

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – January 31, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, January 31, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Samuel Frazier, Chairman; Curtis Farlow, Vice Chairman; David Jarrell, and Kim Lemons. *Excused Absence: Maxton McDowell*

**DSS staff members present:** Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; Leah Harris, Income Maintenance Administrator-DSS Programs; Jaynetta Butler, Child Protection and Family Services Program Administrator; Cindy Cody, Family and Children Medicaid Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Michael McKenzie, Accounting Support Specialist

**Call to order/Adoption of Agenda:** Mr. Frazier called the meeting to order and asked for a motion to adopt the agenda. *David Jarrell made the motion, Curtis Farlow seconded; the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** *Mr. Farlow made the motion to approve the minutes as presented, Ms. Lemons seconded; the minutes were unanimously approved.*

**Adoption of Resolution in Recognition of Program Integrity Staff:** Mr. Farlow made the motion to adopt the resolution as presented, *Mr. Jarrell seconded; the resolution was adopted.*

**Approval of Child Care Waiting List Policy:** *Mr. Jarrell made the motion to approve the policy as presented, Ms. Lemons seconded; the policy was unanimously approved.*

**Program Spotlight: Mid-year Budget Performance Report:** Michael McKenzie, Accounting Support Specialist, presented the *Mid-year Budget Performance Report*. Mr. McKenzie reviewed the report and informed the Board that there are still a significant amount of unposted revenue to County Welfare Administration. The year to date total is \$2,933,964 and the unposted \$672,950 equals \$3,606,914 in revenue for the County Welfare Administration. This amount is 53% of the expected revenue. Whereas, this time last year it was at 51%. Overall, the budget is where it is expected to be at this time.

Mr. Farlow asked Mr. McKenzie if anything in the budget report was any cause for concern. Mr. McKenzie replied that there were no red flags at this time.

*Please see attachment for the Budget Performance Report.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,200 clients checked into the Asheboro and Archdale offices in December. The Asheboro office checked in 1,636 clients and Archdale checked in 561 clients. The LIEAP program began in January. The agency

staff drove their personal vehicles a total of 26,767 miles in direct service to the county. The Budget Ratio is at 60.9% in the month of December. The Capacity Usage Ratio is at 92% and we are working on filling the vacant positions throughout the agency. The agency is working on expanding advertisement for vacancies. We are currently writing up a contract with a Head Hunter Agency.

Mr. Farlow asked how many unfilled positions there are currently. Mr. Park replied that there are 15 unfilled positions.

Mr. Farlow also asked if the agency has looked into pre-employment training through the Community Colleges. Mr. Park explained that there is a program in Randolph Community College for Income Maintenance Caseworkers but we bring employees in as a work-against and train them quicker than the college program would. The area in which we need the most help filling vacancies is in Social Work. That is the reason for the Social Worker Trainee Program the agency implemented.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed her program goals and statistics. Ms. Welch explained to the Board if a child is identified as IV-E eligible, that is a funding source, and we receive a higher reimbursement for that child. If that child's case goes beyond the 12 months then until you get the court language in the paperwork, we cannot claim IV-E reimbursement on that child. This is the reason we try to complete the case in 11 months. Currently, we are conducting a Model Approach to Partnership and Parenting (MAPP) class. There are no NC Kids that need to be registered at this time. Foster Children's Christmas giveaway went well thanks to everyone who helped. Foster Children's Christmas party was great in December; a lot of happy families.

*Please see attached status report.*

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed her program goals and statistics. Just a reminder, In-Home Services has been moved to the Child Placement and Adult Services Division, Ms. Welch will begin reporting those statistics from now on.

*Please see attached status report.*

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed her program goals and statistics. The workers had a hard time completing December's recertifications due to NCFast being inoperable and several snow days. The workers are working hard to bring those numbers back up.

Thank you for recognizing the Program Integrity workers, they work hard and Board recognition is appreciated.

*Please see attached status report.*

**Income Maintenance-DMA Programs:** Ms. Cindy Cody, Family Children Medicaid Supervisor, reviewed the Medicaid program goals and statistics. Ms. Cody informed the Board that they received 37 applications from the Low Income Subsidy, Medicare Enrollees. So far, this is less than last year. They are still receiving Medicaid applications from the Federal Market


Place, as much as six per day. The CHIP program has been reauthorized by Congress and will be funded for the next six years by the State.

*Please see attached status report.*

**Director's Report:** Mr. Park informed the Board that there is an article in the Courier Tribune that talks about the number of people on Medicaid and the type of people on Medicaid. There are 2.1 million in NC; half of the clients are infant and youth, and the other half are clients with disabilities and low income. They are looking at Medicaid expansion to 21-64 non-disabled people whom cannot afford medical insurance. Ms. Duncan and I attended the Thrive Meeting, designed for Directors and Chair of the Boards of Commissioners. The UNC School of Government presented about Child Welfare. They provided a pamphlet in which they outlined the flow of a child welfare case through a local DSS. They also explained how it fit into the Legal System and how the counties are involved. The highlight was the "Regionalization" of the DSS's. Mr. Park reviewed a chart from the middle of the pamphlet. *Please see the attached chart.*

**Board member questions / comments:** None

Mr. Frazier concluded the meeting by advising the board that the next meeting will be Wednesday, February 21, 2018 at 3:30.

 2/21/18

Samuel Frazier, Chairman – Date

 2/21/18

Beth W. Duncan, Director – Date



## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – February 21, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, February 21, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Samuel Frazier, Chairman; David Jarrell, and Maxton McDowell. *Excused Absence: Curtis Farlow, Vice Chairman; and Kim Lemons*

**DSS staff members present:** Beth Duncan, Director, Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; Leah Harris, Income Maintenance Administrator-DSS Programs; Jaynetta Butler, Child Protection and Family Services Program Administrator; Michelle Hinshaw, Income Maintenance Administrator-DMA Programs; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Will Massie, Assistant County Manager/Finance Officer; Meghan Kology, Training Officer

**Call to order/Rearrangement of Agenda:** Mr. Frazier called the meeting to order.

**Adoption of Agenda:** Mr. Frazier asked for a motion to move the Training Officer's presentation down on the agenda to accommodate Mr. Massie's schedule. *Mr. Jarrell made the motion, Mr. McDowell seconded; the motion to rearrange the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. McDowell made the motion to approve the minutes from the January 31, 2018 meeting as presented, *Mr. Jarrell seconded; the minutes were unanimously approved.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 3,139 clients checked into the Asheboro and Archdale offices in January. The Asheboro office checked in 2,458 clients and Archdale checked in 681 clients. The Low Income Energy Assistance Program (LIEAP) began in January, prompting an increase in clients. The social workers completed 58 Court Reports and they were all completed on time. The Attorneys completed 47 Court Orders. Forty-six were due during the month of which 43% of those due were completed on time. The Capacity Usage Ratio is at 91% and we are working on filling 15 vacant positions. The Productivity Index is at 77% due to weather closures and a high sick leave rate due to the flu. The Budget Ratio is at 100.8% in the month of January. The agency is on target for reimbursements. Additional technology purchases were made for which the agency will receive reimbursement at a rate of approximately 50%. Purchases included additional monitors for Child Welfare and desktop scanners for both Child Welfare and Income Maintenance workers in preparing for NC FAST. In addition, laptops were purchased for Income Maintenance Supervisors so they could have the option to work remotely.

In preparing for the 2019 budget, the agency is requesting the four Social Worker Trainees be a priority for funding. There is also a proposal to change Step Progression for the Social Worker Trainees.

Mr. McDowell informed Ms. Duncan and Mr. Park that he will be attending the Commissioner Retreat and asked if there was any issues or otherwise that they wanted him to pass along.

Ms. Duncan relayed to Mr. McDowell that funding of the four Social Worker Trainee positions is critical. It is extremely hard to find fully qualified applicants, nor do we have the budget to pay recruiters to find the workers that we need. We are behind in work. The new hires that we do bring in are not fully qualified.

Open discussion occurred regarding the important role of Randolph County DSS in the community.

Mr. Jarrell asked if the applicants that turn down our employment offers are due to pay, in which, Mr. Park and Ms. Duncan both replied that recently there have been a couple of situations where that was the case. Mr. Jarrell also asked if each County has their own pay scale. The response was; "Yes."

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics.

Mr. McDowell shared the experience he has had with a knowing foster parent very close to him and how he sees the emotion that goes into fostering a child from the beginning. Ms. Welch explained that being a foster parent is a very difficult job stating; "We expect people to love foster children like their own and then cut those feelings off when the child leaves the home." The agency makes it clear to potential foster parents during training that being a foster parent is a tough job and they are very much appreciated.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. The State requires CPS Assessment case decisions within 45 days and the agency's average number of days for January was 77, 32 days beyond the standard. The Division is searching for ways to rectify the situation. There are new employees and they are young, but receive training to be able to work up to standards. DSS recently hired two new supervisors that bring a different mindset of, "I can do this." They are spreading that positivity throughout Child Welfare. Supervisors are going to new trainings. Ms. Butler stated that she is informing program supervisors of the status and what needs to be done to correct it. One of the changes is staffing cases at (or before) 24 hours and at least every 14 days with the supervisor. Also, staff are to make it a priority to see kids timely and make correct and timely case decisions.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. Ms. Harris informed the Board about an outreach effort started in August 2017. The Benefit Data Trust Outreach Project; the State hired a company to send out letters to eligible residents aged 60-64 who receive Medicaid but not FNS. The goal is to let the residents have the option of applying for FNS benefits if they are not aware of the program. They mailed out 25,000 letters and received 2,820 applications for FNS as a result. In Randolph County alone, there were 1,512 potential applications and only 74

responses, which has brought in 41 applications. A written copy of the FNS Disaster Plan was given to the Board to look over. Ms. Harris advised the Board to review the plan and be prepared to vote on it at next Board Meeting.

Mr. Park provided information on how the Child Care Fraud works: the County pays the State upfront and then the County keeps the collections from the clients.

**Income Maintenance-DMA Programs:** Ms. Michelle Hinshaw, Income Maintenance-DMA Program Administrator, reviewed the Medicaid program goals and statistics. Medicaid staff passed the January state report card by processing 93% of applications timely. These also included processing applications received from the Federal Marketplace.

