

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – January 15, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, January 15, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, Maxton McDowell, and Kim Lemons. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Toni Welch, Social Work Program Administrator; Jaynetta Butler, Social Work Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Libby Davis, Universal Intake Supervisor; Crystal T. Trogdon, IM Caseworker; Angie Reynolds, IM Caseworker; Patricia Matthews, IM Caseworker; Jennifer Evans, CPS Supervisor; Stacie Hazelwood, CPS Intake Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present: None** Michael McKenzie; Program Accountant

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

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Lemons made the motion to approve the November minutes as presented. *Ms. Smith seconded; the minutes were unanimously approved. No meeting was held in December.*

**Mid-year Budget Performance Report:** Michael McKenzie, Program Accountant, informed the Board that revenues are up 2% for the overall department and expenses have stayed consistent. Mr. McKenzie highlighted a few items in the Budget Performance Report, *please see attached for full report.*

**Approval of FNS Disaster Plan:** Ms. Cooper made the motion to approve the policy as presented. *Ms. Smith seconded; the FNS Disaster Plan was unanimously approved.*

**Approval of In-Home Aide Program:** Ms. Welch explained the role of an In-Home Aide. In-Home Aide Program is intended to assist individuals and families to improve and maintain an independent quality of life in their own home. The aides help with individuals who have functional, mental, or physical limitations for approximately two to three hours a day. RCDSS is certified for Level 1: Bathing, cooking, shopping, there are other agencies that provide assistance for Levels 1, 2, and 3.

Ms. Cooper made the motion to approve the policy as presented. *Ms. Lemons seconded; the In-Home Aide Program was unanimously approved.*

**Approval of the Social Services Board Operation Procedures:** Ms. Cooper made the motion to approve the Board Operation Procedures as presented. *Mr. McDowell seconded; the procedures was unanimously approved.*

**New Business:**

**Closed Session:** Ms. Lemons 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. *A closed session was held.*

1. Income Maintenance Spotlight: Leah Harris, Income Maintenance-DSS Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Family Services Program Administrator

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

**Director's Report:**

1. Effective February, Program Administrators will share significant changes in their areas program statistics.
2. DSS and Legislatures – There have been a lot of legislative changes that affect our work.
  - a. Latest approval is to have the General Assembly's Program Evaluation Department assess and present how to make NCFASST and the Child Welfare Program better work together.

**Board member questions / comments:** Ms. Stevenson commended Ms. Murphy on the great work that RCDSS is doing.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, February 19, 2019 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – February 19, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, February 19, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, Maxton McDowell, and Kim Lemons. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Toni Welch, Social Work Program Administrator; Jaynetta Butler, Social Work Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Terri Hussey, FCMA Supervisor; Kelly Collins, FCMA Caseworker; Wendie Emerson, APS Supervisor; David Hewitt, APS Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Cooper made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

#### **New Business:**

**Closed Session:** Ms. Lemons 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. *A closed session was held.*

1. Income Maintenance Spotlight: Terri Hussey, Family and Children's Medicaid Supervisor
2. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

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

## Director's Report:

### Legislative Updates:

1. Federal Change in Public Charge – Anyone who is seeking citizenship but may need or requires use of public assistance programs such as FNS or Medicaid, that use will be used to assess their acceptance for citizenship effective Feb. 24, 2020. Additional information will be given to us soon by the DHHS.
2. The Family First Services Prevention Act - Will affect foster care in a congregate setting such as group homes. These children are normally harder to place due to age and behavioral issues. This change will limit IV-E federal funding for foster youth in these settings to two weeks.
3. NC FAST has a certificate program, all IMC's have to pass this certification program. There are two levels: Core level = 40 hours is the level that all new and current workers need to pass. This will begin around August 2020.
4. State MOU – Randolph County is doing a good job meeting performance measures. It will be updated for FY 20-21.
5. Dashboard for counties performance measures will be effective in May or June 2020 and eventually be published for the public to see.
6. Strategic Planning will be in March.
7. April is Child Abuse Prevention month. There will be an event on April 1, 2020, everyone is invited to attend. A flyer will be distributed to the public.
8. Kim Lemons will be retiring from the Board in June 2020, looking for suggestions for replacement.
9. Department updates:
  - a. Toni Welch explained a recent case and the challenge of working with another State. APS referrals are about doubled in the month of January. We are down one staff member. There has also been an increase of In-Home cases with two workers leaving.
  - b. Jaynetta Butler – There are currently 139 open CPS cases in January with only six workers in rotation to manage those cases instead of a fully-staffed eighteen workers. Social Worker Trainees are helping but they are not in full rotation due to being trainees. There are two new hires that are still in training and are not available to be put into rotation until training is complete.
  - c. Richard Park – Recruitment and Retention: we have reached out to colleges to speak with the graduating classes of social work. The Randolph County HR Department will also be joining us in this aspect and looking for other ways to expand advertisement. We are also working on a Retention Plan.
  - d. Leah Harris – There are six workers that are stationed at the Archdale Outstation and in a “busy” month can see up to 600 clients. However, in the month of January 743 clients were seen. In the Energy Programs: CIP and LIEAP; there are performance measures that must be met. This particular performance measure, however, is often hindered by a client not completing their responsibilities. Many counties were failing this performance measurement due to this circumstance. In upcoming year the performance measurement will be changed to being measured from the day after the last piece of information is received. However, there is currently no way to put in that date for the performance measure. That is a NC FAST enhancement that

needs to be made but enhancements are on hold due to it being on the next budget cycle.

- e. Terri Hussey – January’s numbers are high for applications due to the Federal Market Place. However, applications were still processed timely at 96% and recertifications were completed timely at 100%... all while participating in an ongoing audit.

**Board member questions / comments:** Ms. Smith asked what caused the increase in everyone’s data besides staff leaving. Mr. Park stated that January normally has an increase in clients due to clients applying for the CIP and LIEAP Energy Programs.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, March 18, 2019 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – March 18, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, March 18, 2020, 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:** Susan Stevenson, Chairman; Sandy Smith, Maxton McDowell, and Kim Lemons. *Excused Absence: Mimi Cooper, Vice Chairman*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to revise and adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Lemons made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

#### **New Business:**

##### **Strategic Planning:**

Mr. Park presented the Board with the SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis. As a group, all members in the Board Meeting participated in pointing out the DSS internal strengths and weaknesses and the external opportunities and threats.

##### **Director's Report:**

1. Budget estimates: We are asking for five new positions: one Training Officer and four Social Worker Trainees.
2. Child Abuse Prevention Summit scheduled for April 1, 2020 has been cancelled.
3. Recruitment and Retention Policy has been approved along with the update to the Human Resource's Policy.
4. The obstacle of employees working from home is the potential for scammers to become an issue.
5. The way we are combatting COVID-19 is by limiting the amount of staff in the building in order to value their health and safety. With that, there are new policies and procedures being put in place to keep staff safe.

**Board member questions / comments:**

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, April 15, 2019 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – April 15, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, April 15, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, Maxton McDowell, and Kim Lemons. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to revise and adopt the agenda. *Ms. Lemons made the motion and 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. *The minutes were unanimously approved.*

#### **New Business:**

##### **Presentation of 2020-2021 Proposed Budget:**

Mr. Park presented the Board with the highlights of the budget book that was previously sent to each Board member to read. Mr. Park informed the Board that DSS will be asking for six new positions: 1 Training Officer, 4 Social Worker Trainees, and 1 Paralegal. The total DSS budget request is \$18,887,244.00.

Mr. McDowell asked how important it was to ask for the 4 new Social Worker Trainee positions when we could not fill the Social Worker IAT vacant positions.

Mr. Park explained that because of the social work turnover rate and the fact that we are not seeing any applications for the SW IAT positions that the best way to begin filling them and getting relief to the workers we currently have is to “grow our own”. In other words, we would hire employees who have degrees in an area that is close to social work and would like to become a social worker. They come in and have social work training from the Training Officer and when they qualify as a SW I they can begin working their own cases (not a full caseload). These trainees can help social workers by providing assistance or making collateral phone calls. All the while, the trainees would be gaining experience needed to become a fully-qualified SW IAT and can be put into our vacant positions. The number of Social Workers are drastically going down while the number of open cases are going up drastically.



**Closed Session:** Ms. Lemons 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. *A closed session was held.*

1. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

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

**Director's Report:**

1. Regular COVID-19 updates in Randolph County are being sent out and currently there are 60 cases and 2 deaths.
2. Many DSS workers are working remotely from home to reduce the probable spread of COVID-19.
3. There are currently six SW IAT's in rotation. As stated earlier, there has been an increase in open CPS cases. Foster Care social workers have been recruited for the next six weeks to assist with the CPS investigations while continuing to do their Foster Care work. The Executive Management Team is very appreciative of the child welfare workers for working together during this time and helping each other to keep the children in Randolph County safe.
4. To give a picture of how much the dynamic has changed Ms. Murphy informed the Board that in the month of March, there were 22 petitions filed in CPS (which means these children would go into Foster Care). Normally the workers would only see these numbers in a 6-month span.

**Board member questions / comments:**

Mr. McDowell asked if the number of cases were going up due to domestic violence.

Ms. Murphy explained that we did not at this time have that data in order to answer that question, however, we do know that the top two reasons are: opioids and domestic violence. The increases began in January so we are ruling out COVID-19 issues.

Ms. Stevenson asked if there was a geographical commonality.

Ms. Murphy said that it had not been looked at but that could be something to look at.

Mr. McDowell asked if there were a race commonality.

Ms. Murphy stated that the cases follow our population and that it is mostly Caucasians.

Ms. Stevenson asked Ms. Smith if she had seen an increase in COVID-19 calls in certain areas.

Ms. Smith stated that they do have a map that they mark with cases but that she would have to research it in order to answer that question.

Mr. McDowell commended Ms. Murphy on the speech she presented at the Commissioners meeting.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, May 20, 2020 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – May 20, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, May 20, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, Maxton McDowell, and Kim Lemons. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Toni Welch, Child Placement and Adult Services Program Administrator; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to revise and adopt the agenda. *Ms. Lemons made the motion and 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. *The minutes were unanimously approved.*

**Approval of the 2020-2021 Proposed Budget:** Ms. Cooper made the motion to approve the budget as presented. *The budget was unanimously approved.*

#### **New Business:**

**Closed Session:** Ms. Lemons 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. *A closed session was held.*

1. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

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

#### **Director's Report:**

1. COVID-19 updates: there is progress with making a plan for employees to begin moving back into the agency to work.
2. We have acquired space across the street at Northgate for some workers who share offices so that we can maintain our social distancing.
3. We are constantly updating protocols to keep up with the changes happening around us.
4. Pandemic EBT cards for all children who would normally receive free or reduced lunches at school.

5. Our first DSS employee contracted COVID-19 due to community spread and is quarantined at home.
6. Since May 8, 2020, we have filled out a lot of Covid-19 exposure forms. However, this week has been better than last week.
7. Randolph County's surrounding counties have enforced a hiring freeze. This in turns helps us because we are hiring and filling essential positions.
8. We are currently meeting all performance measures and we were informed that No MOU's would be sent from the State until approximately January 2021. Work First is the only area needing improvement according to MOU data; two months during this fiscal year, we did not meet the required outcomes. Planning is in place to improve.
9. Ms. Lemons' last Board Meeting will be in June. Mr. Elbert Lassiter with RCC has filled out an application to be a Board member and would be a great added addition. NC Social Services Commission is responsible for naming our next board member.

