

October 25, 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; Dr. Ernest Eason, DSS Board Member; Ms. Krista Knight, DSS Board Member; Commissioner Pamela T. Thompson, DSS Board Member; Ms. Maria Hernandez, Vice-Chair; 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; Ms. Rebecca Lambert, Child Welfare Program Manager and Ms. Jamie Hamlett, Attorney were present.

Heidi Norwick, DSS Chair opened the meeting.

**Public Comment:**

None

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

September 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**

	<b>SEPTEMBER 2022</b>	<b>% OF BUDGET</b>	<b>PRIOR YTD</b>	<b>% OF BUDGET</b>
REVENUES	\$1,980,667.00	17%	\$3,632,302.00	29%
EXPENDITURES	\$4,680,609.00	20%	\$4,339,808.00	19%

Director Gobble presented the **First Quarter Financial Report** –

**FY22 County Footprint: \$7,544,033**

<b>FY22 Expenditures</b>	\$20,354,963.00	91%
<b>FY22 Revenues</b>	\$12,810,930.00	94%

Lapse Salary as of 9/30/2022	Comp Time costs as of 9/30/2022	Overtime costs as of 9/30/2022
\$626,763	\$22,160	\$7,668

75/25 Medicaid Impact – New Medicaid claiming guidance was effective for September services. We are currently down \$63,772.

We continue to trend up for the following services from FY 22:

- APS Un-reimbursement
- GA- Foster Children
- Foster Care – State
- Foster Care - IVE

**New Funding Allocations:**

- **One-Time Clothing Allowance** – received allocation of \$11,500 to provide one-time clothing allowance for eligible youth in the LINKS program.
- **Food & Nutrition Services – ARPA Funds:**  
Alamance County DSS allotted \$177,198 – we currently have \$88,599 available.

**Did You KNOW?**

- Reimbursement for services are received through both 1571 reimbursement and direct issuances
- Funding allocations are provided for most services; however, most are capped allocations and some are quickly exhausted.

**Fraud: See report –**

Unit	September 2022	September 2021	Current YTD	Prior Fiscal Year
Fraud	\$3,918.00	\$6,683.00	\$16,645.34	\$29,477.43

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

Assistant Director Wellons reported the agency is promoting Positive Psychology throughout the agency.

The agency has weekly sessions staff can attend held with Mary McGinty Shaw, SW that focus on meditation, Walk/Wiggle/Giggle sessions as well as WE Care Sessions and Book Club.

We hope to roll out Compassion Fatigue Sessions to our Leadership Team in an effort to help staff with daily work demands. We are hopeful to roll out in November.

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

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

Unit	September 2022	September 2021	Current YTD	Prior Fiscal Year
Child Support	\$891,946.71	\$862,742.68	\$2,644,685.02	\$2,650,888.03

### **Child Support** –

Ms. McCullough reported the Child Support Unit recently completed State Review/Audit. There were six cases reviewed and zero findings – 100% compliant.

### **Adult Services** -

Ms. McCullough reported Adult Services completed case audit – sample of cases pulled (10) – The findings were good; however, there were some forms not completed due to complexity of the 15-page form. The narrative findings were good.

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

Ms. Cole reported Child Welfare Supervisors are not in rotation to ensure cases are being worked.

**Specific Goal: Child Welfare**—DSS will initiate **95%** of all screened-in reports within assigned time frames.

	JULY 2022	AUGUST 2022	SEPTEMBER 2022
# REPORTS COMPLETED	95	110	94
# INITIATED WITHIN TIME FRAMES	92	101	82
# REPORTS INITIATED TIMELY	96.8%	92%	87.2%

### **September 2022:**

Assessors are mandated to initiate CPS reports within the timeframe specified or diligent efforts to initiate must continue until the initiation has been completed. For the month of September, 11 reports were not initiated timely. For all of those reports, the assessors made an appropriate number of attempts via a variety of methods to initiate within the specific timeframe.

We have 5 staff in rotation when there should be 20. We currently have contract staff in place to help with the overload.

### **Question: Can you use interns?**

*Social Work interns are not allowed to carry cases. All new Social Workers have to complete 72 hours of Per-Service Training before they can work a case. And with MSW interns, they have to be supervised by MSW and currently we only have one within Child Welfare.*

Ms. Lambert reported the following:

- Supervisors are doing field work and carrying caseloads to support workers in back end as in other areas
- Surpassed performance management goal and achieved 97% of foster children seen every month for the past year
- OSRI audit notification has been received
- Starting to examine alternative MAPP class offerings and recruitment opportunities to grow local foster parent base – to increase local placements which subsequently supports both workers and families

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

Ms. Roberts reported we continue to receive record number of applications. NC FAST system went down for two days which shifted a dip in services for customers. The PHE has been extended and is slated to end January 2023.

