

**DAVIDSON COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

*Dale Moorefield, Director*



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**Davidson County Department of Social Services  
Board Meeting Minutes  
September 26, 2017**

**Board Members Present**

**Mr. John Byrum; Mr. Andy Morris  
Mr. Richard Wagner; Mr. Lance Barrett; Mr. Steve Jarvis**

**Others in Attendance**

**Mr. Dale Moorefield; Ms. Sheri Woodyard;  
Mrs. Caroline Hedrick; Mrs. Lexa Eagle;**

**Call to Order**

The meeting was called to order at 4:17 p.m. by Mr. John Byrum. An invocation was offered by Mr. Byrum.

**Adoption of Agenda**

Mr. Andy Morris made a motion to approve the Agenda. Mr. Lance Barrett seconded the motion. The Agenda was approved unanimously.

**Approval of Minutes**

Mr. Lance Barrett made a motion to approve the minutes of the August 22, 2017 meeting. Mr. Richard Wagner seconded this motion. The minutes were approved unanimously.

**Public Address**

There was no public address. Director Dale Moorefield took this opportunity to share with the Board that the Mr. Scott Craver, Ms. Katrina McMasters and Mrs. Susan Craig were absent from the meeting due to attending NC Fast training in Asheboro for Child Welfare Services. He also shared that Mrs. Elizabeth Huff is attending the SNAP Collaborative meeting in New Jersey on behalf of the Agency.

## **Management Report**

Mrs. Caroline Hedrick shared information regarding the current year's expenditures. The figures shared are preliminary due to not having final numbers for the month or August from Davidson County Finance Department. The predicted spending for our Agency is 17 percent; however, we are currently at 9 percent spending. We are overspending in the overtime and foster care areas and this is largely due to having 180 children in custody and care. Expenses for Interpreting fees have increased and one of the reasons is due to the need of one client for sign language interpretation. This is expensive and we do not have a sign language interpreter on staff. Special Links spending is up at 29 percent and this increase is due to the expansion of Foster Care for 18 to 21 year olds who have presented in Davidson County from the foster care system. Special Links is reimbursed at 100 percent. Emergency Assistance spending is up as with the mild temperatures we are experiencing, we are unable to use CIP funds because there are no heating or cooling emergencies.

Mr. Dale Moorefield shared that our Agency currently has 10 vacancies. Each vacancy was explained in detail. He also shared that the person hired for the Social Worker Investigative/Assess and Treatment position called on Friday, September 22, 2017 to say that they would not be coming to work on September 25, 2017. Questions were asked about the number of vacancies and it was shared that this has been the average number of vacancies for the past year.

Mr. Moorefield shared that, overall, things are looking good in the Income Maintenance area - Accuracy and timeliness rates in application and recertification processing remain high and well above State standards. The number of Medicaid cases in our County is almost 28,000 recipients and in the Program Integrity area, collections and claims established remain steady.

Mr. Moorefield shared that in the Work First area, there are 256 active cases. Of those cases, only 10-15% of them are mandatory Work First participation cases, the remainder are child only cases. Six individuals have started work through the Work First program since the beginning of July 2017.

In the Child Day Care area, NC Fast has not provided much data regarding numbers of children being served. Mr. Moorefield shared that our DCDEE spending report indicates that \$962,060 has been spent for the fiscal year so far and this spending puts our County at a 105% coefficient. This is where we would expect to be this time of year due to school-aged children being served with full-time daycare during the summer months while out of school. We do not currently have a waiting list and are serving applicants for services as they apply.

In the Emergency Assistance area, we continue to experience mild temperatures, which means not as much activity in this area as we will see in the coming cold months. Most of the spending is occurring in the Work First Emergency Assistance fund.

In our Child Support area, we are two months into the new fiscal year and had another month with collections of over \$1 million. One of the Interstate Agents, Wendy Burcham, collected a lump sum payment of \$12,000 from a non-custodial parent and was on the State Shout Out list for the month of August.

Mr. Moorefield reported that in the CPS area, reports are up for August and will probably be up even more in September as school is back into full session. There was a big jump in physical abuse reports for August and our staff is more emotionally affected by these reports. The closing of cases has slowed a little.

Mr. Moorefield reported that in the Foster Care area, we had 172 children in care at end of August, however we are now up to 180 children in custody at this moment. Twelve children entered care in August and only six found permanence. The Agency is still struggling with caseload management, even with the addition of staff, because the numbers continue to grow. The number of children coming into care due to substance abuse continues to rise.

In the Adult Services area, things remain steady and guardianship numbers remained at 86 wards; 27 APS reports received, 18 of which were for neglect. The age range of the wards was discussed. The age of the wards in guardianship are now much younger and the effects of substance abuse and mental health needs are contributing factors.

## **Old Business**

There was no Old Business.

