

**DAVIDSON COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

*Dale Moorefield, Director*



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**Davidson County Department of Social Services  
Board Meeting Minutes  
June 26, 2018**

**Board Members Present**

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

**Others in Attendance**

**Mr. Dale Moorefield; Mr. Scott Craver; Ms. Katrina McMasters; Mrs. Susan Craig;  
Mrs. Elizabeth Huff; Mrs. Caroline Hedrick; Mrs. Lexa Eagle; Ms. Sherri Woodyard;  
Ms. Tina Allen; Mrs. Kim Craver; Ms. Anita Bean; Mrs. Jacqueline Crews;  
Ms. Twanna Robinson; Ms. Teresa Payne; Ms. Rebecca Oshige; Mrs. Vickie Miller**

**Call to Order**

The meeting was called to order at 4:16 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 May 22, 2018 meeting as written. Mr. Lance Barrett seconded this motion. The minutes were approved unanimously.

**Public Address**

There was no public address. Information was provided to the Board as to the presence of the additional people for the meeting.

**Management Report**

Mrs. Caroline Hedrick reported that we are at 92 percent spending as of May 31, 2018. We continue to have overtime; however there is a decrease as compared to last year at this same time. Foster Care, Child Protective Services and Adult Services continue to require overtime due to making required visits for the people on their caseloads. The line items for which we are over budget were discussed. Travel and vehicle mileage continues to increase due to increased caseloads. Special Links is being overspent; however, this will be reimbursed at

100 percent. A new grant was authorized called TRIP. This grant helped to free up Special Links funding as well. We will not overspend in Share the Warmth. Day Care funding is up and down because the State is making adjustments in all counties to avoid over/under spending in any county. We are at 83 percent for our overall spending. There was discussion about allocations not being used and the possibility of those funds being lost in future years. There was also discussion about Work First Transportation.

Mr. Dale Moorefield reported that we are currently trying to fill 8 vacancies. The six new positions that were approved for Fiscal Year 2018/2019 have been posted. Mr. Moorefield gave a breakdown for each vacancy and reported an offer was actually made for one of the vacant IMC II positions. The Accounting Tech I position will be posted soon.

Mrs. Elizabeth Huff reported that Food and Nutrition Services, Medicaid and Fraud continue to exceed their goals in accuracy and processing timeliness. Medicaid applications continue to fluctuate. There were 822 applications in May, which caused an overall increase to caseloads. Food and Nutrition Services numbers continue to be inconsistent as reported by the State. In April, we took 758 applications and 833 applications in May. There were almost \$2.6 million in FNS benefits issued to Davidson County residents for the month. Mrs. Huff shared the caseload numbers for April and May. Caseloads are up slightly in Medicaid and FNS.

Mrs. Huff reported that in the Fraud area, collections remain above average due to tax intercepts.

In the Work First area, Mrs. Huff reported that caseload size dropped just a little. We continue to try to serve the population that seems to have the most barriers to employment here; 80 percent of cases in Work First are child only cases, meaning that someone other than a parent is caring for a child and receiving financial assistance for the children only. They were able to put 5 individuals to work in the month of May and this means that Work First has reached and exceeded their employment goal for the year.

In the Child Day Care area, spending was down a little in April and we do not have the numbers from May. We are still on a waiting list and have 328 children on that list. Our allocation has dropped some due to the State adjusting funding across most counties in order to keep them from over/underspending. The State has assured us we will not overspend and that expenses will be covered by the State. NC Fast reports are still not complete and we are hopeful that these will be corrected soon for Child Care Subsidy.

Emergency Assistance spending continues to be lower due to the mildness of temperatures. General Assistance funds were not used at all in May. Only 18 Crisis Intervention Program applications were approved in May. WF-EA funds are being used now for emergencies and less than \$9000 in emergency assistance funds were spent in May.

Mr. Scott Craver reported that in the Child support area, we are a lot closer now to the collection goal for the year. May was the second biggest month for collections for the year. We will need a big month of collections in June to make the goal. The staff is working hard to reach the goal. Mr. Craver shared comparison data that encompassed a 10 county area. Davidson County is number 2 in collections in that 10 county comparison. A breakdown of how each worker is doing was also shared. The spreadsheet was discussed in detail.

Ms. Katrina McMasters shared that Child Protective Services had a busy month in May, with the majority of reports coming in from educational personnel. The number of reports received was about the same; however cases accepted did increase slightly in May. CPS is trying to

adhere to the new modified manual even before it becomes effective. There were not as many petitions filed in May and we now have more in-home cases.

Mrs. Susan Craig reported that in the Foster Care area, 7 children came into care. Two were from Division of Juvenile Justice (DJJ). These children coming into care from DJJ tend to have numerous challenges. We currently have 160 children in custody of the Department. We have 35 foster homes licensed to care for the children in Davidson County and recruitment of new foster homes is in full swing with 14 families continuing in the new MAPP classes that began earlier this month.

