

June 25, 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. Adrian Daye, Director; Ms. Latawnya Hall, Adult Services Program Manager; Mr. Bob Ring, Personnel Director; 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. Angela Cole, Child Welfare Program Manager; Mr. Jason Cole, IT Director; Ms. Jamie Hamlett, Attorney; Ms. Sherry Cooper, Business Officer and Ms. Kimberly Price-Shore, FJC Director were present.

Ms. Heidi Norwick, DSS Chair opened the meeting.

**Public Comment:**

None

**Consent Agenda: Chair Heidi Norwick**

May items on the consent agenda tabled to next meeting – no quorum.

**Staff Reports:**

**Fiscal: Ms. Sherry Cooper**

Revenues and Expenditures are on target for the month of May. The target for revenues is 83% the agency is trending at 7% higher than May 2018. The target for expenditures is 92%; the agency is trending at 3% higher than May 2018. June projections are on target.

**Fraud: See report -**

Unit	May 2019	May 2018	Current YTD	Prior Fiscal Year
Fraud	\$45,761.56	\$22,711.50	\$315,442.99	\$372,318.85

There were five Administrative Disqualified Hearings held: All found guilty of an intentional program violations.

**Services – Ms. Adrian Daye, Director -**

**Adult and Family Services Program Manager: Ms. Latawnya Hall**

Child Support –

Unit	May 2019	May 2018	Current YTD	Prior Fiscal Year
Child Support	\$986,932.84	\$1,041,212.50	\$10,145,440.65	\$10,086,533.22

Ms. Hall reported Elder Abuse Resource Fair held on Thursday, June 13, 2019 went very well.

Please see link to pictures post of the event -

<https://www.facebook.com/AlamanceCounty/videos/463980237698112/>

**Children Services Program Manager: Ms. Linda Jones/Ms. Angela Cole**

Director Adrian Daye reported on the Adoption Promotion Event - the State has given Social Services additional funding due to the unit-met baseline goals for Adoptions –funding anticipated is \$100k. Ms. Daye gave a shout out to the Foster Care/Legal and Adoptions Unit for meeting goal.

Ms. Linda Jones added Christy Roessler, Adoption SW is currently in Florida with child to meet family for potential adoption. The reports from the SW have been excellent – the child is meshing with the family very well.

Chairman Norwick gave kudos to Angela Cole, Child Welfare Program Manager for NPR Interview regarding the “Handle with Care” app that Alamance County DSS and Alamance-Burlington School system are currently using with Child Welfare Social Workers. Ms. Cole reported the program is collaboration of community partners and county departments. The next steps will be the roll out to all departments and community partners. Director Daye added this is a brainchild of Susan Osborne, former Director discussing the program at Department Head meeting and Marlena Isley, County GIS Director created the app.

Director Daye reported she has received numerous phone calls and emails requesting meetings regarding the “Handle with Care” app. Director Daye added “Handle with Care” is model out of West Virginia –

*The West Virginia Defending Childhood Initiative commonly referred to as “Handle with Care,” is tailored to reflect the needs and issues affecting children in West Virginia. The Initiative, a result of a collaborative effort of key stakeholders and partners, builds upon the success of proven programs throughout the country. The goal of the Initiative is to prevent children’s exposure to trauma and violence, mitigate negative affects experienced by children’s exposure to trauma, and to increase knowledge and awareness of this issue.*

**Economic Support: Ms. Jamie Hatfield**

**FNS Processing Timeliness Rate**

Recertification Timeliness for May	98%
FNS Applications for May	98%
Expedited Applications	97%
WFFA Applications	100%

**Medicaid Processing Timeliness Rate**

<b>Application Timeliness for May</b>	97%
<b>Recertification Timeliness for May</b>	N/A

Ms. Hatfield reported just completed the first quarter of the Medicaid audit – no results as of yet. There were two cases reviewed – no findings as of yet. Medicaid trainings continue for staff. The Work First monitoring concluded – no problems – the records were in good shape other than some minor clerical errors.

Ms. Hatfield reported FNS Capers review conducted on June 15, 2019 – waiting on results.

**Family Justice Center – Ms. Kimberly Price-Shore -**

Ms. Shore reported Elder Justice Project event held last week. There were community partners and law enforcement along with Social Services attended the event.

Ms. Shore reported Governor’s Crime Commission visited Family Justice Center – learned some important tips on how to improve. With the Elder Justice Project – we are hopeful to continue the grant if so, we will add 50-B for Elderly population.

Ms. Shore reported Rockingham County scheduled to tour and visit FJC on July 19, 2019 to look at 50-B system – Rockingham County would like to include within their FJC.

