

May 28, 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 Ronald Shive, 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; Ms. Angela Cole, Child Welfare Program Manager; 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**

March and April items on the consent agenda approved. Edna Parker, DSS Board Member made motion to approve and seconded by Commissioner Amy Galey, DSS Board Member.

**Staff Reports:**

**Fiscal: Ms. Sherry Cooper**

Revenues and Expenditures are on target for the month of April. The target for revenues is 75% and at ten months YTD, the agency is trending at 75%. The target for expenditures is 83% and at ten months YTD, the agency is trending at 75%.

The fiscal unit and county finance are aware of a “13<sup>th</sup>” month accounting issues that has occurred related to state allocations for APS and CPS on the revenue report. While the agency is on track to pull down both allocations for the state fiscal year, the revenue report remains understated due to statewide accounting issue that occurred in July of 2018.

**Fraud: See report -**

Unit	April 2019	April 2018	Current YTD	Prior Fiscal Year
Fraud	\$147,112.72	\$34,685.93	\$269,681.43	\$349,607.35

The Fraud unit collected a large amount for the month of April due to tax season in March 2019. The April County incentive was \$38,541.18.

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

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

#### **Child Support –**

<b>Unit</b>	<b>April 2019</b>	<b>April 2018</b>	<b>Current YTD</b>	<b>Prior Fiscal Year</b>
Child Support	\$962,129.21	\$921,265.25	\$9,158,507.81	\$9,045,320.72

Ms. Hall reported Child Support unit has only one vacancy at this point. We continue to interview to fill the vacant positions. Child Support staff continue to receive trainings – internal and external. We reached out to the State to get more trainings and they have been very beneficial to staff, as well supervisors.

Ms. Hall reported we are close to filling positions in Adult Services and Guardianship.

Ms. Hall announced World Elder Abuse Awareness Day is June 15, 2019. We will host an Elder Abuse Resource Fair on Thursday, June 13, 2019 from 10am – 2pm in Education Rooms located at HSC. We have invited community partners who serve the aging population such as PACE, and Friendship Center and our Adult Medicaid Unit this year to share information.

Ms. Hall announced pinwheels placed around other community agencies that serve the Elder population, as well as Social Services this year.

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

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. Cole reported Child Welfare Unit continues to interview for vacancies – we are conducting interviews using an Interview Blitz. During the blitz, we have the opportunity to interview 9- 12 candidates in one day. It also gives us the opportunity to replenish our SW pool.

Ms. Jones reported she received invitation to participate in the Salvation Army’s Mission Planning Study process. During the process, consulting group hired out of Jackson, MS interviewed her. The interview held at HSC. Ms. Jones read comments from email received by Consulting firm -

*“Thank you for your willingness to participate in The Salvation Army’s Mission Planning Study process. We are grateful for the opportunity to capture the insights of someone who has built their career around helping others. I personally thank you for the opportunity to visit the Alamance County DSS office. Of all the similar organizations and offices like yours, I have visited over the past 13 years, and there have been many, this was the nicest and most welcoming DSS office I have ever visited. Your trauma-informed approach to layout and design of the space makes the office feel less like an institutional facility and a more like a professional, respectful atmosphere. Job well done!”*

Ms. Daye informed DSS Board of Foster Care case – please keep on your radar when and if the case goes to media.

**Economic Support: Ms. Candice Gobble**

**FNS Processing Timeliness Rate**

<b>Recertification Timeliness for April</b>	98.8%
<b>FNS Applications for April</b>	98%
<b>WFFA Applications</b>	100%

**Medicaid Processing Timeliness Rate**

<b>Application Timeliness for April</b>	99%
<b>Recertification Timeliness for April</b>	N/A

Ms. Gobble reported Medicaid Transformation continues –staff are involved in trainings this week in Durham. The timelines for Medicaid Transformation is as follows:

- Phase 1 runs from June 28, 2019 – November 1, 2019 – Alamance County DSS
- Phase 2 runs from September 2, 2019 – February 1, 2020

Enrollment packets will start mailing on **June 28, 2019** to customers – the packet will outline the following:

- Who in their household can enroll in health plan?
- What plans they have to choose?
- How they can enroll?

Open Enrollment continues through **July 15, 2019 – September 13, 2019** – if no plan selected – default enrollment done by **September 16, 2019**.

