



Alexander County Department of Social Services

Patricia Baker
Director

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Members of Board
Ms. Barbara Hayes, Chair
Rev. Durant Barr, Vice Chair
Mr. Larry Yoder
Ms. Iris Bryant
Mr. Marty Pennell

March 20, 2019

Dear County Manager Rick French and County Commissioners:

You will find enclosed our FY 2019/2020 Budget for your consideration, which the Social Services Board transmits to you. This request represents our best estimate of our fiscal needs in order to serve this community's residents in the coming year. We continue to see revenue reductions and the estimates provided in our budget are based on the most reliable information we have for upcoming state and federal budgets for SFY 2019-2020. Estimates may change as state and federal budgets are enacted and programmatic changes are made such as in the case of Medicaid Transformation or further rollout into NCFAS. All can and will change our work but we do not know how but are ever watchful.

While we are requesting additional funding we have anticipated a reduction in expenditures to include: reduction of transportation \$35,000 due to changes anticipated with Medicaid Transformation, \$64,608 reduction in 5310 grant due to reduced grant funding, and Foster Care expenditure reductions of \$56,832. In addition to these highlighted items, there were other more modest reductions in expenditures across the budget but these reflect the largest.

We wish to specifically indicate those items which are new requests or have had the greatest impact to this budget and offer explanations that may facilitate your decision-making:

Positions:

We are asking for no new positions in this budget but would like to point out that the transition into MEDICAID MANAGED CARE also known as Medicaid Transformation begins during the 19-20 fiscal year. The state has indicated in their budget narratives to counties that: "As Medicaid transitions to a managed care model, county departments of social services may observe an impact to operations including increase in time working with individual clients which may drive a need to review and revise business processes. These potential impacts would be driven by increased traffic - in-person, walk-in and via telephone and time spent with clients due to the eligibility and enrollment process as modified by the transition to managed care in Medicaid. Agencies would be contacted regarding information/notices for Managed Care, Plans, support for maintenance of scripts, etc. Staff will connect beneficiaries with the enrollment brokers for health plan choice counseling, primary care physician selection and changes, participate in outreach events held by the Enrollment Broker or PHPs." As this transformation occurs, we will evaluate our needs and keep you advised.

We are requesting several reclassifications due to the changes in work done by those positions, due to responsibilities added, additional duties added and complexity of duties.

These are:

Reclassification of two (2) IMC II workers in Adult Medicaid to IMC III. From Grade 64 to Grade 66.

Upgrade two (2) Adult Income Maintenance Worker IIs to Adult Medicaid Long Term Care IM Caseworker IIIs due to the complexity of the Adult Medicaid Program in general and Long Term Care, specifically. The focus of these 2 workers in the Adult Medicaid area will be on the most complex and costly programs to the county if done incorrectly – LTC, SA and CAP. Individuals in these programs are elderly and disabled who have extensive medical needs. The eligibility determination process is critical to ensuring the client receives the proper benefit and avoids a decision that could lead to a county responsible overpayment.

This request will have an estimated annual cost of **\$3,638** at an estimated **\$ 911 in county funding.** (These positions receive 75% reimbursement)

Reclassifying an Income Maintenance Supervisor II to an Income Maintenance Supervisor III from Grade 68 to 70.

Complexity of duties and change in oversight responsibilities with the State MOU of a supervisor from an Income Maintenance Supervisor II to a Supervisor III. Our work in NCFASST and increased state audits in all programs, but particularly Medicaid requires additional supervisory level approval or intervention in casework, which results in workloads being unmanageable and can result in county responsible overpayments and performance penalties from the state.

This request will have an estimated annual cost of **\$2,709** at an estimated **\$1332 in county funding.**

Additional Needs:

In addition to positions, we have identified some additional needs, including the following:

Technology – Computer equipment for staff in NCFASST, replacement equipment, scanners, signature pads, smart board, and a building security system.

This request will have an estimated cost of **\$68,080** at an estimated **\$45,718 in county funding.**

Repayment of potential County responsible overpayments **\$50,000.**

Additional Items Impacting our budget:

Increased rates for Group Insurance for employees is estimated to be \$222,532 over last FY. Additionally, retirement increased \$34,510, Insurance & bonds at almost \$8,000 and Longevity at \$5,000 for a total of **\$270,042** over last FY.