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

Ms. Kelly Inman not present at meeting due to training in Pinehurst. Director Day reported on the approved County Manager’s Budget. The County Commissioners approved amended budget to include for Social Services:

**Items that made the proposed budget:**

- 2% Merit Increase for employees
- Agency Fleet (2 cars) – to replace one totaled loss vehicle and one vehicle that is unrepairable
- Additional funding for Allied Churches – currently at \$14.00 a day for families request made to increase to \$25.00 per day.
- Reclassification of one Processing Assistant IV to make two IMC II positions
- **Program Integrity Position (Fraud Investigator) II** – position added to amended budget.
- Attorney I

Director Daye thanked Commissioner Amy Galey for supporting the needed Fraud Investigator II position.

Director Daye reported The Board approved the County enter into the annual MOU with the Department of Health and Human Services for all social services programs except for Medicaid.

Director Daye reported Child Care Monitoring conducted – Alamance County passed with 98% rating with NCFAST. Director Daye announced monitors expressed no county has ever rated this high in monitoring – give special thanks to Katrina Jackson, Child Care Social Work Supervisor.

Director Daye reported concluded single audit last week – the exit conference went very well – no finding for Social Services – waiting on final report.

**Administrative Support/Personnel: Ms. Robert Ring**

See Statistical Report – as of May 31, 2019

Vacancies	27
New Hires	5
Interagency Transfer	3
Resignations	0

Mr. Ring added we currently have 12 openings as of June 25, 2019. Many of these vacancies are in hiring stages. Many job offers have gone out this week. Out of the 12 openings, Economic Services has 11 vacancies.

**IT Report: Mr. Jason Cole**

Ms. Cole reported the agency provided Social Workers with updated laptops used in the field. IT Department able to complete updates on all 60 laptops.

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

Director Daye gave update on the following:

Director Daye reported County Commissioners approved the County enter into the annual MOU with the Department of Health and Human Services for all social services programs except for Medicaid.

**New Business:**

**Medicaid Transformation – Candice Gobble, Economic Services Program Manager**

Ms. Candice Gobble presented the following information:

The Vision	Goals
Managed Care can help NC Medicaid improve population health, engage & support providers and establish a sustainable program with more predictable costs.	<ol style="list-style-type: none"> <li>1. Measurably Improve Health</li> <li>2. Maximize value to ensure program sustainability</li> <li>3. Increase Access to Care</li> </ol>

## Overview –

On November 1, 2019, 1.6 million Medicaid beneficiaries will transition into Managed Care.

- **1.6 million considered the “crossover population”**
- Will change from the current process of Fee-for-Service to Managed Care

<b>Fee-For-Service – NC Medicaid Direct</b>	<b>Managed Care</b>
Claims paid for each service based on established rates	Capitated monthly payments to Prepaid Health Plans to provide all services
Primary Care Providers are selected or assigned by DSS staff member	Primary Care Providers are selected or assigned by Prepaid Health Plan

## Who Is Enrolled in Managed Care-

There are three categories of Medicaid Beneficiaries; these will determine when beneficiaries enter into Managed Care.

<b>Mandatory</b>	<b>Excluded</b>	<b>Exempt</b>
Required to enroll in a health plan	Cannot enroll in a health plan; remain in NC Medicaid Direct	May enroll in a health plan or stay in NC Medicaid Direct
Most Family & Children’s Medicaid, Pregnant Women, Non-Medicare Aged, Blind, Disabled and NC Health Choice	Family Planning, Medically Needy, HIPPA, PACE, and Refugee Medicaid	Federally recognized tribal members, beneficiaries eligible for behavioral health tailored plans
		Target launch date for Tailored Plans is 2021

*Some beneficiaries are temporarily excluded & become Mandatory later, such as dually-eligible Medicaid/Medicare Foster Care/Adoption and Community Alternatives Program for Children (CAP)*

## Upcoming Enrollment -

On **June 28, 2019** enrollment packets released to mandatory beneficiaries –

- Beneficiaries will have the opportunity to select from four Prepaid Health Plans
  - Healthy Blue
  - United Health Care
  - AmeriHealth Caritas
  - Wellcare
- Active beneficiaries will need to select a plan
  - Begin enrolling once the enrollment packet is received
  - **Open Enrollment July 15, 2019 – September 13, 2019**
- To select a plan, beneficiaries will need to contact the enrollment broker
  - The enrollment broker is there to assist beneficiaries by using choice counseling to identify the best plan option
- **Beneficiaries not selecting a plan will be automatically enrolled on September 16, 2019**
- Beneficiaries may change their plan within 90 days, this is completed through the enrollment broker

