

February 26, 2019

The Alamance County Social Services Board met for its regular monthly meeting on this date. Those in attendance were: Ms. Heidi Norwick, DSS Board Chair; Mr. Earl Pickett, 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; Mr. Bob Ring, Personnel Director; Ms. Sherry Cooper, Business Officer; Ms. Kelly Inman, Assistant Director of Operations; Ms. Linda Jones, Child Welfare Program Manager; Ms. Candice Gobble, Economic Services Program Manager; Ms. Jamie Hatfield, Economic Services Program Manager; Ms. Lynette Wellons, Interim Child Welfare Program Manager; Ms. Jamie Hamlett, DSS Attorney; Ms. Kimberly Price-Shore, FJC Director; and Mr. Jason Cole, IT Director were present.

Ms. Heidi Norwick, DSS Chair opened the meeting.

Public Comment:

None

Consent Agenda: Chair Heidi Norwick

January items on the consent agenda approved. Edna Parker, DSS Board Member made motion to approve and seconded by Earl Pickett, DSS Board Member.

Staff Reports:

Fiscal: Ms. Sherry Cooper

The target rate for revenues is 50%. Revenues are 2% more than the previous year. The target rate for Expenditures is 58%. Expenditures are 6% lower than target rate.

Ms. Edna Parker added are we spending on target. Ms. Kelly Inman added we typically hold back until the end of June, to make sure expenses covered in all areas surrounding the budget. We understand the County has decided to appropriate funding for HSC Building, which includes updating the HVAC system, so we will be able to plan funding more.

Fraud: See report -

| Unit | January 2019 | January 2018 | Current YTD | Prior Fiscal Year |
|-------|--------------|--------------|-------------|-------------------|
| Fraud | \$13,553.62 | \$10,466.00 | \$87,298.60 | \$112,641.54 |

Kelly Drogue, Fraud Investigator just recently spoke at council meeting regarding NC FAST P1. Program Integrity went live on January 2, 2019. The fraud unit established \$44,500 claims.

Services – Ms. Adrian Daye, Deputy Director -

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support –

| Unit | January 2019 | January 2018 | Current YTD | Prior Fiscal Year |
|---------------|---------------------|---------------------|--------------------|--------------------------|
| Child Support | \$889,868.92 | \$857,529.16 | \$6,211,882.20 | \$6,151,488.70 |

Ms. Hall reported Child Support unit has several vacancies. We are working with HR to have one vacation position reclassified as Agent II (Establishment).

Ms. Hall reported we currently have five positions in Adult Protective Services – three of those positions are now vacant. The supervisor of the unit will soon go out on maternity leave as well end of March. We currently are interviewing for the current positions. While interviewing continues, Administration has decided to use Vanguard Temporary Agency for two positions to help with any backlogs within the department until supervisor returns from leave.

We are actively interviewing for the new guardianship position approved by Commissioners' Meeting last month.

Children Services Program Manager: Ms. Angela Cole

Ms. Angela Cole reported Child Welfare is preparing for the new Modified MOU. With the data reflected in the performance management of the MOU – none is accurate. We have reached out the State Rep for Child Welfare and he reported this is consistent across the State. . Ms. Cole announced March is Social Work Appreciation Month – we as an agency is gearing up in all departments. Ms. Cole reported we continue to prepare for NCFAST implantation. Ms. Cole reported Child Welfare is fully staffed with the last new staff person starting in March. Ms. Cole reported Ring out Child Abuse is upcoming in April – once finalized she will send out the all board members.

Ms. Daye added we have one child fatality case in Alamance County – the case will go to Child Fatality Group.

Economic Support: Ms. Jamie Hatfield

FNS Processing Timeliness Rate

| | |
|---|------|
| Recertification Timeliness for January | 97% |
| FNS Applications for January | 98% |
| WFFA Applications | 100% |

Medicaid Processing Timeliness Rate

| | |
|---|-----|
| Application Timeliness for January | 95% |
| Recertification Timeliness for January | N/A |

Ms. Hatfield reported the upcoming Medicaid Audit – all 100 counties in NC will be actively participating in the Medicaid Audit. Alamance County has been chosen for the first phase, which is scheduled for March – there are twenty cases per month over the next ten months. The audit will look at eligibility and internal controls. We recently met with the Office of Compliance for Medicaid to discuss our records – we feel we are in good shape.

Early Issuance of FNS Benefits -

The United States Department of Agriculture (USDA) has confirmed funding for FNS benefits and administrative cost will be available through the end of March 2019, regardless of whether the government shuts down again on February 15, 2019. To prevent households from experiencing a lapse in benefits up to 60 days, March 2019 benefits will be issued early either March 1 or March 3. Press Release has gone out to social media outlets, County website and to local housing authorities.

