

**DAVIDSON COUNTY
DEPARTMENT OF SOCIAL SERVICES**

Dale Moorefield, Director



Lexington DSS Office
P.O. Box 788
913 Greensboro Street
Lexington, North Carolina 27293
336-242-2500
FAX: 336-249-7588

Thomasville DSS Office
211 W. Colonial Drive
Thomasville, North Carolina 27360
P.O. Box 788
Lexington, North Carolina 27293
336-474-2760
FAX: 336-472-6635

Lexington Child Support Office
P.O. Box 788
913 Greensboro Street
Lexington, North Carolina 27293
336-242-2242
FAX: 336-242-1236

Thomasville Child Support Office
211 W. Colonial Drive
Thomasville, North Carolina 27360
P.O. Box 788
Lexington, North Carolina 27293
336-474-2609
FAX: 336-474-2620

**Davidson County Department of Social Services
Board Meeting Minutes
January 24, 2017**

Board Members Present

Mr. John Byrum; Mr. Steve Jarvis; Mr. Andy Morris; Mr. Lance Barrett

Others in Attendance

**Mr. Dale Moorefield; Ms. Katrina McMasters; Mrs. Elizabeth Huff;
Mrs. Susan Craig; Ms. Lynn Meeks; Mrs. Sheri Woodyard**

Call to Order

The meeting was called to order at 4:18 p.m. by Mr. John Byrum.

Adoption of Agenda

Mr. Steve Jarvis made a motion to approve the Agenda. The motion was seconded by Mr. Andy Morris. Agenda approved unanimously.

Approval of Minutes

Mr. Andy Morris made a motion to approve the minutes of the December 16, 2016 meeting. Mr. Lance Barrett seconded this motion. The minutes were approved unanimously.

Public Address

There was no public address.

Management Report

Mrs. Meeks gave an overview of the expenditure report dated 12/30/2016. Currently we are overspending Salaries and Benefits. The main reasons for the overspending is increased caseload work with overtime due to vacancies in our services area and an increase in cost for health insurance. Mrs. Meeks feels the overspending will come down in this area over the next few months. In operating expenses, we are

underspending. The over spending in vehicle mileage (county cars) is covered by the underspending in travel and is again the result of increased caseloads and visits being done, but with our County Vehicles being used for much of the travel, which is more cost effective than personal mileage reimbursement. In uncapped allocations a few main areas of concerns are: increased costs for Foster care (Assistant County Manager is aware of this concern), Medicaid Transportation (100% reimbursement) and Special Assistance for Adults.

Mr. Dale Moorefield reported that we currently have 11 vacancies reported, five of which were from recent staff retirements. We have promoted three staff from within which will cause new vacancies. We are at various levels of filling these positions with all of them being posted and interviewing is ongoing.

Mrs. Elizabeth Huff informed the Board that the numbers on page 10 (Medicaid/FNS/Fraud Board Report) have been revised as all Income Maintenance supervisors are now using the same report to gather information where in the past, supervisors could get information from three difference sources and all be slightly different. Mrs. Huff reports that the State has not been able to answer why these discrepancies exist, but they are looking into it. Overall staff are doing well processing applications and recertifications in both an accurate and timely manner. Fraud claims went up in December as Mrs. Lauren Jackson completed many investigations prior to her retirement in December.

In the Work First area, there was no significant change. In the Child Day Care area, we have spent 49.95% of our allocation midway through the year and still operate without a waiting list for services. On Feb. 1, 2017, we will be converting cases to NCFast. It will take approximately 1 hour per case and we have 765 cases for 3 workers to convert. We may see some overtime from this necessary conversion in the next 2 months. In the Emergency Financial programs, we have spent almost \$344,000 through the month of December. Our LIEAP applications have been slightly below what we expected so far and we should have available funds in this program through the March 31st deadline. CIP applications and usage are also low through December, but should pick up as we are now in the colder months.

Mr. Moorefield reported that in the Child Support area, they are slightly ahead of schedule compared to last year and had another good month of collections. Collections should increase once tax season begins, due to the interception of tax refunds. Child Support units worked together to even out the caseloads as the Lexington staff carried more than Thomasville. Each worker now has a caseload size of approximately 550 cases.