Ms. Pickard reported the additional Food & Nutrition allotments that have been given to customers since the start of the pandemic will end in January 2023. This will be a huge blow to the elderly population. We are collaborating with WIC and will work with community partners regarding food banks and food pantries to assist.

Ms. Pickard reported we are gearing up for the start of Energy season with LIEAP and all other energy programs. The State will start sending out materials very soon and we will post on our website.

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

**Administrative Support/Personnel: Robert Ring**

See Statistical Report – as of September 30, 2022

<b>Vacancies</b>	45
<b>New Hires</b>	2
<b>Interagency Transfers</b>	1
<b>Resignations</b>	6

<b>Unit</b>	<b># of Separations</b>	<b>Reason for Separation</b>
Child Welfare	8	<ul style="list-style-type: none"> <li>• Unhappy with Written Warning</li> <li>• Work Life Balance</li> <li>• Moved (2)</li> <li>• To Do Clinical Hours</li> <li>• Released from Probation</li> <li>• Retired</li> <li>• Workload</li> </ul>
Adult Services	5	<ul style="list-style-type: none"> <li>• Unhappy Because Didn't Get Supervisor position</li> <li>• Workload</li> <li>• Other Employment</li> </ul>

		<ul style="list-style-type: none"> <li>• Overwhelmed</li> <li>• Released from Probation</li> </ul>
Economic Services	4	<ul style="list-style-type: none"> <li>• Walked Off Job</li> <li>• Other Employment</li> <li>• Moved</li> <li>• Released from Probation</li> </ul>
Child Support	2	<ul style="list-style-type: none"> <li>• Termination</li> <li>• Workload</li> </ul>

We currently hired 12 people this month – there is a trend up of applications.

**Child Care: Candice Gobble**

Director Gobble reported DSS is currently at 82% spending co-efficient for Child Care. There is currently no waiting list. Child Care Supervisor is currently conducting outreach with Economic Services and WIC to get the word out there are slots available for child care.

**Question: Vouchers are great – but what happens when parents incur fees and they are not able to pay?**

*All day care applications are income based – some families may incur parent fees. But if income changes, please encourage customers to contact Child Care to report change so fees can be adjusted accordingly.*

**IT Report: Mr. Jason Cole**

Mr. Cole reported we recently added 4 Kiosk Computers in the front lobby at DSS to assist customers with applying for services, as well as recertifications.

**Director’s Report – Candice J. Gobble, Director–**

Director Gobble reported from Western Regional Director’s Meeting that Medicaid Expansion is on the horizon. If Expansion occurs this will impact Alamance Co. DSS – staffing patterns will increase as well as technology needs, etc.

The board expressed how can they help with expansion? DSS Board will help with advocacy and speak with representatives responsible for Alamance County and continue to advocate for the necessary items that will be needed to make expansion work: staffing, equipment and space.

**New Business:**

**Public Comment Time Limits: Chair Norwick**

Discussions were held regarding public comment time limits. The decision was made as follows:

- The comment time limit will be five minutes or less
- The parameters of the time limit will be added to DSS website
- The board will not engage in dialogue during public comment
- All personnel issues will be discussed in closed sessions

*Action: Maria Hernandez, Vice-Chair made motion to approve public comment time limits – Dr. Ernest Eason seconded. All approved.*

## **NEMT – Non-Emergency Medical Transportation**

Ms. Jamie Hatfield, Economic Services Program Manager presented the following:

### **What is NEMT?**

Non-Emergency Medical Transportation is a benefit for NC Medicaid beneficiaries. It allows beneficiaries to access health care services from Medicaid providers and is a covered service in both NC Medicaid Managed Care and NC Medicaid Direct.

NEMT consist of transportation to and from a Medicaid-covered service on a non-emergent basis or mileage reimbursement for beneficiaries who have their own form of transportation.