**Program Spotlight: Presentation on our Training Program:** Meghan Kology, Training Officer, explained the Training Program to the Board. On April 1, 2017, the Quality Training Unit was established. On August 1, 2017, Ms. Kology was hired as the new Training Officer. In the *Quality and Training Unit*, there are nine positions:

\*Training Officer; \*Human Services Evaluator (Quality Improvement Coordinator);  
\*Information Technician; \* (2) IMC Trainers (1 NC FAST and 1 Medicaid); \* (4) Social Worker Trainees

The Training Officer performs many functions including supervision of the unit. A special project is serving as County Champion for NC FAST Project 4 and Project 12 (Child Welfare). The County Champion in a NC FAST Project is the "go to" person for everyone involved in that project. Child Welfare will be the biggest undertaking experienced by the agency equivalent to FNS, Medicaid, Energy, and Child Care all rolled into one. The Training Officer conducts individual, as well as group trainings for the NC FAST Child Welfare rollout. The Training Officer's primary focus is to help staff transition into the job becoming fully engaged and developing a Child Welfare.

The four Social Worker Trainees do not have the experience to be a fully qualified social worker at the grade required by the agency for working in Child Welfare. However, each trainee does have a related degree and will work with the Training Officer to gain the experience needed to be fully qualified.

The advantages of the Social Worker Trainee Program are that Trainees learn the ins and outs of Randolph County and the services that we have available to our clients. They have one-on-one training with Social Worker Supervisors in all aspects of Child Welfare, web-based training, and have the opportunity to shadow other Social Workers. They are not rushed by having a caseload and are able to gain experience in doing the work without being overwhelmed. Some people want to go into the Social Work field and when they get into it, they decide it is not for them. This program helps qualify those with a passion for the work and allows them to become familiar with what the work entails.

Mr. Jarrell stated that the concept of the Social Worker Trainee Program seems great and it will open the door up to people that want to do the work and are willing to be trained.

**Director's Report:** Ms. Duncan informed the Board that she sat in on Ms. Kology's kickoff class for NC FAST. Ms. Kology has the passion for this work and is sure that the Trainees will be successful in the future, as they become fully qualified social workers. In the Budget Proposal RCDSS will be asking that the four Social Worker Trainee positions be funded.

Ms. Duncan stated she and Mr. Park attended the Thrive Meeting about the potential regionalization of the State DSS oversight. There were two draft maps presented: one map with five regions and another map with seven regions. The Legislative Workgroup asked for feedback and Ms. Duncan presented feedback through Amanda Varner, Clerk to the Randolph County Board of Commissioners/Executive Assistant to the County Manager.

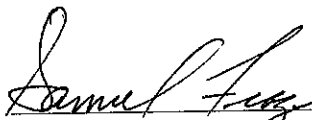
Randolph County is in the middle of budget cycle; retreat is February 22, 2018 for the Commissioners. Thursday June 7, 2018 will be the Randolph County DSS Budget Presentation and on Monday June 18, 2018 is when the County budget will be adopted.

Ms. Duncan reported participation by Randolph County DSS in many surveys for rollout with NC FAST. The questions are mostly about each county's processes.

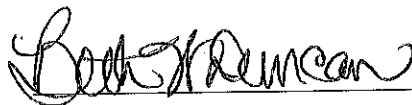
**Board member questions / comments:** Mr. Frazier asked Ms. Kology if the Social Worker Trainee Program gauges the enthusiasm of the employees. Ms. Kology replied that it does.

Mr. Frazier asked if RCDSS had any information on the two most recent child fatalities in recent news. Ms. Butler provided a reply.

Mr. Frazier concluded the meeting by advising the board that the next meeting will be Wednesday, March 21, 2018 at 3:30.

 3/21/2018

Samuel Frazier, Chairman – Date

 3/21/18

Beth W. Duncan, Director – Date



# RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

## Board Meeting Minutes – March 21, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, March 21, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Samuel Frazier, Chairman; Curtis Farlow, Vice Chairman, David Jarrell, and Kim Lemons. *Excused Absence: Maxton McDowell*

**DSS staff members present:** Beth Duncan, Director, Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; Leah Harris, Income Maintenance Administrator-DSS Programs; Jaynetta Butler, Child Protection and Family Services Program Administrator; Michelle Hinshaw, Income Maintenance Administrator-DMA Programs; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Cheryl Benford, Family Services Supervisor

**Adoption of Agenda:** Mr. Frazier called the meeting to order and asked for a motion to adopt the agenda. *Curtis Farlow made the motion, David Jarrell seconded; the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented, *Ms. Lemons seconded; the minutes were unanimously approved.*

**Food and Nutrition Disaster Plan:** Ms. Leah Harris, Income Maintenance-DSS Administrator referred to the plan that was presented to the Board at the February meeting. Mr. Farlow asked Ms. Harris when this plan would go into effect. Ms. Harris replied that the plan could be implemented after the Governor declares a disaster and NC applies with USDA for approval. USDA will then decide what counties would be allowed to implement the plan and to what extent. Mr. Farlow then asked how the EBT card for each client worked. Ms. Harris explained that when Randolph County is approved to implement the disaster plan, everyone who applies for FNS benefits would receive an EBT card and a pin number. The card however, is not loaded with funds until the client is determined eligible.

**Adoption of the Food and Nutrition Disaster Plan:** Mr. Jarrell made the motion to adopt the plan as presented. *Mr. Farlow seconded; the Food and Nutrition Disaster Plan was adopted.*

**Program Spotlight: Presentation on our Training Program:** Ms. Cheryl Benford, Family Services Supervisor explained to the Board that the unit has three Income Maintenance Caseworkers whom take and process applications, complete redeterminations, and process changes. Ms. Benford then explained that the unit's goals are to:

- a. Enable parents to maintain employment in order to support their family and achieve economic independence.
- b. Provide childcare to children receiving protective services.

- c. Enable parents to participate in job training or educational programs that will lead to employment.
- d. Provide childcare to children in need of early intervention to enhance their developmental needs.
- e. Facilitate the reunification of families, aid families in crisis, and prevent foster care placements.

Childcare is provided on a first come, first served basis. A waiting list is maintained. The unit tries not to place Child Protective Services, Foster Care, High School students in a public school setting, Work First, and on the waiting list. The providers are responsible for recording attendance each month. All payments, with the exception of the United Way funds, are made directly to Providers by Direct Deposit.

NC FAST went live on July 1, 2017. In order to get ready for the transition, the unit had to manually convert approximately 643 cases into NC FAST. This conversion was completed in May 2017. The very first Childcare Fraud case has been established and another referral was completed for a possible overpayment. In the previous fiscal year, the unit had spent 98.8% of the allotted Childcare funds. So far, in the 2017-2018 fiscal year the spending rate is at 96%. Approximately 5,845 children are eligible for childcare, and Randolph County serves 17% of those children. The average cost per child in childcare is \$458.00 per month. In order to serve all eligible children, more funds would be required. Childcare is not an entitlement program, which means, once the funds are depleted, we have to wait for more.

Mr. Jarrell asked how the first fraud case came to be known, in which, Ms. Benford replied that this client was reported to another program and from there; all of the clients programs were checked.

Mr. Farlow asked Ms. Benford if she felt NC FAST was an asset or a problem in the Childcare Program. Ms. Benford stated that it is an asset. Mr. Farlow also asked if NC FAST would reduce personnel. Ms. Benford replied that it has replaced a Processing Assistant that was used to record attendance in the old system because providers now must record their own attendance in the NC FAST Provider Portal.

Mr. Frazier asked if a client commits Childcare Fraud are they allowed to continue in the program. Ms. Benford informed the Board that it depends on the situation and amount in which the client is expected to pay back. If the claim is for less than \$10,000, the client may get a second chance. If the claim is \$10,000 or more then they will be permanently disqualified from the program.

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,653 clients checked into the Asheboro and Archdale offices in February. The Asheboro office checked in 2,060 clients and Archdale checked in 593 clients. The Low Income Energy Assistance Program (LIEAP) was very busy in February; and funds were exhausted in March. The social workers completed 49 Court Reports and they were all completed on time. The Attorneys completed 41 Court Orders on time. The Capacity Usage Ratio is at 92% due to vacant positions. The Productivity Index is at 87%. The Budget Ratio is at 8% in the month of February, but reimbursements remain on target for the year.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that 11 families graduated the MAPP Class in the month of November and those will be due in the month of May. March will begin a new MAPP Class. Randolph County has 39 foster homes licensed and there were no homes up for relicensure. In Adult Protective Services, there were 12 referrals accepted for investigation.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. There were 63 CPS Assessments completed and 12 of those were completed timely at a 19% rate. The State requires CPS Assessment case decisions within 45 days and the agency's average number of days for February was 87.

The State did a review in February; their recommendations were to make timely contact visits and timely decisions. Childcare application were completed timely at 100%. NEMT applications were also completed timely at 100% rate.

Ms. Butler mentioned the six staff vacancies in CPS.

Mr. Frazier asked how long the program had been short-handed. Ms. Butler informed the Board that the vacancies has been there for a while. However, Mr. Park advised the vacancies are "rolling vacancies." Mr. Park stated that the State was very clear when they said that Randolph County DSS has enough staff to work the amount of cases that are screened in each month.

Mr. Farlow asked if the amount of vacancies has not changed, then why do the numbers on the stats continue to go down. Ms. Butler replied that the reason for the drop is due to the different experience levels of the new hires.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. In reviewing the statistics, Ms. Harris pointed out that the second party review numbers are down due to new staff who are still being trained.

Mr. Farlow noticed that the fraud amounts had risen and asked for an explanation. Ms. Harris informed the Board that she has two new investigators who are very diligent in their work.

**Income Maintenance-DMA Programs:** Ms. Michelle Hinshaw, Income Maintenance-DMA Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw informed the Board that the Federal Market Place closed in December but they are still receiving applications from it.

**Director's Report:** Ms. Duncan informed the Board that a former Randolph County DSS Director Mr. Smith passed away. Condolences were sent on behalf of the Board and agency.

Ms. Duncan stated that the regionalization plan for the State oversight of DSS's is still being developed as well as Medicaid Reform.

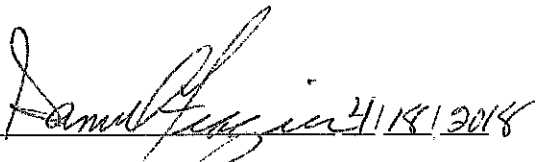
Mr. Farlow asked if DSS is regionalized, would the State get rid of the DSS Board. Ms. Duncan replied that the legislative workgroup is currently discussing staffing of the regions as well as supervision models. No decisions have been made.

Randolph County completed a 90-day readiness assessment to review preparedness of the staff for Child Welfare moving into NC FAST. The expected "go live" date is June 25, 2018.

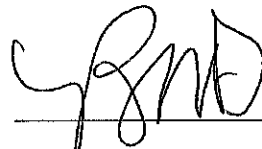
David Troutman, Work First Supervisor is retiring at the end of March after 22 years and will be recognized at the April Board of Commissioners meeting..