**Board member questions / comments:** Mr. McDowell stated that the Department Heads are meeting twice a week and asked Ms. Murphy how that was going.

Ms. Murphy stated that there is a lot of shared information and it is helpful information for the agency.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, June 17, 2020 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – June 17, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, June 17, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, Maxton McDowell, and Kim Lemons. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Family Services Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jennifer McCusker, IMC Supervisor; Elaine Roberson, Income Maintenance Investigator; Cecilia Valdes, Income Maintenance Investigator; Meghan Kology, Training Officer; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Hal Johnson, County Manager and Darrell Frye, County Commissioner

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to revise and adopt the agenda. *Mr. McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Lemons made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

#### **New Business:**

**Closed Session:** Ms. Lemons 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. *A closed session was held.*

1. Services Spotlight: Jennifer McCusker, Income Maintenance-DHB Program Administrator
2. Meghan Kology, Training Officer

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

#### **Director's Report:**

1. Senate Bill 808 – Workers will go back and re-evaluate Medicaid cases that were extended due to COVID-19.
2. Farewell to Ms. Lemons – Ms. Stevenson read Ms. Lemons her retirement certificate.

- Ms. Murphy recognized Ms. Harris who is the Administrator over the Program Integrity Unit and Mr. Park who manages the Social Worker Trainee Program.

**Board member questions / comments:** Mr. Frye and Mr. Johnson thanked Ms. Lemons for her service and dedication.

Ms. Stevenson asked Ms. Murphy if she obtained PPE gowns. Ms. Murphy informed Ms. Stevenson that we received 50 and we are able to get more in the future.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, July 15, 2020 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – July 15, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, July 15, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, and Maxton McDowell. *Excused Absence: None*

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

**Guest(s) Present:** None

**Call to order:** Ms. Murphy called the meeting to order and asked for Board Chairperson nominations.

**Election of Officers:** Ms. Sandy Smith nominated Ms. Stevenson as the Chairman of the Board, *Ms. Stevenson accepted and the board unanimously approved.* Mr. Maxton McDowell nominated Ms. Mimi Cooper as the Vice Chairman to the Board, *Ms. Cooper accepted and the board approved unanimously.*

**Adoption of the Agenda:** Ms. Stevenson requested a motion to adopt the agenda. *Mr. McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Cooper made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

#### **New Business:**

**Closed Session:** Ms. Cooper 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. *A closed session was held.*

1. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Family Services Program Administrator

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

### **Director's Report:**

Ms. Murphy asked Ms. Leah Harris to give the Board an update on the impact that COVID-19 is having on the Income Maintenance-DSS programs. Ms. Harris told the Board that the biggest impact to FNS was the extension of the recertification deadlines beginning in March, clients are now able to use their EBT benefits online to shop for food through Walmart.com and Amazon.com, and the Pandemic EBT benefits issued to children who were eligible for free or reduced lunch at school. The Pandemic EBT was to be supplemental and to replace the two meals a day that the children would normally receive while in school. This benefit was for \$371.00 and was given in two installments. The Archdale Outstation was completely work from home however, the staff are now back in the office but the office is not currently public facing. Clients are able to drop their documents into the drop box located outside the building.

Ms. Murphy asked Mr. Richard Park to update the Board on the protocols that DSS has put in place to ensure the health and safety of the staff members. Mr. Park informed the Board that the reason the Archdale Outstation is not currently public facing is due to the size of the building and the staff and clients would not have the appropriate space to social distance. This is also the case for the Asheboro office. DSS' number 1 goal is to protect the staff; we have accommodated this by allowing staff to work from home.

In June, we began to bring staff members slowly back into the office in small amounts. Due to the building not being big enough to social distance amongst the staff, we had to move groups of staff members across the street to the Northgate Complex. There are forty staff members in the Northgate Complex and with both buildings we are still tight on space however, all staff members are working back in a Government facility.

Ms. Murphy informed the Board that the Commissioners approved the request from DSS for four new Social Worker Trainee positions, one Social Worker Trainer, and one Paralegal. Thank you for all of your support in these requests. Another request that was approved was the Retention Policy which, has already been implemented.

As far as safety protocols that have been implemented in all DSS workers are: self-assessment, temperature check, answer the questionnaire, maintain social distancing, wear mask if needed (in places that social distance is not able to be had), wash hands often, use hand sanitizer when not able to wash hands, cover your mouth, and don't come to work sick.

There have been so many changes, thank you Board, Commissioners, and County leaders for your support.

**Board member questions / comments:** None



Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, August 19, 2020 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – August 19, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, August 19, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; and Maxton McDowell. *Excused Absence: Sandy Smith*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Jaynetta Butler, Child Protection and Family Services Program Administrator; Toni Welch, Child Placement and Adult Services Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Michelle Tompkins, Family and Children Medicaid Supervisor; Victoria Dye, IMC Universal Intake Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and Mr. McDowell requested a motion to revise and adopt the agenda. *The revised agenda was unanimously approved.*

**Public Comment Period:** None

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

#### **New Business:**

**Special Recognition: Supervisor of the Year:** Michelle Hinshaw presented Michelle Tompkins as the 2020 Supervisor of the Year. Ms. Hinshaw then shared with the Board the timeline of Ms. Tompkins' work history and what led to her becoming a supervisor.

**Income Maintenance Spotlight:** Ms. Victoria Dye, Universal Intake Supervisor, explained the two Energy Programs that are offered here at DSS. The first program is the Low Income Energy Assistance Program (LIEAP). This program is available once a year and it provides a one-time vendor payment to help pay heating bills. This program begins on December 1 and runs through March 31 OR until funds run out. December is reserved for anyone who is disabled and receiving services through the Division of Aging and Adult Services, or households containing a person age 60 or older. In January, any household can apply. The second program is called the Crisis Intervention Program (CIP). CIP provides a vendor payment for households that are in a heating OR cooling crisis and experiencing a life threatening or health related emergency. Applications for this program is taken year-round OR until funds run out.

Ms. Murphy asked Ms Dye to explain how the programs are accessible to citizens. Ms. Dye explained that clients have a few options to apply: Epass (online), paper application picked up at DSS, applications can be mailed in, or, completed over the phone.

**Approval of the Energy Outreach Plan:** Ms. Dye presented the Energy Program Outreach Plan for 2020-2021 to the Board. Mr. McDowell made the motion to approve the Energy Program Outreach Plan as presented; *the Energy Program Outreach Plan was unanimously approved.*

**Presentation of the 2019-2020 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 2019-2020 was 27,427 with 22,903 phone calls answered. Food and Nutrition Services (FNS) has increased due to COVID-19, every client received the maximum benefit amount. In Program Integrity, \$269,040 was collected. Medicaid covered 25,009 families and paid \$203,759,911 worth of benefits. There are 792 children receiving Child Care benefits. In the CPS division, the workers screened in 1,411 reports. CPS In-Home average around 88 open cases and received 159 new cases. Foster Care has 149 children in legal custody. Legal completed 761 Court Orders, filed 34 (Termination of Parental Rights) TPR's, and 83 Child Protection Petitions. The Adoptions Unit completed 33 adoptions for the year. There were 290 referrals in the Adult Protective Services and 41 Protective Payees. The total budget spent was \$18,430,267 with \$2,217,870 being returned to the County.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, September 16, 2020 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – September 16, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, September 16, 2020, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Jaynetta Butler, Child Protection and Family Services Program Administrator; Toni Welch, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Wendie Emerson, Adult Services Supervisor; Sarabeth Craven, Adult Services Social Worker; Cathy Moffitt, Long Term Care Supervisor; Mary Casey, IM Caseworker; Holly Dwyer, IM Caseworker; Julie Parks, IM Caseworker; Doadie Harvell, IM Caseworker; Libby Davis, Universal Intake Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Elbert Lassiter

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to revise and adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Introduction of Guest:** Mr. Lassiter was introduced to the Board members and attending staff. Mr. Lassiter has completed his board member packet and has been patiently waiting since July 2020 for the Social Services Commission to confirm his appointment.

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Cooper made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**NCDHHS/County MOA for Performance Measures:** Ms. Murphy informed the Board that the State and County MOU will be effective in January 2021. Ms. Murphy stated that she is proud of the staff's efforts this year on the MOU performance measures. Ms. Murphy proceeded to share the statistical reports for the fiscal year.

#### **New Business:**

**Closed Session:** Ms. Cooper 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. *A closed session was held.*

1. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator

2. Services Spotlight: Toni Welch, Child Protection and Family Services  
Program Administrator

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, October 21, 2020 at 3:30.

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Susan A. Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – October 21, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, October 21, 2020, 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:** Susan Stevenson, Chairman; Sandy Smith, and Maxton McDowell. *Excused Absence: Mimi Cooper; Vice Chairman*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Jaynetta Butler, Child Protection and Family Services Program Administrator; Toni Welch, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Keisha Springs, Work First Supervisor; Alma Mulles, Work First IMC; Dasha Herbin, Social Worker; Nicholas Duggins, Computing Support Technician; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to revise and adopt the agenda. *Sandy Smith made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Employee and Rookie of the Year Presentation:** Ms. Murphy introduced the 2020 Rookie of the Year as Ms. Dasha Herbin. Ms. Stevenson and Ms. Murphy presented Ms. Herbin with a certificate from the Board. Ms. Murphy also introduced Mr. Nicholas Duggins as the Winner of the 2020 Employee of the Year. Mr. Duggins was also presented with a certificate from the Board. Congratulations to both of these winners as they both went above and beyond and deserve this recognition.

#### **New Business:**

**Closed Session:** Ms. Smith 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. *A closed session was held.*

1. Income Maintenance Spotlight: Leah Harris, Income Maintenance-DSS Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Family Services Program Administrator

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

Director's Report: Updates:

1. Michelle Hinshaw – Medicaid Transformation has been delayed until July 2021 and open enrollment will begin in March of 2021.
2. Leah Harris – CIP & LIEAP – Energy programs are now in E-Pass (Online Applications). An applicant may do the following, fill it out online, print, and mail it to the office. LIEAP will begin on December 1, 2020. Individuals who are 60 & older and received a payment last year will automatically receive a payment again and there is no need to come into the office to reapply. However, if you did not apply last year, an applicant would have to go online or come into the office to apply.
3. Richard Park – Beginning in September, Intake workers were conducting Non face-to-face interviews with clients in the building by appointment only. However, in September there were only five appointments scheduled. As of October 15, 2020, clients may come in to speak to a worker through the same non face-to-face process and/or seeing Triage while using PPE, without scheduling an appointment. Triage has seen 61 clients face-to-face and 18 clients have been processed using the I-Pad in Meeting Room A in the last 4 ½ days of being open to the public. Another precaution that has been made to lessen the amount of people in the building is a Pre-Reception area. This is where clients temperatures are taken, safety questions are asked, and clients are filtered by their requests.
4. There will be a meeting with Law Enforcement in November to improve communication and partnership.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, November 18, 2020 at 3:30.

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Mimi Cooper, Vice Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – November 18, 2020

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, November 18, 2020, 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:** Mimi Cooper; Vice Chairman; Sandy Smith, and Maxton McDowell. *Excused Absence: Susan Stevenson, Chairman*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director/Business Officer; Toni Welch, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jennifer Evans, CPS Supervisor; Stephanie Grabusky, Human Services Evaluator; Heather Thomas, Adoptions Supervisor; Trina Fraley, Adoptions Social Worker; Cindy Cody, IMC Supervisor; Amanda Canham, Family Children Medicaid Caseworker; Kristy Thompson, Family Children Medicaid Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Elbert Lassiter

**Call to order/Adoption of the Agenda:** Ms. Cooper called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and 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. *The minutes were unanimously approved.*

**DSS Logo Presentation:** Richard Park introduced the winner of the RCDSS logo creating contest, Stephanie Grabusky. Ms. Grabusky explained the different parts of her drawing and how it represents: community (the leaves of the tree are people), diversity (the different shades of green), and the heart of North Carolina.



