

March 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; Commissioner Amy Galey, DSS Board Member; Ms. Adrian Daye, Director; Ms. Latawnya Hall, Adult Services Program Manager; Mr. Bob Ring, Personnel Director; 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; 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

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

Staff Reports:

Fiscal: Ms. Kelly Inman

The percentage target rate for revenues is 58%. Revenues are up 5% compared to last year. The percentage target rate for expenditures is 67%. Expenditures are up 2% compared to last year. Expenditures are 7% less than current target rate.

Fraud: See report -

Unit	February 2019	February 2018	Current YTD	Prior Fiscal Year
Fraud	\$14,495.32	\$13,573.93	\$101,793.92	\$126,215.47

Kelly Drogue, Fraud Investigator presented Alamance County business practice and issues related to NCFAS P9 to Central Regional DSS Directors Meeting.

Food Stamp case established in court for \$19,946.00 – client charged with misdemeanor but ordered to pay full restitution.

Note: According to the State, due to the federal shutdown the controller's office is behind on posting federal and state intercept payments. The county has noticed some cases have not had payments posted since November, although intercepts did occur December, January and February, therefore the collection amount reported is lower than it actually is by an unknown amount.

Services – Ms. Adrian Daye, Director -

Adult and Family Services Program Manager: Ms. Latawnya Hall

Child Support –

Unit	February 2019	February 2018	Current YTD	Prior Fiscal Year
Child Support	\$839,663.42	\$844,531.20	\$7,051,545.62	\$6,996,019.90

Ms. Hall reported Child Support unit has several vacancies. We continue to interview to fill the vacant positions. Child Support staff have been involved in several trainings – internal and external.

Ms. Hall reported we currently have two positions in Adult Protective Services – and one guardianship position vacant. We received candidates from Vanguard Staffing services – we have employee starting on April 1, 2019. We hope to secure second position from Vanguard as well in April.

Ms. Hall reported March marks Social Work Appreciation month. The supervisors of Adult Services and herself will host a catered breakfast from Cracker Barrel this week. The staff have worked very hard these past few months and we are showing them that we appreciate them.

Children Services Program Manager: Ms. Lynette Wellons/Ms. Linda Jones

Ms. Lynette Wellons reported Ring Out Child Abuse is April 1, 2019 at 12:30pm at the Historic Courthouse in Graham.

Ms. Wellons reported Child Welfare has exceed the projected goal of adoptions (22) – Adoptions Unit has secured 26 adoptions so far this fiscal year.

Ms. Wellons reported MAPP class has started – we are hopeful to license 16 families from this class.

Ms. Wellons reported wrapped up Social Work Appreciation Month – Child Welfare Management/Supervisors provided Hot Dog Lunch for staff this week. We secured donated massage times from vendors for each SW to receive a 10-minute massage.

Ms. Wellons reported we continue to prepare for the new Modified policy. There are so many changes – it makes it very hard to plan for staff. Ms. Daye has encouraged the Child Welfare Unit to hold off until we have more guidance from the State.

Ms. Wellons announced Child Welfare Unit has upcoming vacancies – we have several staff leaving in May and one veteran Foster Care staff who is going to Guilford County. These positions posted and we hope to start interviews soon and go through the pool.

Ms. Linda Jones reported she would facilitate the Resiliency Documentary at the Paramount on Thursday, March 28, 2019 for the Morrow Town Group. This is a part of the Trauma Initiative.

Ms. Jones reported Trauma Training will begin next week with Foster families – this training is eight sessions, which will start on April 3, 2019. Mary McGinty Shaw certified by the State to help families become more competent with trauma will teach the training. Foster Parent/Adoptive parent will co-facilitate with Ms. McGinty Shaw. The training held here at DSS.

Ms. Jones reported she is collaborating with April Durr, United Way with Elon Health Education Major Students on trauma. The class divided into three groups:

1. ACES/Resiliency
2. Centering Programs
3. Opioid Addiction – work with this group on Child Fatality Process

We are also working with the Elon students Resiliency Group on trying to develop tool kit for communities as it pertains to resiliency. The struggle so far has been helping students identify with the community (resources).

Economic Support: Ms. Candice Gobble

FNS Processing Timeliness Rate

Recertification Timeliness for February	97%
FNS Applications for February	98%
WFFA Applications	100%

Medicaid Processing Timeliness Rate

Application Timeliness for February	95%
Recertification Timeliness for February	N/A

Ms. Hatfield reported on Medicaid Transformation readiness call – we have decided to start our own Medicaid Transformation Group made up of front line staff & supervisors to meet to discuss the changes. The group will be able to share information with their peers on new policies and changes.