In the Adult Services area, Mrs. Craig reported that they had the highest number of reports for the year in May; 33 of the 44 reports were accepted for evaluation. This group is extremely busy and the month of June will be just as busy. The number of wards will increase in June, having received guardianship of 4 new individuals today (June 26, 2018) alone. Information and Referral calls have increased as well. In April, the Adult Services area was monitored by the State and did really well. Several program areas were audited and the auditor shared that this group has good follow up on referrals, good case management, good teamwork, and thorough documentation. One of the issues discovered was in regards to collateral contacts in the APS area. Measures have been put in place to correct this issue. Special Assistance and In-Home case managers have attended training again and have implemented new measures. Questions were asked regarding the increase in reports and Mrs. Craig shared that there are varying reasons. Mrs. Vickie Miller also shared that Adult Services has been involved in educating the community in the past year and it is believed this is a contributing factor to increased awareness in the community as well. The education is to make the public aware of abuse, neglect and exploitation signs and encourage them to report these issues when known or suspected.

### **Old Business**

Mr. Steve Jarvis asked if any information had been gathered regarding the possibility of offering a scholarship program in our County in comparison to what other counties may offer. Mr. Moorefield reported that he has had no response from the list serve regarding such a scholarship. Mr. Jarvis stated that he would like to see this Board enact this type program for our Social Services. Mrs. Craig and Ms. McMasters explained the current Child Welfare Collaborative that Social Work students can participate in when attending college. After completion of school and the collaborative requirements, the individuals must serve 2 years in Social Services. Mr. Jarvis stated that he would like to see something in place for all Davidson County DSS new hires. He asked that staff begin work on a model to be presented to the Board.

### **New Business**

#### **Employee of the Year/Month Recognition**

The process of Employee of the Month/Year recognition was briefly explained to the Board by Mr. Moorefield. Tina Allen was introduced first as our Employee of the Year for 2018. She was the Employee of the Month in July 2017. Her nomination stated that she is always willing to do whatever is needed to help get things done and Director Moorefield mentioned that this holds true throughout her career at DSS, as her evaluations consistently reflect her willingness to do that. Mr. Moorefield introduced each of the other Employees of the Month for the past year and shared information regarding each one with the Board.

Mrs. Craig shared a more in-depth explanation of how the process of selecting an Employee of the Month takes place. No one in management is eligible to be recognized. Staff from each area may nominate their co-workers; sometimes outside their own division. Nominees are then voted on each month by the committee. This recognition process has been in place for 15 years and both employees and management seem to enjoy the process. The Board expressed their appreciation to the group, as did Mr. Moorefield.

### **Record Destruction**

We are continuing the process of purging records in order to clean up the area and eliminate old files that are closed and the safety hazard that the large number of files has created in the storage area. We have identified 287 additional CPS records that can be destroyed. Mr. Moorefield asked the Board to give approval to destroy these records. A majority of the records are at least 10 years old. Mr. Steve Jarvis made a motion to destroy the 287 records as requested. Mr. Andy Morris seconded the motion. The motion was approved unanimously by the Board.

### **Space Needs**

Our Agency is in an overcrowded situation now with staff sharing offices that were designed to house only one person. We have had to convert conference rooms into office space as well over the past few years to accommodate additional staff. With the addition of the six new staff approved in the 2018/2019 budget, we find ourselves in a more critical need for space than ever. Mr. Moorefield shared that several options have been identified. Adult Services will likely move into the old "Willie M" house that is located on the hill above the Health Department. This building and parking lot will not be ready until mid to late fall. Mr. Moorefield let the Board know that he will begin attending the facility committee meetings in order to keep abreast of the progress being made. The building that houses Davidson Works has office space available as well. Pam Walton, Director at Davidson Works, has expressed her willingness for DSS staff to be there. The proposal is for Child Support staff from Lexington to be moved there. Mr. Zeb Hanner, County Manager, has indicated the space could be available; however, DMV has been offered the space and he is awaiting their decision. The mission of both groups is very similar and this would be a good fit. We also have a need for space for child welfare staff. We have an opportunity to rent space in the building that Family Services occupies. Only one third of their ground floor is currently occupied. Sheri Woodyard, DSS attorney, also serves on Family Services' Board and stated that the group is excited at the possibility of sharing space with CPS. CPS and Domestic Violence could collaborate and work together with the same clientele. Mr. Moorefield, Mr. Craver and Ms. McMasters have gone to Family Services and looked at the space. IT Director, Joel Hartley has also looked at the space and gave an estimate of costs of no more than \$5,000.00 for installation and maintenance of IT equipment. This appears to be a perfect space for our needs. The Family Services' Board has discussed allowing us to rent four offices and some visitation space at \$9,000.00 per year, which equates to \$750.00 per month. The space is furnished and we would be allowed to utilize their phone system if we chose to do so. Mr. Moorefield asked the Board if they would be willing to support the rental of this space for CPS Staff to be in a great area for collaboration with Family Services and their Domestic Violence prevention and treatment programs. Teresa Carter is the Interim Director for Family Services and she is willing to work with us to make this happen. There is no information regarding a minimum lease; however, Mr. Moorefield expressed his desire to try this move for at least one year. That amount of time would give us an opportunity to determine if this is truly a good fit. This is the preference of the Agency, especially if we can get the space for a year. Ms. McMasters shared that this presents an opportunity for us to get in on the ground floor to help with drugs,