Transportation to Medicaid covered services include, but not limited to:

- Primary Care Visit
- Dentist
- Pharmacy
- Physical Therapy
- Hospital (inpatient stays)

### **NEMT Criteria:**

#### **Medicaid only pays for transportation:**

- By the least expensive mode available and appropriate for the beneficiary
- To the nearest appropriate enrolled NC Medicaid provided (this is defined as a one-way trip over 30 miles from pick-up location)
- For a Medicaid covered service

#### **Medicaid will NOT pay for transportation for the following individuals/services:**

- MQB-Q, B or E only beneficiaries (Medicaid program that pays Medicaid premiums, deductibles and co-insurance)
- Client in deductible status (They are eligible for NEMT once their deductible is met)
- NC Health Choice
- Nursing home beneficiaries (The facility is responsible for providing transportation)
- Individuals receiving certain mental health services that have transportation cost included in their reimbursement

#### **Transportation Services:**

NEMT services include pick-up and drop-off. It may be provided in the following ways:

- Van or car service

- Public transportation
- Taxi
- Volunteer using their own vehicles
- County Employee using county vehicles on their own

**The local agency may provide:**

- Bus passes or tokens for public transportation
- Mileage reimbursement or gas vouchers for those who have access to their own mode of transportation

**Individuals eligible for mileage reimbursement or gas vouchers include:**

- Beneficiaries
- Financially responsible family members
- Non-financially responsible family members
- Friends
- Volunteers

**Services may also include travel related expenses such as:**

- Overnight lodging
- Meals
- Parking fees and tolls

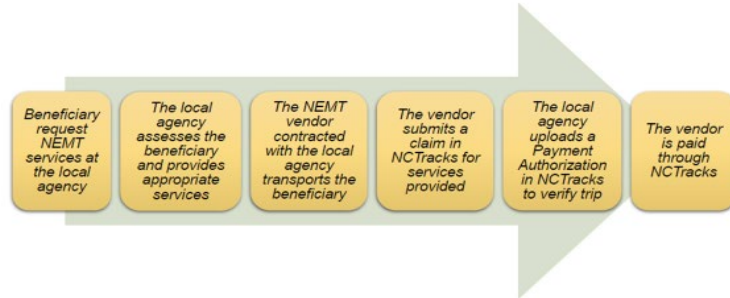
**Alamance County Contract Vendors:**

- Alamance County Transportation Authority (ACTA)
- CJ Medical Transportation
- Golden Eagle Taxi
- Alamance House (AL Holding, Inc.)

**Local Agency Responsibilities (The local agency where the Medicaid beneficiary is *physically located*) -**

- Inform beneficiaries of their right to transportation
- Maintain a transportation log to track each trip request from intake to disposition
- Conduct assessments every 12 months, or as needed, to determine the need for services
- Ensure the beneficiary is Medicaid eligible at the time of the trip and the trip meets the transportation criteria
- Have a phone system with an answering machine for taking trip requests or cancellations 24 hours a day
- Arrange the appropriate mode of transportation
- Authorize payments to contracted vendors through NC Tracks
- Complete No-Show report
- Safety & Risk Management

**Transportation Timeline:**



Only contracted vendors are paid in NC Tracks. For those customers who use neighbors and/or friends to transport, they are paid differently. The Fiscal Unit will assist with those payments.

**Alamance County DSS Data:**

Number of Active NEMT recipients: **683 (As of October 31, 2022)**

**Re-Occurring Monthly Trips:**

<b>Trip Location</b>	<b>Recipients</b>
Dialysis	45 (2/3 days per week)
Day Programs: Together House	70 (3/5 days per week)
Self-Driven	6 (varies)

Number of Trip Referrals sent to vendors:

<b>Month</b>	<b># of Referrals</b>
September 2022	2,349
October 2022	1,130 (as of 10/14/2022)

**Question: What about the PACE Program?**

*PACE provides their own transportation for customers*

**NC Medicaid Managed Care:**

Starting July 1, 2021, most Medicaid beneficiaries began receiving care through a health plan’s network of doctors called NC Managed Care. The first launch of NC Managed Care included most families and children, pregnant women and people who are blind or disabled and not receiving Medicare.



1. United Health Care Community Plan
2. AmeriHealth Caritas North Carolina
3. Blue Cross/Blue Shield Healthy Blue
4. Well Care
5. Carolina Complete Health

NC will launch the Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan will launch on **April 1, 2023**. This is a health plan for individuals with significant behavioral health needs and intellectual/developmental disabilities (I/DDs) which will be managed by VAYA Health.

Under NC Medicaid Managed Care, health plans must provide NEMT services for all Medicaid eligible individuals. Health Plans may use brokers to arrange and provide NEMT services or contract directly with transportation providers.

Anyone wishing to apply for NEMT services – please contact Alamance Co. DSS (336) 229-2916. (In-person interviews are not required – an assessment can be completed via phone).

**Transportation requests must be made:**

- 3 business days for local appointments
- 5 business days for out-of-county trips

**Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, November 22, 2022** at United Way located at 220 E. Front Street, Burlington NC.

There being no further business the meeting was adjourned.

Respectfully Submitted:

*Carmen L. Morrow*

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