

August 23, 2022

The Alamance County Social Services Board met for its regular monthly meeting on this date. The meeting was held at Alamance County Social Services, 1950 Martin Street, Burlington NC with the following in attendance were: Ms. Heidi Norwick, Chair, DSS Board Chair; Ms. Maria Hernandez, DSS Board Member; Dr. Ernest Eason, DSS Board Member; Ms. Krista Knight, DSS Board Member; Commissioner Pamela T. Thompson, DSS Board Member; Ms. Candice Gobble, Director; Ms. Lynette Wellons, Assistant Director of Services; Ms. Jamie Hatfield, Economic Services Program Manager; Ms. Wendy Roberts, Economic Services Program Manager; Ms. Danae Pickard, Economic Services Program Manager; Ms. LaPorscha McCullough, Adult Services Program Manager; Mr. Robert Ring, HR Director; Ms. Angela Cole, Child Welfare Program Manager; Mr. Jason Cole, IT Director; and Ms. Rebecca Lambert, Child Welfare Program Manager 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. Dr. Ernest Eason made motion to approve and seconded by Maria Hernandez, Vice-Chair.

Staff Reports:

Fiscal: Ms. Candice Gobble

	JULY 2022	% OF BUDGET	PRIOR YTD	% OF BUDGET
REVENUES	\$,31,311.00	0%	\$111,525.00	1%
EXPENDITURES	\$1,409,505.00	7%	\$1,282,117.00	6%

Director Gobble reported on the 75/25 Medicaid Claim issue. The State of NC has resubmitted our June submissions – Alamance Co. DSS will take a loss of \$35k monthly. The amounts could vary month to month. This will total of \$420k in total revenue.

Director Gobble reported while at Social Services Institute – the Executive Board of NCACDSS discussed requesting more information (clarity) about bridging funds. The 2022-2023 budget has been approved at the State level.

Director Gobble reported County Commissioners approved the roll-over of Cardinal Innovations funds available of \$2m over the last fiscal year. We are working with VAYA, who has now taken

over Cardinal Innovations and are trying to figure out way to use funds. We are hopeful VAYA will allow designated funds to be carried over into FY 23-24’.

Fraud: See report –

Unit	July 2022	July 2021	Current YTD	Prior Fiscal Year
Fraud	\$6,364.00	\$4,647.00	\$6,364.03	\$4,647.00

Ms. Pickard reported Fraud staff will attend Out of County Fraud Training in West Virginia at the end of August 2022.

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

Adult and Family Services Program Manager: LaPorscha McCullough

Child Support – (Statistical Report Information) – see report.

Unit	July 2022	July 2021	Current YTD	Prior Fiscal Year
Child Support	\$860,791.60	\$869,698.74	\$860,791.60	\$869,698.74

Child Support –

Ms. McCullough reported the Child Support Unit is celebrating Child Support Awareness Month There are several events planned: Child Support 101 for Community Partners and School Supply Give-a-way. Child Support successfully hosted over 100 children for Back-to-School event.

The Child Support unit is also scheduled to attend upcoming Child Support Conference in Cherokee – NC Child Support Council and Attorney’ Conference.

Adult Services -

- Ms. McCullough announced we have a new APS Supervisor, Ms. Faith Rios. Ms. Rios is currently going through training.
- We currently have four vacancies in APS. We currently have hired two Vanguard temporary workers to take care of the work.
- We currently have 138 Persons Under Guardianship – 21 cases pending. The team of 6 staff working very hard.

Question: Are all 21 pending cases -are any of them addicted to drugs?

- *These cases are from the Clerk’s office – we work very closely with Burlington PD with any cases involving disabilities.*

Question: Is DSS on NC CARE 360 portal?

- *No – there were a lot of issues surrounding confidentiality where it did not work for Social Services.*

Question: When you have an APS call – what are the three things that you look for?

- *We look for the following: Disability, Mistreatment and Need for Protective Services (Abuse, Neglect or Exploitation)*

Children Services Program Manager: Ms. Angela Cole/Ms. Rebecca Lambert

Ms. Lambert reported the following:

- we currently have 110 children in custody
- We have 3 vacancies – we are currently working with part-time staff to help with back log
- In September, we will begin to prepare for the Foster Care Christmas
- We are working on adoption baseline – we are currently ½ to meet
- We provided over 40 backpacks for back-to-school for Foster Children

Assistant Director Wellons reported Sherry Hook, Assistant County Manager announced the CARE portal would be renewed. There is currently no budget to support the project. Discussions ensued about the purpose and mission of the CARE portal. The portal is a program that has helped many Alamance County citizens with small home repairs, auto repairs, rental assistance, food and/or clothing. It's a referral-based program – we send the referrals to Alamance County HR and they forward to CARE portal. The referral is added to a spreadsheet and logged into system to track.

Question: Can you please send CARE portal information to Commissioner Thompson?

- *Yes – The departments that use the portal are DSS, Library and Parks & Recreation.*

Ms. Cole reported the following:

- We currently have 7 staff in rotation out of 20 staff. We have 4 participating in Pre-Service Training and 3 staff completing DSS internal training.
- School is back in session which leads to more referrals and cases. We currently have one vacancy in Intake and one vacancy for On-Call position.
- Review is scheduled for this month for Assessments and Intakes – more details to come – will report results in September.

Economic Support: Ms. Jamie Hatfield/Ms. Danae Pickard/Ms. Wendy Roberts

Ms. Hatfield reported the following:

- Medicaid Transportation – We are now down to (1) PT-staff who is providing Medicaid Transportation services. We are currently interviewing for FT position.
- We have contracted with Medicaid Trainer – Adult Medicaid staff has completed two-week training session.