We reported last month regarding the upcoming Medicaid Audit – the twenty cases identified and we have submitted those cases. We only received one back, but with no errors. We are waiting on the next twenty.

Early Issuance of FNS Benefits -

For the month of April, families and individuals who normally receive FNS benefits from the first through the 11th of the month will receive benefits on their normal cycle. Those scheduled to receive benefits from the 12th of the month through the 21st will receive them on April 12. Press Release issued and posted on County website. For May, all families and individuals will receive FNS benefits on the normal cycle.

Family Justice Center – Ms. Kimberly Price-Shore -

Ms. Shore reported on the 2019 Alliance International FJC Conference held in San Diego, California. Staff attended were:

1. Kimberly Shore, Director – Family Justice Center
2. Kelly Inman, Assistant Director of Operations –Social Services
3. Angela Cole, Child Welfare Program Manager – Social Services
4. Britanie Walker, Advocate –Family Justice Center
5. Leslie Holland, Child Welfare Supervisor – Family Justice Center
6. Judge Brad Allen, District Court Judge
7. Officer Bret Currie –Burlington Police Department
8. Corporal Jaleesa Washington – Alamance County Sheriff’s Department
9. Latonya Penny, Director -Family Abuse Services
10. Skye Sullivan, Community Education Coordinator -Family Abuse Services
11. Erin Haygood, Attorney - Legal Aid
12. Sherrie O’Shields, Advocate -Sheriff’s Department/FJC

The conference was very successful – there were sessions on Leadership Collaboration, How to Handle Trauma and other committees. Ms. Shore reported meeting scheduled with FJC Partners next week and we will discuss implementation of curriculum learned. Ms. Shore reported we have worked out with fiscal department hotel stay if necessary for DV clients. The hotel we used in the past closed recently. Ms. Shore discuss safety protocols – will discuss more at next Management Team meeting.

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

Administrative Support/Personnel: Ms. Robert Ring

See Statistical Report – as of February 28, 2019

Vacancies	15
New Hires	4
Interagency Transfer	1
Resignations	4

Currently we have 10 openings: (2) Child Support), (3) Adult Services and (5) Economic Services. Child Welfare Department will have three openings in the coming months. These positions posted so training can occur.

IT Report: Mr. Jason Cole

No report.

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

Ms. Daye gave updates on the following:

Modified MOU – Discussions continue at Director’s Meeting regarding “holding off” on the Modified MOU. No additional information to share at this time. We are good on Performance Measures.

Action: More to come on Modified MOU

P4 – NC FAST Child Welfare – Discussions held at Director’s Meeting to stop roll outs of P4. Letter sent to General Assembly. There are 23 counties slated to go live April 1 – the letter gives those counties the option to opt out until further notice. Alamance County is set to go live in May 2019.

Action: More to come

New Business:

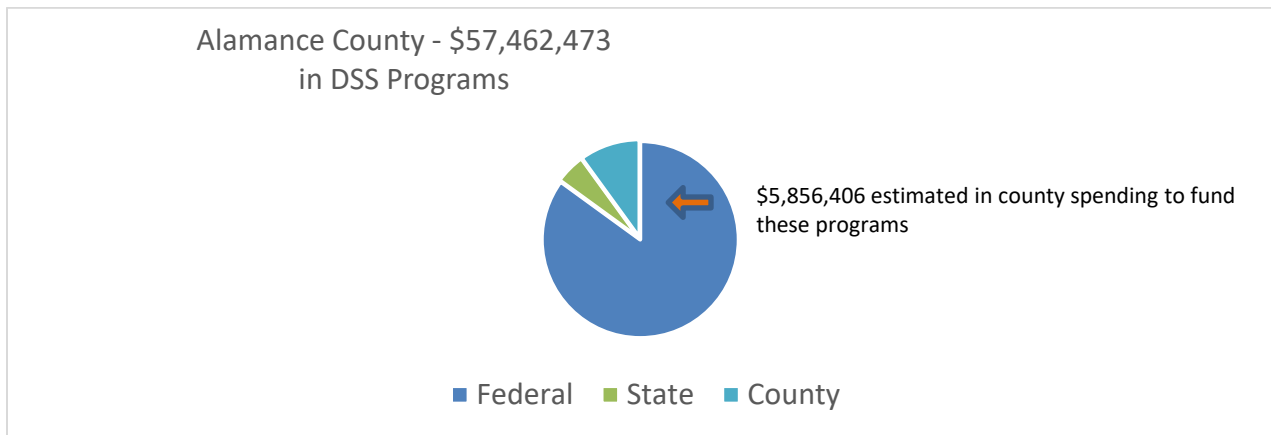
Budget Presentation – Kelly Inman, Assistant Director of Operations

Ms. Kelly Inman presented the following:

Handouts:

1. DSS Proposed Budget Presentation 2019-2020
2. 2019-2020 DSS Budget Overview
3. ACDSS Justifications

Alamance County Social Services – Barring changes to Fringe benefits our budget is relatively flat with \$8.3M in county dollars. (This does include positions noted below) – The numbers continue to change at the County.



