

**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
March 28, 2017**

Board Members Present

**Ms. Barbara Presnell; Mr. Andy Morris;
Mr. Lance Barrett; Mr. Steve Jarvis**

Others in Attendance

**Mr. Dale Moorefield; Mr. Scott Craver; Ms. Katrina McMasters;
Mrs. Elizabeth Huff; Mrs. Susan Craig;
Mrs. Caroline Hedrick; Mrs. Sheri Woodyard; Mrs. Lexa Eagle**

Call to Order

The meeting was called to order at 4:16 p.m. by Ms. Barbara Presnell. An invocation was offered by Mr. Dale Moorefield.

Adoption of Agenda

Dale asked to amend the agenda, adding G.4., Closed Session, Attorney/Client Privilege and to prevent disclosure of confidential information. Andy Morris made a motion to approve the amended Agenda. The motion was seconded by Lance Barrett. The Agenda was approved unanimously.

Approval of Minutes

Mr. Lance Barrett made a motion to approve the minutes of the February 28, 2017 meeting. Mr. Andy Morris seconded this motion. The minutes were approved unanimously.

Public Address

There was no public address.

Management Report

Mrs. Caroline Hedrick reported that we are 67 percent through the year as of February 28th and we are at 62 percent spending for the year.

Mr. Dale Moorefield reported on the ten vacancies in the Agency. He explained all details regarding the vacancies. Some of the specifics were that one employee moved from DSS to another county agency; there was a lateral transfer from foster care to cps intake; and the last person that left Foster Care stated that there was just too much work to be done. The Foster Care social work vacancies were explained as well as the Child support vacancies.

Mrs. Elizabeth Huff shared that there were not a lot of changes in Economic Services. Income Maintenance continues to do well with state standards for processing times and applications. Medicaid applications dropped a little bit. Medicaid caseloads actually increased. Food and Nutrition Services cases that were dropping due to ABAWD rules show a slight increase. Work First has seen no significant changes. In February, applications and inquiries dropped. In the Child Care area, we are on target with our spending coefficient and we are no longer on a waiting list. The waiting list was used for about a month, while converting cases to NC FAST to avoid putting information in two separate systems. In the Emergency Assistance area, things are about the same. Temperatures have played a big part in the numbers of people seen and benefits issued. The Low Income Energy Assistance Program (LIEAP) ends March 31, 2017. We are about 170 applications below last year, but the money per household is about the same. We will underspend our funds here due to the milder winter temperatures, the way vendors credit accounts, and an improved economy.

Mr. Scott Craver reported that Child Support is still doing very well. They are \$63,000 ahead of last year at this same time. The numbers of cases were higher in February than in January. There are 123 more cases established than last year at this time. There are three vacancies and one person out on FMLA in the Lexington office; however, the two offices are joining resources and meeting the challenge of providing this service.

Ms. Katrina McMasters reported that CPS is doing a good job at trying to get a hold on the number of cases for each worker as they are striving to get the numbers down. The numbers of reports received and accepted are down; however, the numbers of abuse and sexual abuse reports have gone up the last couple of months. Criminal charges are being brought against some of the perpetrators in these cases because the abuse is so severe. The numbers of reports closed were greater than those opened in February as 111 cases were closed. The school systems continue to be the top reporters for CPS. The numbers of CFT's doubled from January to February as we are making an effort to be sure the CFT's are happening.

Mrs. Susan Craig reported that we still have 164 children in Foster Care. There is an increase in the number of children awaiting adoption. Most of the children are in adoptive families, waiting to get to adoption committee. There have been a high number of parents that have relinquished their rights. With the increased demands, we are working to get children to permanence. In the Adult Services area, there is nothing remarkably different; the ward population is up to 86 guardianships.

Old Business

There was no old business. Mr. Moorefield took this opportunity to introduce Mrs. Caroline Hedrick to the two Board members that were not present for last month's meeting.

New Business

2017 – 2018 DSS Budget

Director Moorefield presented the agency budget that was submitted to the County Manager's office on February 27, 2017 for their review. The budget included an overall increase of \$760,904 that is offset by increased revenue and reimbursement of \$389,591. The increase of County Funds for our 2017-2018 budget is \$371,313. We have proposed adding three new positions and the cost of these positions is \$159,343, of which \$101,696 is projected to be reimbursed; making the County cost \$57,647.

The three new positions would add two social worker III positions in the Foster Care area with one being a quality assurance social worker; there would be one position added in the Child Support area, as an Interstate Child Support Enforcement Agent II. Demands of increasing caseloads and substance abuse are contributing factors for these requests while at the same time, new State policies are also increasing staff demands in Foster Care. The extra workload is more demanding for staff, but will be good for the children in our care or for relatives who can take on the children who are not safe with their parents. The new demands were recapped and reviewed from our February meeting. Mr. Moorefield, Mr. Craver, and Mrs. Hedrick attended a budget meeting with the County Manager, Assistant County Manager, and the Finance Director on March 10, 2017 to present this budget and their response to the budget presented was very positive, especially in regards to the challenges faced by the Agency.

Mrs. Caroline Hedrick shared a power point presentation with the board highlighting significant changes and increases relevant to administrative expenditures. Administrative expenditures are projected at a 2.8 percent increase and include dues and subscriptions, professional services, contracted services, Adult Day Care contracts, telephone charges, group insurance and supplies. She also gave specific information regarding the percentages of increase expected in the Public Assistance expenditures, which include Adoption Assistance, Foster Care, Day Care and Special Assistance for Adults. That projected increase is 4 percent.

