

**DAVIDSON COUNTY
DEPARTMENT OF SOCIAL SERVICES**

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**Davidson County Department of Social Services
Board Meeting Minutes
April 24, 2018**

Board Members Present

Mr. Andy Morris; Mr. Richard Wagner; Mr. Lance Barrett; Mr. Steve Jarvis

Others in Attendance

**Mr. Dale Moorefield; Mr. Scott Craver; Ms. Katrina McMasters; Mrs. Susan Craig;
Mrs. Elizabeth Huff; Ms. Sherri Woodyard; Mrs. Ashley Collins**

Call to Order

The meeting was called to order at 4:13 p.m. by Mr. Andy Morris. An invocation was offered by Mr. Morris.

Adoption of Agenda

Mr. Richard Wagner made a motion to approve the Agenda. Mr. Steve Jarvis seconded the motion. The Agenda was approved unanimously.

Approval of Minutes

Mr. Steve Jarvis made a motion to approve the minutes of the March 27, 2018 meeting. Mr. Lance Barrett seconded this motion. The minutes were approved unanimously.

Public Address

There was no public address. Mr. Dale Moorefield took this opportunity to introduce two guests: Mrs. Lillian Koontz, County Health Director and Mrs. Ashley Collins, Foster Care Licensing Supervisor.

Management Report

Mr. Dale Moorefield shared the expenditure report for the month of March as well as 2 Budget Amendments including moving \$8,000 to TRIP Foster Care which supports foster children and caregivers with car-related expenses such as permits and licenses. Overtime is at 290% spending YTD with 41% of the total spent in Foster Care, 34% in CPS, and 22% in Adult Services. The request for next year is \$100,000, which should be far more realistic assuming the requested positions in Child Welfare are approved. Unknowns such as NCFASST and the effect of new State mandates still exist. Mr. Morris asked about the timeline for filling these positions should they be approved and new positions are usually filled by August of the next FY. The group discussed

being proactive (i.e. school recruiting events, interns, etc.) in anticipation of the new positions being approved.

Mr. Moorefield reviewed the vacancy report. The Agency currently (as of 4/18/18) has 7 vacancies: 5 in Income Maintenance, 1 in CPS, and 1 in Child Support. Positions will be posted for IM; an offer and acceptance has occurred in CPS (employee starts 5/7/18); and interviews are being conducted this week in Child Support.

Mrs. Elizabeth Huff shared that in the Medicaid and Food and Nutrition Services, accuracy and processing statistics continue to be in the high 90's(%). Applications rose in March after a dip in February – still uncertain as to what caused the dip. Fraud claims were very high (\$251k) in March thanks to tax intercepts and there should be some carryover into April. Still no caseload data reporting from the State for FNS.

Mrs. Huff reported that in the Work First area, applications and inquiries remained steady in March. Two WFFA participants gained employment in March, bringing the total for the year to 15.

Mrs. Huff shared that applications for the Kiwanis Kiddie Kamp are out, a bit earlier than usual. This is a free week-long, overnight camp for kids ages 7-11. It occurs for 3 separate weeks in June and July.

Mrs. Huff reported that the waitlist continues to grow (214) in the Child Care area. Spending is between 100-103%, which is a very good position to be in. Davidson County has already had funds reallocated to bring us down to 103% and may – though not guaranteed – receive another before the end of the FY.

Mrs. Huff stated that all (\$546k) LIEAP funds were spent in the Emergency Assistance area this year. The Agency is currently utilizing Work First Emergency Assistance as the summer season for crisis-related requests has not yet begun.

Mr. Scott Craver reported that March was the biggest month in terms of Child Support collections so far this year (\$1.289 million) due to tax intercepts. The numbers remain very steady and there should be some tax-intercept carryover in April collections.

Ms. Katrina McMasters reports that Child Protective Services had a very busy month with reports steadily increasing to a high in March of 262 reports. This could be attributed to continued public education/outreach about reporting. Physical abuse cases rose to 11 in March, while sexual abuse cases dropped. Many reports involved sibling groups as the number of children involved in accepted cases rose to 292 (nearly 100 higher than the FY16/17 average).

Mrs. Susan Craig shared that the numbers of children in Foster Care remained steady at 156, but will no doubt rise in April as a couple of sibling groups (of 4) have come into care. A MAPP class recently concluded and staff is working to license these folks. A new MAPP class will begin in June.

Mrs. Craig reported that Adult Services reports rose, while the number of wards dropped by 2 (to 87) – 3 passed away, 1 transferred to Hope for the Future, and 2 new wards were assigned to DSS.

Old Business

2018-2019 DSS Budget

Mr. Dale Moorefield reintroduced the proposed DSS Budget for FY18/19 and briefly made mention of the information contained in the packet, including the request for 6 positions in Child Welfare and the total budget reduction due to not including Child Care revenues. Mr. Steve Jarvis made a motion to approve Board support for the proposed DSS Budget for FY18/19. Mr. Lance Barrett seconded the motion. The motion was approved unanimously.