Ms. Roberts reported the following:

- We picked up great ideas from recent Social Services Institute training regarding training for the end of Public Health Emergency. We continue to work on the training plan.

- We recently hired Family & Children’s Medicaid Trainer – we are down to one vacancy in this unit.
- The State has rolled out three new policy changes that will affect Food & Nutrition Benefits and Authorized Representatives.

Ms. Pickard reported the following:

- Additional waivers are enforced as it pertains to recertifications
- WIC Collaborative – mixing of eligibility meeting scheduled
- We have three new staff starting in Economic Services for FNS Benefits.
- We currently have challenges in Energy Unit due to staffing issues – we are currently working to get applications completed and training of new staff hired.

Operations – Ms. Candice Gobble, Assistant Director of Operations

Administrative Support/Personnel: Robert Ring

See Statistical Report – as of July 31, 2022

Vacancies	36
New Hires	4
Interagency Transfers	2
Resignations	3

Mr. Ring reported as of August 23, 2022 – we currently have the following vacancies:

Number of Vacancies	Department
20	Economic Services
15	Child Welfare
4	Adult Services
2	Child Support
1	Administration

Child Care: Candice Gobble

- No report.

IT Report: Mr. Jason Cole

- We are currently preparing to replace laptops of 60 Social Workers for APS and CPS.
- We are preparing to update the Compass server to allow for more flexible printer capabilities
- We are working on establishing Call Center for Energy
- We are now down to 33 boxes out of 5500 boxes of files that have been scanned into our data management system. We budgeted \$23k per year to house these files off site. Director Gobble announced we currently have a modified duty staff who has helped DSS with this project.

Director's Report – Candice J. Gobble, Director–

Director Gobble announced we continue to work on the Call Center for DSS. We are hopeful to continue to take applications by phone and encourage electronic submission. The issue with the Call Center is we have limited staff who can man the Call Center. We are looking at alternative sources – temporary workers, etc. and short-term solutions.

Director Gobble announced new County Manager, Heidi York visited DSS last week. She walked through and meet DSS staff. We discussed current challenges and DSS turnover was discussed at County Commissioners meeting last week. Director Gobble reported Ms. York was very supportive.

New Business:

DSS Agency Plan – Director Gobble

Director Gobble gave brief overview of the DSS Agency plan and how we changed the process the incorporate line staff and leadership team to develop the plan.

Building the Plan -

- Staff Surveys were conducted in November 2021
- Committee meetings began in February 2022
- Focus Groups conducted in April and May 2022 – no Management staff included – (4) Focus Groups conducted and (2) Leadership Focus Groups – all offsite with facilitator
- We moved from SWOT method to SOAR method

We received 16 pages of information from the Focus Groups – some of the strengths were as follows:

- Customer Service
- Flexibility
- Training
- Opportunity for Advancement

Mission Statement –

The Alamance County Department of Social Services is a committed partner within our community in providing hope, encouragement and responsive services to our customers.

Vision Statement -

Alamance County Department of Social Services will strengthen community connections and education, both internally and externally, to provide a holistic service model that invests and encourages empowerment among our customers, staff and community.

Key Concepts –

- Flexibility
- Adaptability
- Communication
- Partnership

Plan Objectives and Action Steps - These are the Pillars of the Agency Plan – They will be the target for DSS over the next three years.

Hiring/Retention	Goal Measurement
ACDSS will resume agency hiring committee, collaborating across departments to enhance hiring practices.	Hiring Committee meetings held at least once per quarter, interview tools and additional trainings established.
Hiring committee will develop and implement timeframes within hiring process to promote an efficient hiring process.	Specific timeframes established and monitored through interview & applicant tracking.
Continue to evaluate and further strengthen the DSS Onboarding Program.	Feedback requested from each onboarding group & implemented to meet the needs of new agency staff.
ACDSS will identify opportunities for Employee Recognition.	Identified employee recognition events held at a minimum of once per quarter.
ACDSS recognizes the importance of competitive compensation; therefore, will continue to evaluate and advocate with Alamance Co. Government to ensure appropriate/competitive compensation is considered for all DSS positions.	Education of DSS services and supporting data of position competitiveness provided to County Manager’s office & local County Commissioners.

Training	Goal Measurement
ACDSS will support and enhance our agency leadership team by identifying and offering consistent leadership development training.	Training opportunities identified & leadership training provided at minimum once per quarter.
ACDSS will identify and implement a Leadership Development Program that will encourage and promote career growth within DSS.	Leadership Development Program is designed & implemented by Fall of 2023.
ACDSS will continuously evaluate and enhance specified training practices in all agency departments.	Training Curriculums evaluated quarterly to ensure training programs are meeting the needs of the staff members. 3-month check ins and exit interviews will further assist in providing feedback on sufficient training within each department.

Education/Outreach	Goal Measurement
ACDSS will identify and engage in community outreach events providing education to our community partners and customers on the services offered by DSS.	Community Outreach events scheduled and tracked.
ACDSS departments will promote and engage in interagency educational sessions.	Educational sessions provided via department events, staffing meetings and all staff meetings, etc.

Director Gobble added she has met with Tony Lo Giudice, Health Department Director to discuss partnership regarding developing of Leadership Training.

Question: Has Trainings (Not via Zoom) been re-established?

- Yes – in-person trainings are occurring. Staff have attended Social Services Institute in Hickory, NC as well as Child Support will attend Out of County Training at the end of the month.

Announcements:

None

Adjournment -

The next board meeting is 12:00 noon **Tuesday, September 27, 2022** at 1950 Martin Street, Burlington NC – Family Justice Center.

There being no further business the meeting was adjourned.

Respectfully Submitted:

Carmen L. Morrow

Date approved: _____