**Board member questions / comments:** Mr. Farlow thanked all of the DSS staff for the meaningful "Get Well" card.

Mr. Frazier concluded the meeting by advising the board that the next meeting will be Wednesday, April 18, 2018 at 3:30.

4/18/2018

Samuel Frazier, Chairman – Date

4/18/18

Beth W. Duncan, Director – Date

# RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

## Board Meeting Minutes – April 18, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, April 18, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Samuel Frazier, Chairman; Curtis Farlow, Vice Chairman, and David Jarrell. *Excused Absence: Maxton McDowell and Kim Lemons.*

**DSS staff members present:** Beth Duncan, Director, Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; Leah Harris, Income Maintenance Administrator-DSS Programs; Jaynetta Butler, Child Protection and Family Services Program Administrator; Julie Trotter, Adult Medicaid Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Jennifer Evans, CPS Supervisor

**Adoption of Agenda:** Mr. Frazier called the meeting to order and asked for a motion to adopt the agenda. *Curtis Farlow made the motion, David Jarrell seconded; the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented, *Mr. Jarrell seconded; the minutes were unanimously approved.*

**Program Spotlight: Community Child Protection Team (CCPT) Update:** Ms. Jennifer Evans explained that the CCPT is a citizen review panel required by the Child Abuse Prevention and Treatment Act. The primary purpose of the CCPT is mainly to evaluate Child Welfare Policies and the impact it has on children and families. In one review, it was found that there were communication gaps between Social Services and the 911 Emergency Center. It was also suggested that the community needed awareness on how to report child abuse. Another suggestion was to host a forum on child abuse for community partners.

Nov. 30, 2017, CPS intake staff and administrators went to the Emergency Operations Center to have a tour of the facility and learn their process. Later, a few members from the 911 Center came to Randolph County DSS to see the Child Abuse Hotline intake process.

The representatives of 911 Center and DSS, resolved the identified communication issues. Another dedicated phone line was established at DSS specifically for the 911 dispatchers to reach the CPS Supervisor in times where the Child Abuse Hotline was already engaged. A flier was created and distributed to Randolph County Partners including schools, doctor's offices, child care centers, Family Crisis Center, hospitals, etc. with steps on how to report child abuse.

On April 24, 2018, Randolph County DSS hosted a Community/Partner Forum on Child Abuse from 9am – 11am. Attendees included law enforcement, schools, health officials, etc. Speakers, in addition to DSS, included Sara DePasquale, Assistant Professor of Public Law and Government; Honorable Rob Wilkins, District Court Judge; Andrew Gregson, District Attorney;

Dr. Kathleen Riley, Child Medical Evaluation Pediatrician; Kimberley Passmore, Child Abuse Survivor.

Ms. Evans stated that she had reached out to Melody Meeks, CCPT consultant; and she is developing more training materials for the members of the CCPT.

Mr. Farlow asked about the gaps that Ms. Evans had mentioned and if those gaps have been corrected. Ms. Evans informed Mr. Farlow that every case brings to light new issues in which they try to alleviate. All "gaps" that has been identified thus far have been corrected.

**Presentation of 2018-2019 Proposed Budget:** Mr. Park gave an overview of the projected budget for the next fiscal year. Mr. Park informed the Board that the Randolph County Citizens rank 18<sup>th</sup> in the State for receiving Medicaid. Next year a total of \$211,474,192 is projected to be paid in Medicaid benefits. DSS is asking for less county dollars than last fiscal year and that does include funding for the four Social Worker Trainees. The budget package was given to the board for review and vote at the May meeting.

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,111 clients checked into the Asheboro and Archdale offices in March. The Asheboro office checked in 1,592 clients and Archdale checked in 519 clients. The Archdale office now has staff trained to accept Childcare applications. The Low Income Energy Assistance Program (LIEAP) ended in March.

Social workers completed 34 Court Reports and they were all completed on time. The Attorneys completed 38 Court Orders at 68% on time rate. For the year, the Attorneys so far have completed 373 Court Orders.

The Capacity Usage Ratio is at 95%. The Productivity Index is at 86%. The Budget Ratio is at 125.4% for the month of March and 55.2% for the year-to-date, the goal is 56%.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that in Adult Services, there were 12 referrals and of those, 5 were screened in. There were 10 abuse and neglect cases and they were all completed in a timely manner.

May is Foster Parent Appreciation Month and on May 10, 2018, DSS will be hosting the annual picnic at North Asheboro Park beginning at 5:30pm. There are currently 67 foster care cases with a total of 99 children.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. Ms. Butler informed the Board that since the last Board Meeting there has been twice as many case decisions and a decrease in the average number of days needed to complete an assessment. Ms. Butler stated that she is currently working on a CPS protocol as required by the Program Development Plan and it is 97% complete.

The Program Development Plan for CPS has been reviewed by the State. There are numerous areas that need improvement. As a team, CPS has completed the "5 whys" to help determine the root cause of not having assessments done in a timely manner. One finding is that there is inconsistency and supervisors are trying to get to the root.

Ms. Butler also stated that CPS is establishing a new onboarding process to a more structured training process. There is a meeting on Mondays to get weekly forecast from each supervisor to see if work expectations have been met. Due to this new process, there have been 141 case decisions made from March 1 through April 16.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. In reviewing the statistics, Ms. Harris pointed out that the second party review numbers are down due to new staff who are still being trained. The amount of fraud repayments were up in March due to tax money intercept. Ms. Harris also informed the Board that the LIEAP money was exhausted in March.

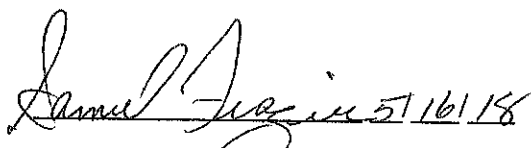
Mr. Farlow noticed that the fraud amounts had risen and asked for an explanation. Ms. Harris informed the Board that she has two investigators who are very diligent in their work.

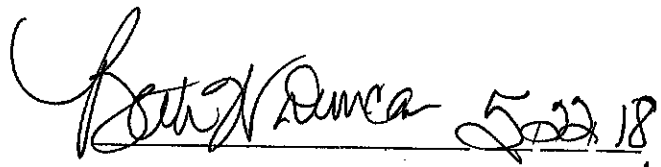
**Income Maintenance-DMA Programs:** Ms. Julie Trotter, Adult Medicaid Supervisor, reviewed the Medicaid program goals and statistics. Medicaid Programs met the State report card requirements for March.

**Director's Report:** Ms. Duncan informed the Board that the State will be visiting Randolph County DSS Child Welfare Services on April 19, 2018 and May 22, 2018. The DSS Legal Team won a recent child welfare case appeal. The victory allows the case to move forward towards legal permanence for the child. The President recently signed an executive order that will mean more work requirements for clients receiving public assistance.

**Board member questions / comments:**

Mr. Frazier concluded the meeting by advising the board that the next meeting will be Wednesday, May 16, 2018 at 3:30.

  
Samuel Frazier, Chairman – Date

 5/22/18  
Beth W. Duncan, Director – Date  
for 5/16/18





## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – May 16, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, May 16, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Samuel Frazier, Chairman; Curtis Farlow, Vice Chairman; David Jarrell, Maxton McDowell, and Kim Lemons.

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Administrator-DSS Programs; Cathy Moffitt, Long Term Care Medicaid Supervisor; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler Child Protection and Family Services Program Administrator; Trina Fraley, Adoption Social Worker, Melissa Livesay, Attorney, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Jennifer Allred, Foster Parent

**Call to order/Adoption of the Agenda:** Mr. Frazier called the meeting to order and requested a motion to adopt the agenda. *Curtis Farlow made the motion, David Jarrell seconded; the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented, *Mr. Jarrell seconded; the minutes were unanimously approved.*

**Program Spotlight: AdoptUSKids/State Speakers Bureau:** Trina Fraley, Adoption Social Worker, told the Board a story of a child whom had been in Foster Care his whole life. This child, now adult, had just turned 18 when he was introduced to Ms. Jennifer Allred and her family. He bonded very quickly with the Allred family. Throughout time, he would keep in contact with Ms. Fraley. Ms. Fraley suggested to him the idea of being adopted by the Allred's. In North Carolina, an adult has the option of being adopted. After much consideration, he agreed to begin the adult adoption process. He now is in the Marines and has a family of his own and the Allred's are enjoying being grandparents to his babies.

Ms. Fraley shared about another family, the Thompson's, not in attendance at the Board meeting. The Thompson's were newly-licensed when they fostered a school student of theirs. He thrived in school and things were going great. When talks of adoption started, he made a complete turn around and the family struggled. With love and patience, things got better and they adopted him. DSS offered services for post adoption support.

Both families worked with DSS and showed their children unconditional love. They were a great advocate for their children. Both boys/men have joined the military and one is now enrolled in Appalachian State University. Because of their love and devotion to their children, Ms. Fraley did not hesitate nominating the Allred's and the Thompson's to represent NC AdoptUsKids. In

April of 2018, it was announced that both families were selected to represent the State of North Carolina on a national speaker's bureau.

Ms. Allred explained the selection process. There was an extensive phone interview. After review by the NCKids Board Review a second conference call was completed and the family was selected. Next the family will attend media training in Washington, D.C.

Mr. Farlow congratulated Ms. Allred for this great honor.

**Adoption of the Budget:** Mr. Jarrell made the motion to forward the budget to the County Leadership as presented, *Mr. Farlow seconded; the motion was unanimously approved.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 1,971 clients checked into the Asheboro and Archdale offices in April. The Asheboro office checked in 1,531 clients and Archdale checked in 440 clients. Social workers completed 33 Court Reports; all were submitted timely. The Attorneys completed 50 Court Orders, the second-highest month of the year. The Capacity Usage Ratio is at 92%. In the month of April, there were 22 vacant positions. Due to the vacancies, which is a total of about 12% of the agency, DSS is depending more and more on the current staff. The Productivity Index is at 87%. The Budget Ratio is at 12% for the month of April and 51% for the year-to-date, the goal is 56%.

The Management Team Retreat was held on May 8, 2018. At this retreat, the supervisors were told that they needed to move quicker to fill the vacancies, while still being thorough. DSS has tried different avenues to fill vacancies such as broadening advertisement to online job posting websites and hired a recruiting firm. The four Social Worker Trainees are not filling active positions but they are helping with the work of those positions. Some of the trainees are now prepared to apply for a full-time position as a social worker should they choose to. RCDSS staffing levels are at a critical level in multiple programs (In-Home Services, Long Term Care, Intake, Child Welfare Services, and Foster Care.)