Proposed Budget –

Year	Expenditures	Revenue	County Dollars
2016 – 2017	\$24,055,993	\$17,575,545	\$6,480,448
2017 – 2018 Adopted	\$21,138,295	\$13,392,534	\$7,745,761
2018-2019 (Revised Budget includes designated funds)	\$19,968,360*	\$11,660,997*	\$8,307,363
2019-2020	\$19,300,445	\$11,070,462	\$8,229,983

Decrease in Overall Expenditures and Revenues due to Pass-through Programs

- Allocation for Energy Programs (CIP and LIEAP) decreased (\$38k impact for both programs plus admin down \$6k) - \$675k
- Day Care Subsidy
 - Paid out of NC FAST – No longer a need for emergency funding
- Medicaid Transportation – Paid largely out of NCTRACKS (\$10k a year, but this should decrease with Medicaid Transformation)
- Foster Care to transition to NC FAST?

Proposed Personnel Requests -

- **Attorney I** – we currently have one attorney position and two contract attorneys. One contract attorney handles child support cases, while the other handles assigned termination of parental rights (TPR) proceedings. The one full time attorney handles the following:
 - Supervision of three paralegals and contract attorney's
 - Child Welfare proceedings – ACDSS maintains approximately 90-100 children in foster care.
 - Adult Protective Services – demands of increased Persons under Guardianship (PUG) – 129 cases currently. The petitions and caseloads continue to increase.
 - Respondent to subpoenas & requests for records
 - Backup for Child Support Attorney
 - Appellate representation
 - Personnel matters (advise, respond to EEOC complaints, unemployment hearings)
 - Support for Income Maintenance Services
 - On-Call 24 hours a day, seven days a week
 - Provide trainings
 - *For child welfare proceedings, the National Association of Counsel for Children (NACC) recommends a standard of 100 active clients for a full-time attorney.*
- Bring Contracts for Child Support (*the county is responsible for 34% of the attorney salary in the area of child support as there is 66% federal reimbursement*) and TPR's in-house
- Assist in Managing Guardianship workload (additional funding)
- ACDSS expended \$44,322.00 of the \$48,000.00 contract last year and are on target to match these expenditures this year. In addition, for the first six months of the fiscal year, DSS has expended \$9,949.66 for legal services related to termination of parental rights (TPR). These functions could be done in-house with a FT Attorney I position & the position could offer relief to the Attorney II position.
- *The salary estimated at \$65,661 with 30% for benefits totaling \$85,359.30. 50% of this position would support child support resulting in the 66% reimbursement, and contracted services are currently costing the agency \$68,000.00 yielding only a \$17,359.30 increase for bringing services in-house. Please note that SSBG guardianship increase earmarked to cover this increase.*
- **Program Integrity Investigator II** – currently DSS has one fraud investigator responsible for Program Integrity for the entire agency (FNS, Work First, Medicaid, Energy and Child Care). The position ensures the integrity of agency programs and maintains accountability in expenditure of public funds through the prevention, detection & investigation of fraud

& abuse by clients & service providers. This includes the establishments of claims & recovery of erroneously issued benefits. The FT investigators responsibilities include, but not limited to:

- Conduct investigations of alleged program abuse or erroneous benefits by review of all agency records;
- Establish penalty & recovery of program funds when fraud or abuse has been validated
- Improve quality & effectiveness of program services by educating staff on effective communication & error prevention
- Accepts all referrals received from agency staff, community persons, state offices, other agencies and community businesses via telephone, mail in or office visit
- Establishes claims based on Reports of Food Assistance retailer fraud as referred to the USDA Food & Nutrition Services office
- Maintaining 100% timeliness standards on all cases

Notably our Investigator has sent several cases to the District Attorney's office this past year. With the work with DA and law enforcement, she has been able to get convictions on two cases thus far which will result in guaranteed repayment as they are on probation and if they do not pay they will go to jail. There are currently seven cases pending prosecution, totaling over \$80k in claims. Our current investigator has changed the reputation of the Program Integrity Unit, and has helped establish Alamance County as a leader in collections. Currently there are 15 counties with higher collections than Alamance and 14 of those counties have 2+ investigators. There are total of 41 counties in the state that 2+ investigators overall. This program entered into NCFAST in January and processing time of claims has increased by 50%.