The budget submitted has an estimated increase in county costs of **\$256,636.** As stated earlier, we have estimated a reduction in spending in our foster care line item of almost \$60,000 due to the hard work of our social work staff, but many unknowns still exist, judges and court time play a significant role in this. The children now in care are more difficult to serve, requiring a higher level of care at a higher cost, uncertainties do exist. For example, we are unable to determine whether additional children will come into our custody during the coming year. The addition of ONE high-risk adolescent needing a Level III (or higher) Mental Health

placement (who is only eligible for State Foster Home funding) could increase costs by as much as \$4,516 per month, which after reimbursement would cost \$50,388 per year in all-county funds. We do have a number of children who have a plan of ADOPTION in court, and are hopeful that we will be able to move these children into permanent homes (and yet ongoing adoption assistance is a remaining factor). Other line items were reviewed and reduced to lessen the impact on the increases in group insurance, longevity, retirement and insurance and bonds.

In years past we have asked the County Manager and Board of Commissioners for consideration of a merit program for DSS staff and while we continue to request that a county-wide merit program be considered and funded, we have not included this in our budget. We would like to note that our salaries are uncompetitive with surrounding counties and do not allow us to recruit experienced staff. At DSS we have utilized our Employee of the Month program, a years of service recognition and a birthday breakfast celebration – as a means of recognizing employees in a small way.

Staff are our greatest resource. Hiring highly skilled staff and keeping them is the best solution to avoiding liability. Turnover creates liability for the county. We send very green and sometimes not fully trained staff into the field – often into dangerous situations. When a worker leaves, those remain carry caseloads higher than the standard and often outside their area of expertise. The risk is great. *The cost of constantly training and losing good staff is exorbitant, and the stress/burden for supervisors and line staff during repetitive vacancies is overwhelming.* We feel an investment in staff is the most important investment we as a county can make.

Our collective best effort has been folded into the production of the attached budget. We have evaluated our needs and are requesting what will allow us to continue providing quality services and meet the needs of our Alexander County citizens. We continue to see people coming through our doors that have never had to ask for help before. We do not anticipate fewer requests for our assistance in the coming year. We are dedicated to meeting all mandates, protecting the vulnerable populations in our community, and assisting those in need, to the extent possible, and within the resources allotted to us. We have been good stewards of the county funds that you have provided to our agency in past years, and we pledge to continue that pattern. We serve those who seek assistance and many have never asked for help before, if not for us, they would have nowhere to go – these are our neighbors and our friends, our elderly and our very young. We cannot anticipate that need nor can we provide services to everyone who needs it but we are committed to fulfilling our obligation to protect our vulnerable populations, and to assist those in need, as much as possible, and within the resources that are provided to us.

We are dedicated to serving the residents of Alexander County; we request your support and approval of our proposed budget to continue providing excellence in service.

To summarize our requests for additional funding:

Request	Total Cost	Estimated County Cost
Upgrade 2 Adult Medicaid Workers to IMC III due to program complexity/county liability	\$3638	\$911
Upgrade IMS II to IMS III due to additional duties	\$2709	\$1332
Technology	\$68,080	\$45,718
County Responsible Overpayment Contingency Fund	\$50,000	\$50,000
Total	\$124,427	\$97,961

Thank you for your time and consideration of our request.

Special THANKS to Business Officer Sherry Deal for her personal sacrifices (long evenings and weekends) to produce this budget.

Sincerely yours,


Patricia Baker

Director

Alexander Social Services FY 19-20 Budget Technology Request Costs

Priority	Description	Cost
1	Security Cameras (18 Cameras, DVR, Install)	\$26,280.00
2	15 Desktop Computers	\$18,000.00
3	10 Signature Pads	\$ 1,500.00
4	Visitation Monitoring Equipment	\$ 4,000.00
5	8 Scanners/Twain Compliant Scanners	\$ 8,000.00
6	Smartboard	\$ 5,000.00
7	2 Wireless Headsets	\$ 500.00
8	3 Surface Pro Tablets with Docks	\$ 4,800.00
	Total Request	\$68,080.00