*Randolph County Department of Social Services*

**New Business:**

**Closed Session:** Ms. Smith 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. *A closed session was held.*



1. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator
2. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

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

**Board member questions / comments:** None

Ms. Cooper concluded the meeting by advising the board that the next meeting will be Wednesday, December 16, 2020 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

**RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES**

**Board Meeting Minutes – December 16, 2020**

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, December 16, 2020, 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:** Susan Stevenson; Chairman, Mimi Cooper; Vice Chairman; Sandy Smith, Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

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

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Cooper called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Oath of Office:** Ms. Dana Crisco affirmed Mr. Elbert Lassiter to his first term of office.

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. McDowell made the motion to approve the minutes as presented. *The minutes were unanimously approved with corrections.*

**New Business:**

**Closed Session:** Ms. Cooper made a motion to go into Closed Session under North Carolina General Statute 143-318.11(a)(6) to consider the performance of an individual public officer or employee.

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, January 20, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – January 20, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, January 20, 2021, 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:** Susan Stevenson; Chairman, Mimi Cooper; Vice Chairman; Sandy Smith, Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Family Services; Karen Coley, IMC-FNS Supervisor, Theresa Mitchell, IM Caseworker, Jennifer Fracheur, IM Caseworker; Stephanie Fields, SW-CPS Supervisor, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Mimi Cooper made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Mid-year Budget Performance Report:** Michael McKenzie, Program Accountant, informed the Board that revenues are where they need to be for the overall department. Mr. McKenzie informed the Board that DSS received Coronavirus Aid Relief and Economic Security (CARES) Act funds for child welfare and adult Protective services programs and to help fund overtime processes. As of December, almost all of the funds have been exhausted.

Pandemic money has been given in January for energy programs in the amount of \$200,000.

Mr. Lassiter asked how much did DSS receive in CARES Act funds. Mr. Park informed the Board that DSS received a little over \$113,000 and that money was used to buy computer systems for workers and to fund overtime. Mr. McKenzie said that all but \$2,000 has been spent so far.

Mr. Lassiter asked what happens to the funds that are not used. Mr. McKenzie explained the process for spending funds. Ms. Stevenson asked if there is a time limit in which these funds need to be spent. Mr. McKenzie informed the Board that the CARES Act funds were supposed to be exhausted by December 31, 2020 but has been extended to May 31, 2021.

**New Business:**

**Closed Session:** Ms. Cooper 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. *A closed session was held.*

1. Income Maintenance Spotlight: Leah Harris, Income Maintenance-DSS Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Family Services Program Administrator

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, February 17, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – February 17, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, February 17, 2021, 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:** Susan Stevenson; Chairman, Mimi Cooper; Vice Chairman; Sandy Smith, Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Family Services; Meghan Kology, County SS Training Officer; Julie Trotter, Adult Medicaid Supervisor; Leigh Casaus, IM Caseworker; Kimberly Rotenberry, IM Caseworker; Stephanie Grabusky, Human Services Evaluator I; Heather Thomas, Adoptions Supervisor; Elizabeth Binkley, Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Mimi Cooper made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Quality Improvement Policy:** Meghan Kology introduced Stephanie Grabusky who explained the policy. The Quality Improvement Policy will focus on child welfare and later include the income maintenance divisions. It is a formal structured CQI process that will monitor performance measures. It will answer questions like, are we doing our best work? Are supervisors getting correct numbers, feedback? There will be monthly reviews on random cases and quarterly meetings with administrators. We also plan on being very involved with State and Federal reviews.

**Approval of Quality Improvement Policy:** Ms. Cooper made the motion to approve the policy as presented. *The Quality Improvement Policy was unanimously approved.*

### **New Business:**

**Closed Session:** Ms. Cooper 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. *A closed session was held.*

1. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator

2. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, March 17, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – March 17, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, March 17, 2021, 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:** Susan Stevenson, Chairman; Elbert Lassiter, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice Chairman; Sandy Smith*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Brandi Aldridge, Family and Children Medicaid Supervisor; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Family Services; Julie Gray, Executive Assistant; Sonia Cortez, Processing Assistant-Reception; Sandra Garcia; Processing Assistant-Reception; Patrick Skelly, Computer Systems Administrator; Nicholas Duggins, Computing Support Technician; Benjamin Baldwin; Computing Support Technician; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

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

**Public Comment Period:** Jenn Bucardo, Attendance only, no comment made by Ms. Bucardo.

#### **New Business:**

**Technology and Client Interaction Updates:** Mr. Park introduced Patrick Skelly, Computer Systems Administrator; Mr. Skelly explained before the DSS board meeting began there were technical difficulties in getting our virtual platform to work. He and his two computer technicians, Nick and Ben had to troubleshoot to be able to start the Board Meeting. Because the members of the meeting were able to see and hear everyone in the meeting room, they were able to witness firsthand how our IT team completes a process of elimination to resolve computer issues.

Mr. Skelly informed the Board that the I.T. department is there to help DSS be able to complete their work by providing the technology needed and by solving technical issues. When COVID procedures began I.T.'s first priority was to make sure every employee was following the safety recommendations. Since many of our employees shared offices, those employees were moved into new office spaces that allowed 6 feet separation. In addition, many of the employees were sent home to work remotely with their desktop computers. These remote moves were made thoughtfully but quickly. Figuring out how to make computers secure was the number one challenge. I.T. quickly gathered all technology equipment that each employee would need in order to successfully work from home.

Slowly employees started to return to the office, some returning to their original offices while others were moved across the street to the Northgate complex. Not only does I.T help with the technical part of the job but they also are the main physical movers of office spaces, ensuring that employees are easily transferred from one office to the next. When workers were safely brought back into the offices, public access was available. Ensuring the safety of the workers and the clients was the number one priority. Meeting Room A was turned into the new area in which a client could virtually see and speak to a worker using Apple iPads and FaceTime technology. This ensured that our citizens could speak directly to the worker, get help, and get questions answered immediately. The iPads were already here and none needed to be ordered. This was a great opportunity to use technology that was already available. There have been many changes and the entire I.T department at DSS has been exceptional with keeping pace with the many needed changes and ensuring all employees are able to do their jobs with little to no work related interruptions.

Mr. Park then introduced Ms. Julie Gray, Executive Assistant. Ms. Gray explained that she has a very diverse unit, she supervises reception, mailroom, scanner, security, housekeeping, and some of the workers even complete background checks for social workers. On top of supervising the many divisions in her unit, Ms. Gray also explained that she trains staff about shelters and safety, annual agency training (FRR BEER, LEP, Civil Rights, etc.), and is a backup to the Accounting Technician as well as the Administrative Secretary. Ms. Gray also works closely with maintenance to ensure a safe workspace for all employees and gives thanks to her wonderful unit for being self-sufficient and so great at their jobs so that she can tend to other duties.

Ms. Sandra Garcia and Ms. Sonia Cortez informed the Board of the reception duties: assisting clients, answering phones, receiving payments, and processing documents from the drop box. Other duties include completing background checks, Master Client setups, and backup for teammates.

Ms. Gray introduced the three housekeepers whom are responsible for sanitizing, cleaning, and ensuring safe and clean workspace for workers and clients. The security guard who ensures the safety of clients and staff, building access control, security for court-ordered visits, and performs building safety inspections and quarterly fire drills.

Ms. Gray informed the Board that there have been many changes to reception/file area from filing cabinets and file folders lined against them and the wall to electronic folders and new offices for four file clerks and four supervisors.

### **Director's Report:**

Attended the Board of Commissioners meeting and requested that Child Welfare new hires receive a sign-on bonus, we have been give positive consideration. DSS is struggling with turnover in child welfare, quarantine, and FMLA.

What is Happening Now?

Jaynetta Butler – CPS case volume has increased, there are eight filled positions but only three social workers are in rotation. There have been forty-nine screened in reports for investigation or assessment from March 1-10 that have been given to the three workers in rotation. The three supervisors are also managing cases, going out in the field, and filing



petitions. There are three part-time workers whose main focus is working on past due cases and cases that have been left by resigning employees.

Richard Park – We have created some part-time positions in CPS that has helped with their workload. If there is a social worker who has resigned and is willing to work part-time, we are eager to work with them to get the assistance needed to keep the children of Randolph County safe. Other efforts include, contracting with Vanguard to bring in available contracted part-time help and working with a recruiting firm to find applicants. Mr. Park also explained the requirements to be a social worker, degrees and experience to be fully – qualified, work-against, and trainees.

Toni Welch – The Foster Care social workers will begin assisting CPS with assessments and referrals on March 18, 2021. Case audit/reviews are being done monthly by NCDSS CPR, Federal reviews are also being completed, and our county has a record that is part of that audit. There are four out of eight vacancies in In-Home, Foster Care has one vacancy, and the LINKS position is still vacant.

Leah Harris – Pandemic EBT is a program to support children who would normally receive two meals a day at school. This money was issued in the last few weeks however, the payment received was the sum from August to present. The amount of EBT benefits issued to clients went up 117% from last year.

Brandi Aldridge – Managed Care open enrollment is from March 15, 2021 through May 14, 2021. The call center will be open seven days a week for questions and help. If a client does not choose a primary provider by May 14, 2021 then they will be auto enrolled and a provider will be chosen for them.

Tracie Murphy – March is Social Worker Appreciation Month, we are finding small ways to appreciate our hard working social work staff. Mr. McDowell will represent the DSS board at our next staff meeting on March 23<sup>rd</sup> during the board member spotlight.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, April 21, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – April 21, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, April 21, 2021, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, Sandy Smith, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Richard Park, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Julie Trotter, Adult Medicaid Supervisor; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Family Services; Libby Davis, Universal Intake 1 Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Elbert Lassiter made the motion and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Public Comment Period:** None

#### **New Business:**

**Presentation of the 2021-2022 Proposed Budget:** Mr. Park reviewed the difference between capped and uncapped allocations meaning, capped has a set budget and once the money is gone, the reimbursement stops until more money is awarded. This coming budget year DSS is requesting five new positions: (2) In-Home workers, (1) Foster Care worker, (1) Assistant Director over Social Work Services, and (1) Quality Controller for the Medicaid program. DSS is asking for \$19,552,800. Half of that money would come from revenues and the other half will be county contribution.

Mr. Lassiter asked if there are other revenues besides Medicaid. Mr. Park replied stating that there are over 20 other ways in which DSS generates revenue.

**Income Maintenance Spotlight:** Ms. Leah Harris introduced Libby Davis, Universal Intake Supervisor. Ms. Davis asked all members to look at the Energy Assistance Flier that was in their packet. This flier explained the two Energy Assistance Programs: LIEAP and CIP. This flier also contained information explaining who could be eligible, where to apply, as well as, when to apply for each program.

Ms. Davis then informed the Board about her unit. Ms. Davis explained that she is one of two units named Universal Intake and they are responsible for processing applications for Medicaid, Food and Nutrition Services (FNS), LIEAP, and CIP. These units also have triage workers, these

workers address current clients concerns, return majority of the phone messages, answer calls when not seeing clients, and assist with processing energy applications.

