

Scotland County of Social Services Board
June 16, 2022
Regular Meeting

The vision of the Scotland County Social Services Board is to foster individual responsibility and to create a strong cooperative community that is responsive to the needs of its citizens.

DSS Board Members Present: Board Chair Leon Butler, Board Vice Chair Dorothy Tyson, John Ferguson

DSS Board Members Absent: Carol McCall

DSS Employees Present: April Snead, Director, Jessica Buehler, Administrative Assistant/Clerk to the Board, Carolyn Lewellen, Income Maintenance Program Administrator, Joy Hine, Income Maintenance Program Administrator, Wendy Stanton, Social Work Program Administrator, Stephanie Crommie, Social Work Supervisor

The DSS Board meeting was called to order at 8:30 a.m. by Board Chair, Leon Butler. Board Vice Chair, Dorothy Tyson led the opening prayer.

A motion was made by John Ferguson to approve the agenda for the June 16, 2022 Board meeting. Dorothy Tyson seconded the motion. The Board unanimously passed the motion to approve the agenda for June 16, 2022.

Open Forum

- None

A motion to approve the minutes from the May 19, 2022 Board meeting was made by John Ferguson and seconded by Dorothy Tyson. The motion passed unanimously and the minutes accepted.

Director Snead gave the Administrative Report for the month of February,

Please see the attached report.

Discussion from the Administrative Report:

Budget and Finance:

The most current numbers are not yet available from county finance due to state finance not being up to date on reporting.

Personnel:

The Income Maintenance Investigator position that has been frozen for quite some time may be posted in July. The Economic portion of DSS is currently fully staffed. However, a retirement notice was given to the Department yesterday, which will create a vacancy in that area at a later date.

Child Support:

Scotland County has been asked to present two workshops at the next Child Support Conference in August. Jason Butler, who is employed at Scotland County Sheriff's Office will lead one workshop. A Child Support Supervisor has been asked to lead another workshop.

Child Care:

Parent fees, which have been waived due to COVID, will resume in July. This may affect the number of children this unit serves. The number may reduce slightly if the recurring parent fee is not paid consistently. Director Snead explained that rules have become more relaxed and it is difficult to terminate anyone from the daycare service. It was also mentioned that many daycare sites are also pre-kindergarten sites.

Daycares are beginning to run out of spots for children due to the increase of children that currently receive daycare assistance. Mrs. Tyson asked if the program only covers daycares within Scotland County. Director Snead stated that while daycare services are primarily within the county, there are some children that receive this service in another county. Mr. Ferguson asked if there were any 24 hour daycares within the county. Director Snead stated that there are not many within the county, but some do exist.

Family and Adult Medicaid:

Director Snead stated that in order to be released from REDA., the units must have no findings in the files reviewed for three consecutive months. If there are no findings in July, the Medicaid units will be released from REDA.

The Single County Audit was also discussed. The auditors will have access to the files off site via google drive and then will come on site to the Department. Another auditor will review Medicaid files. As of now, the Department has had everything that the auditors have asked for.

Food and Nutrition:

The Food and Nutrition Unit continues to work overtime to keep up the work. Only one worker remains in training and will be released soon.

Adult Services:

An Elder Abuse Awareness Walk has been scheduled for Monday, June 20th. The event will take place at Scotland Place.

Children Services:

The SW IAT On Call worker has resigned. This has once again put a strain on the remaining worker as the on call position duties still have to be filled.

SCATS:

Director Snead has presented at both the Wagram and Gibson Town Board meetings. Director Snead handed out pamphlets and the new schedule. Mr. Butler asked if anyone is able to receive transit services with SCATS. Director Snead stated that there is a gap in Scotland County. If someone is not over the age of 60, disabled, or lives within the city limits, service will rely on getting the correct stop at the correct time. However, there are other counties that provide "on demand services" for all within that county. Director Snead and Mrs. Hine are currently looking at the possible ways in which SCATS could provide a similar service.

DSS Initiatives:

The Department will have their next closed day on June 24, 2022. Agency values, which were initially chosen by all staff, will be revealed. The Values Committee received the values from the agency and then narrowed the final values down to a list of six. These values will be used for various materials throughout the agency such as evaluations, dress code, and job descriptions for job postings.

The 2021-2022 year of the Leadership Development Program will be coming to a close soon. This is a continuous program that all supervisors must attend. However, there is an application process and other staff members are able to apply for the program as well.

Additional Conversation:

Child Support and the Child Support Division of the Sheriff's Department are currently hosting an additional Amnesty Month in June. If someone has a motion for not paying their child support, they are able to receive amnesty for a month if they pay one dollar towards their arrears and make a payment that matches their current monthly payment rate. There is a rotation among staff members in that unit to stay over hours on Tuesdays and Thursdays until 7:00 p.m. Mr. Ferguson asked for an update on the progress of Amnesty Month. Mrs. Hine stated that this started this week. However, there is a log to track any payments made and this will be used to gauge the progress of Amnesty Month.