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that in Adult Services, there were 15 referrals and of those, 10 were screened in. There were 10 abuse and neglect cases and they were all completed in a timely manner.

May is Foster Parent Appreciation Month and DSS hosted the annual picnic at North Asheboro Park on May 10, 2018.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. Ms. Butler informed the Board that for the month of April, CPS were focused on completing overdue case decisions, 157 cases were closed due to that effort. The Community/Partner Forum on Child Abuse was a success and hope that the knowledge will be widespread.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. Low Income Energy Assistance Program (LIEAP) money was exhausted in March and in April Crisis Intervention Program (CIP) money is now exhausted, as well. Ms. Harris informed the Board that Randolph County DSS no longer has a job readiness class, that position will be reclassified to become another CPS Intake Social Worker on the 2<sup>nd</sup> shift.

**Income Maintenance-DMA Programs:** Ms. Cathy Moffitt, Long Term Care Supervisor, reviewed the Medicaid program goals and statistics. Ms. Moffitt passed an article out to everyone that an attorney wrote. It was printed in the newspaper informing clients and families what information they would need to keep up with in order to make applying for Long Term Care assistance an easier and less time-consuming process.

**Director's Report:** Ms. Duncan reported that the DSS Leadership Team met on May 8 - for training and strategic planning for the coming months. The Assistant Director coordinated with the speaker to present training to the leadership team and the full DSS staff. Heather Thomas, Adoptions Supervisor, was announced as the 2018 Supervisor of the Year and will be recognized at the June DSS Board meeting.

The NC General Assembly opened up their "Short Session" at noon today. Experts are saying, "This will be a very short session due to new district lines and all 170 races are contested." There are some key legislative concerns for local social service departments:

- a. Medicaid Transformation - The Senate wants changes to the bill. The House is unwilling to accept changes. The bill is not likely to move forward this session.
- b. There are concerns about the NC FAST automated system being ready for rollout into Child Welfare Services.
- c. As part of North Carolina's Program Improvement Plan, the Department of Health and Human Services is requiring NC Counties (either the Commissioners and/or County Managers) to enter into a Memorandum of Understanding that will focus on Federal mandates regarding all Social Service programs (except Medicaid – Medicaid has its own accountability standards). Those MOU's are expected to be signed for the coming fiscal year (July 1) and phased-in through a 3 year process where all performance measures will be "filled-in" to meet the federal mandates. Counties that do not meet standards may be facing financial paybacks.

The June meeting will conclude Chairman Frazier's second term on the DSS Board. Mr. Frazier's position on the board is that of the "Fifth Member" (appointed by the other four members). Mr. Frazier has recruited a nominee to replace him. The completed nomination form was provided to each Board member for their consideration at the next board meeting. The new member's term will begin on July 1, 2018, so the Board will need to have that appointment in place at the next board meeting.

County Departmental Budget Presentations are scheduled for Thursday, June 7, at the Historic Courthouse. The Board of Commissioners are expected to adopt the budget on Monday, June 18. Ms. Duncan recognized Melissa Livesay, one of the DSS Attorneys in attendance.

**Board member questions / comments:** Mr. McDowell asked how things are going with the local Child Advocacy Center. Ms. Duncan responded that a meeting occurred the previous week and the DSS Attorneys presented what information they needed for court to prevent the child from having to testify in court. Ms. Livesay briefed the Board on the rules of evidence, how the

CAC's work applied in Abuse Neglect and Dependency court. Mr. McDowell asked the staff to provide additional information to the DSS Board.

Mr. Frazier concluded the meeting by advising the board that the next meeting will be Wednesday, June 20, 2017 at 3:30.

Samuel Frazier 6/20/18

Samuel Frazier, Chairman – Date

Beth W. Duncan 6/20/18

Beth W. Duncan, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – June 20, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, June 20, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Samuel Frazier, Chairman; Curtis Farlow, Vice Chairman; David Jarrell, and Kim Lemons. *Absent: Maxton McDowell*

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Karen Coley, Food and Nutrition Services Supervisor; Michelle Hinshaw, Income Maintenance Program Administrator-DMA Programs; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler Child Protection and Family Services Program Administrator; Heather Thomas, Adoptions Supervisor, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Family of Heather Thomas

**Call to order/Adoption of the Agenda:** Mr. Frazier called the meeting to order and requested a motion to adopt the agenda. *Curtis Farlow made the motion, David Jarrell seconded; the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented, *Ms. Lemons seconded; the minutes were unanimously approved.*

**Special Recognition: Supervisor of the Year:** Toni Welch presented Heather Thomas as the 2018 Supervisor of the Year. Ms. Welch informed the Board that Ms. Thomas was awarded this honor on May 8, 2018 at the Management Team Planning Retreat. Ms. Welch then shared with the Board the timeline of Ms. Thomas' work history and what lead to her becoming a supervisor. Mr. Frazier presented Ms. Thomas with a certificate from the Board.

**Appoint New Board Member:** Mr. Jarrell made the motion to appoint Susan Stevenson as the Board's 5<sup>th</sup> member, *Ms. Lemons seconded; Ms. Stevenson was unanimously appointed.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that the Board of Commissioners approved the DSS budget with an amendment. The amendment was to correct a shortage of \$187,000 in Foster Care Room and Board Expenses.

A new program called IReception was installed in May; therefore, client numbers will have to be reviewed for accuracy moving forward.

Social workers completed 64 out of 66 Court Reports timely and the Attorneys completed 24% of 41 Court Orders timely. The Capacity Usage Ratio is at 89% due to 20 vacant positions. On June 18, 2018, seven new hires joined the DSS team and five more new hires will be here on

July 2, 2018. The Productivity Index is at 86%. The Budget Ratio is at 81.6% for the month of May and 53.5% for the year-to-date.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that June 15 is recognized as World Elder Abuse Awareness Day however, it is actually a month long recognition starting from May 15 – June 15 every year. Ms. Welch is really appreciative of the social workers and the foster families that have been extremely helpful in a particular case. There has been many difficulties in dealing with this case and the social workers and foster families have stepped up to help.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. Ninety CPS assessments were completed at an average of 87 days. Thirty-three percent were completed within the 45 day requirements. There were 100 children taken off the childcare waiting list.

**Income Maintenance-DSS Programs:** Ms. Karen Coley, Food and Nutrition Services Supervisor, reviewed the program goals and statistics. Mr. Farlow asked where the money that is collected from fraud cases go to. Mr. Park stated that the money is Federal Food and Nutrition money and it is returned to the State. The State provides an incentive payment for fraud collections.

**Income Maintenance-DMA Programs:** Ms. Michelle Hinshaw, Income Maintenance-DMA Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw informed the Board that they are already working the county single audit.

**Director's Report:** Ms. Duncan reported that there is a written agreement that all counties have to sign in regard to DSS (all programs except Medicaid). By law, all 100 counties need to sign the Agreement by June 30, 2018. The Agreement states that DSS will have to sustain certain performance measures. Noncompliance is defined as not meeting performance standards for an extended period (3 months in a row or 5 out of 12 months). Corrective actions for noncompliance will start with the DSS Director and then work their way up to the Board of Social Services, County Manager, then to the DHHS Secretary who has the power to take over the department to bring it into compliance. If DSS does not sustain good outcomes, state and federal money could be held back as a consequence. DSS has a 6-month grace period where we will be measured and informed of our performance. On January 1, 2019, we will be responsible for our outcomes. Primarily, NC's child welfare program performance is what prompted the agreement. There was a delay in the NC FAST "go-live" date for child welfare. It was scheduled to "go-live" on June 25. No new date has been set.

The Legislature has a bill entered for a study to see how much it would cost to expand Medicaid. A funeral director introduced a law that states if a family member enters a payment agreement and the family does not pay for their loved one's final disposition, then the funeral home will be able to reach out to DSS and DSS will have to pay for the "unclaimed or abandoned" body disposition.

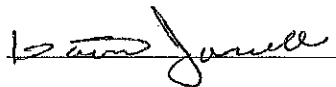
**Recognition of Mr. Frazier:** Mr. Farlow presented Mr. Frazier with an appreciation plaque from the Board of Social Services and DSS for his leadership and service on the Board.

**Board member questions / comments:** Mr. Frazier asked the Child Placement and Adult Services Program Administrator to pass along the Board's thanks for doing a good job with some difficult cases.

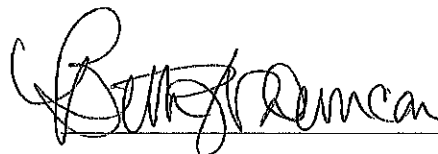
Mr. Farlow said, "The fraud investigators are doing a fantastic job!" Ms. Duncan informed the Board that the Fraud Unit has been ranked #1 in April and #2 in May for Medicaid collections in the State.

Mr. Frazier shared a card from the Archdale Unit to Ms. Duncan thanking her for her leadership.

Mr. Frazier concluded the meeting by advising the board that the next meeting will be Wednesday, July 25, 2018 at 3:30.

 7/25/18

Board Member – Date

 7/25/18

Beth W. Duncan, Director – Date





## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – July 25, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, July 25, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Curtis Farlow, Vice Chairman; and Susan Stevenson. *Absent: Maxton McDowell and Kim Lemons.*

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Program Administrator-DSS; Michelle Hinshaw, Income Maintenance Program Administrator-DMA Programs; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler Child Protection and Family Services Program Administrator; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Amanda Varner; Clerk to the Board of Commissioners

**Call to order/Adoption of the Agenda:** Ms. Duncan called the meeting to order and requested a motion to adopt the agenda. *Curtis Farlow made the motion, David Jarrell seconded; the agenda was unanimously approved.*

**Oath of Office:** Ms. Amanda Varner affirmed Ms. Susan Stevenson to her first term of office.

**Election of Officers:** Mr. Curtis Farlow nominated Mr. David Jarrell as the Chairman of the Board, *the board unanimously approved.* Mr. David Jarrell nominated Mr. Curtis Farlow as the Vice Chairman to the Board, *Mr. Farlow accepted and the board approved unanimously.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented, *Ms. Stevenson seconded; the minutes were unanimously approved.*

**Approval of Energy Program Outreach Plan:** Ms. Harris presented the Energy Program Outreach Plan for 2018-2019 to the Board. Mr. Farlow made the motion to approve the Energy Program Outreach Plan as presented, *Ms. Stevenson seconded; the Energy Program Outreach Plan was unanimously approved.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,082 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,612 clients and Archdale checked in 470 clients. There are also close to 1,000 clients per month who physically come into the office to do drop-offs or to get other types of assistance not recorded in the reported numbers.