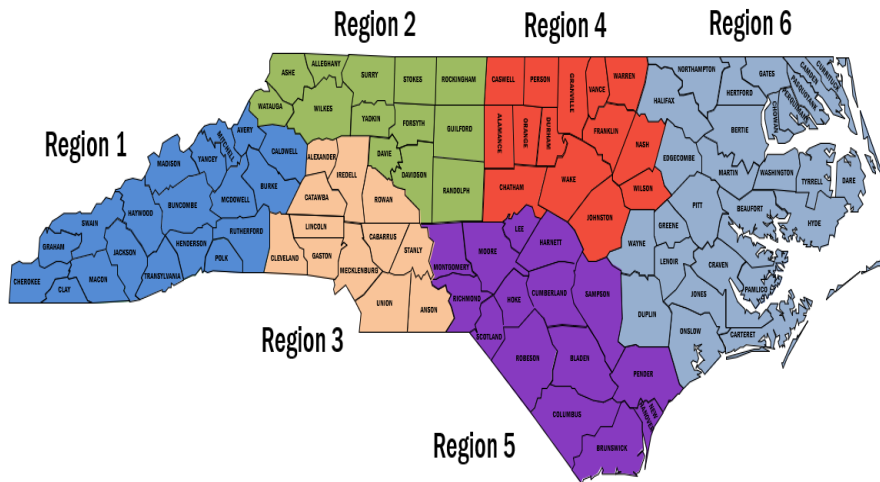
## The Role of Enrollment Broker –

- Distribute, collect and process enrollment materials
- Take enrollments by phone or through electronic methods of communication

- Performs choice counseling or enrollment activities or both
  - Choice counseling = providing unbiased culturally competent guidance to beneficiaries in the selection of the PHP

**Managed Care Launch:**

<b>June 2019</b>	Changes in NC FAST to accommodate upcoming Managed Care changes  Soft Launch – Enrollment packets sent out to all beneficiaries with mandatory status
<b>July 15 – September 13</b>	Open Enrollment Period
<b>August 2019</b>	Reminder postcards issued to beneficiaries who have not selected a plan
<b>September 16</b>	Auto enrollment for beneficiaries who did not select a plan
<b>November 2019</b>	Managed Care Launch – Regions 2 & 4
<b>February 2020</b>	Regions 1, 3, 5, and 6 Launch into Managed Care



**DSS Role –**

Alamance County Department of Social Services is committed to assisting our customers with their transition into Managed Care; however, some of our roles will change:

- **DSS Staff will continue to determine eligibility at both application and redetermination, as well as process changes provided by the beneficiary**
- **Continue to provide duplicate cards, change primary care providers and provide medical transportation for beneficiaries who remain in NC Medicaid Direct (fee-for-service)**
- *Beneficiaries transitioning into Managed Care will need to contact their Prepaid Health Plans, effective November 1, 2019 for the following:*
  - *Medicaid card*
  - *Change in Primary Care Provider*
  - *Request Transportation*
  - *Questions concerning their benefits*

## **DSS Response -**

### **Implementation of internal transformation committee**

- Participates in readiness calls
- Provide suggestions & feedback regarding processes
- Acts as liaison for staff to bring questions & feedback

### **Preparations made to identify areas of the agency that can be used for customer support**

- Answer questions via phone or agency visit
- Provide phone areas for customers to contact enrollment broker or access website to enroll in plan (currently looking for space at HSC)

### **Outreach to community**

- Outreach to local physicians' offices in the area
- Transformation flyers placed on electronic signs in the community
- Also sent to local housing authority for potential outreach opportunities

### **Support to Economic Services staff**

- Call script/talking points will be provided
- Directory of numbers/websites
- Ability to transfer calls directly to applicable source
- Informational line for customers to hear to alleviate time spent explaining changes

### **Support for Other Departments**

- Completing informational sessions to provide a look at forms customers will be receiving so they can assist with questions as they arise
- Talking points and directory provided

### **Question: Is there an opportunity to speak at Community Council?**

*Answer: We will contact United Way to get on schedule for September Community Council "5 Minute" Spot.*

### **Question: Is there one Enrollment Broker in one place?**

*Answer: Maximus is the Enrollment Broker for NC – They are located in one call center in Morrisville. Maximus has been used in other states to provide the same service.*

Director Daye added she has constant conversations with Bryan Haygood, County Manager just in case more staff needed to work during the transition. He is on board as long as we stay within current budget.

Director Daye reported from the Director's Meeting – Maximus has agreed to come on site for at least 8 hours week for Social Service agencies. Currently we are not sure what this would look like. We would prefer one day a week so we could promote.

Director Daye announced Cardinal Innovations set to provide two Informational Sessions at ACC regarding Medicaid Transformation.

### **Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, July 23, 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*

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