2019-2020 Budget Worksheet

Social Services Administration		Actual thru	2018-2019	2018-2019	2019-2020	Instructions
<u>Org</u>	<u>Object</u>	<u>Account Description</u>	<u>Dec 2018</u>	<u>Original Budget</u>	<u>Revised Budget</u>	<u>Department Request</u>
	Revenues					
1061003	433120	Fed 5310 NCDOT Grant Rev	0.00	175,133.00	175,133.00	116,985.00
1061003	433160	Housing/Home Improvement	0.00	8,911.00	8,911.00	8,100.00
1061003	433161	Aging Transp-WPCOG	0.00	0.00	0.00	0.00
1061003	433162	Public Assist. Foster Care	83,926.66	394,626.00	394,626.00	300,334.00
1061003	433163	Child Day Care	0.00	0.00	0.00	0.00
1061003	433164	Child Support Return	2,170.76	10,000.00	10,000.00	10,000.00
1061003	433165	Child Support Incentives	10,864.50	17,766.00	17,766.00	17,766.00
1061003	433166	Aging Nutrition-WPCOG	25,949.00	88,406.00	88,406.00	90,000.00
1061003	433167	Adult Daycare-WPCOG	0.00	0.00	0.00	0.00
1061003	433168	In Home-WPCOG	17,815.00	53,129.00	53,129.00	52,200.00
1061003	433169	Links-Scholarship Revenue	65.00	6,500.00	6,500.00	3,500.00
1061003	433461	State Aid DSS	820,919.28	2,748,025.00	2,748,025.00	2,851,561.00
1061003	433466	Adopt Asst Vendor Pay	0.00	15,500.00	15,500.00	11,750.00
1061003	433467	Adoption Enhancement	0.00	43,100.00	43,100.00	30,000.00
1061003	433715	United Way Grant Rev	2,000.00	6,000.00	6,000.00	6,000.00
1061003	433761	Community Connection Gr-Well	0.00	0.00	0.00	0.00
1061003	436400	Donations Received	925.00	0.00	0.00	0.00
1061003	436460	Karen's Kids Donations	100.00	724.00	724.00	724.00
1061003	436465	Donations for Adult Services	0.00	288.00	288.00	288.00
1061004	434000	Charges for Services	0.00	0.00	0.00	0.00
1061004	434600	Housing/Home Impr-Client	0.00	0.00	0.00	0.00
1061004	434601	Aging Transp-Client	0.00	0.00	0.00	0.00
1061004	434602	NCHC Fees	4,000.00	12,000.00	12,000.00	12,000.00
1061004	434603	Aging Nutrition-Client	922.70	1,700.00	1,700.00	1,700.00
1061004	434608	Medicaid Transportation Rev	12,362.37	65,000.00	65,000.00	30,000.00
1061004	434609	CAP-Client Deductible	0.00	0.00	0.00	0.00
1061004	434611	Nurturing Fees Reimb	0.00	0.00	0.00	0.00
1061004	434612	HealthCov4 Workers w/DisabFe	0.00	0.00	0.00	0.00
Total Revenues			982,020.27	3,646,808.00	3,646,808.00	3,542,908.00