**November 1, 2019** – MC Medicaid Managed Care will now receive Medicaid services from their assigned health plan.

Ms. Daye added once enrollment packets mailed to customers, all foot traffic and call volumes will increase. Ms. Daye added we are trying to figure out how to handle both of these issues. The State has suggested we use “warm transfer” to help customers transition –“Warm transfer” transfer beneficiary to appropriate contact and stay on the line with him or her until a live agent answers; explain the situation with the agent clearly understands before leaving the call. We are not sure how we are going to utilize “warm transfer”. There were suggestions such as Medicaid Transformation Kiosk – Telephone Centers, etc. We considered “Town Hall” meetings with DSS staff in the community, but the enrollment brokers did not want. They want to be able to provide this information. We are waiting on guidance from the State.

**Question: Would it be useful to provide this information at the public library?**

*Answer: We are waiting on word from the State regarding how to give information to public.*

Ms. Gobble reported we are now in month three out of ten months regarding Medicaid Audit — We have been doing considerably well – but we have met some challenges. With those challenges, we are able to identify areas that need addressing and we have been able to come up with strategies to help staff with policy guidance. We are using a similar tool that Child Welfare created a “tip book” on Medicaid process. We are hopeful with the two new QC positions approved; we will be able to help alleviate errors.

Ms. Gobble announced we celebrated IMC Appreciation with all Economic Services staff with an Ice Cream Social – staff were very appreciative. We wanted to show them how much we appreciate all of the hard work they do every day.

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

Ms. Shore read letter from Legal Aid complimenting Tamara Patterson, SWIII – Ms. Patterson is the Elder Services Abuse Coordinator at Family Justice Center who received complimentary letter helping a family in crisis.

FJC completed two site visits for agencies who requested to visit Family Justice Center:

1. Colorado District Attorney’s Office – they were interested in the 50-B concept
2. Elon Law

We have small committee focused on Strangulation Training – this training will come out of VACA. The definition is now strangulation vs. choking.

Ms. Shore reported FJC has changed the intake process – once the application is completed, the application screened by Victim Liaison to run background check, if any legal involvement, the customer is linked with client services coordinator. If not, the customer linked with other resources at FJC (Family Abuse Services, Economic Services). The new process is working very well.

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

Ms. Kelly Inman reported on County Manager’s Proposed Budget as it pertains to Social Services. The public hearing held on Monday, May 20, 2019 at Cummings High School.

Ms. Inman reported on the following:

#### **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

**Items that did not make the proposed budget:**

- Cameras for HSC (+25k) – we will still obtain three quotes for cameras. We are in need to provide safe campus for our staff.
- **Program Integrity Position (Fraud Investigator)** – Our current investigator has changed the reputation of the Program Integrity Unit, and has helped establish Alamance County as a leader in collections
  - 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.
  - 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.

**Capital Improvements for HSC included:**

- Parking lot construction
- Elevator replacements
- HVAC system – new system

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

See Statistical Report – as of April 30, 2019

Vacancies	20
New Hires	5
Interagency Transfer	2
Resignations	9

Currently we have 25 openings: Many of these vacancies are in hiring stages. Ms. Daye added as of May 2019, the turnover rate is 28%. At exit interviews the two most consistent reasons for leaving are: (1) Training and (2) Salary.

**IT Report: Mr. Jason Cole**

No report.

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

Ms. Daye gave updates on the following:

**Medicaid Transformation** – See discussion on Economic Services – We will continue to report as this process continues.

## **New Business:**

### **Child Welfare Modified Policy – Lynette Wellons, Child Welfare Program Manager**

Ms. Lynette Wellons distributed new “Child Welfare Modified Tool Books” that will be given to Child Welfare Social Workers to help with the new changes. Board Members complimented Ms. Wellons on her creative books.

The following information presented:

#### **Why the changes?-**

- NC needed to respond to the Federal Child and Family Services Review (CFSR) because it is a part of NC Program Improvement plan (PIP).
- The last major revision to Child Welfare Policy in NC was in 2004 when Multiple Response System introduced.
- To help meet the needs of Child Welfare staff and provide clear & streamlined guidance on how to apply the changes.

#### **Child and Family Services Reviews (CFSR)**

- CFSR’s allow the Children’s Bureau (Federal Agency that works to improve efforts across Child Welfare) to:
  - Ensure conformity with federal requirements
  - See what is actually happening to children and families, and
  - Enhance state’s capacity to help children and families achieve positive outcomes
- After a CFSR is completed, states develop and implement a PIP (Program Improvement Plan) to correct the areas not in substantial conformity.