DSS Board Appointment 2018-2019

Mr. Moorefield has spoken with Jane Murphy about joining the DSS Board. She works at Novant-TMC in Community Relations, is a Thomasville City Council member, chairs the Family Services Board, and is ong-time resident of Davidson County. Ms. Murphy has expressed interest in being on the Board. Mr. Steve Jarvis made a motion to approve Ms. Murphy to be on the DSS Board, Mr. Lance Barrett seconded the motion. The motion was approved unanimously.

Child Protective Services Follow Up

Ms. Katrina McMasters provided an update of the Corrective Action Plan that Davidson County DSS is working on. She gave a brief summary of the current case status along with some detail about each of the (5) kids that were involved – 4 are with their respective fathers and the fifth is with a maternal aunt who is pursuing custody. The second case that was opened is not as far along and the Social Worker is assisting the mother with regards to maintaining a clean and safe home as well as confirming that the mother and her boyfriend are taking/completing parenting classes.

Ms. McMasters then addressed each of the 6 areas on the Corrective Action Plan itself.

- Item #1 (Supervision): 2 onsite reviews completed. Supervision frequency has increased and Supervisors need to continue to ensure that it happens AND that they complete the tracking form in a timely manner.
- Item #2 (Family contact): Similar to Item #1, 2 onsite reviews completed and more oversight by Supervisors to ensure that contacts are happening. They need to ensure that the tracking form is kept current, particularly as new staff come on board and as caseloads have increased.
- Item #3 (Safety Assessments): All reviewed cases have had timely Safety Assessments completed.
- Item #4 (Backlog): As of 4/1/18, the backlog average has decreased to 176% (goal is 175%). However, looking at March 2018 individually, the backlog was 100%. We anticipate being below 175% by the end of April. Mr. Lance Barrett asked why some workers are able to keep low caseloads and others are not. Ms. McMasters attributes this to their “individual makeup”, but Supervisors need to be aware of and addressing deficiencies as they see them.
- Item #5 (Case review): CCPT/CFPT reviewed the case in question at the meeting on 3/22/18. There was general consensus that multiple agencies were involved and there was miscommunication/failure to communicate sufficiently by/between agencies. Group agreed to review more cases in an effort to continue to improve/enhance inter-agency communication.
- Item #6 (Training): All staff were trained on the required trainings as of 2/22/18 and new staff will continue to also receive these trainings. DSS has also worked internally to focus on timely and appropriate case documentation across Child Welfare.

New Business

Foster Care Diligent Recruitment and Retention Plan

Mrs. Ashley Collins led a review of the Davidson County's Diligent Recruitment and Retention Plan, which was submitted in March 2018 and approved (with no corrections) by the State. The plan becomes effective 7/1/18, but Davidson County is already starting to implement the plan.

Mrs. Collins mentioned each of the 4 goals – in Part 3 (starting on page 11) of the plan – providing some detail about each area.

- Goal #1 (Recruiting/maintaining ethnically/racially diverse foster families).
Strategies include: 1) Implementing Deciding Together training curriculum. This will help us be more competitive as the program offers greater flexibility. 2) Community outreach with a focus on churches (Foster Care Sunday/bulletin inserts/announcements/speaking engagements). Staff reaching out to minister associations and local agency (Iamj3/Rich Fork Baptist) is helping create a video and social media campaign. 3) In-service training for foster families including topics such as fire safety, blood borne pathogens, medication administration, etc. 4) Foster care appreciation events such as baseball game, Christmas party, pool party, and putt-putt.
- Goal #2 (Data collection): 1) Inquiry form used for prospective foster parents (how they heard about us/how can we assist). 2) Exit survey being used for foster families who terminate their license to find out why they choose to do so. 3) An annual survey being developed in order to inform/improve services to foster families.
- Goal #3 (Customer service to existing/potential foster families): 1) Contact with foster parents the next business day after they have a new child placed in their care (already in place). 2) Offer a home visit to potential foster parents as soon as they contact us (already in place). 3) Create a foster parent handbook with updates due to significant changes over last few years. 4) Create a packet of information for kinship providers so they are better able to access services/care for children in their home.
- Goal #4 (Customer service to internal/external community stakeholders): 1) Have community agencies speak with foster care staff about resources (i.e. Daymark, Fairgrove FRC, Children's Home Society, etc.) 2) Contact Clerk of Court at least twice monthly in order to ensure smooth adoptions and maintain good relations.

2017 PBB Annual Report

Due to time constraints, this item – by consensus – was postponed until the May 22, 2018 meeting.

Closed Session

No Closed Session.

Date of Next Meeting

Tuesday, May 22, 2018, at 4:15 p.m., first floor of Social Services in Lexington, Conference Room D.

Adjournment

The meeting adjourned at 5:38 pm.

Minutes submitted by Dale Moorefield