

January 22, 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; County Commissioner Amy S. Galey; Mr. Earl Pickett, DSS Board Member; Ms. Edna Parker, DSS Board Member; Ms. Susan Osborne, Director; Ms. Adrian Daye, Deputy 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 Ms. Susan Evans, County Finance Officer were present.

Ms. Heidi Norwick, DSS Chair opened the meeting.

Ms. Heidi Norwick, DSS Board Chair announced the Social Services Board has selected Ms. Adrian Daye, Deputy Director to become Director effective February 1, 2019. Adrian has committed her career to Social Services and has been with the agency for 25 years.

Ms. Norwick added the board is thrilled with the selection of Ms. Adrian Daye and we are impressed with her experience, passion and professionalism. She will serve the citizens of Alamance County well. Press Release will go out tomorrow.

Ms. Norwick also wished the current director, Susan Osborne best wishes and good luck on her new position as the Assistant Secretary for County Operations for Human Services in Raleigh NC. Your commitment and continued work throughout Alamance County, State of NC as well the Federal Government has put Alamance County on top.

Ms. Osborne added this management team does the work to impact the lives of citizens in Alamance County – “hats off to them”.

Public Comment:

None

Consent Agenda: Chair Heidi Norwick

November items on the consent agenda approved. Earl Pickett, DSS Board Member made motion to approve and seconded by Commissioner Amy Galey, DSS Board Member.

Staff Reports:

Fiscal: Ms. Sherry Cooper

The target rate for revenues is 42%. Revenues are \$748,896 less than the previous year. The target rate for Expenditures is 50%. Expenditures are 8% lower than target rate and \$746,844 less than previous year.

Fraud: See report -

Unit	December 2018	December 2017	Current YTD	Prior Fiscal Year
Fraud	\$14,289.78	\$12,810.23	\$73,745.98	\$102,175.54

Kelly Drogue, Fraud Investigator has completed NC FAST Training for P1. The fraud unit has also produced \$40,000+ in established claims.

Services – Ms. Adrian Daye, Deputy Director -

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support –

Unit	December 2018	December 2017	Current YTD	Prior Fiscal Year
Child Support	\$841,616.19	\$858,037.99	\$5,322,013.88	\$5,293,959.54

Ms. Hall reported Alamance County DSS has received additional funds for new guardianship position.

Ms. Osborne added we would request a new guardianship position at the next Commissioners’ meeting. These funds allocated from the Social Services Block Grant funds and the spending plan allotted monies for guardianship services & a portion of the total allotment provided to twenty-six County DSS based on the number of adults transitioned from a LME/MCO during SFY 2011-2012.

Ms. Hall reported with increased funding, we are able to increase funds for Empowering Lives Contract. They are the provider who we contract with who will take the more difficult cases, which will allow our caseloads back to mandated numbers.

Children Services Program Manager: Ms. Lynette Wellons

Ms. Lynette Wellons reported In-Home review conducted in December – 23 cases chosen at random. The reviewers used a lengthy tool. The overall results were 19 strengths and two areas noted for improvement – (1) to increase supervision. Ms. Daye added supervision conducted but not documented and (2) include children in Child & Family Team (CFT) process.

CFSR Audit conducted in January – we received a great review – no improvements noted. Ms. Wellons announced we have increased recruitment for Foster Parents. We are running a billboard ad at Alamance Crossing for twelve weeks.

Economic Support: Ms. Candice Gobble

FNS Processing Timeliness Rate

Recertification Timeliness for December	99%
FNS Applications for December	95%
WFFA Applications	100%

Medicaid Processing Timeliness Rate

Application Timeliness for December	98%
Recertification Timeliness for October	N/A

Question: How do you keep the timeliness rates so high?

We change staffing patterns to assure timeliness rates – we may focus on intake this week and may switch staff to focus on recertification’s the next week. The program managers work together in teams to make sure all applications both Medicaid and FNS processed timely.

Please see current Marketplace application numbers:

2018 Applications	2017 Applications	2016 Applications
495	730	997

Family Justice Center – Ms. Kimberly Price-Shore -

Ms. Shore reported new staff for intake position has started – staff person is bilingual. FJC has a new staff break room, which boosted morale. Ms. Shore reported the Governor’s Crime Commission grant submitted for another cycle. Ms. Shore announced upcoming 2019 Alliance International FJC Conference scheduled in March – Out of State Travel Request submitted to County Commissioners for approval.

Ms. Shore reported the Elder Justice Project slated to host a support group at Kernodle Senior Center – a new Radio/TV ad will be out soon for the project.

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

Ms. Inman reported the following on Energy programs:

CIP (Crisis Intervention Program)	<i>\$137,350.28 – 19 days of funding left (20%) of allocation remaining</i>
LIEAP (Low Income Energy Assistance Program)	<i>\$315,249.00 – estimate to run us through the end of March (57%) of allocation remaining</i>

Since December 1, 2019, we have processed **2,962** energy applications.

- 1,512 = CIP
- 1,450 = LIEAP

We have completed many applications by phone to assist our customers that are unable to come to us. We have also completed several home visits for those that are in crisis so that they may have or continue to have heat this winter.

We have taken approximately 75 applications off-site. We went to Alamance Plaza, PACE and today staff is going to Norfolk Village to take LIEAP applications. We also worked with Allied Churches who sent out the application information to the faith-based community, which was around 1400 people to get the word out about the program.

