

**DAVIDSON COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

*Dale Moorefield, Director*



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**Davidson County Department of Social Services  
Board Meeting Minutes  
March 27, 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; Mrs. Caroline Hedrick; Mrs. Lexa Eagle;  
Mrs. Cynthia Stinson; Ms. Sherri Woodyard; Ms. Danielle DeAngelis**

**Call to Order**

The meeting was called to order at 4:15 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 February 27, 2018 meeting. Mr. Lance Barrett seconded this motion. The minutes were approved unanimously.

**Public Address**

There was no public address. Director, Dale Moorefield, reintroduced Mrs. Cynthia Stinson to the Board.

**Management Report**

Mrs. Caroline Hedrick provided a copy of the most recent Expenditure report. She reported that we are 67% into this fiscal year's spending. There were no major changes to report. We are still overspending in same areas. We are at 62% spending overall. Mrs. Hedrick also presented a Budget amendment for review, which will be to appropriate revenues and donations and increase funding authorizations. Part of the Amendment is also to move money

to purchase the additional cars for the Agency fleet and to purchase new computer equipment to replace outdated equipment.

Mr. Moorefield shared the Vacancy report. The report shows 10 vacancies of which we are actively trying to fill 8 at this time and have two Office Support III positions on hold. We have a new employee coming on board in Income Maintenance on April 9, 2018. The Program Integrity position was filled by a current employee from Child Support. There are currently 4 vacancies in CPS and they are interviewing for three. The fourth one was just vacated on Friday, March 23, 2018 and has not been posted. They may be making offers on some of these positions within the week. The CSST is a temporary position and interviews are being conducted. Mrs. Susan Craig shared that it is hard to find someone who wants part time work like this with no benefits. Members of the Board asked questions about the latest resignation and questions were answered by Mr. Moorefield.

Mrs. Elizabeth Huff reported on the Income Maintenance area. There are no significant changes. All of the tracked percentages have gone up and SA Medicaid applications are once again being processed at 100%. Davidson County is consistently above the State standards in processing and accuracy rates. The State provides information regarding the 16 counties in the State most impacted by FNS applications. Davidson County is one of the 16 and was at 100% processing for the week ending March 9, 2018. The total number of cases is up but is not reflected on the report due to the numbers just becoming available this week. The number of FNS applications is still not on the web site.

Mrs. Huff reported that Fraud claims are down some and this is partially due to the vacancy. She expects these numbers to improve once the new employee is trained and collections will be higher when tax intercept moneys are received.

In the Work First area, work remains steady as numbers fluctuate, but remain about the same total each month. One individual went to work, which brings the total to 13 for the year. Work First is beginning to see that the population that is now participating with the mandatory requirements of the program are the hardest to serve, due to numerous factors.

Mrs. Huff reported that in the Child Day Care area, our Agency is still on a waiting list. We had 149 children on the list at the end of February. Our Agency has received a reallocation of \$250,000, which has helped with the overspending. NC FAST has also corrected the over/under payments due to system errors and this has helped the coefficient as well. Our County should be fine if we continue on the waiting list.

In the Emergency Assistance area, the figures provided are through the end of February. Mrs. Huff reported that our Agency has exhausted our Low Income Energy Assistance Program (LIEAP) funds of \$545,997.00. We initially reverted moneys back to the State; however, they never took them so the Agency spent that money as well. Questions were asked and answered about the possibility of an increase for LIEAP funding for next year.

Mr. Scott Craver reported that Child Support is looking very good, as usual. They met with the State Rep on Friday. They anticipate that March will be the biggest month of the year, especially for collections. Mr. Craver shared that some counties are now charging for service of paperwork, which may affect child support moneys. There was discussion about charging for service in our County. Legal staff will be working on the possible solutions and trying to determine just what the impact may be on the Agency.

Ms. Katrina McMasters reports that Child Protective Services had a big month in February. The number of reports received and accepted was quite high. The number of reports coming in each month average over 200. Our Agency took more reports in February than any other month of the year. We are seeing the number of sets of multiple children involved in the reports going up as well. The workers continue to try to close older cases to be able to work the newer cases. This will probably be the last month with low numbers of children coming into care.