Application stats from July 2020 – March 31, 2021 are as follows: FNS & Medicaid applications – 3,954 and Energy applications – 3,911. From October 2020 – March 2021, Triage assisted 1,092 clients (very low number due to COVID); normally they (two workers) would see 6,600 clients.

CIP and LIEAP are both federally funded energy programs. This year a new program was added to help clients throughout the COVID, Pandemic LIEAP, this was an automatic issue of payments to clients who received the payment in the past.

**Closed Session:** Ms. Cooper 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. *A closed session was held.*

1.Services Spotlight: Jaynetta Butler, Child Protection and Family Services Program Administrator

**Director’s Report:**

1. Every year, School of Government, conducts a training with the DSS Board members. This year it will be presented virtually. The training will be presented in two parts, this will be held on August 5<sup>th</sup> and 6<sup>th</sup> from 9:30am – 12pm. Please let me know if you are able to attend this training so that we can get you registered.
2. This year we would like to include the Board members in the Annual Report, we would need your picture to be taken individually. Please reach out to Tasha to schedule this photo session here at DSS.
3. Thank you to the Board members who have joined our Staff Meeting and spoke to the staff so far. Next meeting will be in June and we look forward to hearing from the next member.
4. American Rescue Plan – Federal funds were provided to each county to help with the pandemic, we are interested in using some of the funds for Hazard Pay for those county employees who were unable to work from home and were in the direct path of citizens during the pandemic.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, May 19, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – May 19, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, May 19, 2021, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, Sandy Smith, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Richard Park, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Family Services; Brandi Aldridge, FCMA Supervisor; Crystal Bennett, FCMA Caseworker; Wendie Emerson, Adult Services Supervisor; Rebecca Stewart, Adult Services Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Mimi Cooper made the motion and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Approval of the 2021-2022 Proposed Budget:** Ms. Cooper made the motion to approve the budget as presented. *The budget was unanimously approved.*

**Public Comment Period:** None

#### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

1. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator
2. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

#### **Director's Report:**

1. Annual Budget presentation will be on June 10, 2021 at the Board of Commissioners Meeting.
2. Reminder about the School of Government DSS Board Members Training. This year it will be presented virtually. The training will be presented in two parts, this will be held

on August 5<sup>th</sup> and 6<sup>th</sup> from 9:30am – 12pm. Please let me know if you are able to attend this training so that we can get you registered.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, June 16, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Richard Park, Assistant Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – June 16, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, June 16, 2021, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, Sandy Smith, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Richard Park, Assistant Director; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Family Services; Misty Martin, Archdale Eligibility Supervisor; Jennifer Hinesley, IM Caseworker; Elizabeth Binkley, Child Placement Social Worker; Jennifer Evans, CPS Supervisor; Carla Bostic, CPS Social Worker; Tomi Stallings, CPS Social Worker; Cheyenne McMahan, CPS On-Call Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Sandy Smith made the motion and the agenda was unanimously approved.*

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

**Public Comment Period:** None

#### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

1. Income Maintenance Spotlight: Leah Harris, Income Maintenance-DSS Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Work First Program Administrator

#### **Director's Report:**

1. Reminder about School of Government DSS Board Members Training being held on August 5 and 6, 2021 from 9:30-12pm at Randolph County DSS in Meeting Room B. Board members plan to participate in this virtual training in person in Meeting Room B.
2. DSS board members discussed holding their regular DSS board meeting early in August after one of their scheduled training days instead of the regularly scheduled August 18<sup>th</sup> date.

3. Randolph County leaders recommended two out five requested positions. DSS Director presented information requesting funding of all 5 requested positions at BOC on June 10, 2021. Commissioners Meeting will be held on June 21, 2021 for final budget approvals.
4. Individual Board Member pictures will be taken on July 21, 2021 before the Board Meeting begins. Please be at RCDSS before 2:30pm.
5. Mr. Richard Park announced his retirement effective July 1, 2021. He has been a valuable member of our DSS team. He will be missed.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, July 21, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Park, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – July 21, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, July 21, 2021, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, and Sandy Smith. *Excused Absence: Maxton McDowell*

**DSS staff members present:** Tracie Murphy, Director; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Toni Welch, Child Placement and Adult Services Program Administrator; Chrystal Kay, Managing Attorney; Susan Allen, Legal Assistant; Michelle Tompkins, FCMA Supervisor; Karen Gordon, IM Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Mimi Cooper made the motion and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Public Comment Period:** None

#### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

1. Legal Spotlight: Chrystal Kay, Managing Attorney
2. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator

#### **Director's Report:**

1. Medicaid Managed Care began on July 1, 2021 adding more than 25, 000 of Randolph County's 40,000 Medicaid eligible citizens into the program.
2. There were no drop in numbers of Medicaid due to the new policy of not being able to terminate anyone.
3. Trend Monitoring – FNS client numbers have gone up and, like the Medicaid Program, no one can be terminated.



4. New pandemic programs coming soon, example: water, rental/mortgage assistance.
5. There was an Intensive Fatality Review, a co-sleeping event. Around 50% of infant deaths investigated involve co-sleeping and marijuana use.
6. Board of Commissioners approved five new positions. We are working to fill those positions.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, August 18, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – August 18, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, August 18, 2021, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, and Maxton McDowell. *Excused Absence: Sandy Smith*

**DSS staff members present:** Tracie Murphy, Director; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Toni Welch, Child Placement and Adult Services Program Administrator; Sean Scott, Childcare 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:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Mimi Cooper made the motion and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Public Comment Period:** None

#### **New Business:**

**Presentation of the 2020-2021 Annual Report:** Ms. Tracie Murphy, Director, 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). Ms. Murphy highlighted a few of the figures. There are 198 funded positions, with 27% of FTE's in the Medicaid with the second highest, 21% combined being in CPS and CPS In Home. 21% of the DSS financial budget goes to support the Foster Care program which supports shelter, food, medical assistance and support for the children in DSS custody. Ms. Murphy also explained that this fiscal year 40% of DSS revenue comes from County funds and the other 60% comes from Reimbursed state and federal revenues.

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

1. Income Maintenance Spotlight: Leah Harris, Income Maintenance-DSS Program Administrator
2. Services Spotlight: Toni Welch, Child Placement and Adult Services Program Administrator

**Board member questions / comments:** Hal Johnson – “Your staff does very well at making your Board Meetings educational”.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, September 15, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – September 15, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, September 15, 2021, 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:** Susan Stevenson, Chairman; Sandy Smith; Elbert Lassiter, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice Chairman*

**DSS staff members present:** Tracie Murphy, Director; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Toni Welch, Child Placement and Adult Services Program Administrator; Jennifer Frazier, FNS Supervisor; Cheryl Benford, Work First Supervisor; Breanna Davis, Work First Social Worker; Cathy Moffitt, Long Term Care Supervisor; Doadie Harvell, Long Term Care Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Public Comment Period:** None

#### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

1. Income Maintenance Spotlight: Michelle Hinshaw, Income Maintenance-DHB Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Work First Program Administrator

#### **Director's Report:**

- 1) DSS Board Training will be held on November 16 & 17 from 9:30am – 12pm at Randolph County DSS in Meeting Room B. It will be virtual as originally planned and the Board Members are encouraged to attend. Please let us know at the next Board Meeting if you plan on attending.
- 2) Ms. Murphy will be attending the Board of Commissioner's Meeting in October to talk about Session Laws. Session Law 693 is now being referred to as Session Law 2021-132. This law will possibly cause the County to have to pay for juveniles Mental Health medical bills and will be effective October 1, 2021. It states that if court finds no funding within the juveniles

family, the county will be responsible to pay for those treatments. There is hope that Sandhill's could pick up some of the bills from the extra money that RCDSS already provides to them.

The second bill is Senate Bill 207, which is now being referred to as Session Law 2021-123. Session Law 2021-123 will modify the legal definition of neglect and will be effective December 1, 2021.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, October 20, 2021 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – October 20, 2021

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, October 20, 2021, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Sandy Smith; Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Leah Harris, Income Maintenance-DSS Program Administrator; Lisa Stern, Foster Care Supervisor; Breanna Davis, Work First Social Worker, Ginny Lewis, Paralegal; Chrystal Kay, Attorney; Tesla Chapman Blum, Foster Care Social Worker; Heather Thomas, Adoptions Supervisor; Jennifer Frazier, Program Integrity Supervisor; Elaine Roberson, Program Integrity Investigator; Cecilia Valdes, Program Integrity Investigator; Hope Jenks, Adoptions Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Parents of Breanna Davis

**Call to order/Adoption of the Agenda:** Ms. Cooper called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

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

**Public Comment Period:** None

**Employee and Rookie of the Year Presentation:** Ms. Stephenson recognized the 2021 Rookie of the Year as Ms. Ginny Lewis and for the first our Co-Rookie of the Year Ms. Tesla Chapman Blum. Ms. Stevenson presented each winner with a certificate from the Board. Ms. Stephenson also recognized Breanna Davis as the Winner of the 2021 Employee of the Year. Ms. Davis was also presented with a certificate from the Board. Congratulations to these winners as they all went above and beyond and deserve this recognition.

### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

1. Income Maintenance Spotlight: Leah Harris, Income Maintenance-DSS Program Administrator
2. Services Spotlight: Jaynetta Butler, Child Protection and Work First Program Administrator

**Director's Report:**

Ms. Murphy reminded the Board about an upcoming DSS Board Training that is being held on November 16 & 17 from 9:30am – 12pm at Randolph County DSS in Meeting Room B. from and a reminder about the changes in Session Laws that were explained in last month's meeting.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, November 16, 2021 at 9:00am.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

**RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES**

**Board Meeting Minutes – November 17, 2021**

The Board of Social Services held its regular monthly meeting at 9:00am on Wednesday, November 17, 2021, 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:** Susan Stevenson, Chairman; Sandy Smith; Elbert Lassiter, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice Chairman*

**DSS staff members present:** Tracie Murphy, Director; Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Sandy Smith made the motion and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Public Comment Period:** None

**New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

- 1. Board Member Training was conducted virtually on November 16 and November 17 from 9am-12pm on both days.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, December 15, 2021 at 3:30pm.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date



**RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES**

**Board Meeting Minutes – December 15, 2021**

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, December 15, 2021, 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:** Susan Stevenson; Chairman, Mimi Cooper; Vice Chairman; Sandy Smith, Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and 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. *The minutes were unanimously approved with corrections.*

**New Business:**

**Closed Session:** Ms. Stevenson made a motion to go into Closed Session under North Carolina General Statute 143-318.11(a)(6) to consider the performance of an individual public officer or employee.

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, January 19, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – January 19, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, January 19, 2022, 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:** Susan Stevenson; Chairman, Elbert Lassiter, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice President and Sandy Smith.*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Cindy Cody, Family and Children Medicaid Supervisor; Candy Strider, Family and Children Medicaid Caseworker; Brandy Swaney, Family and Children Medicaid Caseworker; Hannah Watts, Child Protection Services Investigator; and Tasha Dakoulis, Administrative Secretary.

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

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** Kathy White

Ms. White wanted to inform the Board that she was not happy with the steps the agency took to care for a specific child. In turn Ms. White would like the Board to know that she intends to do what she needs to in order for children to stay safe in Randolph County. No details shared.

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved with corrections.*

**Mid-year Budget Performance Report:** Michael McKenzie, Program Accountant, informed the Board that revenues are where they need to be for the overall department. Mr. McKenzie informed the Board that monies have been moved around to accommodate sign-on bonuses, retention bonuses for social workers, as well as overtime work for the agency.