2019-2020 Budget Worksheet

Social Services Administration		Actual thru	2018-2019	2018-2019	2019-2020	Instructions
<u>Org</u>	<u>Object</u> <u>Account Description</u>	<u>Dec 2018</u>	<u>Original Budget</u>	<u>Revised Budget</u>	<u>Department Request</u>	
Expenses						
1061005	50100 Fees Paid	6,101.62	30,270.00	30,270.00	27,770.00	
1061005	50200 Salaries & Wages	1,283,972.85	3,116,306.00	3,122,225.00	3,135,438.00	Do not include COLA increase
1061005	50210 Longevity	13,464.46	19,517.00	19,517.00	24,525.00	See attached sheet for anniversary dates
1061005	50400 Professional/Technical Services	29,165.81	92,500.00	69,200.00	65,700.00	
1061005	50500 FICA	92,823.26	239,891.00	240,344.00	241,738.00	7.65% of salaries + longevity
1061005	50600 Group Insurance	373,290.77	929,468.00	929,468.00	1,152,000.00	\$1,200 per month for each eligible employee
1061005	50700 Retirement	97,734.91	238,839.00	239,293.00	273,803.00	9.04% of salaries + longevity
1061005	51000 Training	629.00	5,000.00	5,000.00	5,000.00	
1061005	51100 Telephone/Communications	9,065.22	29,240.00	29,240.00	27,900.00	
1061005	51110 Postage	8,261.44	22,500.00	22,500.00	22,500.00	
1061005	51400 Travel	2,508.04	25,000.00	25,000.00	20,000.00	
1061005	51500 Maintain & Repair Buildings	0.00	0.00	0.00	0.00	
1061005	51600 Maintain & Repair Equipment	0.00	6,000.00	5,000.00	6,000.00	
1061005	51620 Maintenance Software	21,639.20	0.00	23,300.00	23,800.00	
1061005	52100 Equipment Rent	0.00	2,500.00	2,500.00	2,500.00	
1061005	52600 Advertising	0.00	0.00	0.00	0.00	
1061005	53100 Automotive Supplies	0.00	0.00	0.00	0.00	
1061005	53300 Supplies	10,253.41	52,500.00	52,500.00	50,500.00	
1061005	54540 Client Services-Nurture	0.00	0.00	0.00	0.00	
1061005	54545 Client Services	0.00	0.00	0.00	0.00	
1061005	55300 Dues & Subscriptions	1,877.86	3,500.00	3,500.00	3,500.00	
1061005	55400 Insurance & Bonds	58,201.11	58,210.00	58,210.00	64,840.00	Amount is provided for you
1061005	57400 Capital Outlay	44,517.54	44,000.00	45,000.00	0.00	
1061005	57401 Capital Outlay <5000	61,520.00	90,300.00	90,300.00	68,080.00	
1061005	58900 Emergency Asst	62.90	6,000.00	6,000.00	6,000.00	
Total Expenses		2,115,089.40	5,011,541.00	5,018,367.00	5,221,594.00	

2019-2020 Budget Worksheet

In-Home Services		Actual thru	2018-2019	2018-2019	2019-2020	Instructions
Org	Object	Dec 2018	Original Budget	Revised Budget	Department Request	
Expenses	Account Description					
1061105	50200 Salaries & Wages	14,770.07	39,946.00	21,988.00	40,439.00	Do not include COLA increase
1061105	50210 Longevity	0.00	0.00	0.00	0.00	See attached sheet for anniversary dates
1061105	50500 FICA	1,114.84	3,057.00	3,057.00	3,094.00	7.65% of salaries
1061105	50600 Group Insurance	5,699.88	22,812.00	22,812.00	28,800.00	\$1,200 per month for each eligible employee
1061105	50700 Retirement	1,152.10	3,129.00	3,129.00	3,656.00	9.04% of salaries + longevity
1061105	51000 Training	0.00	0.00	0.00	0.00	
1061105	51400 Travel	2,504.89	7,300.00	7,300.00	7,300.00	
1061105	53300 Supplies	0.00	250.00	250.00	250.00	
1061105	53380 CAP Supplies	0.00	0.00	0.00	0.00	
1061105	54500 In-Home Aide Assistance	14,282.52	20,000.00	53,000.00	25,000.00	
1061105	55400 Insurance & Bonds	3,718.25	3,720.00	3,720.00	4,210.00	Amount is provided for you
Total Expenses		43,242.55	100,214.00	115,256.00	112,749.00	

2019-2020 Budget Worksheet

Public Assistance		Actual thru Dec 2018	2018-2019		2019-2020		
Org	Object		Account Description	Original Budget	Revised Budget	Department Request	Instructions
Expenses							
1061205	51900	54,300.88	107,699.00	107,699.00	111,870.00		
1061205	58900	4,728.66	25,000.00	25,000.00	20,000.00		
1061205	58905	0.00	0.00	0.00	0.00		
1061205	58915	0.00	0.00	0.00	0.00		
Total Expenses		59,029.54	132,699.00	132,699.00	131,870.00		