Mr. Moorefield took this opportunity to share that a Proclamation was done by the Board of Commissioners about 2 weeks ago recognizing March as Social Worker Month. They will also be doing a Proclamation at tonight's meeting recognizing April as Child Abuse Prevention Month. Mr. Moorefield thanked the Commissioners on our Board for these recognitions for staff and in moving the proclamations to the beginning of the meetings.

Mrs. Susan Craig reported that in the Foster Care area, 6 children found permanence. That brings the total to 63 for the year. She also provided a breakdown as to the type of placements they found. The Diligent Recruitment and Retention Plan for Davidson County was approved by the State and will be discussed next month. There was discussion about the need for Psychiatric Residential Treatment Facilities and therapeutic homes.

Mrs. Craig reported that in the Adult Services area, there needed to be a correction made to some of the numbers. We actually have 4 new wards and we lost 3 wards. The number of APS reports went up slightly. The complexity of cases and involvement in each case has increased as well. The Hope for the Future contract was discussed briefly. This contract is currently serving 20 individuals that would be the responsibility of the Agency if it were not for the contract. Most of these individuals have mental health disorders and require multiple services and many hours of attention.

## **Business**

There was no Old Business.

## **New Business**

### **Record Destruction**

As discussed at last month's meeting, we continue to purge old Child Welfare Services records. We have identified another 604 Child Protective Services records that can be purged/destroyed. This destruction does require a vote from the Board. Mr. Lance Barrett made a motion to allow the destruction of the requested records. The motion was seconded by Mr. Steve Jarvis. Motion was approved unanimously.

### **SNAP Collaborative**

Our Income Maintenance area has been involved with the USDA for more than a year, along with Union and Pitt Counties in North Carolina and agencies in New Jersey and California in the SNAP Collaborative. . The SNAP Process Improvement Collaborative is an interactive effort between subject matter experts and State and County teams working toward a common goal of improving SNAP/FNS customer service and program access. Three people were chosen from Davidson County to participate; Elizabeth Huff, IM Program Administrator; Cynthia Stinson, IM Supervisor; and Kim Smith, IM Leadworker. Davidson County tried to focus many of our efforts on background work processes. Mrs. Huff shared a Power Point presentation, which is attached giving details of processes as well as goals for the Collaborative and its participants. Insight from Atlanta oversaw

the project. Each slide of the Power Point presentation was covered in depth and questions were asked and answered during the presentation. The first group session was held in California; the second was held in New Jersey and their third was held in Alexandria, Virginia. There was a lot of information sharing during these sessions and throughout the entire project. All groups practiced what was learned and then reported back to the Collaborative. Our Agency has been able to determine that one of our major issues contributing to the "churn" issue is returned mail. A study was conducted and it took some of the mail 4 to 5 months to be returned to us. A "walk-through" was conducted by members of the Collaborative and the first thing they noticed was that there is no identification on the outside of the building as to what departments are housed in the Governmental Center building. Laminated sheets of pertinent information that should be shared with each client have been dispersed to workers for their use now. Ms. Huff conducted an exercise with the Board members. The Push method was timed first and then the same task was timed using the Pull method and the time to complete the same task was reduced by more than half. The Push and Pull methods were discussed. The counties involved with the Collaborative will be doing a presentation to the State in the future.

### **2018-2019 DSS Budget**

Mr. Moorefield shared that our proposed budget for Fiscal Year 2018-2019 shows a decrease of \$5,687,718. This is due to not counting Daycare Purchase and Non-Emergency Medicaid Transportation, which is now handled directly through NC FAST and NC Tracks for paying childcare providers and most Medicaid Transportation providers in the coming year. The overall budget for 2018-2019 is projected at \$17,624,468 and the projected reimbursement/revenues are at \$10,652,820. The County funds in this budget are \$6,971,648; an increase of \$625,236. We are proposing the addition of six new positions, which is projected to cost \$368,180, of which \$202,168 is reimbursable. We are asking for 4 positions in Child Protective Services and 2 in Foster Care. We are also asking to double the contract with Hope for the Future to be able to serve 40 adult wards. This would bring this contract amount to \$108,000, which is considerably less than hiring permanent staff to handle this work. He also shared that he and Mrs. Caroline Hedrick met with Casey Smith and County Manager, Zeb Hanner, on March 21, 2108 and received favorable feedback from them regarding our proposed budget for FY2018-2019.