We are following an outreach plan and are working hard as not the have LIEAP energy dollars unspent. We continue to utilize social media and the county PIO has been helpful in getting the word out as well.

Ms. Osborne added the State is looking at initiatives around Energy spending too ensure that these federal dollars are not reverted.

Administrative Support/Personnel: Ms. Robert Ring

See Statistical Report – as of December 31, 2018

Vacancies	23
New Hires	1
Interagency Transfer	2
Resignations	3

As of January 2019:

- 10 vacancies – (7) are Economic Services

IT Report: Mr. Jason Cole

No report. Mr. Cole had a death in his family.

Director’s Report – Ms. Susan Osborne, Director –

Ms. Osborne gave updates on the following:

Federal Government Shutdown – The shutdown will affect Food & Nutrition services. As of now, USDA will issue early February issuance of FNS benefits. The funds will be loaded onto EBT cards no later than January 20, 2019. This means FNS customers will receive January benefits and February benefits in the month of January. Customers will not receive another allotment until the shutdown is over. If shutdown is resolved, USDA says they will still go forward with the early issuance – They will not reverse the process.

We will continue to take new applications for FNS benefits – USDA has informed the State of NC to continue to send files daily and they will inform the State when and if funding is available. We will continue to process re-certifications, but will not be able to process the case into NC FAST.

We are working with the County PIO today to get the word out to the public. Our thoughts are to use the following:

- Handouts in Spanish for all Social Services staff to distribute
- Utilize social media
- Digital posters and close captioning video will be uploaded to all Health, DSS, Library, Holly Hill Mall and Cone Health
- Press Release to all media outlets
- Burlington Housing Authority, Graham Housing Authority, Tucker Street, Beaumont Apartments – handouts will be delivered to managers for residents
- Community Council
- 211 updated

TANF will be the next challenge we face during the Government Shutdown – we know the program has enough funding until February. We will need to work on plan if continues and submit to Secretary by the end of February. We currently have 300 customers who receive TANF (Work First) benefits.

TANF funds some of the Child Welfare positions. We receive a total of \$833k for Alamance County. FNS staff funded through the end of February as well (50% Federal Funds Administrative Cost). Child Care services funded to the end of April due to State Block Grant approved before the shutdown.

Ms. Osborne added WIC program has enough funding through February per Stacie Saunders, Alamance County Health Department Director.

Action: Ms. Daye will keep the board abreast if the shutdown continues at the February Board meeting

Ms. Osborne announced the “Handle with Care” app, which was modeled after West Virginia program, has been launched and working well. We have collaborated with Burlington PD and Alamance-Burlington Schools to launch the pilot program.

“Handle with Care” application provides the school with a “heads up” when a child identified at the scene of a traumatic event. All partners trained to identify children at the scene, find out where they go to school and send the school SW a confidential email that simply says... “Handle Johnny with care”. No other details.

Question: Will there be outcomes?

Answer: Yes, we started the pilot with Child Welfare to work out tweaks – once we are fully up and running we will have data to share.

New Business:

County Budget Process – Susan R. Evans, County Finance Officer

Ms. Susan Evans, County Finance Officer conveyed regrets for Bryan Hagood, County Manager who was not able to attend as he prepares for Commissioners Meeting.

Ms. Evans discussed the County Budget process for the upcoming fiscal year. Ms. Evans reported this is a “multi-year” process. There are many facets to the process – we look at long range planning, state mandates and all demands from all County Departments. The Budget Process will be compliant with the North Carolina Local Government Budget and Fiscal Control Act.

The Bond referendum voted on November ballot will be a huge process. A bond referendum gives voters the power to decide if the County is authorized to issue general obligation bonds to finance new buildings & facility improvements. The county will have the authority to issue up to \$189.6 million dollars in general obligation (G.O.) bonds. Although the county is not required to issue all \$189.6 million in bonds, this is the maximum allowable amount. \$39,600,000 will go to Alamance Community College renovations and improvements and \$150,000,000 will go to Alamance-Burlington School system for upgrades, which will range from property to property. In addition to actual costs associated with the payment of bonds, new facilities must have funds for staffing, maintenance, and operations.

The Board of County Commissioners will administer all bonds. Bond proceeds are “public monies” and administered in the same manner as other county funds. County Commissioners required by NC General Statutes to adopt project budgets authorizing the expenditure of the bond proceeds.

Ms. Evans discussed the following:

Impact to Budget –

- ABSS/ACC will retain asset – Alamance County will get the debt. It will balance out with a tax increase. Davenport Financial Services will monitor and administer.

Recruiting/Retention –

- Alamance County will keep highly trained personnel

Ms. Osborne added retention at Social Services is a major concern.

State Mandated Services –

- Funding to Social Services and Health Departments receive State funding, as well as Federal funding where funds are allocated along with county funding.

Timeframes –

- February 1, 2019 starts the budget process – MUNIS will be open for budget requests.
 - Social Services is not able to wrap up budget until all allocations are in the system by the end of February.
 - Hear all requests from County Departments and manage all needs and request across County Government
- March – budget process ends

Adjournment -

The next board meeting is 12:00 noon **Tuesday, February 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: _____