**New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, February 16, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – February 16, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, February 16, 2022, 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:** Mimi Cooper, Vice President, Elbert Lassiter, Sandy Smith, and Maxton McDowell. *Excused Absence: Susan Stevenson; Chairman.*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Toni Welch, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Melody Cummings, In-Home Services Supervisor; Wendie Emerson, Adult Services Supervisor, Chrystal Harris, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Cooper called the meeting to order and requested a motion to adopt the agenda. *Elbert Lassiter made the motion and 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. *The minutes were unanimously approved with corrections.*

### **New Business:**

**Closed Session:** Ms. Cooper 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. *A closed session was held.*

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

### **Director's Report:**

1. Toni Welch is retiring on February 28, 2022 and will be recognized at the March 7, 2022 Commissioners Board Meeting. Melody has been selected to be the new Child Placement and Adult Services Program Administrator as of March 1, 2022.
2. Heather Thomas has been promoted to the new Assistant Director of Operations as of February 16, 2022.
3. There is talk of a possible end of State of Emergency on March 31, 2022. We will keep staff updated on any and all changes as well as how to move forward.
4. During the March Board Meeting we will have a special presentation by the Leadership Academy attendees.
5. Possible Strategic Planning Session in May, please keep that in mind.

6. Update on the Challenges with the Water Program. Spoke with mayors of neighboring towns and they are willing to participate with the program. This will help a lot of Randolph County citizens.

**Board member questions / comments:** None

Ms. Cooper concluded the meeting by advising the board that the next meeting will be Wednesday, March 16, 2022 at 3:30.

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Mimi Cooper, Vice Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – March 16, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, March 16, 2022, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice President, Elbert Lassiter, Sandy Smith, and Maxton McDowell. *Excused Absence: None.*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Michelle Tompkins, IM Supervisor; Cecilia Valdes, IM Supervisor; Doadie Harvell, IM Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Chuck Taylor, Leadership Instructor

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Cooper made the motion to approve the minutes as presented. *The minutes were unanimously approved with corrections.*

### **New Business:**

**Leadership Academy:** Valery Dambreville, Assistant Director of Social Work introduced the DSS Leadership Academy Instructor Mr. Chuck Taylor. The leadership training alumni presented the “Academy Awards” in which all subjects taught in the Leadership Academy were listed and voted as most memorable. The winning subject was explained to the Board. The winners were as follows:

1. Most Eye Opening – Generations in the Workplace
2. Most Influential – Organizational Culture
3. Smarty Award – Professional Goal Setting
4. Adaptation Award – Situational Leadership

The DSS Leadership Academy Class of 2022/2023 was announced at the end of the presentation.

### **Director’s Report:**

1. Sandy Smith will be leaving the DSS Board in June. We ask that the Board of Commissioners and DSS board members recommend any interested potential members.
2. Thank you to the Board of Commissioners for reaching out to community leaders and helping to get participation from the City Of Asheboro water company for the new water program implemented at DSS. The partnership between DSS and the Asheboro City water department is going great.
3. The work in most areas has increased past our ability to manage as of February 2022; just a few examples are as follows: staff retention has fallen to 94%, phone calls answered are at 97%, and legal petitions filed were at 20. The important thing to remember about petitions is that we are working with one attorney and an exploding caseload.
4. Staff turnover (child welfare) seems to occur more when screened in reports for children get above 120/month.
5. Number of foster youth that entered care was 17 in February.
6. Child Care Subsidy – applications processed timely is not at 100% which has been the norm and is below the performance measure for February. This unit had an unexpected and sudden supervisor resignation. We are supporting the unit as much as possible.
7. The number of Food and Nutrition Services (FNS) cases are up from 8900 to 12,000 cases.
8. Youth in foster – this area is having trouble with visitations and we are focusing on court ordered visitation for youth.
9. Four new FTE’s requested in the upcoming budget is focused on supporting staff. 2 new visitation monitors for the increased number of court-ordered visitations, 1 paralegal position and 1 income maintenance caseworker position.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, April 20, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – April 20, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, March 16, 2022, 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:** Susan Stevenson, Chairman, Sandy Smith, and Maxton McDowell. *Excused Absence: Mimi Cooper and Elbert Lassiter*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Julie Trotter, IM Supervisor; Ms. Josselyn Lopez, Income Maintenance Caseworker II, Gina Brady, Income Maintenance Caseworker II, and Beth Winze, IAT social worker.

**Guest(s) Present:** Chuck Taylor, Leadership Instructor

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Smith made the motion to approve the minutes as presented. *The minutes were unanimously approved with corrections.*

### **New Business:**

**Leadership Academy:** Valery Dambreville, Assistant Director of Social Work introduced the DSS Leadership Academy Instructor Mr. Chuck Taylor. The leadership academy members were recognized for their completion of the 12-month academy. Graduation ceremony of DSS Leadership Academy Class of 2021-2022. Graduates are: Heather Thomas, Michelle Thompkins, Stacey Hazelwood, Doadie Harvell, and Cecilia Valdes.

**Budget Presentation:** Heather Thomas, Assistant Director of Operations. Ms. Thomas presented the suggested agency budget for 2022-2023. The upcoming budget request included four additional positions; two PAIII's to assist with court-ordered visitation, one para-legal and one IMC II. The requested budget totals \$20,942,071; \$10,864,326 in revenues and \$10,077,745 in expenditures, an increase of \$142, 968 in county dollars.

**Closed Session:** Ms. Smith made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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



**Director's Report:**

1. Agency Hiring event was held on April 21, 2022 from 2pm-9pm. More than 20 potential new hires attended. The agency staff interviewed and made more than 10 hire offers, the majority of those were for social work positions. County HR staff were present to assist with qualifications, back ground checks.
2. Reminder about Sandy Smith's excellent service to our community and the end of her DSS Board term on June 30, 2022.
3. Discussion about letter from NCACC sent to NCDHHS on April 13, 2022, supporting a delay of the statewide foster care plan. We do NOT support a delay. Our foster youth cannot afford a delay and they deserve to receive the services to which they require and are eligible for. We do not support one provider over any other, but we strongly stand with the youth who have been waiting far too long already.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, May 18, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – May 18, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, May 18, 2022, 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:** Susan Stevenson, Chairman, Mimi Cooper, Vice Chairman, Elbert Lassiter, and Maxton McDowell. *Excused Absence: Sandy Smith*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Dasha Herbin, Social Worker; Trina Fraley, Social Work Supervisor, Angie Reynolds, IM Caseworker, Veronique Horton, Social Work Supervisor, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson called the meeting to order and requested a motion to adopt the agenda. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved with corrections.*

**Approval of the 2022-2023 Proposed Budget:** Ms. Cooper made the motion to approve the budget as presented. *The budget was unanimously approved.*

### **New Business:**

**Closed Session:** Ms. Smith made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

### **Director's Report:**

1. June will be Ms. Sandy Smith's last Board Meeting and we will be having a reception for her.
2. Strategic Planning will be our focus during the June meeting.
3. The Social Services Institute will be August 3-5.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, June 15, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – June 15, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, June 15, 2022, 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:** Susan Stevenson, Chairman, Mimi Cooper, Vice Chairman, Elbert Lassiter, Sandy Smith, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Libby Davis, IMC Universal Intake Supervisor; Cheryl Benford, Work First Supervisor; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Benford Family

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

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved with corrections.*

**Recognition of Supervisor of the Year:** Heather Thomas, Assistant Director of Operations introduced the 2022 Supervisor of the Year, Cheryl Benford. Ms. Benford's Work First and Child Care team came to support her and show appreciation. Ms. Benford introduced her dad, husband, and son to everyone. Ms. Benford expressed how appreciative she was to be recognized for all her hard work. Ms. Benford was presented with a certificate from the Board.

**Strategic Planning:** Assistant Directors Valery Dambreville and Heather Thomas asked the Board to help with coming up with RCDSS 2023 Strategic Plan Outcomes. The SWOT (Strengths, Weaknesses, Opportunities, and Threats) system was used to develop ideas for outcomes.

#### **Director's Report:**

1. Community Assessment by Children's Home Society, they are asking for funding (\$200K/ year for 3 years). The agency was supportive and assisted in providing data and support. We are uncertain of the expected outcome. More information from CHS to follow.
2. Randolph County is investing in leadership development, the next event will be August 4, 2022 at the AVS Center. Board members are invited to attend.
3. Discussion about Social Services Institute in Hickory, NC on August 3-5, 2022.

**Farewell:** Sandy Smith was recognized and appreciated for completing her time as a Randolph County Department of Social Services Board Member. She will be missed.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, July 20, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – July 20, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, July 20, 2022, 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:** Susan Stevenson, Chairman and Maxton McDowell. *Excused Absence: Mimi Cooper and Elbert Lassiter*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Walker Brown, CPS Supervisor; Carla Bostic, CPS Investigator, Brandi Aldridge, FCMA Supervisor; Laura Miramontes-Sandoval, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Alexis Coleman

**Call to order/Adoption of the Agenda:** Ms. Murphy, Director, called the meeting to order. Due to not having a meeting quorum, no voting or approvals were allowed.

**Public Comment Period:** None

**Energy Outreach Plan:** Misty Martin, Income Maintenance-DSS Program Administrator reviewed the Energy Outreach Plan. The only changes made to the plan from the previous year is updating the staff members to contact.

**Waiting List Policy for Subsidized Child Care Assistance:** Jaynetta Butler, Child Protection and Work First Services Program Administrator, reviewed the waiting list policy and informed the Board that there were no changes made from the previous year.

#### **New Business:**

**Closed Session:** Ms. Smith made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

#### **Director's Report:**

1. Medicaid Expansion – there are ongoing new discussions about Medicaid Expansion and at the same time, discussions about the current 75/25 Medicaid reimbursement and how it may be negatively impacted based on CMS audit. Counties may be receiving 50/50 reimbursement for some staff/tasks instead of 75/25, there may be a negative fiscal impact for RCDSS, more to follow.
2. House Bill 823 – This bill would have provided additional state funding to Child Advocacy Centers. There were other changes included that would have negatively

impacted DSS’s ability to keep vulnerable children and their confidential information safe. Governor Cooper Vetoed the bill. The bill needs to be rewritten, taking out the negative impacts with supporting the positive impact of state funding for CAC’s.