domestic violence and the effects of trauma situations on the children in the families that Family Services works with. She would like to assemble a forensic team of social workers that would be placed in this location and would possibly help with providing wrap around services. A Family Justice Center is the vision for Family Services and if it does come to fruition, this would be a great location for this unit. Ms. Woodyard described the space in detail. There is a separate entrance downstairs with a lobby. Mr. Jarvis is in favor of this, as well as the Board, as long as funding is approved. Mr. Moorefield stated that he felt people could be there within a month after the lease is signed. He also stated he did not know how long IT would need to make the necessary installation to get services going. Family Services is very interested in collaborating with DSS. The Board suggested that a contract be written up with an escape clause in the event someone rents the other part of the space that would not be conducive to the business of CPS.

Mr. Andy Morris made a motion to move forward with obtaining the space as described. Mr. Richard Wagner seconded the motion. The motion was approved unanimously.

### **Memorandum of Understanding with NCDHHS**

Session Law 2017-41 and House Bill 630 requires a Memorandum of Understanding between NC DHHS and the County Departments of Social Services for all social services programs excluding medical assistance (Medicaid). This MOU describes the requirements and administrative responsibilities related to the social services programs. The guidelines given by the State are mandated performance requirements and if accurate data and reports are provided by the State, this could in fact, give useful guidance to local DSS's, as well as serve as a monitor for performance. If a local county DSS does not meet the mandated performance requirements, work plans will be put in place, and funding for providing the mandated programs could be jeopardized. Mr. Moorefield listed the different programs involved and stated that our Agency is already meeting most of the performance measures set out. Mr. Moorefield stated that there is no accountability or corrective action plans surrounding this MOU until January 1, 2019. Director Moorefield also pointed out that if we do not sign the MOU, we will not receive funding for managing the programs. Mr. Moorefield informed the Board that he had spoken with County Manager Zeb Hanner regarding the MOU as it is between the County and DHHS and that Mr. Hanner asked DSS Director Moorefield to handle signing the MOU. The State allowed little turnaround time and the signed document is due back to the State by June 29, 2018. There was discussion about reviewing this document and trying to be sure legal counsel has reviewed and approved it. There was also discussion about the potential to lose funding. There would be no change to performance measures. The Final Draft of the MOU is what has been presented to the Board. Mr. Jarvis expressed his concern that there may be a problem with the time frame given to make this decision. Mr. Moorefield let the Board know that counties have been able to have input into this MOU from December to May. Mr. Barrett and Mr. Morris feel we need to sign now and address any issue if it arises. Mr. Moorefield stated he feels we could comply with any corrective action that is needed. Mr. Jarvis requested that Mrs. Woodyard give a legal report after she has gone to the training regarding this MOU on July 26, 2018. There was discussion about the State truly giving the guidance that is described in the MOU. Bottom line is if we perform well, we are fine.

Mr. Morris made a motion to allow Mr. Moorefield to sign the MOU. The motion was seconded by Mr. Wagner. Mr. Jarvis expressed his disapproval and the motion was approved by a 4 to 1 vote. The Board also gave Mr. Moorefield direction that he should wait until Friday, June 29, 2018, to sign and send the MOU.

## **John Byrum**

Mr. Moorefield let the Board know that Mr. John Byrum has served as the Board chair for the past five years. Mr. Moorefield thanked Mr. Byrum, stating he has been a blessing to him personally in giving guidance, leadership and interaction with staff. Mr. Byrum has maintained the expectation for this Agency to do what we are supposed to do. Mr. Moorefield presented him with a card and thanked him for his years of dedicated service to this County.

Mr. Byrum expressed his enjoyment regarding serving on this Board for the past six years. He wished the Agency all the best, stated his gratitude for the opportunity to have served. The Board thanked him for his service and expressed that they have enjoyed serving with him.

Mr. Moorefield informed the Board that Mrs. Sheri Woodyard, DSS Attorney, has requested that the meeting be moved into Closed Session. This change to the Agenda was not requested at the approval of the Agenda due to Mrs. Woodyard not being present, attending to the legal business of DSS.

Mr. Steve Jarvis made a motion to move the meeting into closed session at 5:40 p.m. for the purpose of review of an attorney/client privilege issue and per General Statute 143-318.11(a)(1) to prevent disclosure of privileged or confidential information. The motion was seconded by Mr. Richard Wagner. The motion was approved unanimously.

## **CLOSED SESSION**

No action was taken during the closed session.

Mr. Lance Barrett made a motion to return the meeting to open session at 5:54 p.m. Mr. Andy Morris seconded the motion. The motion was approved unanimously.

Meeting returned to open session at 5:54 p.m.

## **Date of Next Meeting**

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

## **Adjournment**

The meeting adjourned at 5:54 p.m.

Minutes submitted by Dale Moorefield