Ms. Katrina McMasters reported on Child Protective Services indicating that report numbers have gone up by about 20% over last month. We feel the reason for this increase is schools calling in before children are out for the Christmas Holidays. Ms. McMasters plans to further revise her report in the future to account for work not reported on currently - specifically with screen outs and conflict cases that staff work on, but do not show in the current format. Ms. McMasters also informed the Board

that the Safety Planning Resource policy that was to begin this month statewide has been delayed for now.

Mrs. Susan Craig reported on Foster Care/Adoptions and Adult Services. In Foster Care, the average number of children in our care last year was 144 and currently we have 165 children in our care reflecting significant caseload growth. Mrs. Craig reviewed the policy that will be coming into effect in the near future with Guardianship Assistance and extending Foster Care to age 21 from age 18 and the effect this may have on our budget. In the Adult Services area, our number of reports accepted doubled in December as well as the number of clients we served saw a significant increase. The number of wards has crept back up to 86 although we have our most demanding wards with mental health concerns served by our Contract with Hope for the Future. A question was raised concerning unclaimed bodies and Director Moorefield explained that our Adult Services Intake worker Kathy Replogle has been fortunate to arrange some unclaimed bodies donated to medical science/research at Wake Forest and Davidson Funeral Home is getting funeral services setup up for former military through Veterans Affairs; and this has decreased the number of unclaimed body expenses for the county.

Old Business:

None

New Business:

Income Maintenance Program Administrator Elizabeth Huff was introduced by Director Moorefield and Mrs. Huff guided the Board through the past couple of years of recovery from NCFAS; a recovery that has been marked with internal department reflection, self-analysis, and development of practices and processes to improve both customer outcomes and staff satisfaction in Income Maintenance. Mrs. Huff reported that some changes began back in late summer of 2015 with the development of a review/redeterminations unit and with success seen here, more changes evolved as practices and procedures were analyzed throughout the area. One of the core objectives was to create more efficiencies and eliminate any duplication of efforts. Mrs. Huff described taking advantage of the State's LEAN process of evaluating our work procedures and Director Moorefield explained to the Board that this process enabled staff to work through changes in a neutral environment of developing practices that would evolve during the process. Mrs. Huff explained that although our Income Maintenance Staff who did both Medicaid and FNS together still do both programs at Intake, but have seen advantages of being more specialized and created a 2nd review unit as one unit handles FNS and another handles Medicaid. In addition, the development of IMCI's working at our front desk reception areas has benefited both clients with more timely customer service for walk-in service for minor non-eligibility changes on cases; it also allows more uninterrupted processing time for both Intake and Review staff to complete their eligibility decisions. This has further aided our success for both timely processing and accuracy as well. Mrs. Huff also praised the development of our Income Maintenance Trainer position as Mrs. Melody Clark has handled new employee eligibility training in a consistent manner and has

developed refresher trainings to address areas of concern that our second party reviews and audits identify. Mrs. Huff also mentioned our involvement in the Snap Collaborative with Pitt and Union counties along with other counties in New Jersey and California, the USDA, our NC DHHS, Insight Policy Research, and the Southern Institute on Families and Children. Our goal there is to improve FNS processing timeliness while reducing the churn of on and off again FNS participation. Mrs. Huff shared that our agency handled the removal of the ABAWD waiver successfully in 2016 with few customer concerns despite obvious loss of benefits in many households which indicates our agency staff did a good job of informing clients of the policy change and its implications prior to the action. In closing Mrs. Huff informed the Board of preliminary findings in our FNS Management Evaluation and Medicaid CARR Review audits conducted in December; overall our reviews in both programs went very well with only minor findings discussed by the auditors in their exit conferences.

Closed Session:

The meeting moved into Closed Session at 5:30pm.

Motion was approved to move back into open session and the meeting was adjourned at 5:51pm.

Date of Next Meeting

Tuesday, February 28, 2017, at 4:15 p.m., first floor of Social Services in Lexington, Conference Room D.

Adjournment

Minutes submitted by Dale Moorefield