

July 23, 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; Commissioner Amy Galey, DSS Board Member; Ms. Edna Parker, DSS Board Member; Reverend Ron Shive, DSS Board Member; Ms. Adrian Daye, Director; Ms. Latawnya Hall, Adult Services Program Manager; Ms. Kelly Inman, Assistant Director of Operations; Mr. Bob Ring, Personnel Director; Ms. Linda Jones, Child Welfare Program Manager; Ms. Lynette Wellons, Interim Child Welfare Program Manager; Mr. Jason Cole, IT Director; Ms. Jamie Hamlett, Attorney; and Ms. Sherry Cooper, Business Officer and were present.

Ms. Heidi Norwick, DSS Chair opened the meeting.

Public Comment:

None

Consent Agenda: Chair Heidi Norwick

May/June items on the consent agenda approved. Ms. Edna Parker, 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 88% the agency. The target for expenditures is 100%. Expenditures are 3% more than last year and 12% lower than target rate.

Fraud: See report -

Unit	June 2019	June 2018	Current YTD	Prior Fiscal Year
Fraud	\$34,077.77	\$31,611.43	\$349,520.76	\$403,929.68

There were two State Appeals affirmed county decision. There were four Administrative Disqualified Hearings held: all found guilty. Ms. Inman added we are short on the Fraud Report – the shortfall is due to NCFAS – Indigent funds are not showing as of yet.

Services – Ms. Adrian Daye, Director -

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support –

Unit	June 2019	June 2018	Current YTD	Prior Fiscal Year
Child Support	\$886,092.81	\$936,157.58	\$11,031,533.46	\$11,022,690.80

Ms. Hall reported both units – Adult Services & Child Support – have couple of vacancies. We are hopeful to have all filled very soon.

Child Support Unit will begin to focus on the performance management goals to come up with strategies to fulfill unmet goals.

Children Services Program Manager: Ms. Lynette Wellons

Ms. Wellons reported on the successful LINKS Summer Trip to Atlanta, Ga. Ms. Wellons distributed pictures of the youth at the events. Alamance County DSS has focused on building a peer community within the LINKS program that expects & rewards positive behaviors and fosters a setting for difficult conversations where the young people can learn from & help each other. This year we were able to take 12 youth to Atlanta, Ga.

The youth visited the following: Aquarium, Coke museum, Six Flags, CNN Center, Dave & Busters and the favorite of the teens was the Civil Rights Museum. The outcomes achieved while on the trip: Financial Literacy (how to budget money), Enhancing Support Network and Avoidance of High Risk Behaviors. There were no behavior issues this year.

Each youth and placement provider received a Behavior Expectations Contract to sign before the trip. The document outlines 15 expectations that young person is expected to agree to, along with the placement provider. The contract addresses items such as room assignments, behaviors, purchasing and other means that each person can assist in ensuring safety of those in attendance.

The funding for trip attendance consists of:

1. SHIFT NC Grant Funds (youth)
2. LINKS Transitional Funds (tied to outcomes/reimbursable)
3. LINKS Base Allocation (chaperones/parking/county funds)

Ms. Wellons also reported the “Handle with Care” app discussed last month featured in article published by UNC.

Economic Support: Director Adrian Daye

Ms. Candice Gobble and Ms. Jamie Hatfield are both out at training. Director Daye reported the following:

FNS Processing Timeliness Rate

Recertification Timeliness for June	99%
FNS Applications for May	97.26%
Expedited Applications	97.40%
WFFA Applications	100%
WFFA Recertifications	100%

Medicaid Processing Timeliness Rate

Application Timeliness for June	98%
Recertification Timeliness for June	N/A

Director Daye reported Alamance County is in Week Two of Medication Transformation. We have seen an increase in foot traffic and phone calls as expected. All enrollment packets released for those customers who receive through November 30. Enrollment packets will continue to release for new certification periods approved each month.

Effective July 15, 2019 –An Enrollment Specialist assigned to Alamance County Social Services located on-site from Monday – Friday (9am – 4pm). The specialist is available to provide enrollment assistance, but not enroll. The specialist offers assistance with contacting call center or using the website. Currently the app available is only in English. The enrollment specialist has experienced issues as well with the call center, which has deterred customers from seeking assistance. All issues shared with the State.