Social workers completed 32 Court Reports and all were submitted timely. For the year, the social workers turned in 511 out of 512 Court Reports on time. The Attorneys completed 43 out of 46 of Court Orders timely. The Capacity Usage Ratio is at 91%. There were zero departures in

the month of June. The Productivity Index is at 85%. The Budget Ratio is at 56.6% for the month of June.

During the audits and reviews by the State, two cases were found to be paybacks for a total of around \$26,000. The paybacks were completed in June.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. In Foster Care there was one permanency plan due and it was not completed due to a court continuance. In the Home Relicensure area, there were two due but neither families turned them in. There were two NCKids registrations due and they were not completed due to the profiles for the children taking longer than normal.

Continuing what Mr. Park had spoken about in regards to the payback, one of the paybacks was for a IV-E. Every three years a IV-E review is completed. A case from 2016 was pulled for the Federal review and an error was found. The payback dated back to 2012 and was and totaled \$23,937.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. Ms. Butler stated that in June the average number of days was 99. Ms. Butler also informed the Board that CPS receives around 1,200 cases a year and in order for CPS to stay on track with their goals, they would have to make at least 100 case decisions per month.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics.

**Income Maintenance-DMA Programs:** Ms. Michelle Hinshaw, Income Maintenance-DMA Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw also added to Mr. Park's statement about the paybacks. There was a Medicaid payback found in the County Single Audit for a total of \$2,419.58. Ms. Hinshaw stated that supervisors do review workers cases but not all of them. The supervisors review six cases per worker.

Ms. Hinshaw informed the Board that Datacap will be used beginning in August for FNS and Medicaid. Meaning, documentation will be directly scanned into NC FAST.

**Director's Report:** Ms. Duncan reported to the Board that on July 9, 2018 DSS was recognized at the Commissioner's Meeting for receiving the Gold Level Award for Safety 14 years in a row.

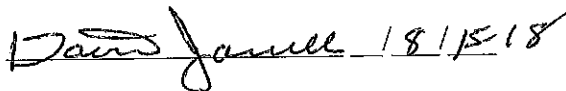
Ms. Duncan also informed the Board that DSS made the front page of the Courier Tribune when she spoke to the County Commissioners about the MOU sent by the State. Ms. Duncan also stated that she was on a conference call on July 26, 2018 to get clarification about performance measures. Ms. Duncan stated that DSS is asking for a reasonable progress plan because in January, if the divisions are not in standard, funding can be withheld by the State. Wayne Black called Ms. Duncan and reviewed the improvement plan. Mr. Black stated that DSS had improved in two areas but had failed in three others. DSS is now under corrective action.

**Board member questions / comments:** Mr. Farlow asked if it was possible to contract out the work left by vacancies. Mr. Park explained that work must be performed by merit based employees. However, DSS has contracted a recruiting firm to help and have been working close with HR to expand the advertisements.

Mr. Jarrell asked what could the Board do to help DSS. Ms. Duncan replied that they are doing what they need to do by constantly asking questions and holding the Director, Assistant Director, and the Administrators accountable.

Mr. Jarrell informed Ms. Duncan that the Board stands behind DSS and will help in any way they can.

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, August 15, 2018 at 3:30.

 18/15/18

David H. Jarrell, Chairman – Date

 8/15/18

Beth W. Duncan, Director – Date



## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – August 15, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, August 15, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Kim Lemons, Maxton McDowell, and Susan Stevenson. *Absent: Curtis Farlow, Vice Chairman.*

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Program Administrator-DSS; Michelle Hinshaw, Income Maintenance Program Administrator-DMA Programs; Toni Welch, Child Placement and Adult Services Program Administrator; Pamela Resch, Child Protection Services (CPS) Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Hal Johnson, County Manager and Hope Haywood, County Commissioner

**Call to order/Adoption of the Agenda:** Mr. Jarrell called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion, Kim Lemons seconded; the agenda was unanimously approved.*

**Public Comment Period:** Ms. Duncan reviewed the rules of procedure for the Public Comment Period.

Kelli Smith addressed the Board with the concerns of not knowing where or what is going on with a specific case due to confidentiality. Mrs. Smith requested that the policy be looked at because she believes that what she reads vs what she is being told are conflicting.

Mr. Seth Smith informed the Board that he feels Randolph County does not have the best interest of the child at heart. Mr. Smith requested that policies and leadership be changed.

Public Comment Period ended.

**Approval of Board Meeting minutes:** Ms. Stevenson made the motion to approve the minutes as presented, *Mr. McDowell seconded; the minutes were unanimously approved.*

**Presentation of the 2017-2018 Annual Report:** Mr. Richard Park, Business Officer, presented a summary of the annual report. A copy of the report can be found at DSS or online at [www.randolphcountync.gov/Departments/Social-Services](http://www.randolphcountync.gov/Departments/Social-Services). Mr. Park highlighted a few of the figures. Client visits for fiscal year of 2017-2018 was 28,114. Food and Nutrition Services (FNS) has 19,351 individuals that are receiving benefits, which paid out \$29,198,493. However, the FNS benefits does not flow through the DSS budget, it is provided directly from the State to the clients EBT card. In the Energy Program, 4,662 applications were taken and paid out \$939,645 for the year. In Program Integrity, \$339,635 was collected. In the CPS division, the workers screened in 1,326 reports. CPS In-Home average around 60 open cases at a time. Legal completed 413 Court Orders and filed 22 (Termination of Parental Rights) TPR's. The

Adoptions Unit completed 28 adoptions for the year. There were 267 referrals in the Adult Protective Services, 70 Protective Payees, and 28 Guardians.

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,363 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,877 clients and Archdale checked in 486 clients. There were an additional 1,778 clients who physically came into the office to do drop-offs or to get other types of assistance such as, a fishing license.

Social workers completed 20 out of 21 Court Reports timely. The Attorneys completed 25 out of 41 of Court Orders timely. The Capacity Usage Ratio is at 96%. The Productivity Index is at 82%. The Budget Ratio is at 0.8% for the month of July due to the new fiscal year beginning.

During the current year, reception will be tracking phone calls coming into the main line of (336) 683-8000. One-thousand nine hundred forty four calls received, were answered at 80%. The goal is to answer at least 95% of the calls.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that there are 15 potential foster homes in the training process. Ms. Welch added that there are 85 children in Foster Care.

The Chamber of Commerce has a Summer Teacher Intern Program in which we participate. This year we received a Certificate of Appreciation for this program.

**Child Protection and Family Services:** Ms. Resch, CPS Supervisor, reviewed the program goals and statistics.

Mr. Johnson asked Ms. Resch if Randolph County DSS is sending case referrals to the Children Advocacy Center (CAC). Ms. Resch informed the Board that DSS does refer cases to the CAC and twice a month DSS and the CAC have case review meetings.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. In Work First, NC FAST does not have reliable data. By manual calculations, we are meeting goals but according to NC FAST, we are not. List of potential issues that could affect the work participation data has been sent out in a Dear County Director letter. We will review each case and see what we need to do.

**Income Maintenance-DMA Programs:** Ms. Michelle Hinshaw, Income Maintenance-DHB Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw informed the Board that Medicaid is no longer called (Division of Medical Assistance) DMA; it is now Division of Health Benefits (DHB) "North Carolina Medicaid".

**Director's Report:** Ms. Duncan thanked Mr. Johnson for attending the Board Meeting and for his leadership. Ms. Duncan informed the Board that Commissioner Allen signed the Memorandum of Understanding (MOU) from the State, after a question and answer session with the State. Mr. Johnson stated that he felt that Randolph County sent one of the best letters stating all the issues that Randolph County had with the MOU.

Social Services Institute (SSI) will be in October and will fall on the same day as the October Board Meeting. Ms. Duncan requested that the October Board Meeting be rescheduled to October 24, 2018, everyone agreed.

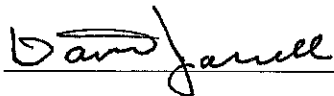
Mr. Jarrell asked that Public Comment concerns be added to a Closed Session on the September agenda. *Ms. Stevenson seconded, the addition to the agenda was unanimously approved.*

**Board member questions / comments:** Mr. McDowell stated that Randolph County has the most thought-provoking Commissioners. We are glad to have them.

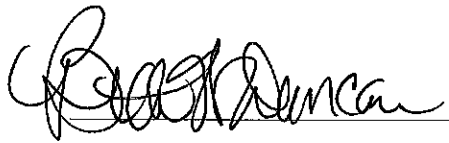
Mr. McDowell asked Ms. Harris why DSS provides fishing license for families. Ms. Harris informed the Board that the EBT benefits are supplemental benefits, if a family needs extra assistance they can receive a fishing license so that they may go fishing to provide food for their family.

Ms. Haywood asked Mr. Park if DSS receives better applicants due to using the recruiters. Mr. Park stated that using the recruiter supplements applicants collected by County HR and so far, we have hired two employees from a recruiter and they are working well.

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, September 19, 2018 at 3:30.

 9/19/18

David H. Jarrell, Chairman – Date

 9/19/18

Beth W. Duncan, Director – Date





## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – September 19, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, September 19, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Curtis Farlow, Vice Chairman; Kim Lemons, Maxton McDowell, and Susan Stevenson.

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Program Administrator-DSS; Michelle Hinshaw, Income Maintenance Program Administrator-DHB Programs; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Family Services Program Administrator; Jennifer Evans, Child Protection Services Supervisor, Hope Jenks, Foster Care Social Worker, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Mr. Jarrell called the meeting to order and requested a motion to adopt the agenda. *Curtis Farlow made the motion, Maxton McDowell seconded; the agenda was unanimously approved.*

**Public Comment Period:** None.

**Approval of Board Meeting minutes:** Mr. McDowell made the motion to approve the minutes as presented, *Mr. Farlow seconded; the minutes were unanimously approved.*

**Community Child Protection Team (CCPT) Annual Report:** Ms. Evans gave a presentation to the Board explaining what the CCPT is and their purpose. Ms. Evans informed the Board about the areas of concern, gaps and recommendations, and action steps taken by DSS. Ms. Evans also the Board know that from January 2018 – September 2018, the State Division of Social Services has not conducted any Intensive Fatality Reviews.

Ms. Evans is meeting with community partners such as school social workers, nurses, and others around the county to educate them on how to recognize and report child abuse and neglect.