The request for three additional positions was also discussed, sharing that 64 percent of this cost will be reimbursed to the County. We have also made a request that the two Non-Emergency Medicaid Transportation staff, which are currently housed and supervised by DSS, be moved to the Agency's payroll rather than Transportation. We already pay their salaries through contracted services. This would simply eliminate a step and make them part of the DSS staff. Reimbursement is now at 50% for this personnel cost.

Projected revenue percentages were shared; 46 percent of the revenue will come from Child Protective Services, Adult Day Care, IV-E Foster Care, State Foster Care and Child Day Care; 16 percent will come from Medicaid Transportation/Medical Assistance Administration; 7 percent will come from Food and Nutrition Services; and 1 percent will come from Child Support Enforcement. The projected overall increase in revenues is 2.4 percent.

Mrs. Hedrick shared a graph showing a budget comparison for the last two years and the projected 2017-2018 budget. The overall budget request for 2017-2018 is \$23.2 million, or 3.4 percent over last fiscal year. The expected revenues for next fiscal year are \$16.8 million. The expected county funds are \$6.3 million, which is a 6.2 percent increase over last fiscal year.

Steve Jarvis made a motion to adopt the 2017-2018 budget as presented. The motion was seconded by Andy Morris. The motion passed unanimously.

Social Services Board Appointment for 2017 – 2020

Mr. Moorefield presented information regarding the next DSS Board appointment. Barbara Presnell's second term will end on June 30, 2017. Her appointment is a Social Services Commission appointment. The new term will begin July 1, 2017. We will need to have nominations in to the Social Services Commission by April 29, 2017. A notice will be posted in DSS regarding nominations. Lance Barrett's term is also ending as of June 30, 2017. His seat is appointed by the Board of Commissioners and they will need to appoint a person for that position as well. It was suggested that the Board should consider the location of persons nominated to fill the Social Services Commission seat. Mr. Moorefield asked that information be given to him and he will take care of sending the information to the State.

2016 PBB Annual Report

The PBB Annual Report Booklet was shared with the Board. This report shows the work accomplished during July 2015 to June 2016. DSS results are listed in the booklet on page 24. The picture in the booklet on page 4 was discussed and how PBB funds were used to purchase the items pictured in the renovation of that workspace. The area was created for the best use of office space to house the staff that complete reviews and recertifications for FNS and Medicaid programs. The cost to create the space was approximately \$17,000. Our current balance in our Performance Based savings is \$775,884. We can save up to 8 percent of our budget and anything saved over the 8 percent goes into the General Fund for the County. The statistics listed in the booklet were explained in detail.

Elizabeth Huff shared that the most important area for Income Maintenance is meeting State goals for processing timely decisions for benefit applications and recerts. Our Income Maintenance area is successful especially in comparison to other counties our size and is better than State averages. Davidson County is working out more efficient ways to do things and using PBB funds to do that. We are doing things that enhance worker productivity, employee morale, keeping new and up to date computers, providing good workspace and the things workers need to succeed.

Susan Craig shared that Adult Services initiates 100 percent of abuse cases within 8 hours of receiving a report in Agency. During the fiscal period reviewed, 284 cases were initiated. The Agency has set high standards for staff. The Adult Services staff are very appreciative of all things they get to help with morale as well as helping do their jobs.

In the Foster Care/Adoptions area, the Agency is seeing the children in our custody where they live - 253 out of 266 monthly visits were in the homes where the child resides. Children placed out of state are seen by our staff from here at least once every six months, and monthly by other agencies where the children reside. Once again, the children are seen in the home, not in school, not at day care, but at home.

Katrina McMasters shared that CPS has a goal of 100 percent timeliness for initiation of reports and there is no wiggle room for that 100 percent requirement. In 2015-2016, we scored at 96 percent initiation. We strive to get to the 100 percent goal, but one of the problems is that some people may be out of state or not in this county when we get the report to work it and all people involved in the case must be interviewed to have the case considered

initiated. Supervisors lead by example in this area and encourage staff to do a good job. Another crucial goal is having no repeat maltreatment on cases that are closed, and we are at 99 - 100 percent on this goal.

Scott Craver shared that in the Child Support area, the dollar amount is most important - \$13 million was collected during this review period; that was \$260,000 more than the goal and averages out to more than \$1000 per workday more than last year. The area Judges decide what should be paid, but Child Support Enforcement works with folks to help get the moneys for the children. They also work with people out of work and set aside an order at times. Child Support has experienced nine straight years of increase in collections and the Child Support staff continually raise the bar. The two units work well together and see cases as Agency cases, not just each office's cases.

The goals for PBB are set early for the next year with some being State set goals and some set by our Agency. Our Agency is looking for ways to continually improve and change our goals accordingly to measure our success on both the basics and in areas that we need to improve on. Employee bonuses were discussed and the change that will be taking place for the consideration of eligibility for the bonus. Individual accomplishments will be considered more strongly going forward than group success to appropriately reward individuals' successes when approving for PBB bonuses in the future.

Mr. Barrett made a request that the results from the CPS audit that was conducted several months ago be discussed at the next meeting. April is Child Abuse Prevention Month, so this will be added to the Agenda as part of our CPS Focus in April's meeting.

Steve Jarvis made a motion to move into closed session at 5:19 pm. Mr. Andy Morris seconded the motion. The motion was approved unanimously.

Closed Session

No action was taken during closed session.

Mr. Andy Morris made a motion to return to open session at 5:30 pm. The motion was seconded Mr. Steve Jarvis. The meeting returned to open session at 5:30 pm

Date of Next Meeting

Tuesday, April 25, 2017, at 4:15 p.m., first floor of Social Services in Lexington, Conference Room D.

Adjournment

The meeting adjourned at 5:31 pm

Minutes submitted by Dale Moorefield