Vacancies –

We currently have seven vacancies in the Economic Services Unit. We have completed interviews -we are moving ahead and with job offers.

Family Justice Center – Ms. Kimberly Price-Shore -

Ms. Shore reported we are waiting on approval of the Governor's Crime Commission grant submitted last month. Ms. Shore announced we are gearing up for the 2019 Alliance International FJC Conference scheduled in San Diego, Ca. – plans are to bring back lessons learned to Alamance County. Ms. Shore reported the Elder Justice Project support group scheduled to start on March 1, 2019 at Kernodle Senior Center, 1535 S. Mebane Street, Burlington NC.

Ms. Shore reported FJC is gearing up for All Staff meeting with Community Partners housed at FJC. This meeting will be full of collaborative games and information regarding services throughout the FJC – event scheduled for March 14, 2019.

Mr. Pickett thanked Ms. Shore for presentation on Elder Care/Elder Abuse at local community event. The presentation was very informative.

Operations – Ms. Kelly Inman, Assistant Director of Operations –

Ms. Inman reported all Crisis Funds (CIP) have been exhausted. Low Income Energy Assistance Program (LIEAP) currently has \$80k left to exhaust – we are hopeful all funds exhausted by the middle of March.

Alamance County recently awarded a Workforce Development Grant for employee training. The committee worked with the Alamance Community College Corporate Education and Economic Development Department to design a leadership track and a supervisory track – one for those currently in managerial positions or aspire to be and one for employees who want to grow or expand their leadership development.

The courses have been designed to be specific to the needs of Alamance County employees, and are therefore more relevant than any run-of-the-mill “How to Succeed in Business” presentation. The classes held once a week from 8am – 12pm at the Alamance Community College training room at the Haw River Campus. Because this is a county-backed initiative, the classes would be considered work time – no employee would need to use leave or comp time to attend the courses. We have fourteen supervisory staff who have completed applications – four of the fourteen decided to take the class before this offer extended.

Ms. Inman reported we continue to work with Performance Management – our goals mirrors the modified MOU. We continue to work with departments on goals. We are waiting on matrix adjustments to update our performance management figures.

Ms. Inman reported on the Single Audit – sixty records audited. Out of the sixty, we had three findings:

- (1) Documentation Child Care (notice not generated by NC FAST)
- (2) Documentation – TANF record (Work First)
- (3) \$21.00 Overpayment in Child Care – parent fee miscalculated

Ms. Inman reported for FY 2018 – finding was \$145.00 and for FY 2019 finding was \$21.00.

Administrative Support/Personnel: Ms. Robert Ring

See Statistical Report – as of January 31, 2019

| | |
|-----------------------------|----|
| Vacancies | 14 |
| New Hires | 13 |
| Interagency Transfer | 3 |
| Resignations | 4 |

Departments have completed interviews and we are working on job references, background checks, etc.

Mr. Ring announced we have one current opening not discussed in reports – Deputy Director Position posted. The posting will end Friday, March 1, 2019.

IT Report: Mr. Jason Cole

Mr. Cole reported IT Department is actively working with Child Welfare on NCFast P4. We continue to work on P12 – Document Management. At this point, this is not a priority for the State. We continue to use our document management system – Compass.

We continue to help with installation of security cameras at FJC as we search for cameras for HSC.

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

Ms. Daye gave updates on the following:

Modified MOU – Discussions held at Director's Meeting regarding "holding off" on the Modified MOU. What data do you use from the matrix? There are discussions held about benchmarks and how they will be established?

Action: More to come on Modified MOU

P4 – NC FAST Child Welfare – Discussions held at Director's Meeting to stop roll outs of P4. Vote held among directors to send letter to legislators to hold off case management in NC FAST. Some directors felt the intake/assessment section was working well in NC FAST. The letter went to General Assembly on Friday. Alamance County is set to go live in May 2019.

Action: More to come

Budget – We are preparing for upcoming budget in March. The management team has met and program managers are sending request to Director and Assistant Director. We met with Economic Services and they are requesting out of the seven vacancies to hold off on two of those vacancies to request two quality control positions. We are actively working on a request to have two positions reclassified before the new budget process – which we currently have in budget.

Medicaid Transformation – Ms. Daye reported Medicaid Transformation would affect all staff at Social Services – not just Economic Services. State has contract with four prepaid health plans and all Medicaid participants will need to select one of the four as the provider. This will be a huge transition for our customers. We are looking at how this will affect our local county.