Mr. Farlow asked Ms. Evans if she had met with doctors. Ms. Evans said that she has nurses that she is trying to get on the meeting schedule. Ms. Stevenson asked if school nurses were also being included on the meeting schedule. Ms. Evans affirmed that they were and that they would like to get the information to the teachers but they are harder to meet with. Mr. Farlow asked if the fliers could be given to the teachers. Ms. Evans assured the Board that the teachers would be getting all of the information. Ms. Stevenson asked Ms. Evans to be sure that the Charter schools were included in the meetings.

*Please see attached presentation for more information.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,496 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,964 clients and Archdale checked in 532 clients. An additional 2,083 clients physically came into the office to do drop-offs or to get other types of assistance by someone other than an intake or ongoing worker. A client, if receiving benefits, may come to DSS and receive a fishing license waiver. In the month of August, there were 63 fishing license waivers issued. Each worker must ask each of their clients if they would like to register to vote. In August, there were 65 voter registration forms sent to the Board of Elections.

Hurricane Florence emergency shelters were opened on Thursday September 13, 2018 at 8:00pm. There were 15 residents in total. Eleven of the residents were from Randolph County (three were homeless) and two were just passing through and needed shelter. Mr. Farlow asked who worked in the shelter. Mr. Park replied that DSS is in charge of opening, managing, and closing down of shelter. However, Health Department, and the Sheriff's Department sent workers to help in the running of the shelter. The American Red Cross donated cases of water and snacks for 200 people. EMS made the call on Saturday September 15, 2018 to close the shelter.

Mr. Park reviewed the department goals and statistics informing the Board that 2,496 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,964 clients and Archdale checked in 532 clients. There were an additional 2,083 clients who physically came into the office to do drop-offs or to get other types of assistance.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, informed the Board that during a State of Emergency, all foster children must be accounted for and made contact with. Pre and Post contacted is required with every child. Most can be reached by phone; if phone contact is not possible then a worker must go to the house to make contact. There is one child who had been displaced during the emergency. When the facility is found to be safe, the child will return.

Ms. Welch reviewed the program goals and statistics. The Adult abuse/neglect evaluations as well as, the exploitation evaluations were completed timely. There were four adoptions finalized in August. The number of foster youth who entered care in August was twenty-one. Mr. Farlow asked why the drastic change in numbers from July to August. Ms. Welch explained that the increase was due to the record number of petitions filed in August.

**Child Protection and Family Services:** Ms. Jaynetta Butler, Child Protection and Family Services Program Administrator, reviewed the program goals and statistics. CPS must implement a corrective action plan. The Administrator will meet with each supervisor every Monday to review the cases from the week before. After a new case is initiated, the worker is to meet with their supervisor within 24-hours and let them know that the visit was completed and what the next step will be. The supervisors will be held accountable for any work NOT being done.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, informed the Board that Randolph County was not eligible for the Disaster Supplemental Nutrition Assistance Program (DSNAP) benefit. However, the State did allow the use of a Hot Foods Waiver for any citizen whom receives the EBT benefit through October 31, 2018. Another waiver is for the food loss reporting time, it has been extended to October 15, 2018. This original policy states that if a FNS client suffers food loss due to extreme weather,

they can call in within ten days and DSS will determine whether we can replace their benefits up to their maximum allotment.

Ms. Harris reviewed the program goals and statistics. The Program Integrity workers established twelve new claims totaling \$20,066. The data provided by the State for the Work First Program does not match our data, we are manually tracking ourselves.

**Income Maintenance-DHB Programs:** Ms. Michelle Hinshaw, Income Maintenance-DHB Program Administrator, updated the Board on the States decision to not require proof of income or when applying for Medicaid and to stop the payment of fees for the North Carolina Health Choice Program until further notice due to Hurricane Florence. Ms. Hinshaw informed the Board that the monitoring for the Special Assistance Program happened in April; from this we found to have issues with the FL-2 forms and how they are filled out by the doctors. If the form is incorrect, it is our job to get the doctors to correct the errors. During the monitoring, it was found that there are three cases that have errors due to these forms and has resulted in a payback to the State of \$13,159.

In August, some workers began scanning into NC FAST using Datacap. The workers were met with on weekly bases. The result was that there was one pro and thirteen cons to the new process. Due to that finding, moving forward with Datacap is on hold.

Ms. Hinshaw reviewed the Medicaid program goals and statistics. The number of Special Assistance applications rose in the month of August from five to 17, all completed in a timely manner at 100%.

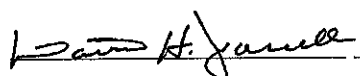
**Director's Report:** Due to Hurricane <sup>Florence</sup> ~~Floyd~~, the Social Services Institute may be cancelled. You will be informed on the status soon. <sup>to</sup>

**Board member questions / comments:** None

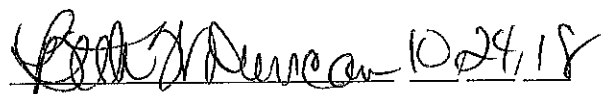
**Closed Session:** Mr. Farlow made a motion to go into closed session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *David Jarrell seconded; a closed session was held.*

The Board came out of closed session. No action was taken while in closed session.

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, October 24, 2018 at 3:30.

 10/24/18

David H. Jarrell, Chairman – Date

 10/24/18

Beth W. Duncan, Director – Date



## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – October 24, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, October 24, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Curtis Farlow, Vice Chairman; and Kim Lemons. *Absent: Maxton McDowell and Susan Stevenson*

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Jennifer McCusker, Income Maintenance-DSS Supervisor; Michelle Hinshaw, Income Maintenance Program Administrator-DBH Programs; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection Services and Family Services Administrator; Susan Allen, Legal Assistant; Tanya Sheek, Licensing Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Jill Williams, Randolph County Human Resources Director, Family of Tanya Sheek

**Call to order/Adoption of the Agenda:** Mr. Jarrell called the meeting to order and requested a motion to adopt the agenda. *Kim Lemons made the motion, Curtis Farlow seconded; the agenda was unanimously approved.*

**Employee and Rookie of the Year Presentation:** Ms. Heather Thomas, Adoption Unit Supervisor, gave the Board a brief history of our Rookie of the Year and the many reasons that she was chosen as this year's winner. At that time, Mr. Jarrell presented the certificate from the Board of Social Services to the 2018 Rookie of the Year, Susan Allen. Ms. Thomas then enlightened the Board with the fun fact that Ms. Tanya Sheek was the Rookie of the Year in 2014, and all of her accomplishments since has defined her as being the 2018 Employee of the Year. Mr. Jarrell presented Tanya Sheek with a certificate from the Board of Social Services.

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Farlow made the motion, upon a few corrections, to approve the minutes as presented, as well as, the Closed Session minutes, *Ms. Lemons seconded; both of the minutes were unanimously approved.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that 2,005 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,513 clients and Archdale checked in 492 clients. An additional 1,655 clients physically came into the office to drop-off information for their worker or other reasons.

For the quarter, the social workers completed 110 out of 112 Court Reports timely. The Attorneys completed 72 out of 145 of Court Orders timely. The Capacity Usage Ratio is at 94%. The Productivity Index is at 86%. The Budget Ratio is at 49.6% for the month of September. On the (336) 683-8000 phone line, there were 86% of calls answered.

Mr. Park explained to the Board the order of operations for the opening of an Emergency Shelter. Emergency Services (EMS) activates the shelter and DSS opens and manages the shelter. The Health Department and Sheriff's Department partner with DSS. The "diverted cost" from normal operations to County operations totaled \$10,514.00.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that there were 12 Adult Services referrals accepted, 6 abuse/neglect evaluations, and 6 exploitation evaluations. There are 40 foster homes currently licensed and completed 100% face-to-face visits for the month of September. There are 67 open cases in In-Home Services, 34 have been open greater than 180 days, and 8 of those have court involvement.

Mr. Jarrell asked how the social workers could close the gap. Ms. Welch replied that case identification is key and you assess the cases, identify the cases that could be closed, identify those that could have court intervention, and identify those that do not have enough information.

Ms. Welch informed the Board that November is Adoption month. There are a few events around the County for adoption month. DSS will be holding the Baked Potato and Salad lunch on November 16, 2018, 11:30am – 2:00pm. Tickets are available at (336) 683-8016.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Administrator, reviewed the program goals and statistics. There are 316 open cases, 106 were screened in, and 96 CPS reports were initiated timely. In the start of the quarter, there were 458 open cases and at the end of the quarter, there are 279 open cases.

Ms. Butler informed the Board that the State approved the Program Improvement Plan on September 24, 2018. The CPS program has completed its first month of corrective action and improvements have been made. The four main areas of focus are: (1) Supervisor oversight (2) Regular contacts with children (3) Collateral contacts (4) Clearing cases – where improvement has been made. There were 189 delinquent cases and that was 102 as of Oct. 24, 2018.

Mr. Jarrell asked if the requests made by the State are reasonable and reachable. Ms. Butler informed the Board that the requests are reachable. In fact, the State will be coming to Randolph County DSS on November 6, 2018 to administer training to the new social workers to aide in making sure that the workers have the knowledge to ensure that the standards are met on a regular basis. So far, five social workers are scheduled to attend the State training along with other social workers from other counties.

Family Services had 92 applications and they were all completed timely at. There were 61 recertifications that were due and all completed timely. In Non-Emergency Medical Transportation area there were 44 applications taken and 135 recertifications due, they were all completed timely.

**Income Maintenance-DSS Programs:** Ms. Jennifer McCusker, Income Maintenance-DSS Supervisor, reviewed the program goals and statistics. Ms. McCusker reported that regular applications processed by day 25 is at 99% and the percentage of emergency applications processed by day 4 is at 100%. The money collected for FNS fraud in September was \$10,582.32 and \$1,260.42 for Medicaid/WFFA/Day Care fraud. The Energy Programs have been processing applications within 48 hours on time at 100%. LIEAP will begin in December. Work First have

been processing applications on time at 100%. The 2<sup>nd</sup> party reviews determined correct were 15 out of 15.

**Income Maintenance-DMA Programs:** Ms. Michelle Hinshaw, Income Maintenance-DHB Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw informed the Board that the Medicaid application timeliness for September was at 98% accuracy rate. There were 748 applications processed and of those, 736 were processed timely. Recertifications processed timely are at 98%. There are 17,836 Medicaid cases in Randolph County. The 2<sup>nd</sup> party reviews show an accuracy rate of 96%.

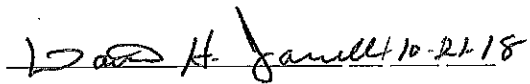
Ms. Hinshaw explained to the Board that NC FAST is still reporting improper information and she will continue to keep track of areas performances. Ms. Hinshaw also informed the Board that they are almost done with the Medicaid Single Audit Reviews. So far, there are three technical errors but they did not affect the client's eligibility.