- Utilize incentive funds to meet growing demand of this unit (NCFAST) – incentives related to FNS Fraud Collections have totaled \$42k - \$46k for ACDSS. Incentives calculated at 35% of the FNS collections that are Intentional Program Violations (IPV) and 20% of the collections of the Inadvertent Household Error (IHE) recovered from federal & state tax intercept. Having an additional investigator would allow ACDSS to dig deeper & turn some of those cases that we are establishing as IHE into IPV's, as we would be able to spread the workload out so more intense investigating can happen including home visits to establish household composition.
- Daily work reimbursed at 50%

The salary estimated at \$41,579 with 30% for benefits totaling \$54,052.70. The day-to-day work of this position reimbursed at 50% with incentives estimated at \$199k next year, still resulting in a decrease in county dollars with two investigators.

- **Re-classes related to NCFAST** – NC Session Law 2017-57, Section 11H (g) and (i), directs the Department of Health & Human Services (DHHS) to create a comprehensive training & certification program for caseworkers who utilize the NCFAST system to input data or make eligibility determinations for State programs. In order to comply with this legislation, we would need to utilize certified staff to work in NCFAST equivalent with IMC I work. This would impact the following:

- (2) clerical positions who currently assist in Child Welfare – *bringing these positions to IMC I status would cost \$2,727.92 plus 30% benefits totaling \$3,546.30*
- (14) Energy workers utilized seasonal – bringing these positions would change the hourly rate of \$14.07 per hour instead of \$12.30 - \$12.92 per hour. The positions have not received increase in the last five years.

Implementation slated to start on March 1, 2019, so we are waiting official communication of when this initiate will begin.

With a requirement for certification, we will have an ever-harder time filling & maintaining trained staff to perform this work. This is also a great way to access skills of potential IMC II applicants as an entry point into the agency.

Energy Administration allocations will cover around 70% of these 14 seasonal positions that allow our agency to qualify our citizens for \$1.3M in federal funds related to emergency & low-income energy assistance. (Estimated at \$17,700 increase in county dollars)

Foster Care

- Number of children in care has remained steady - (86 in Jan. 2019 compared to 80 in Jan. 2018)
- Budgeted \$625,000 in FY 18-19
- Budgeting \$653,000
- 60% of cases qualify for Federal Reimbursement (85% reimbursable services)
- 40% of cases qualify for State Reimbursement (50%)
- Children stay in care 18-21, but state funding decreased for LINKS (teen) population (11 cases currently)

Adult Services

- Growth in Guardianship Cases – (109 in Jan 2018 compared to 129 in Jan 2019)
- Guardianship funds increased by \$94k
- Adult Day Care allocation flat
- Adult Home Specialist funding allocation flat

Unknowns/Space Needs

- Medicaid Recoupments from Audit -
- NCFASST Certification – Recertification tool
- Impact of Medicaid Transformation – we expect an increase in foot traffic for the agency – will require all DSS staff informed regarding this change. We have asked brokers to be on site for a certain period of time – we have received no word.
- Impact of Modified Policy/NCFASST Implementation in Child Welfare – clerical needs

- Timing for P7 document management & federation of our existing document management system
- Office space for additional staff
- Parking at HSC (This needs to be a consideration as a new building is built on this property that could further impact parking)

Service Focused Initiatives for 2019- 2020 -

- Cameras for HSC (+25k)
- Interpreter Services (+15k)
- Allied Churches contract (+15k) – contract currently at \$14.00 a day for families and request has been made to \$25.00 per day for families
- Keeping technology up-to-date (scanners and cellular access on I-pads for Child Welfare) (+17k)
- Document Management enhancement to keep processes streamlined when submitting data to NCFAST
- Agency cars to keep fleet current and safe (+44k) – 2018 one car totaled loss and one deemed non-repairable.



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Nomination by Amy Galey to approve 2019-2020 Budget Proposal, Seconded by Earl Pickett – unanimously approved to present to County Commissioners on Monday, April 15, 2019 at 7pm.

Announcements:

Ms. Heidi Norwick, DSS Board Chair announced Susan G. Osborne will be presented the Order of the Long Leaf Pine Award on Monday, April 1, 2019 at 9am County Commissioners Meeting. Tara Myers, Deputy Secretary for Human Services will present the award to Susan Osborne.

Adjournment -

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

Date approved: _____