3. Leadership Training in August, Board members are invited. Please let Tasha Dakoulis know ASAP if you would like to attend.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, August 17, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – August 17, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, August 17, 2022, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jennifer Evans, CPS Supervisor; Victoria Dye, IMC Supervisor; Caroline Stokes, FNS Caseworker; Amanda Ferrell, FNS Caseworker; Cecilia Valdes, FNS Supervisor; Yalila Roman, Child Care Caseworker; Elizabeth Binkley, Adoptions Social Worker; Kayla Medlin, Adoptions Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Alexis Coleman and Regan Brown, Intern

**Call to order/Adoption of the Agenda:** Ms. Murphy, Director, called the meeting to order. Changes to the order of the agenda were made, Ms. Murphy requested a motion for the agenda to be adopted with changes. *Maxton McDowell made the motion and the agenda was unanimously approved.*

**Election of Officers:** Mr. Maxton McDowell nominated Ms. Stevenson as the Chairman of the Board, *Ms. Stevenson accepted and the board unanimously approved.* Mr. Maxton McDowell nominated Ms. Mimi Cooper as the Vice Chairman to the Board, *Ms. Cooper accepted and the board approved unanimously.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Ms. Cooper made the motion to approve the June minutes as presented. *The minutes were unanimously approved.* Mr. McDowell made the motion to approve the July minutes as presented. *The minutes were unanimously approved.*

**\*Energy Outreach Plan:** Victoria Dye, Income Maintenance-DSS Supervisor, reviewed the Energy Outreach Plan. The only changes made to the plan from the previous year is updating the staff members to contact. Ms. Cooper made the motion to approve the Energy Program Outreach Plan as presented; *the Energy Program Outreach Plan was unanimously approved.*

**\*Waiting List Policy for Subsidized Child Care Assistance:** Yalila Roman, Child Care Caseworker, reviewed the waiting list policy and informed the Board that there were no changes made from the previous year. Mr. McDowell made the motion to approve the Waiting List Policy for Subsidized Child Care Assistance; *the waiting list policy was unanimously approved.*



**New Business:**

**Closed Session:** Ms. Stevenson made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, September 21, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – September 21, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, September 21, 2022, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, Alexis Coleman, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Jekeitha Enoch, Child Welfare Support Services Supervisor; LeAllen Hill, CFT Facilitator; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order and requested a motion to adopt the agenda. *Mimi Cooper made the motion, and the agenda was unanimously approved.*

**Oath of Office:** Ms. Dana Crisco affirmed Ms. Alexis Coleman to her first term of office.

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Approval of Documentation Policy:** Mr. McDowell made the motion to approve the Documentation Policy as presented. *The Documentation Policy was unanimously approved.*

#### **New Business:**

**Closed Session:** Ms. Stevenson made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

#### **Director's Report:**

1. The State is reassessing the 75% reimbursement on determining Medicaid eligibility. However, the State is trying to hold all counties harmless for a year due to lack of notice. This would greatly affect revenue.
2. Ms. Murphy and Ms. Butler attended a meeting with the Child Advocacy Center. The meeting went very well and we are very happy that the professional relationship continues to improve.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, October 19, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – October 19, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, October 19, 2022, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, Alexis Coleman, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Libby Davis, IM Universal Intake Supervisor and Team; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order and requested a motion to adopt the agenda. *Elbert Lassiter made the motion, and 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. *The minutes were unanimously approved.*

**Employee and Rookie of the Year Presentation:** Ms. Thomas recognized the 2022 Rookies of the Year Ms. Alisa Leonard and Ms. Katelynn McConnell. Ms. Stevenson presented each winner with a certificate from the Board. Ms. Thomas also recognized Mr. Benjamin Baldwin as the Winner of the 2022 Employee of the Year. Mr. Baldwin was also presented with a certificate from the Board. Congratulations to these winners as they all went above and beyond and deserve this recognition.

**New Business:**

**Closed Session:** Ms. Stevenson made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

**Director's Report:**

1. Ms. Murphy flew to San Diego, CA to attend the California County Welfare Director's Association conference, held from October 12-14, 2022. She learned a lot and built some great relationships.
2. Children's Home Society Assessment has been completed and they will present the findings at the November 6, 2022 Commissioner's Meeting.

**Board member questions / comments:** Mr. McDowell asked what the latest was for the Archdale office expanding? Ms. Murphy stated that Paxton Arthurs is currently looking at different contractors who will prepare the building for the specific needs of DSS and the Health Department. Ms. Murphy will provide updates as the project progresses.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, November 16, 2022 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – November 16, 2022

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, November 16, 2022, 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:** Mimi Cooper, Vice Chairman; Alexis Coleman, and Maxton McDowell. *Excused Absence: Susan Stevenson, Chairman and Elbert Lassiter.*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Michelle Tompkins, FCMA Supervisor and Team; Hope Jenks, Adoptions Supervisor, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Cooper, called the meeting to order and requested a motion to adopt the agenda. *Ms. Cooper made the motion to approve the agenda, and 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. *The minutes were unanimously approved.*

### **New Business:**

**Closed Session:** Mr. McDowell made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

### **Director's Report:**

1. Building on Balfour Drive, Archdale– meeting with contractor on December 2, 2022.
2. Breakfast to share Community Assessment report is on December 7, 2022.
3. November is National Adoption Month and the staff have done a really great job at spreading the word to the public.

**Board member questions / comments:** Ms. Coleman informed everyone that Lydia's Place is now open with 12 beds available. There are two families already staying there as well as four women sharing a room. Ms. Coleman will be meeting with the architect to start plans for the next 32 beds.

Ms. Cooper concluded the meeting by advising the board that the next meeting will be Wednesday, December 21, 2022 at 3:30.

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Mimi Cooper, Vice Chairman – Date

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Tracie Murphy, Director – Date

**RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES**

**Board Meeting Minutes – December 21, 2022**

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, December 21, 2022, 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:** Susan Stevenson, Chairman; Alexis Coleman, and Elbert Lassiter. *Excused Absence: Mimi Cooper, Vice Chairman and Maxton McDowell.*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator, and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order and requested a motion to adopt the agenda. *Mr. Lassiter made the motion to approve the agenda, and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**New Business:**

**Closed Session:** Ms. Stevenson made a motion to go into Closed Session under North Carolina General Statute 143-318.11(a)(6) to consider the performance of an individual public officer or employee. *A closed session was held.*

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

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, January 18, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date



## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – January 18, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, January 18, 2023, 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:** Susan Stephenson, Chairman; Mimi Cooper, Vice Chairman; Alexis Coleman, Elbert Lassiter, and Maxton McDowell. *Excused Absence: None*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Jennifer Evans, CPS Supervisor; Laura Clegg, CPS Intake Worker; Elizabeth Hernandez, CPS Intake Worker; Jennifer Fracheur, IM Supervisor; Ashley Honeycutt, IM Caseworker; and Tasha Dakoulis, Administrative Secretary.

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

**Call to order/Adoption of the Agenda:** Ms. Stephenson, called the meeting to order and requested a motion to adopt the agenda. *Mr. Lassiter made the motion to approve the agenda, and 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. *The minutes were unanimously approved.*

**Mid-year Budget Performance Report:** Michael McKenzie, Program Accountant, informed the Board that revenues are where they need to be for the overall department. Mr. McKenzie informed the Board that expenses are up this year but that could be contributed to the rise in gas prices. The State has decided that Energy Assistance payments will be completed through a portal which means the expenses and revenues for this program will not be reflected in the DSS budget for next fiscal year. COVID-19 Relief monies are coming to an end. DSS will receive less Medicaid administrative money next fiscal year.

#### **New Business:**

**Closed Session:** Ms. Stephenson made a motion to go in to Closed Session to prevent disclosure of information that is protected under State law, specifically Chapter 7B of the NC General Statutes. *A closed session was held.*

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

#### **Director's Report:**

1. Sheriff Seabolt is currently in the hospital, please keep him in your thoughts.
2. William Johnson is the new Randolph County Assistant Director.

3. FNS allotments will no longer be at maximum rate as of March 1, 2023. The agency is bracing and preparing for the influx of calls and visits to the office due to this change.
4. Along with the topic of Medicaid Expansion, counties should also be discussion the accompanying topic of less Medicaid administrative money next fiscal year.

**Board member questions / comments:** None

Ms. Stephenson concluded the meeting by advising the board that the next meeting will be Wednesday, February 15, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – February 15, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, February 15, 2023, 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:** Susan Stephenson, Chairman; Alexis Coleman, Elbert Lassiter, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice Chairman*

**DSS staff members present:** Tracie Murphy, Director; Valery Dambreville, Assistant Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Meghan Kology, Training Officer; Stephanie Grabusky, Human Services Evaluator; Cathy Moffitt, Long-Term Care Supervisor ; Lisa Nance, Long-Term Care Caseworker; Doadie Harvell, Long-Term Care Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Call to order/Adoption of the Agenda:** Ms. Stephenson, called the meeting to order and requested a motion to adopt the agenda. *Mr. McDowell made the motion to approve the agenda, and 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. *The minutes were unanimously approved.*

**New Business:**

**Closed Session:** Ms. Stephenson 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. *A closed session was held.*

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

**Director's Report:**

1. Medicaid Expansion has substantial support at the legislature. If it is approved, budget requests will increase to accommodate the additional 11K-14K newly eligible citizens.
2. We are implementing remote work policy and procedures. Limited staff will begin remote work schedule on March 1, 2023.
3. DSS Survey – an employee satisfaction survey was sent to all employees at RCDSS. This survey will determine what the agency is doing well and what the agency needs to improve on.
4. There have been several recent child welfare cases in the news, particularly indicating foster youth sleeping in DSS offices, hospitals or other inappropriate placements. We

have discussed this with our state partners and will continue advocating for additional resources that meets the needs of our youth.

5. Online Bed Registry – DSS does not have access, additional advocacy is needed.
6. The Food and Nutritional Services emergency allotments are ending on Feb. 28, 2023. We have made substantial efforts to inform the public and local food banks.
7. Community Navigators will be presenting at the RCDSS March Board Meeting.
8. Leadership Academy graduates will be presenting at the RCDSS Board Meeting in April.

**Board member questions / comments:** None

Ms. Stephenson concluded the meeting by advising the board that the next meeting will be Wednesday, March 15, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – March 15, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, March 15, 2023, 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:** Susan Stephenson, Chairman; Alexis Coleman, and Elbert Lassiter. *Excused Absence: Mimi Cooper, Vice Chairman and Maxton McDowell.*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Tompkins, Family and Child Medicaid Supervisor; Walker Brown, Child Protection Services Supervisor; Misty Martin, Income Maintenance-DSS Program Administrator; Wendie Emerson, Adult Protective Services Supervisor; Maria Santiago, Adult Protective Services Caseworker; Jason Buchanan, Adult Protective Services Caseworker; Jennifer Frazier, Food and Nutrition Services Supervisor; Elizabeth Schoeppler, Income Maintenance Investigator; Elaine Roberson, Income Maintenance Investigator; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Angi Polito and Dana Nance, Asheboro Library Community Navigators

**Call to order/Adoption of the Agenda:** Ms. Stephenson, called the meeting to order and requested a motion to adopt the agenda. *Ms. Coleman made the motion to approve the agenda, and the agenda was unanimously approved.*

**Public Comment Period:** None

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

#### **New Business:**

**Asheboro Library Community Navigators:** Angi Polito and Dana Nance are both Community Navigators who aide with residents who are needing food, clothing, housing, rent, transportation, employment, child care, and more. When a resident reaches out the Navigators assess the individual or family's need. Navigators assist with completing applications or other paperwork, and collaborate with other community agencies to ensure the person/family gets the assistance needed.

Housing in Randolph County is the biggest need for most residents followed by rent/utilities, FNS, and medical. The Community Navigators have helped link families and many homeless citizens with services to ensure a better way of life. However, there are challenges, such as a lack of resources, lack of transportation, lack of affordable housing, and the barriers for individuals who are experiencing homelessness.

The Community Navigators Program is fairly new and to spread awareness to this program the Navigators have held meetings, community events, applied for Bright Ideas Grant, and have passed out hygiene kits with all of their contact information. If you or someone you know could benefit from speaking to the Community Navigators, any person can call them at (336) 318-

6825, email – [navigators@randolphlibrary.org](mailto:navigators@randolphlibrary.org), go to [www.randolphlibrary.org/navigators](http://www.randolphlibrary.org/navigators), or contact your local library.

**Closed Session:** Ms. Stephenson 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. *A closed session was held.*

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

**Director’s Report:**

1. Medicaid Expansion – Funding has not been added to the final signed bill. We will watch the budget updates for inclusion of local county financial support.
2. Child Abuse Prevention Walk will be on April 14, 2023 at 9am rain or shine.
3. DSS Northgate workers are scheduled to move into the new area in June 2023.