**Director's Report:** Ms. Duncan informed the Board that Randolph County DSS received recognition by the Commissioners for the shelter operations for Hurricane Florence.

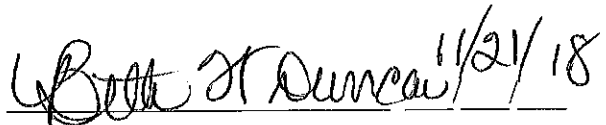
Ms. Jill Williams gave a presentation to the Board that explained the process of hiring a new DSS Director. The vacancy announcement will be published from October 26 – November 16, 2018.

**Board member questions / comments:**

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, November 21, 2018 at 3:30.

 12/21/18

David H. Jarrell, Chairman – Date

 11/21/18

Beth W. Duncan, Director – Date





## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes -- November 21, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, November 21, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Curtis Farlow, Vice Chairman; Kim Lemons, Maxton McDowell, and Susan Stevenson

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Program Administrator-DSS Programs; Michelle Hinshaw, Income Maintenance Program Administrator-DHB Programs; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection Services and Family Services Administrator; Heather Thomas, Adoptions Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Mike Allred, Foster Parent

**Call to order/Adoption of the Agenda:** Mr. Jarrell called the meeting to order and requested a motion to adopt the agenda. *Curtis Farlow made the motion, Maxton McDowell seconded; the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented, *Ms. Lemons seconded; the minutes were unanimously approved.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that over 4,500 clients came to DSS in the month of October. There were 2,410 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,857 clients and Archdale checked in 553 clients. An additional 2,091 clients physically came into the office to drop-off information for their worker or other reasons. Besides clients coming into the office, workers also travel around the county to conduct county business or training using their private owned vehicles. The mileage for privately owned vehicles in October was 36,212.

For the month of October, the social workers completed 47 out of 48 Court Reports timely. The Attorneys completed 18 out of 56 of Court Orders timely. The Capacity Usage Ratio is at 95%. There were five new hires beginning in October however, there will be four retirements from October through January. Recruitment is still an issue; positions across the agency are not being filled timely. The Productivity Index is at 86%. Overtime is being paid out to increase workers' availability instead of using comp time. The Budget Ratio is at 102.2% for the month of October. On the (336) 683-8000 phone line, there were 85% of calls answered and staff development is at 50%.

Mr. Farlow asked if there is any training that the new social workers could do in advance before going to state training. Mr. Park explained that workers have a variety of training from the Training Officer, State, and web-based training.

Mr. McDowell asked if all the counties do the same training. Mr. Park replied that the training from the Training Officer and the Social Worker Trainee Program is a Randolph County specific training program developed by RCDSS. Mr. Park informed the Board that the training is geared towards what the State expects from us and how we intend to get there.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, reviewed the program goals and statistics. Ms. Welch informed the Board that there were 9 Adult Services referrals accepted, 10 abuse/neglect evaluations, and 3 exploitation evaluations due. There are 40 foster homes currently licensed and completed 100% face-to-face visits for the month of October. There are 69 open cases in In-Home Services, 25 have been open greater than 180 days, and 8 of those have court involvement.

The Adoption Baseline has not yet been received from the State. There are 23 children free for adoption and some are already in pre-adoptive homes. The Baked Potato and Salad Lunch brought in \$2,162.84. The Foster Children's Christmas Party is on December 3, 2018 at the 1<sup>st</sup> Presbyterian Church in Asheboro at 6pm.

Mr. McDowell asked what the limit of children foster parents are allowed in their home. Ms. Welch explained that each home could have a maximum of five children in their home if space allows and licensing. These five children would include biological children in the home. Mr. McDowell also asked if the families receive benefits for the foster children. Ms. Welch explained that they could receive Medicaid, room and board payment, and Child Care if needed.

**Child Protection and Family Services:** Ms. Butler, Child Protection and Family Services Administrator, reviewed the program goals and statistics. There are 277 open cases, 136 were screened in, and 120 CPS reports were initiated timely.

Ms. Butler informed the Board that there have been steady improvements in the four main areas of focus: (1) Supervisor oversight (2) Regular contacts with children (3) Collateral contacts (4) Completing cases. Supervisors are required to meet with each social worker at least once per week. The backlog has decreased by 74 cases.

Mr. Jarrell asked if the State provides feedback on the reports. Ms. Butler stated that the State Representative gives feedback on their visits. The next visit will be Dec. 10, 2018 when they will pull 10 records to check on progress.

Family Services had 24 applications and they were all completed timely at 100%. There were 62 recertifications that were due and all completed timely. In Non-Emergency Medical Transportation area there were 60 applications taken and 131 recertifications due, they were all completed timely.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. Ms. Harris informed the Board that there were 420 regular applications processed by day 25 at 99% and the percentage of emergency applications processed by day 4 is at 100%. The money collected for FNS fraud in October was \$13,915.84 and \$902 for Medicaid/WFFA/Day Care fraud. The Energy Programs

have been processing applications within 48 hours at 100% on time. LIEAP will begin December 3, 2018. Work First have been processing applications at 100% on time. The 2<sup>nd</sup> party reviews determined correct were 14 out of 14.

**Income Maintenance-DHB Programs:** Ms. Michelle Hinshaw, Income Maintenance-DHB Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw informed the Board that the Medicaid application timeliness for October was at 98%. There were 801 applications processed and of those, 790 were processed timely. Recertifications processed timely are at 99%. There are 20,135 Medicaid cases in Randolph County. The 2<sup>nd</sup> party reviews show an accuracy rate of 96%.

Ms. Hinshaw explained to the Board that Medicaid is in the middle of Quality Assurance reviews. The State has pulled 15 cases to review. The Affordable Healthcare Marketplace is open and we are receiving on average around 14 applications a day. All recipients of Social Security will see a cost of living increase in January.

**Director's Report:** Ms. Duncan informed the Board that she has been tying up loose ends, cleaning her office for the next Director, helping with the Directors recruitment, and writing thank you notes to the staff. She attended a retirement ceremony for the former State DSS Director and attended an Executive Board Meeting.

**Program Spotlight: AdoptUSKids/State Speakers Bureau:** Heather Thomas, Adoption Supervisor, informed the Board that November is National Adoption Month. Ms. Thomas then introduced Mr. Mike Allred. Mr. Allred and his family are the winners of the 2018 National Adoption Excellence Award. Ms. Trina Fraley, Adoptions Social Worker, nominated them to represent NC AdoptUsKids. There were 12 families throughout the Nation selected for this award. Mr. Allred was chosen to speak on the Fathers Panel in Washington, D.C. which was broadcast live over the internet.

Mr. Allred informed the Board that the Speakers Bureau theme for this coming year is "Teens". Therefore, they were very excited when they were invited to speak because they foster many teens. Mr. Allred took a lot of time preparing his speech because he wanted to ensure that he was able to say everything that he wanted to. Mr. Allred does not feel that they need an award because taking care of these kids is a reward in itself.

Mr. Jarrell presented a certificate to the Allred Family for the dedication to the children in their care and in Randolph County.

**Board member questions / comments:** None

**Closed Session:** Ms. Lemons made a motion to consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee within the meaning of Chapter 131 of the General Statutes [N.C.G.S. §143-318(a)(1)]. *Curtis Farlow seconded; a closed session was held.*

No formal action was taken while in closed session.

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, December 19, 2018 at 3:30.

David H. Jarrell 12/19/18

David H. Jarrell, Chairman – Date

Beth W. Duncan 12/19/18

Beth W. Duncan, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – December 19, 2018

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, December 19, 2018, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Curtis Farlow, Vice Chairman; Maxton McDowell, and Susan Stevenson. *Excused Absence: Kim Lemons*

**DSS staff members present:** Beth W. Duncan, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Program Administrator-DSS Programs; Michelle Hinshaw, Income Maintenance Program Administrator-DHB Programs; Pamela Resch, Child Protection Services Supervisor; Wendie Emerson, Adult Services Supervisor; Meghan Kology, Training Officer; Karen Lopez-Benitez, Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:**

**Call to order/Adoption of the Agenda:** Mr. Jarrell called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion, Susan Stevenson seconded; the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Farlow made the motion to approve the minutes as presented as well as the Closed Minutes from November, *Ms. Stevenson seconded; the minutes were unanimously approved.*

**Program Spotlight: Update on Social Worker Trainee Program:** Meghan Kology, Training Officer, informed the Board that the trainee program has been in place since April 2017. The program has seen some good outcomes. The first round of four trainees produced two successful social workers in the CPS area, one in Intake, and one in Investigations/Assessments. Another round of trainees are now in process.

Mr. Jarrell stated that the program is off to a good start in which everyone agreed.

Mr. McDowell asked what the trainees learn in the program. Ms. Kology explained that they start with policy. The trainees start out by familiarizing themselves with the child welfare policy manual. Then they do field shadowing, case observations and meetings, home visits, telephone contacts, case reviews, and finally they will receive their own assessment case after completion of State Pre-Service and other formal and local training modules.

Ms. Kology explained that before the training program was implemented, there was a lack of training and incorrect information in practice. This program teaches, from day-one, the correct way to work a case from the beginning to the end. The other great advantage to this program is that the trainee is introduced to the world of social work slowly, but thoroughly. When people decide to pick social work as a career, they are unsure of what the job entails. This helps them

decide if this is truly the work they would like to do. DSS wants capable and motivated social workers and this program helps do just that.

Ms. Kology introduced Karen Lopez-Benitez, Intake Social Worker. Ms. Lopez-Benitez informed the Board that she was one of the first trainees in the program. She explained that she really appreciated the learning structure that Meghan provides. She also stated that the program produces a more confident worker especially in her experience.

Mr. Farlow asked Ms. Lopez-Benitez if she would to be in her current position without going through the trainee program.

Ms. Lopez-Benitez stated that without the trainee program she would be struggling and would not understand what she was doing. Mr. Park stated that without the trainee program, Ms. Lopez-Benitez would not have been considered qualified as a SW II.

Mr. McDowell asked Ms. Lopez-Benitez what made her want to do social work.

Ms. Lopez-Benitez stated that she knew she always wanted to help people but she did not know in what capacity. The trainee program helped to figure out exactly where in social work that she wanted to be. There are so many social work positions like CPS, In-Home Services, Foster Care, Adoptions, Adult Services, and much more. This program helps selected individuals find the role that they fit in best with and provides the training and experience necessary to be successful.