Director Snead speaks about two children that are in care and have concerning circumstances. One child has been at a hospital since February. They have been there for a month with no medical reason to be there. Another child had previously been at the Department for almost a

week. The family that they have are not able to care for them due to legal reasons. Foster care is also not an option as one child has to be in a PFTF level home.

Mr. Butler stated that the legislature is currently looking at the foster care system. There is an issue with insurance coverage when a child is moved multiple times within the foster care system. One idea is to have one insurance company be the home for all children in care. ‘

Director Snead discussed a call she had with BlueCross BlueShield. There are beds in North Carolina currently that are not being filled when they are needed. There is an accountability issue within the state.

A motion was made to approve the June administrative report by John Ferguson. The motion was seconded by Dorothy Tyson. The Board agreed and the motion was passed unanimously.

Please note that the Rules of Procedure are now being used to make the agenda.

Unfinished Business

- None

New Business

Both the FY 23 Energy Outreach Plan and the Agency Fraud Plan remain the same as last year. The Energy Outreach Plan determines what community partners will help with CIP and LIEAP. All community partners are invited to the agency for a day for training. The Agency Fraud Plan outlines how fraud cases will be handled. The plan also states how the Department will work with the District Attorney on fraud cases. Any amount of \$9,999.00 or more will be prosecuted criminally.. The plan also speaks on how payments are made, internal policies, amongst other items. If an employee has been suspected of fraud, the case is conflicted to another agency.

A motion to accept both the FY 23 Energy Outreach Plan and the FY 23 Agency Fraud Plan was made by John Ferguson and duly seconded by Dorothy Tyson. The motion passed unanimously.

Announcements:

The Social Services Institute will be held from August 3rd to August 5th. There is a state DSS Board Member meeting that will be held on the last day. Scotland County DSS Board members were informed to let Director Snead know if they would like to attend so that it could be arranged.

A motion to enter into executive session was made by John Ferguson and seconded by Dorothy Tyson. The motion passed unanimously and the Board entered into executive session.

Executive Session

- Pursuant to NCGS 143-318.11 (a)(6) To consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial employment of an individual public officer or employee or prospective public officer or employee; or to hear or investigate a complaint, charge, or grievance by or against an individual public officer or employee.

A motion was made by Dorothy Tyson and seconded by John Ferguson to adjourn the DSS Board meeting. All in favor.

Jessica Buehler, Board Clerk

Leon Butler, Board Chairman

Administrative Report

June 2022

Budget and Finance

- The FY 22 DSS budget is \$8,119,375 and the SCATS budget is \$499,839. The DSS budget spending is 74% through the end of April. May spending is not available.
- Salary has been under budgeted again for FY 22. For the fiscal year, through May, the lapse salary is \$-25,818.95.

- The FY 23 DSS budget amount is estimated at \$8,860,455 requiring \$2,612,881 in county funds. The FY 23 SCATS budget amount is estimated at \$480,350 requiring an approximate 20% match (\$96,070) in county funding. The Reentry budget is in mid year, as the budget runs from September to August each year.
- Munis implementation began 2/1/22. Training continues to use all aspects of the program. Several processes are not being used in Munis. **(Strategic Plan)**
- Five payee accounts are over the required threshold. Measures have been taken to stop payment and reduce the reserve. **(Strategic Plan)**
- In May an LBL site visit trained on MOE spending and year end reallocation. **(Strategic Plan Completed)**

Personnel Services

- The Department has three vacancies, one IM Investigator II (frozen), and two SWIAT's. The FY 22 turnover rate through the end of April was 19%. The FY 21 agency wide turnover rate was 31%.
- Paperless personnel files through Neo Gov cannot be funded in the DSS budget. Personnel has begun to scan recruitment files into Neo Gov. **(Strategic Plan)**
- The Department will begin using a video, pre interview process through Sparkhire. This was approved by the County's risk management attorney.

Child Support

- Child Support has completed the training manual. The training manual is being used for all incoming staff. **(Strategic Plan Completed)**
- During FY 22, the unit will focus on increasing the number of cases with a payment to arrears by 300 cases. At the end of May, the unit has added an arrears frequency to 291 additional cases since July 1st. **(Strategic Plan)**
- Using the Order vs. Distribution report, the unit is identifying cases that disbursements do not match the court ordered payment. At this time 99% of cases match. The year started with 261 cases identified. At the end of May, only 35 cases remain. **(Strategic Plan Completed)**
- Scotland County is exceeding MOU goals in all areas of self-assessment/incentive measures and exceeding the state average for all self-assessment areas by a range of 0.13% to 14.12%.