Director Daye announced enrollment specialist has assisted nine customers (six were Hispanic). Director Daye reported less than 25% of customers have enrolled according to the State. Director Daye also reported when customers have issues and contact enrollment call center, instructions given to contact Social Services Directors. Director Daye announced she has contacted the enrollment call center several times regarding this issue.

Question: What is that Board Members can do to help during this process?

Please continue to inform customers to go through the Enrollment Brokers. The information shared at Community Council at the next meeting.

Family Justice Center – Director Adrian Daye -

The process has begun to hire a new FJC Director – the position posted. In the meantime, Director Daye and Ms. Kelly Inman are supervising FJC staff and handling any issues that may arise.

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

Ms. Kelly Inman reported audits conducted. The auditors will return in late June to conduct Medicaid Audit. We have not received final report on audit, but we did receive positive feedback in the exit conference. The auditors focused heavily on day sheet activity. Ms. Inman reported audit findings shared once received.

Ms. Inman reported Performance Management scheduled to present at the next Board meeting. We are aware one Child Support goal not met. Ms. Hall reported Child Support Unit is working on strategies to meet goal in the future.

Administrative Support/Personnel: Ms. Robert Ring

See Statistical Report – as of June 30, 2019

Vacancies	24
New Hires	5
Interagency Transfer	1
Resignations	3

As of July 23, 2019 – Alamance County Social Services has 10 vacancies.

IT Report: Mr. Jason Cole

Mr. Cole reported the agency provided computers for enrollment specialist for Medicaid Transformation, as well as installing “Deep Freeze” on those computers. “Deep Freeze” will wipe computers after each use. The IT Unit continues to work hard being down one staff until new position is hired.

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

See Economic Services report.

New Business:

Employee Turnover Presentation – Mr. Bob Ring

What is Employee Turnover?

The number of agency positions divided by the number of employees who left during a specific time. *All figures from July 1, 2018 – June 30, 2019.*

Number of Agency Positions	230
Number of Employees who left positions	72 (31%)

Economic Services	
Number of Positions	82
Number of Employees who left position	30 (37%)

Reasons for leaving at Exit Interview:

Other Employment (Salary/Distance Location/Stress on the Job)	17
Resigned (Career Change)	4
Relocated	2
Health (Personal Reasons/Personal Health)	2
Terminated	1
Return to School	1
Stay at home	1
Work Environment (Negative Work Environment)	1

Child Welfare	
Number of positions	55
Number of Employees that left position	18 (33%)

Reasons for leaving at Exit Interview:

Other Employment (Opportunity for growth/Salary/Career Change/Lack of Training)	11
Relocating	2
Resigned	1
Retired	1
Return to School	1
Stay at home	1
Terminated	1

Adult Services	
Number of positions	31
Number of employees left position	10 (32%)

Reasons for Leaving at Exit Interview:

Other Employment (Supervisor/Workload/Unit Organization)	7
Resigned (Personal Growth)	2

Terminated	1
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Child Support	
Number of positions	18
Number of employees who left position	10 (56%)

Reasons for Leaving at Exit Interview:

Other Employment (Location/Opportunity for Growth/Stress/Supervisor)	6
Retired	2
Terminated	1
Health	1

Child Support was the highest turnover rate for all units. Both child support supervisors retired within one month apart. The teams had to recover. Child Support now has two new supervisors who are both experienced child support agents, but new to supervision. All units have undergone trainings, as well as supervisors.

Administration/Support	
Number of positions	44
Number of employees that left position	4 (9%)

Reasons for Leaving at Exit Interview:

Other Employment (Personal Health Reasons/Supervisor)	2
Retired	2

Family Justice Center Director position due to close this week. The position posting extended. The position will post on multiple job sites.

Question: How long will it take Fraud Investigator Position to post?

We received the approval from Human Resources – we have sent the position to OSHR, which takes about a month to clear. Once approved from OSHR, we can post.

Closed Session: Director Daye and DSS Board Members went into closed session at 1:00pm. Minutes to follow from Jamie Hamlett, DSS Attorney.

Announcements:

None

Adjournment -

The next board meeting is 12:00 noon **Tuesday, August 27, 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: _____