#### **NC Program Improvement Plan (PIP)**

- To improve safety, permanence and well-being by establishing clear performance expectations in assessments, in-home & placement services.
  - Will do this by strengthening and providing clarity to NC’s Child Welfare policies and practices
- This is what led to the creation of the Policy and Practices Workgroup that began developing the Modified Policy.
  - Clarity provided on what is required what MUST be done
  - Manual is more concise, user friendly and addresses gaps by adding new protocols

#### **Implementation**

- Initial rollout date was summer 2018
- Continued changes to the manual and practice placed implementation on hold
- Winter 2019, the new rollout date was established for May 15, 2019
- Preparation with State trainings, webinars, in-house workgroups & planning
- Assessment of process changes & work flow
- **No Timelines as of yet – HOLD off right now**

**Overview by Service Area –**

<b>Intake Changes/Clarity</b>	<b>Family &amp; Investigative Assessment Changes/Clarity</b>
<ul style="list-style-type: none"> <li>• Definition of Caretaker</li> <li>• Human Trafficking</li> <li>• Accessing Agency info in NCFAST</li> <li>• Multiple reports on same child/family</li> <li>• Two level decision making</li> <li>• Reporter notification</li> <li>• Maltreatment screening tools re: sex offenders in a home, human trafficking, domestic violence and substance abuse</li> <li>• Response/Timeframe Trees re: human trafficking and safe surrender</li> </ul>	<ul style="list-style-type: none"> <li>• Initiations meeting CAPTA requirements; and locating victim children within timeframes</li> <li>• Unable to locate</li> <li>• Safety Planning</li> <li>• Contacts during the assessment (family/non-resident parent/collaterals/follow ups)</li> <li>• Two level decision making/the role of the Supervisor/use of assessment tools</li> <li>• Notifications/findings</li> <li>• Documentation</li> </ul>
<b>In-Home Services</b>	<b>Permanency Planning</b>
<ul style="list-style-type: none"> <li>• Timeframes</li> <li>• Assessing safety &amp; risk of maltreatment</li> <li>• Required/frequency of contacts</li> <li>• Revised Family Services Agreement</li> <li>• New! Monthly Contact Record</li> <li>• New! Report during an In-Home Case</li> </ul>	<ul style="list-style-type: none"> <li>• Name changed from Child Placement/Foster Care</li> <li>• Case staffing/two level decision making frequency based on age/needs of case</li> <li>• <i>New! CFT timeframe change</i></li> <li>• <i>New! Development of Case Plan change</i></li> <li>• <i>New! Permanency Planning Review Meetings (replacing PPAT)</i></li> <li>• <i>New! Family Services Agreement</i></li> <li>• <i>New! Monthly Contact Record</i></li> <li>• <i>New! Updated/policy change on Comprehensive Kinship Care Agreements</i></li> <li>• <i>New! Frequency of contacts for child/in home visits for parents/placement providers/collaterals</i></li> <li>• <i>New! Assessment of Water Safety- unlicensed placements now need to have a water safety plan, in the same manner licensed placements do</i></li> <li>• <i>New! Every Student Succeeds Act (ESSA) Best Interest Determination Notification to the school</i></li> <li>• <i>New! Family Time and Contact Plan</i></li> <li>• <i>New! Shared Parenting expectations with timeframes</i></li> <li>• <i>New! Updated to include Rylan’s Law with observing visitations with the child/parent prior to a Trial Home Placement</i></li> </ul>

As we speak, policy updates are continuing. The most changes to policy are under Foster Care system.

**Question: Is there a procedure or statement regarding best policy? Are you able to recognize the change?**

*Answer: The tool book created will help Social Workers in the field with recognizing policy changes. There is also grid that highlights old policy with new policy.*

**Goal!**

Each of the areas modified or clarified assists in achieving the needs within the CFSR findings to improve safety, permanency and well-being for children in the North Carolina Child Welfare system.

**Next Steps:**

- Implement and refine our processes in Modified Policy
- Program Monitoring on hold until Summer 2020
- Continued support and training to staff
- Ongoing assessment of impact on workload
- Court Improvement Project meetings assist in the monitoring of many of the CFSR goals related to timely permanence
- CFSR January 2019 Alamance County- 1 foster care case; no areas needing improvement, all substantially achieved in goals that were applicable

Ms. Cole added forms are not updated on State website as of yet. Alamance has completed four reviews with the new changes and we only received one error.

**Question: If you need form – what do you use?**

*Answer: We continue to use the existing form and make adjustments and notes when submitted. The forms are very long.*

**Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, June 25, 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: \_\_\_\_\_