Mrs. Caroline Hedrick shared a very in depth Power Point presentation, which is attached. Each aspect of the budget was outlined as well as the past trends. Expenditures were broken out by showing the largest expenditure increases. A breakdown was shared regarding what contracted services will be needed. The Hope for the Future contract was covered in depth. There is a decrease in public assistance in the foster care area and this is based on the qualifications of the child. Day care expenses are coming out of the budget. The salary and benefits section of the budget was covered in depth as well. The positions being requested will help cover increasing caseloads and the increasing demands being placed on staff by new and more demanding state policies.

Mr. Scott Craver shared a shared a chart showing a comparison of our County's needs with other counties. This data was provided by the Child Welfare Rep for our region and no County names or population sizes were provided. Ten counties were compared. The chart was explained fully. We are in need of assessment workers, but are very well staffed in the area of In-Home workers and Intake workers at this time. Davidson County does appear to be in greater need than we first thought. Turn over does not seem to be our problem. Mr. Barrett and Mr. Jarvis asked that Mr. Craver attempt to have the counties identified as well as the population numbers provided. The Board also requested a list of workers and the numbers of cases they now carry in the Child Protective Services area as well as the Foster Care area. Mr. Jarvis requested that Mr. Moorefield research a possible comparison with other counties in regards to any incentive programs they may offer to recruit and retain social work staff.

Mrs. Hedrick shared that we are requesting that two Office Support III positions be reclassified to Office Support IV in the Child Support area.

Mrs. Hedrick explained to the Board that we have not budgeted enough for overtime in the past; therefore, an increase in the overtime line item is being shown that is more realistic. With the addition of new staff, reclassifications and increased budgeting in overtime, there would be a 4.7% increase in salaries and benefits.

Mrs. Hedrick shared the revenue breakdown, which shows an overall decrease of 37.2%. This decrease would only be 1% if NEMT and Daycare funding were still included. She also shared a one-year budget comparison. (See chart in Power Point attached)

Mrs. Hedrick stressed to the Board that our Agency is trying to be realistic and as conservative as possible with this budget and still meet the needs of the Agency in providing our mandated services to the residents of Davidson County.

A brief discussion was held about the presentation and it was requested that the vote to approve the budget be delayed a month in order for the Board to review the proposed budget.

Mr. Steve Jarvis made a motion to table the vote to approve the budget until the April, 2018 meeting. The motion was seconded by Mr. Lance Barrett. The motion was approved unanimously.

#### **DSS Board Appointment 2018 – 2021**

Mr. John Byrum's term on the Board will be ending at the end of June 2018. He cannot serve a third consecutive term. His position is a DSS Board appointed person and Mr. Moorefield asked that the Board begin to consider who they would choose for Mr. Byrum's replacement. He stated this information would be needed by early May. He also shared that Ms. Jane Murphy was nominated before and may still be willing to serve.

Mr. Richard Wagner made a motion to go into closed session. Mr. Steve Jarvis seconded the motion. Motion approved unanimously. Moved into closed session at 5:40 pm.

#### **Closed Session**

Closed Session was for the purpose of review an attorney/client privilege issue and per General Statute 143-318.11(a) (1) to prevent disclosure of privileged or confidential information.

Mr. Jarvis made a motion to end the closed session at 5:49 pm. Mr. Lance Barrett seconded the motion.

#### **Date of Next Meeting**

Tuesday, April 24, 2018, at 4:15 p.m., first floor of Social Services in Lexington, Conference Room D.

#### **Adjournment**

The meeting adjourned at 5:50 pm.

Minutes submitted by Dale Moorefield