Economic Services:

Child Care

- The current combined spending coefficient is 85%. In November, Scotland County was given an additional \$448,665 allocation, significantly lowering the spending coefficient.
- The Daycare unit currently serves 672 children. The waiting list has been depleted at this time.
- Parent fees are waived through June 2022. The payment for parent fees will not be removed from the subsidy allocation.
- The Child Care unit is meeting MOU goals consistently. **(Strategic Plan)**

Food and Nutrition

- The FNS unit has worked on Saturdays in an attempt to keep FNS reviews completed timely. The unit has two staff in training at this time.
- The FNS unit is meeting MOU goals consistently. **(Strategic Plan)**
- The FNS unit will again work to strive for same-day processing. In April, 11% of expedited applications were processed the same day and 2% of non expedited applications were processed the same day. **(Strategic Plan)**

Family and Adult Medicaid

- REDA Audit AIP has begun. The units are in the fifth month of case review, reviewing May cases. April was passed with no errors.
- Both Medicaid units are working two months ahead of recertification due dates.
- Both Medicaid units continue to exceed timeliness requirements of the MOU. **(Strategic Plan)**
- NEMT is not located in NC FAST. Laserfiche has been contacted regarding a paperless project for this program. **(Strategic Plan)**

Work First

- Applications for Work First services have steadily decreased over the last two years.
- The Work First unit is meeting MOU goals consistently **(Strategic Plan)**

Program Integrity

- All Program Integrity MOU goals are being met consistently. **(Strategic Plan)**
- Program Integrity has finished scanning all files and is completely paperless. **(Strategic Plan)**

Quality Assurance/Training

- Medicaid Transportation and Energy program training modules have been developed and are being used to train new IMC I staff. **(Strategic Plan Completed)**

Social Work Services:

Adult Services

- New MAC coding allows for increased daysheet use and reimbursement. A 6% increase can be noted in the fiscal year through April 2022. **(Strategic Plan)**

Children Services

- FY 22 turnover rate for the unit is 39% (nine resignations) through May 2022. The turnover rate for the unit at the end of FY 21 was 51%.
- Foster care social workers continue to be over the caseload standard. Foster care staff continue to have approximately 18 cases each, caseload standard being 10.

There is a concern for providing required services to all children in care. All foster care positions have been filled as of 5/1/22.

- Court delays and the high average of continuances continues to keep children in foster care and other cases from closure. The Scotland Permanency Collaborative has met three times to work on barriers to permanence and meets again in August.
- The unit is working to improve four goal areas: 12 months to Permanency is 53% achieved, Timely Case Decisions is 67% achieved, and filing petitions timely is 73% achieved, providing more LINKS activities. **(Strategic Plan)**

Work First Employment

- The agency has one Work First Employment social worker with a caseload of Work First participants required to have a Mutual Responsibility Agreement.

DPS Reentry Program

- Revised Reentry bylaws were voted on and adopted in April 2022.
- The Scotland County Reentry Program won a national 2022 NACo Achievement award in May 2022. This was presented at the June County Commissioners meeting.

Scotland Area Transit System (SCATS)

- SCATS began full implementation of the new fixed deviated line on March 1st. After one month of the new line, route stop times were reviewed and one leg of the route reversed for improvement of services. **(Strategic Plan - complete).**
- The Department is gathering information to begin the process of analyzing the cost per each SCATS trip. With implementation of Munis, this delayed the process for accurate information. **(Strategic Plan)**
- The Director attended the Wagram Council meeting and Gibson Council meeting to promote SCATS and the new fixed line stops in each town.
- Several billing cycles have been completed with the two Medicaid Managed Care providers. This process appears to be fluid now and all invoices have been paid to SCATS. **(Strategic Plan)**
- The SCATS Transportation Advisory Board continues to recruit members to represent the community.

Other Impacts on DSS:

- The Department is working with IT to correct the voicemail directory. There are concerns this cannot be corrected, having an impact on customer service and provision of services.
- New thin client computers were delivered in April. IT has been requested to set these up with a scanner and dual monitor. The scanner has become problematic. A meeting has been requested of county IT.

New DSS Initiatives

- The agency created a Values Committee to define the values for DSS. The values have been defined as Respect, Teamwork, Dependability, Accountability, Innovation and

Excellence. The Committee works to roll these out to all staff and ingrain them into our work environment.

- The 2021-2022 Leadership Development finished the application process and has begun regular meetings and projects. Presentations to the leadership team began in April 2022 with an outdoor wellness area proposal.
- The county and DSS has been working with Spectrum for several months to upgrade the Wifi in the building and the security cameras. Cameras will also be installed to monitor the SCATS bus parking. This project is ongoing.

Common Acronyms

ADA - American with Disabilities Act

APS - Adult Protective Services

CPS - Child Protective Services

COVID - 19 - Coronavirus

DCDEE - Department of Child Development and Early Education (Daycare)

DHB - Department of Health Benefits (Medicaid)

DHHS - Department of Health and Human Services

FNS - Food and Nutrition Services

IT - Information Technology

LIHEAP - Low Income Housing Energy Assistance Program

LIHWAP - Low Income Housing Water Assistance Program

LBL - Local Business Liaison

MAC - Medicaid Administrative Claiming (funding source)

MOU - Memorandum of Understanding

OHSR - Office of Human State Resources

OST - Operational Support Team

REDA - Recipient Eligibility Determination Audit

SCATS - Scotland County Area Transit System

SSBG - Social Services Block Grant (funding source)

SWAP - Scotland Wellness Assistance Program

PPE - Personal Protective Equipment

PSNAP - Pandemic Supplemental Nutrition Assistance Program

WFFA - Work First Family Assistance