**Board member questions / comments:** None

Ms. Stephenson concluded the meeting by advising the board that the next meeting will be Wednesday, April 19, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – April 19, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, April 19, 2023, in meeting room A of the Randolph County Department of Social Services, 1512 North Fayetteville Street, Asheboro, North Carolina.

**The following board members were present:** Mimi Cooper, Vice Chairman; Alexis Coleman, and Maxton McDowell. *Excused Absence: Susan Stephenson, Chairman and Elbert Lassiter.*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Services Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Elizabeth Binkley, Adoptions Social Worker; Leadership Academy; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Sam Binkley, Husband of Elizabeth Binkley and Hope Haywood, County Commissioner.

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Cooper, called the meeting to order and requested a motion to adopt the agenda. *Mr. McDowell made the motion to approve the agenda, and the agenda was unanimously approved.*

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

### **New Business:**

**Presentation of Foster Family Alliance of NC Award:** Melody Cummings announced that March was Social Worker Appreciation Month and Foster Family Licensing Organization nominated 10 individuals throughout the state to receive an award. Elizabeth Binkley, Foster Home Licensing Social Worker was nominated. Elizabeth is a great social worker and no matter what goes on in her life or work, she is always there for her kids in her care. Elizabeth has been with Randolph County DSS for 6 years and we are honored to work with her each and every day.

**Presentation of 2023-2024 Proposed Budget:** Heather Thomas gave an overview of the 2023 DSS Budget. There are 207 employee positions with most of them belonging to Income Maintenance-DHB (Medicaid). Child Placement and Adult Services Division is the program that uses the most funding (38%) next to Medicaid and CPS which is 18% each. In 2023 DSS requested \$22,464,303 from the County. DSS was able to get back \$11,194,010 in revenues which means the County only needed to contribute \$11,270,293. Ms. Murphy explained that the entire budget is requested upfront but at the end of the fiscal year, in the Annual Report, we show what is actually spent compared to revenues.

Due to the increased caseloads that have expanded beyond the workers ability to complete work in a timely manner, the agency has suffered a 25% turnover in the Income Maintenance division

in the last 6 months. The ability of our IMC's has been overshadowed by the demand for our services. RCDSS is not currently meeting performance measures. We have requested 5 IMC I positions.

**DSS Leadership Academy Graduation:** Valery Dambreville introduced the current graduating class who gave a presentation on Psychological Safety. Chuck Taylor, the Leadership trainer awarded all graduates with their graduation certificates. Reception to be held after the Board Meeting.

**Services Spotlight: Child Protection and Work First Services:** Jaynetta Butler informed the Board that April was Child Abuse Prevention Month. DSS along with other community partners got together and held a Child Abuse Prevention Walk in downtown Asheboro. It was an exceptional turnout and even the weather cooperated.

DSS is also holding its 3<sup>rd</sup> Hiring Event at Northgate, one of our strategies to recruit and retain our workforce.

**Board member questions / comments:** None

Ms. Cooper concluded the meeting by advising the board that the next meeting will be Wednesday, May 17, 2023 at 3:30.

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Mimi Cooper, Vice Chairman – Date

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Tracie Murphy, Director – Date



## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – May 17, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, May 17, 2023, 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:** Susan Stevenson, Chairman; Alexis Coleman, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice Chairman and Elbert Lassiter.*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Services Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Dana Ware, Family and Children Medicaid Supervisor; Katee Carter, Family and Children Medicaid Caseworker; Candy Strider, Family and Children Medicaid Caseworker; Walker Brown, CPS Supervisor; Yasmin Gonzalez, CPS Investigative Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order and requested a motion to adopt the agenda. *Ms. Coleman made the motion to approve the agenda, and the agenda was unanimously approved.*

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

**Approval of the 2023-2024 Proposed Budget:** Mr. McDowell made the motion to approve the proposed budget as presented. *The 2023-2024 Proposed Budget was unanimously approved.*

#### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

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

#### **Director's Report:**

1. Budget and Medicaid Expansion – S.L. 2023-7 (Medicaid Expansion) has been signed into law. 12-14,000 additional citizens may be eligible. DSS is trying to stay ahead of the curve. However, positions in Medicaid have not yet been approved so we are not able to hire new employees to begin training. DSS is estimating twenty new hires will be needed for the Medicaid Expansion. Although this is not in the proposed budget, we anticipate requesting five positions to start out with and budgeting for the equipment needed for

these new hires. Recruiting will be difficult due to all 100 counties recruiting at the same time for the same position.

2. DSS can no longer claim Medicaid Reimbursement of 75/25% from the Center for Medicaid Services (CMS), it is now 67/33%. The change is based on a reclassification of approved expenditures. This calculates a loss of approximately \$300,00/year in revenue.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, June 21, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – June 21, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, June 21, 2023, 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:** Susan Stevenson, Chairman; Mimi Cooper, Vice Chairman; Elbert Lassiter, and Maxton McDowell. *Excused Absence: Alexis Coleman.*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Family Services Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Rachelle Salisbury, Economic Services Archdale Supervisor; Beth Bryant, Universal Intake Supervisor; Crystal D. Trogdon, Universal Intake Caseworker; Jason Buchanan, Adult Services Caseworker; Maria Santiago, Adult Services Caseworker; Jeri Murphy, Adult Services Caseworker; Rebecca Stewart, Adult Services Caseworker; Jamie Goodman, Adult Services Caseworker; Ty Purvis, Adult Services Caseworker; Chrystal Kay, Attorney; Susan Allen, Paralegal; Ginny Lewis, Paralegal; Karen Routh, Legal Assistant; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Michael (Husband of Chrystal Kay, Attorney)

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order and requested a motion to adopt the agenda. *Mr. McDowell made the motion to approve the agenda, and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the minutes as presented. *The minutes were unanimously approved.*

**Recognition of Supervisor of the Year:** Ms. Thomas recognized Chrystal Kay, Attorney as DSS 2023 Supervisor of the Year. Ms. Stevenson presented Ms. Kay with a certificate.

**Approval of the Energy Program Outreach Plan:** Ms. Martin informed the Board that there were a few changes (names of supervisors) that needed to be made. The Energy Program Outreach Plan will be reviewed again at the next Board meeting.

#### **New Business:**

**Closed Session:** Ms. Stevenson 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. *A closed session was held.*

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

#### **Director's Report:**

1. Presentation of "New Northgate" DSS new offices by Ms. Heather Thomas.

2. Director provided an update on the budget presentation to the County Commissioners. Number of youth in Foster Care remains stable. No longer a sharp incline as reported in the last fiscal year but no decrease in number of youth.
3. Staff and their efforts account for at least half of the funding needed to support services and staff for the work performed at Social Services. This fiscal year, DSS requested five additional income maintenance positions. Along with other increases the budget is a total increase of \$788,000 from last year.
4. FNS failed to meet performance measures in the last three months due to client increase and staff turnover. However, the five requested IMC's will help with FNS as well as the increase of clients when Medicaid Expansion begins.
5. Medicaid Reimbursement changes from 75/25 to 67/33%, it excludes: training, travel, fraud investigations on Medicaid claims, insuring quality of work, postage, or appearing in court to support a Medicaid Fraud case. County will have a \$300,00 decrease in administrative funding. However, the State has provided \$315,000 for the 2023-2024 fiscal year to help counties harmless this fiscal year.
6. Money for Medicaid Expansion will not be available to counties until at least October 2023. Randolph county has been advanced \$117,000 to help get started in preparing for the expansion. This money will help with purchasing equipment for workers.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, July 19, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – July 19, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, July 19, 2023, 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:** Mimi Cooper, Vice Chairman; Alexis Coleman, Elbert Lassiter, and Maxton McDowell. *Excused Absence: Susan Stevenson, Chairman.*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Services Program Administrator; Beth Bryant, Income Maintenance Universal Supervisor; Tammy Walker, Income Maintenance Caseworker; Kimberly Rotenberry, Income Maintenance Caseworker; Leigh Casaus, Income Maintenance Caseworker; Julie Trotter; Adult Medicaid Supervisor; Cheryl Benford, Work First and Child Care Supervisor; Breanna Davis, Work First Social Worker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** Kenny Kidd, County Commissioner.

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Cooper, called the meeting to order and requested a motion to adopt the agenda. *Mr. McDowell made the motion to approve the agenda, and the agenda was unanimously approved.*

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

**Updated Energy Program Outreach Plan:** Mr. Lassiter made the motion to approve the updated plan with corrections suggested by the Board at the June Board meeting. *The Updated Energy Program Outreach Plan was unanimously approved.*

**Agency Committee Structure:** Ms. Murphy, DSS Director, explained to the Board one of the agency strategies to support efforts with recruitment and retention. There have been several committees created to help in our efforts. The committees are: Fellowship, Innovations, Diversity Equality Inclusive Committee (DEIC), and Peer Support. These committees are created and manned by Department of Social Services staff members and are on a voluntary basis. All events and fundraisers are sponsored and supported by the staff. Staff members have supported the committees with active participation and increased all agency comradery.

### **New Business:**

**Income Maintenance Spotlight: Adult Medicaid:** Julie Trotter and team presented, “The Good, The Bad, and The Ugly” of Adult Medicaid statistics. In 2022, there were 5,821 Reviews completed with a worker completing an average of 831 Reviews each. Each Review took an average of 30 minutes to complete. Due to the changes brought about by the Kinsley

Settlement, the Reviews now take an average of 60 minutes to complete. There were 1,224 applications taken in 2022 by the team of seven caseworkers by either mail, phone, epass (online), referrals, or fax. In-person applications are completed by Universal Intake workers and “they do an excellent job”. In total with both teams completing applications, there were 1,684 processed.

The team performed a skit in which they explained what exactly Adult Medicaid is and who it is for. Adult Medicaid is for anyone 65 or older, individuals that are blind or disabled. Almost every application is unique but still have 45 days to be completed with the exception of the disabled, those have a 90-day completion deadline. There are many factors to consider when completing an application to determine which of the many programs the applicant qualifies for. The most challenging part of Adult Medicaid is policy. There are many changes to the policy and it is a constant struggle to go back and forth between policy and administrative letters from the State on a daily basis. Not to mention, none of the letters are in the same place and have to be searched for. Due to the Franklin vs. Kinsley settlement lawsuit, all reduced benefits must be restored to full benefits even if they are greatly over income or resources. That has doubled everyone’s workload. The team is doing a great job at completing cases in a timely manner and interpreting policy to the best of their ability.

**Services Spotlight: Work First:** Cheryl Benford, Work First Supervisor and Breanna Davis, Work First Social Worker, explained the Work First Success Team. This team was formed in 1999, originally called SUCCESS for Work First Families at Risk. The agencies involved were: County Departments of Social Services, Vocational Rehabilitation, Services for the Blind, Community Colleges, Employment Security Commission, and other service providers. The teams first meeting was held on January 12, 2000 to evaluate cases. The purpose of the Work First Success Team is to engage Department of Social Services and our community partners in reviewing the progress that Work First Employment Services recipients are making toward self-sufficiency and provide guidance to the Employment Services Social Workers as to how the recipients may better be served.

Currently more community partners have joined the team such as: Adult Services, Daymark Recovery, Randolph County Area Transit System (RCATS), Asheboro Housing Authority, Vocational Rehabilitation, Alcohol and Drug Services (ADS), Randolph Community College, Randolph County Health Department, School Systems, NC Works Career Center, and Child Support Agency.

