 25 days from the date of the application.

- *Ms. Hatfield gave huge shout out to Economic Services staff for achieving goals through huge amount of vacancies and inaccurate reporting from the State.*
- *Ms. Hatfield reported total number of applications and recertification 's for year:*
 - *3,500 applications*
 - *8,000 recertification 's*

Baseline Goals:

Specific Goal: Child Welfare—95% of all foster children will have a contact in their placement each month. (Baseline)

- *We met this baseline goal at 100% each consecutive month with the exception of November 2019 at 95% during the period of July 2019 – June 2020.*

Specific Goal: Legal—Legal will strive to assure 90% of adjudication are tried within 60 days of filing of the petition/s. Legal will maintain a listing of reasons for delays to determine if there are delays within the control of the legal unit. (Baseline)

- *This baseline goal will not be included in the upcoming 2020-2021 goals.*

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

- *This goal will not be included in the upcoming 2020-2021 goals.*

Unmet Goals:

Specific Goal: Child Support—DSS will have 80% of child support cases under order establishing support obligations.

- *Ms. Jamie Hamlett, DSS Attorney stated we have changed process of establishing same day orders for Child Support. We have met with County Partners and developed new processes to meet goals in the upcoming year. Ms. Hall added since the processes have changed we are on target so far of meeting this goal at 77.8% due to percentage changed from 80% to 50% with the new goal.*

Specific Goal: Child Welfare—Alamance County will track its annual adoption baseline. (27)

- *Ms. Wellons expressed we feel we achieved this baseline goal due to every child eligible for adoption was adopted. The goal was set for 27 and 23 were adopted.*
- *We are not including this goal in upcoming year.*

Specific Goal: Human Resources—DSS will begin an ongoing leadership-training curriculum and complete six of the 12 modules by June 30, 2020.

- *Leadership Trainings were scheduled but with COVID, all trainings cancelled. With the upcoming fiscal year goals, we changed the wording of the goal and did not include the amount of trainings. Ms. Wellons added Leadership Team completed survey with great training topics and we are developing training schedule to roll out very soon.*

Director Daye stated overall that we did great as an agency with achieving goals for last fiscal year. We endured issues with policy changes, NC FAST issues and COVID.

Chairman Norwick added staff did an excellent job. This will be the year of the asterisk for agencies. The asterisk will not reflect how many lives impacted by services.

Announcements:

None

Adjournment -

The next board meeting is 12:00 noon **Tuesday, October 27, 2020** via Zoom.

There being no further business the meeting was adjourned.

Respectfully Submitted:
Carmen L. Morrow

Date approved: _____