**New Business/Monthly Statistics:** Mr. Park updated the Board on the Corrective Action Plan in CPS. The State stated that CPS had 4 major problems: a backlog of cases, lack of sufficient contact to ensure the safety of the child, lack of collateral contacts, and a lack of supervisory oversight. Supervisory oversight is where CPS began a “culture” change. A new supervisory team as well as a new protocol is in place. Staffing levels are better but improvements were done without an increase in staff. Changing the culture in CPS was what made the improvement possible. Progress is being made and there are only 17 cases that are past 60 days. These will be completed by December 31, 2018.

Mr. Park reported to the Board that 1,842 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,306 clients and Archdale checked in 536 clients. An additional 1,992 clients physically came into the office to drop-off information for their worker or other reasons, but did not enter the work flow.

The Attorneys completed 45 out of 54 of Court Orders timely. The social workers completed 53 out of 55 Court Reports timely.

The Capacity Usage Ratio is at 96%. There were three new hires on November 16, 2018. The Productivity Index is at 85%. The Budget Ratio is at 7.7% for the month of November. On the (336) 683-8000 phone line, 81% of calls were answered before the called hung-up.

**Child Placement and Adult Services:** Ms. Wendie Emerson, Adult Services Supervisor, reviewed the program goals and statistics. Ms. Emerson informed the Board that there were 15 Adult Services referrals accepted, 11 abuse/neglect evaluations, and 1 exploitation evaluation due. The Adoption Baseline has not yet been received from the State. There are 23 children free for adoption and some are already in pre-adoptive homes. There are 40 foster homes currently licensed and staff completed 100% face-to-face visits for the month of November. There are 79

open cases in In-Home Services, 25 have been open greater than 180 days, and 8 of those have court involvement.

**Child Protection and Family Services:** Ms. Pamela Resch, Child Protection Services Supervisor, reviewed the program goals and statistics. There are 222 open cases at the end of November, 107 were screened in, and 101 of those were initiated timely. Family Services had 23 applications and they were all completed timely at 100%.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. Ms. Harris informed the Board that there were 395 regular applications processed by day 25 at 98% and the percentage of emergency applications processed by day 4 was at 98%. Fraud collections for November was \$11,581.67 for FNS and \$2,272.02 for Medicaid/WFFA/Day Care. The Energy Programs have been processing applications within 48 hours at 100% on time. Work First have been processing applications at 100% on time. The second party review accuracy was 100%.

**Income Maintenance-DHB Programs:** Ms. Michelle Hinshaw, Income Maintenance-DHB Program Administrator, reviewed the Medicaid program goals and statistics. Ms. Hinshaw informed the Board that the Medicaid application timeliness for November was at 98%. There were 780 applications processed and of those, 767 were processed timely. Recertifications processed timely are at 98%. There are 19,170 Medicaid cases in Randolph County. The second party reviews show an accuracy rate of 98%.

Ms. Hinshaw explained to the Board that the Quality Assurance review is over. There were six findings in which three have been rebutted. More cases will be pulled in Adult Medicaid. There has been 213 applications received from Healthcare.gov. Although the enrollment period is now, the agency will continue to receive applications.

**Director's Report:** Ms. Duncan informed the Board that the State did not replace Wayne Black, and, the position was reclassified. The new position titled "Department Secretary of Human Services" is being filled by Susan Osborne. She will be responsible for all the DSS programs and for business processes and technology. She will be a great liaison between the State and the County.

Ms. Duncan informed the Board that December 31, 2018 would be her last day. Mr. David Jarrell, Mr. Hal Johnson, and Ms. Jill Williams will be attending the DSS Staff Meeting on December 31, 2018 @ 8:15am to update the staff on the new Director.

Ms. Duncan thanked the Board for supporting the work of DSS.

**Board member questions / comments:** Mr. Jarrell told Ms. Duncan that he appreciated working with her the past 5 years.

Mr. Farlow told Ms. Duncan that this agency has advanced under her leadership.

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, January 16, 2019 at 3:30.

David H. Jarrell 1/16/19

David H. Jarrell, Chairman – Date

Tracie G. Murphy 1/16/19

Tracie G. Murphy, Director – Date



## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – January 16, 2019

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, January 16, 2019, in meeting room B of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** David Jarrell, Chairman; Curtis Farlow, Vice Chairman; Maxton McDowell, Kim Lemons, and Susan Stevenson.

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Leah Harris, Income Maintenance Program Administrator-DSS Programs; Michelle Hinshaw, Income Maintenance Program Administrator-DHB Programs; Jaynetta Butler, Child Protection and Family Services Program Administrator; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Michael McKenzie; Program Accountant

**Call to order/Adoption of the Agenda:** Mr. Jarrell called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion, Mr. Farlow seconded; the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. McDowell made the motion to approve the minutes as presented, *Ms. Lemons seconded; the minutes were unanimously approved.*

**Program Spotlight: Mid-year Budget Performance Report:** Michael McKenzie, Program Accountant, informed the Board that reimbursements are up 2% from last year at this time. Mr. McKenzie highlighted a few items in the Budget Performance Report, *please see attached for full report.*

**New Business/Monthly Statistics:** Mr. Park reported to the Board that in December 2,127 clients checked into the Archdale and Asheboro offices. The Asheboro office checked in 1,546 clients and Archdale checked in 581 clients. An additional 1,400 clients physically came into the office to drop-off information for their worker or other reasons, but did not enter the workflow. The Low Income Energy Assistance Program (LIEAP) began on December 1 for the elderly community and opened to the rest of the public on January 2, 2019.

The social workers completed 100% of the 42 Court Reports timely. The Attorneys completed 35 out of 41 of Court Orders timely. The Capacity Usage Ratio is at 98%, of the 184 positions, there are 180 positions filled. *Please see attached for statistics.*

Mr. Park explained the In-Home Services Unit and their functions to the Board. CPS In-Home Services is a continuation of a decision made in CPS Assessments. Once the decision is made in assessments that services are needed to ensure a safe environment for a child, which is when In-Home Services are applied. As of July 1, 2018, the In-Home Services team has been separated from Child Protection and Family Services. This team is located with the Child Placement and

Adult Services Division to make this unit stand out on their own as a separate program service area. The caseload is currently at 95 cases and are being handled by six caseworkers when fully staffed. Due to circumstances, there are only four workers in In-Home Services. In addition, three of the four workers are inexperienced. To help with the caseload and the inexperienced workers, we have added two unfunded part-time workers to the unit.

**Child Placement and Adult Services:** Ms. Toni Welch, Child Placement and Adult Services Program Administrator, thanked the Board and all others who helped with the Foster Children's Christmas Party and the Baked Potato and Salad Lunch. Ms. Welch reviewed the program goals and statistics. *Please see attached for statistics.* The adoption baseline has been set to 27 for the fiscal year, since July 1, 2018 there has been 20 adoptions. The cost of a child per month to be placed in a foster home is \$475-\$634, a private placement agency would cost \$1,400-1,600, and for a group home, the cost is around \$4,517 a month. If they are placed in a therapeutic licensed home, the cost is the same as a foster home because Mental Health pays the rest, and if they are in a locked facility then Medicaid pays for that placement.

**Child Protection and Family Services:** Ms. Jaynetta Butler, Child Protection and Family Services Administrator, reviewed the program goals and statistics. *Please see attached for statistics.* Ms. Butler informed the Board that of the 139 case decisions made, some of these case decisions were part of the backlog and that would be why the number of days are higher than the goal of 45 days.

**Income Maintenance-DSS Programs:** Ms. Leah Harris, Income Maintenance-DSS Program Administrator, reviewed the program goals and statistics. *Please see attached for statistics.* Ms. Harris informed the Board that the division did not meet their goal due to agency closures (holidays and weather), delays, and training of new hires. On January 20, 2019, February's EBT benefits will be issued to every eligible receiver and none will be issued any time after until the Government Shutdown has been resolved.

As previously mentioned, LIEAP began on December 1, 2018 for the elderly and to the rest of the public on January 2, 2019. Since January 2 until today so far, there has been 930 applications processed.

The results for the audit were as follows: FNS had 13 findings; eight were due to Online Verification (OLV) and the (OVS) systems not matching. Ms. Harris said, "OLV is the old way which is run in a separate system and must be filed into the case in NC FAST and OVS is run in NC FAST and the system saves it automatically. OLV is often more detailed and reliable so staff prefer it and when they run OLV, it is easy to just view what you need and forget to save a copy to NC FAST." Due to these findings, the division immediately implemented a training for all of the workers to ensure that everything is being entered and saved correctly.

**Income Maintenance-DHB Programs:** Ms. Michelle Hinshaw, Income Maintenance-DHB Program Administrator, reviewed the Medicaid program goals and statistics. *Please see attached for statistics.* Ms. Hinshaw informed the Board that the Federal Market Place enrollment has ended but applications are still being processed. There were 356 applications processed in December alone.

**Director's Report:** Ms. Murphy informed the Board that she can tell that the staff is really hardworking and is very happy to be part of the work family. Ms. Murphy told the Board that she

is worried about the Federal shutdown and the affect it will have on the clients. Ms. Murphy is glad that the Board is aware of the situation and can help field any questions from the citizens.

**Board member questions / comments:** Mr. Farlow referred to the Minutes from December's Board Meeting and said that he did not understand why we did not start the trainee program a long time ago because this program is really paying off.

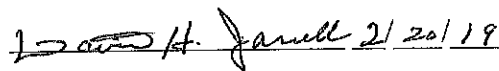
The swearing in of the new Director, Tracie Murphy, went very well. Thank you to all who attended.

Mr. McDowell asked Ms. Welch how long it takes to complete an adoption. Ms. Welch informed the Board that it varies; the amount of time needed to complete an adoption depends on the case and what stage it is in the process. The ideal amount of time is 90 days but there are factors that can deter the process.

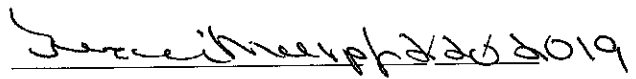
Mr. Jarrell asked Ms. Butler about the backlog case progress. Ms. Butler informed the Board that as of today, January 16, 2019, there are 20 cases in the backlog and 129 open cases.

Mr. Jarrell wanted it noted that if anyone has suggestions on changing the format of the Board Meeting, please relay those opinions. The purpose of the Board Meeting is to get as much information across in a short amount of time. Although the agency is statistical maybe, there is a way to make the meeting more substantial.

Mr. Jarrell concluded the meeting by advising the board that the next meeting will be Wednesday, February 20, 2019 at 3:30.

 2/20/19

David H. Jarrell, Chairman – Date

 2/20/2019

Tracie Murphy, Director – Date