## **New Business**

### **Employee PBB Bonus for FY 2016-2017**

The Department Heads met with County Manager, Zeb Hanner and Assistant County Manager, Casey Smith, on Tuesday, September 19, 2017 to discuss Performance Based Budgeting (PBB) for fiscal year 2016-2017. It was decided that PBB bonuses would be given for those departments that participate in Performance Based Budgeting. Criteria for receipt of this bonus was explained to the Board – the employee must have been employed from July 1, 2016 through June 30, 2017 and still be employed at the time of bonus receipt; the employee must have at least “meets expectations” on their annual performance appraisal; have met at least 90 percent of the goals set for them as an individual; and cannot have had a written warning during the fiscal year. The bonus amount will increase for individuals who have met their goals based on the unit and division meeting its goals. We currently have \$756,000 in PBB reserve available to pay out this bonus. Last year, 151 employees qualified for the bonus. We estimate the number will be approximately the same for this year. The bonus will be distributed to qualified and eligible employees by paper check on October 27, 2017. We are bringing the request for approval of the bonuses to the Board for their consideration. Mr. Moorefield also explained to the Board that next year’s process for determination of who will receive bonuses would be based on a more individualized system. This new system will reward the employee for their individual achievements rather than basing the bonus on the unit and/or the division. There were questions as to why the new system was not used this year and the Board was informed that the change was decided in the middle of the year and we did not want to change things in the middle of the year/reporting period in fairness to the staff.

A motion to approve the presentation of PBB bonuses to employees as requested by Director Moorefield was made by Mr. Andy Morris. The motion was seconded by Mr. Richard Wagner. The motion was approved unanimously.

### **DSS Final Expenditures and Economic Impact for FY 2016-2017**

With the closing of Fiscal Year 2016-2017, we see that our Agency provided our mandated services to the people of Davidson County for less than we projected in our original budget. Salaries, benefits and operating expenses were underspent by \$145,215 for the year. We had \$21,722,888 in expenditures for the year and of that, \$16,048,693 was reimbursed by State and Federal funds, which equates to us receiving 74% reimbursement. Mrs. Caroline Hedrick shared the figures for the year in more detail during the meeting, as well as provided a written

copy of the information. She also provided the Board with a copy of the Economic Impact Report for 2016-2017, which gives an overall view of how much revenue was brought back into our County with the benefits issued to our citizens. Both of these reports were based on preliminary numbers, as the books have not been closed out by the County's Finance Department.

In reviewing the Economic Impact Report, Mrs. Hedrick shared that not all of the numbers shared on this report are run directly through our budget. Approximately \$273 million has come back into Davidson County because of public assistance benefits. The report was explained in detail. One highlight was the amount of Fraud moneys collected, \$498,000, of which our County kept approximately \$149,000. Child support collections were also brought to the attention of the Board, indicating that the people of the County are receiving good benefits from this program. The overall County share of benefits paid was approximately \$7.3 million. There was discussion about Medicaid Transportation costs being so high. The Board was reminded that these expenses are reimbursed 100%. The administration costs of the program are only reimbursed at 50% for those employees handling the administration. We currently have contracts with third party providers and those are reviewed yearly. An audit of Medicaid Transportation and the trips being handled is conducted monthly. There are checks and balances in place for making sure that we are not being overcharged for services provided. The overspending in the Foster Care area was discussed as well. This overspending is due to number of children in care and with the numbers increasing, the overspending is expected to continue. Even with overspending in a few areas, it is good that we do have savings.

### **Record Destruction**

Davidson County adheres to the record retention schedule set forth by North Carolina General Statutes Chapter 121 and 132. Based on the schedule set forth by DHHS, we have 307 Child Support Enforcement cases in which services have ended on or before June 30, 2009 and can now be destroyed. Mr. Moorefield asked that the Board consider a vote to destroy these records.

Mr. Steve Jarvis made a motion to destroy the closed Child Support Enforcement records. Mr. Lance Barrett seconded the motion. The motion was approved unanimously.

Mr. Moorefield also shared that there will be DSS Board member training held at the Social Services Institute in Hickory, North Carolina on October 18, 2017 and asked if any Board members were interested in attending. Mr. Richard Wagner expressed his desire to participate in this training and Mr. Moorefield will take care of getting the registration completed for him. Mr. Moorefield will also verify the date and share it with Mr. Wagner.

Mr. Steve Jarvis gave an update on the Child Fatality Task Force. He is currently serving on the State task force and asked that any concerns be shared with him for sharing with the task force. Fatality reviews are delayed sometimes up to 3 years after the fact. Time frames are being looked at in a bill that is being drafted for consideration. He also shared that he has spoken with several from the Foster Care boards and they are looking at possibly providing Directors with waiver power to approve families for foster parenting. There was discussion about good potential families who may be denied due to their homes proximity to bodies of water.

Mr. Barrett stated that it is good to see that current employees from Social Services have been promoted from within. He feels this is good for morale.

Motion to adjourn the meeting was made by Mr. Jarvis and seconded by Mr. Morris.

**Date of Next Meeting**

Tuesday, October 24, 2017, at 4:15 p.m., second floor of Social Services in Lexington, Conference Room A, Governmental Complex Building.

**Adjournment**

The meeting adjourned at 5:08 pm.

Minutes submitted by Dale Moorefield