Work First has a 24-month State time clock and a 60-month Federal time clock. The Federal clock follows the individual from state to state. Cases are selected by the social workers in Work First using specific requirements. Social workers are encouraged to present families that have barriers that the agency has had a difficult time in locating appropriate services for.

The secondary purpose is to act as the hearing officer when a recipient has used all 60 months of their 60-month federal time clock and/or has utilized all 24 months of their 24-month NC Work First time clock and has requested a hardship exemption or extension.

**Director’s Monthly Report:**

1. “New Northgate” is complete, employees are in their new offices.
2. Medicaid Expansion will pose a possible increase of 12,000-14,000 new clients. Federal funds will be used for the expansion. Based on the latest information, those funds will not cover 100% of costs.
3. Social Services Institute (SSI) is scheduled next month in Hickory. Please plan to attend next year on July 31, 2024.
4. Currently attending the Public Executive Leadership Academy at UNC School of Government.

**Board member questions / comments:** None

Ms. Cooper concluded the meeting by advising the board that the next meeting will be Wednesday, August 16, 2023 at 3:30.

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Mimi Cooper, Vice Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – August 16, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, August 16, 2023, 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:** Susan Stevenson, Chairman; Alexis Coleman, Elbert Lassiter, and Maxton McDowell. *Excused Absence: Mimi Cooper, Vice Chairman*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Dana Ware, Family and Children Medicaid Supervisor; Jaynetta Butler, Child Protection and Work First Services Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Trina Fraley, In-Home Social Work Supervisor; Anthoni Clegg, In-Home Social Worker; Cecilia Valdes, Food and Nutrition Supervisor; Jessica Voncannon, Food and Nutrition Caseworker; Justin Miller, Food and Nutrition Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order and requested a motion to adopt the agenda. *Mr. McDowell made the motion to approve the agenda, and the agenda was unanimously approved.*

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

**Annual Report:** Ms. Heather Thomas, Assistant Director of Operations, presented the Board members with the Randolph County DSS 2022-2023 Annual Report. Ms. Thomas briefly went over the pages in the report. The report contains: Board members, Director and her message, DSS Core Values, DSS S.W.O.T Analysis, Organizational Chart, Performance Measures for all divisions, Revenues and Expenditures, and DSS events in support of community partners. An electronic PDF version of the Annual Report can be found on the Randolph County Government website at [www.randolphcountync.gov/293/socialservices](http://www.randolphcountync.gov/293/socialservices).

**Opioid Grants Applicants:** Mr. Valery Dambreville, Assistant Director of Child Welfare, informed the Board that Randolph County DSS applied for Opioid Abatement Funds. DSS was awarded \$50,000 to use over the next year, with the possibility to continue funding at that level ending in 2026, to address the needs of the high impact of opioid abatement strategies by way of prevention services. DSS will begin providing prevention services to families in Randolph County who suffer from Opioid Use Disorder (OUD). This will be done through a contract with a provider. The families that DSS will assist will be families who are involved in the In-Home Services program as well as the Foster Care cases who have reunification as their goal.



**New Business:**

**Closed Session:** Ms. Stephenson 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. *A closed session was held.*

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

**Director’s Monthly Report:**

1. Commissioner’s Meeting – Requested 22 new Income Maintenance positions in order to prepare for Medicaid Expansion which is expected to be implemented on October 1, 2023. Randolph County population is around 146,000 citizens and of those, 46,000 are already on Medicaid. We are expecting around 12,000-14,000 new applicants/clients with the new eligibility policies.
2. The building in Archdale has been approved for remodeling to begin. This building would house a lot of the new Medicaid Expansion staff and then some.
3. Update on the Non-Funded Mandates – DSS is now required to pay for kinship placement. However, because this was unknown until after the budget passed, the extra funds needed for this program has not been budgeted. DSS is currently unaware of what the cost will look like to fund this new program, but kinship placement does help reduce the number of children in Foster Care.
4. County Paybacks due to Medicaid Expansion will be on the rise. Because of the new staff and how long it takes to train a new hire on policy and NC FAST, mistakes will be made. When mistakes are found during the audit, it causes the county most times to have to repay what was distributed. It can take a new hire (most are not fully qualified) anywhere from 6-9 months to learn their role. However, another challenge is policy and what they have to do to interpret policy or to just find the newest (updated) policy. These can be found in a few different places and each worker is expected to find the correct policy to go by which makes it difficult to find and keep track of. Workers stated that if the policy was kept in one place it would make work a lot easier and have less mistakes.
5. Thank you to our Board members for all of your support of the Randolph County DSS staff.

**Board member questions / comments:** None

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, September 20, 2023 at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

# RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

## Board Meeting Minutes – September 20, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, September 20, 2023, 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:** Susan Stevenson, Chairman and Alexis Coleman. *Excused Absence: Mimi Cooper, Vice Chairman, Elbert Lassiter, and Maxton McDowell.*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Dana Ware, Family and Children Medicaid Supervisor; Jaynetta Butler, Child Protection and Work First Services Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Trina Fraley, In-Home Social Work Supervisor; Anthoni Clegg, In-Home Social Worker; Cecilia Valdes, Food and Nutrition Supervisor; Jessica Voncannon, Food and Nutrition Caseworker; Justin Miller, Food and Nutrition Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Stevenson, called the meeting to order.

**Approval of Board Meeting minutes:** No Quorum

**New Business:**

### **Income Maintenance Spotlight:**

Non-Emergency Medicaid Transportation (NEMT), presented by Brandi Aldridge and Katelyn McConnell. NEMT is a program to assist eligible clients with transportation to and from providers for *Medicaid covered* appointments. This program helps Medicaid beneficiaries obtain necessary health care by the least expensive mode of transportation available and appropriate and to the nearest appropriate NC enrolled medical provider who provides Medicaid-covered services (with some exceptions). The county worker has many responsibilities when qualifying a client for this program such as: informing the client of Right to Transportation Assistance, coordination of transportation, documentation and forms, researching the appropriate provider, tracking trips, payment authorization, and last but not least, determining the need for transportation.

### **Services Spotlight:**

Child Welfare and the Role of Visitation Monitors – This team consists of 1 supervisor, 1 administrative assistant (coordinator), and 4 transportation drivers/monitors. DSS has 3 fully furnished visitation rooms and each one is made to fit the family's needs before the visitation appointment (age of children and their needs). Visitation is court ordered and the visitation monitors play a vital role in this process. Visitation helps the child/children and family keep a

connection, mitigate their grief, helps with self-worth, re-establishes and strengthens relationships, and enables child/children to see their parents and helps calm their separation fears. During the visitation, the monitors document what they see and hear. The social workers use this documentation to assess the parent’s ability to respond to the child’s needs, observe changes in the parent/child relationship, observe changes in parents’ behavior over time, observe child’s reactions and responses to parents, and help parents improve their visits with their children. However, the visit may be canceled due to a parent demonstrating behavior that is unsafe or if a parent is actively impaired during visitation.

**Director’s Monthly Report:**

1. Medicaid Expansion – Casinos have been separated and is out of the budget. Voting for Medicaid Expansion will be held on Thursday and Friday, this week then sent to Governor Cooper for review. After signature by Governor Cooper or the appropriate waiting period, Medicaid Expansion is slated to begin on December 1, 2023. The only issue with it beginning on December 1, 2023, is that the Federal Market Place opens and LIEAP begins. There will be a very big influx of applications for all of the Income Maintenance Caseworkers with fewer working days due to holidays.
2. Senate Bill 625 – Changes the definition of neglect/dependency to include juvenile with disability to be dependent. If a responsible party leaves a child with behavioral health needs in a hospital longer than 48 hours of the child is no longer needing care, that is a new definition of neglect. The child then becomes the custody of DSS. We are opposed to this bill without additional resources to support this population of children.
3. Board member professional head shots need to be scheduled, please let us know which date and time works best for you. I will be in contact with you for these appointments.

**Board member questions / comments:** August Board Minutes will be reviewed at the October Board Meeting due to not having a quorum.

Ms. Stevenson concluded the meeting by advising the board that the next meeting will be Wednesday, October 18, 2023, at 3:30.

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Susan Stevenson, Chairman – Date

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Tracie Murphy, Director – Date

## RANDOLPH COUNTY DEPARTMENT OF SOCIAL SERVICES

### Board Meeting Minutes – October 18, 2023

The Board of Social Services held its regular monthly meeting at 3:30 p.m. on Wednesday, October 18, 2023, 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:** Mimi Cooper, Vice Chairman, Elbert Lassiter, Maxton McDowell, and Alexis Coleman. *Excused Absence: Susan Stevenson, Chairman*

**DSS staff members present:** Tracie Murphy, Director; Heather Thomas, Assistant Director; Valery Dambreville, Assistant Director; Melody Cummings, Child Placement and Adult Services Program Administrator; Michelle Hinshaw, Income Maintenance-DHB Program Administrator; Jaynetta Butler, Child Protection and Work First Services Program Administrator; Misty Martin, Income Maintenance-DSS Program Administrator; Hope Jenks, Adoptions Supervisor; Rachelle Salisbury, IM Supervisor; Adriana Nunez, Income Maintenance Caseworker; Beth Bryant, Universal Intake Supervisor; Kimberly Acosta, Income Maintenance Caseworker; Brianna Martin, Income Maintenance Caseworker; Patricia Saavedra, Processing Assistant, Reception; Mariely Toledo Garcia, Income Maintenance Caseworker; and Tasha Dakoulis, Administrative Secretary.

**Guest(s) Present:** None

**Public Comment Period:** None

**Call to order/Adoption of the Agenda:** Ms. Cooper, called the meeting to order and requested a motion to adopt the agenda. *Mr. McDowell made the motion to approve the agenda, and the agenda was unanimously approved.*

**Approval of Board Meeting minutes:** Mr. Lassiter made the motion to approve the August and September minutes as presented. *The minutes were unanimously approved.*

**Approval of Social Work Recruitment and Retention Strategies:** Mr. Dambreville and Ms. Thomas presented the topic of SW recruiting and retention. Why is this important? Workers are working overtime and accruing compensatory time that they are not able to take due to vacant positions. Vacancies cause low morale, overworked staff, work life balance is thrown off, poor decision making, and cost of retraining is higher. To help with retention we offer bonuses, employee engagement, professional growth, remote working, and leveraging with technology. Currently the turnover rate is projected at 34% for the 2023-2024 fiscal year, 27% for 2022-2023, and 25% for 2021-2022. In efforts to recruit we have hosted hiring events, offered sign-on bonuses, partnered with schools to help with internships, and offered remote working.

Ms. Coleman made the motion to approve the four strategies: Increase Sign-On and Retention Bonuses by \$1K, Assess the availability of educational incentives, a percentage bonus of total salary at anniversary after three years and assess the possibility of reclassification of social work positions. *The strategies were unanimously approved.*

**New Business:**

**Closed Session:** Mr. McDowell 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. *A closed session was held.*

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

**Director’s Monthly Report:**

1. Hal Johnson, County Manager, is retiring, last working day is December 31, 2023.
2. Medicaid Expansion begins on December 1, 2023.
3. Valery Dambreville, Assistant Director of Social Work will be leaving the agency October 27, 2023.

**Board member questions / comments:**

Ms. Cooper concluded the meeting by advising the board that the next meeting will be held on Wednesday, November 15, 2023, at 3:30.

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Mimi Cooper, Vice Chairman – Date

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Tracie Murphy, Director – Date