2019-2020 Budget Worksheet

DSS Other Funds Expenses		Actual thru	2018-2019	2018-2019	2019-2020	
Org	Object Account Description	Dec.2018	Original Budget	Revised Budget	Department Request	Instructions
Expenses						
1061255	51910 Karen's Kids Expense	0.00	724.00	724.00	724.00	
1061255	51920 Donations 4 Adult Svcs Expense	0.00	288.00	288.00	288.00	
1061255	51930 Heating Assistance Expense	0.00	0.00	0.00	0.00	
1061255	51940 FUMC Donations4Children Exp	0.00	0.00	0.00	0.00	
1061255	51950 Beaver Foundation Expense	0.00	0.00	0.00	0.00	
1061255	56075 United Way Grant Expense	2,409.39	6,000.00	6,000.00	6,000.00	
Total Expenses		2,409.39	7,012.00	7,012.00	7,012.00	

2019-2020 Budget Worksheet

Medical Assistance		Actual thru	2018-2019	2018-2019	2019-2020	
Org	Object Account Description	Dec 2018	Original Budget	Revised Budget	Department Request	Instructions
Expenses						
1061305	51400 Travel	12,392.27	65,000.00	65,000.00	30,000.00	
1061305	51900 Public Assistance	0.00	50,000.00	50,000.00	50,000.00	
Total Expenses		12,392.27	115,000.00	115,000.00	80,000.00	

2019-2020 Budget Worksheet

General Assistance		Actual thru Dec. 2018	2018-2019		2019-2020 Department Request	Instructions
Org	Object Account Description		Original Budget	Revised Budget		
Expenses						
1061405	51900 Public Assistance	95,232.52	250,000.00	245,800.00	250,000.00	
1061405	54547 Client Services-Mental Health	0.00	0.00	0.00	0.00	
1061405	54550 Client Services-Blind	2,304.25	2,525.00	2,525.00	2,600.00	
1061405	54560 Client Services-Aging Transp	0.00	0.00	0.00	0.00	
1061405	54565 Fed 5310 NCDOT Grant Exp	44,168.40	194,592.00	194,592.00	129,984.00	
1061405	54720 Daycare	0.00	0.00	0.00	0.00	
1061405	54800 Adult Daycare	2,248.76	15,663.00	15,663.00	15,663.00	
1061405	54850 Adult Daycare-COG	0.00	0.00	0.00	0.00	
1061405	54900 LIHEAP	22,700.00	113,114.00	113,114.00	117,086.00	
1061405	56500 Housing/Home Improvement	0.00	9,901.00	9,901.00	9,000.00	
1061405	58900 Emergency Asst	80,638.26	113,114.00	113,114.00	117,086.00	
Total Expenses		247,292.19	698,909.00	694,709.00	641,419.00	

2019-2020 Budget Worksheet

Foster Care		Actual thru	2018-2019	2018-2019	2019-2020	
Org	Object	Dec 2018	Original Budget	Revised Budget	Department Request	Instructions
Expenses						
1061505	53610 Clothing	0.00	0.00	0.00	0.00	
1061505	54700 Food & Provisions	134,926.24	535,392.00	520,392.00	463,560.00	
1061505	55730 Independent Living	0.00	6,500.00	6,500.00	3,500.00	
1061505	58910 Adoption Assistance	0.00	20,000.00	20,000.00	15,000.00	
Total Expenses		134,926.24	561,892.00	546,892.00	482,060.00	

2019-2020 Budget Worksheet

Adoption Enhancement		Actual thru	2018-2019	2018-2019	2018-2019	2019-2020	Instructions
Org	Object Account Description	Dec 2018	Original Budget	Revised Budget	Department Request		
Expenses							
1061555	50100 Fees Paid	345.00	2,000.00	2,000.00	5,000.00		
1061555	50200 Salaries & Wages	0.00	21,000.00	18,040.00			Do not include COLA increase
1061555	50400 Professional/Technical Services	2,051.35	6,000.00	6,000.00	6,000.00		
1061555	50500 FICA	0.00	1,607.00	1,611.00			7.65% of salaries
1061555	50600 Group Insurance	0.00	0.00	0.00			\$1,200 per month for each eligible employee
1061555	50700 Retirement	0.00	0.00	0.00			9.04% of salaries (FT employees) + longevity
1061555	51000 Training	0.00	1,000.00	1,000.00	1,000.00		
1061555	51100 Telephone/Communications	0.00	0.00	0.00			
1061555	51110 Postage	0.00	0.00	0.00			
1061555	51400 Travel	2,502.29	2,000.00	5,000.00	5,000.00		
1061555	51600 Maintain & Repair Equipment	0.00	0.00	0.00			
1061555	52100 Equipment Rent	0.00	0.00	0.00			
1061555	52101 Rent-Building	0.00	0.00	0.00			
1061555	52600 Advertising	501.20	2,000.00	2,000.00	3,000.00		
1061555	53300 Supplies	0.00	2,493.00	2,493.00	4,000.00		
1061555	54700 Food & Provisions	805.70	2,000.00	2,000.00	3,000.00		
1061555	55300 Dues & Subscriptions	380.00	1,000.00	1,000.00	1,000.00		
1061555	55400 Insurance & Bonds	0.00	0.00	0.00			
1061555	57400 Capital Outlay	0.00	0.00	0.00			
1061555	57401 Capital Outlay < 5000	0.00	0.00	0.00			
1061555	58915 SpecActivity4AdoptiveFamilies	0.00	2,000.00	2,000.00	2,000.00		
Total Expenses		6,585.54	43,100.00	43,144.00	30,000.00		