Ms. Daye reported we (Director and Economic Services Program Managers) attended Medicaid Transformation training in Monroe. Lesson learned that the State is minimizing the impact it will have on customers. We are gearing up to prepare staff for increased foot traffic and increased phone calls regarding this matter – we are thinking of ways to transition our customers and support our staff in the process.

New Business:

Trauma Informed Care Journey: Ms. Linda Jones

Ms. Linda Jones presented the following:

Ms. Jones gave background of the start of Social Services Trauma Journey -

Why?

- A. Research on trauma was alarming – In 2008, AC DSS was awarded Substance Abuse Mental Health Services Administration (SAMHSA) grant to begin the process of working with the community to achieve the vision of an early childhood System of Care that fully supports & promotes the social & emotional health of children birth through five & their families.

- B. Recognized/Owned the trauma we cause – With data from the grant, we at DSS realized trauma lives in our children. We cause trauma with removals, etc. that affect the children and families lives.
- C. “It’s the Right Thing to Do” – Susan Osborne

How?–

- A. Adapted/Modified Trauma Assessment for our use –
- B. All staff completed trauma assessment – DSS completed several trainings with all staff of Social Services to complete the assessment.
- C. All staff receive trauma training – All Social Workers have completed the mandatory training.

Where Did We Start? –

- A. Environment – HSC building was the former Alamance County hospital. We have customers who were born in this facility; some who birth children in this facility or had a loved one to die in this facility – all are trauma triggers.
- B. Screening Children – DSS started screening children in 2014 – currently in 2019, we have screened 10,259 children in Alamance County.
- C. Referrals to trauma informed services – if children have experienced trauma during the assessment referrals made to community resources and community partners such as RHA, etc.
- D. Trained Child Welfare staff – used a model out of Duke University as training tool
- E. Developed agency work groups – DSS has Trauma Informed Groups such as Screening/Environment/Staff Development/Customer Service

Environment –



**Ground
Floor
Entrance**

Before



Ground Floor Entrance



After

Where Are We Now?

- A. Screening all children
- B. ABC for Infants & Toddlers – Attachment Bio behavioral Catchment – we are one of the few agencies that offer ABC to 6 months old – 24 months old (Mary McGinty Shaw, SW conducts all ABC Training for infants), Ms. Shaw is the first person in the State of NC who has been qualified to use ABC on 24 month old – 28 month old. She was so successful with the training that they have requested she become an instructor to train-the-trainer.
- C. Triple P – Evidenced Based Practice
- D. Foster parent training – Trauma Informed Parent Training – Ms. Shaw conducts this training as well.
- E. Trauma Specialist – Mary McGinty Shaw is the agency Trauma Specialist

Where Are We Now?

- A. Onboarding for all staff – All new staff are asked to participate in 90 minute session on Trauma
- B. New furniture/workstations – DSS purchased new furniture/workstations to keep employees safe
- C. Panic button on computers
- D. Secondary Trauma Support Group – Ms. Shaw conducts staff support groups for all DSS staff. The training is set up without supervisors or administration in attendance. Staff are more apt to attend. The support groups have gone very well.

- E. TIC TAC moments – (Trauma Informed Care/Trauma Aware Community) these are moments where staff have the opportunity to give kudos to staff where they have witnessed staff doing the right thing.
- F. Community presentations – Trauma is on the radar now for all community partners. Ms. Norwick added Ms. Jones has done a great job presenting Trauma and Resiliency in the community.

Announcements:

Ms. Heidi Norwick, DSS Board Chair announced Susan G. Osborne will be presented the Order of the Long Leaf Pine Award.

The Order of the Long Leaf Pine, created in 1964, is an honor that can be granted in the U.S. state of North Carolina. As of 2009, it was believed the Order had been awarded to more than 15,000 people.^[1] The Order of the Long Leaf Pine is among the most prestigious awards presented by the Governor of North Carolina. The Order of the Long Leaf Pine is presented to individuals who have a proven record of extraordinary service to the state. Contributions to their communities, extra effort in their careers, and many years of service to their organizations are some of the guidelines by which recipients are selected for this award.

The award presentation will take place on Monday, April 1, 2019 at the 9am County Commissioners Meeting.

Adjournment -

The next board meeting is 12:00 noon **Tuesday, March 26, 2019** in the Boardroom located on the first floor at the Human Services Building.

There being no further business the meeting was adjourned.

Respectfully Submitted:
Carmen L. Morrow

Date approved: _____