2019-2020 Budget Worksheet

Work First		Actual thru	2018-2019			2019-2020	Instructions
Org	Object	Account Description	Dec 2018	Original Budget	Revised Budget	Department Request	
Expenses							
1061605	50200	Salaries & Wages	0.00	0.00	0.00	0.00	
1061605	50210	Longevity	0.00	0.00	0.00	0.00	
1061605	50500	FICA	0.00	0.00	0.00	0.00	
1061605	50600	Group Insurance	0.00	0.00	0.00	0.00	
1061605	50700	Retirement	0.00	0.00	0.00	0.00	
1061605	51000	Training	0.00	0.00	0.00	0.00	
1061605	51400	Travel	0.00	0.00	0.00	0.00	
1061605	54545	Client Services	13,658.06	30,000.00	30,000.00	28,000.00	
1061605	54560	Contract Services-Aging Transp	0.00	0.00	0.00	0.00	
1061605	54565	DOT Transportation	0.00	0.00	0.00	0.00	
1061605	54567	DOT Transp Grant Payback	0.00	0.00	0.00	0.00	
1061605	55400	Insurance & Bonds	2,565.62	2,570.00	2,570.00	2,940.00	Amount is provided for you
1061605	57400	Capital Outlay	0.00	0.00	0.00	0.00	
1061605	57401	Capital Outlay < 5000	0.00	0.00	0.00	0.00	
Total Expenses			16,223.68	32,570.00	32,570.00	30,940.00	

2019-2020 Budget Worksheet

Aging Nutrition		Actual thru	2018-2019	2018-2019	2019-2020	
Org	Object	Dec 2018	Original Budget	Revised Budget	Department Request	Instructions
Expenses						
1061705	50200 Salaries & Wages	4,923.37	19,973.00	20,011.00	20,220.00	Do not include COLA increase
1061705	50210 Longevity	0.00	0.00	0.00	0.00	See attached sheet for anniversary dates
1061705	50500 FICA	361.62	1,529.00	1,532.00	1,547.00	7.65% of salaries
1061705	50600 Group Insurance	5,699.88	11,406.00	11,406.00	14,400.00	\$1,200 per month for each eligible employee
1061705	50700 Retirement	384.04	1,565.00	1,568.00	1,828.00	9.04% of salaries
1061705	51000 Training	0.00	0.00	0.00	0.00	
1061705	51400 Travel	175.49	500.00	500.00	500.00	
1061705	52100 Equipment Rent	500.00	1,200.00	1,200.00	1,200.00	
1061705	53300 Supplies	96.08	500.00	500.00	500.00	
1061705	54500 Home Delivered Meals	25,861.86	78,000.00	82,200.00	82,200.00	
1061705	55400 Insurance & Bonds	2,792.15	2,800.00	2,800.00	3,190.00	Amount is provided for you
Total Expenses		40,794.49	117,473.00	121,717.00	125,585.00	

2019-2020 Budget

Total Expenditures \$6,863,229.00

Total Revenues \$3,542,908.00

Total County Dollars \$3,320,321.00

2018-2019 Budget

Total Expenditures \$6,693,037.00

Total Revenues \$3,629,352.00

Total County Dollars \$3,063,685.00

Total County Dollar Increase Of: \$256,636.00