

Scotland County of Social Services Board
April 17, 2025
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: Andy Kurtzman, Amanda Holland, Mollie Flowers

DSS Staff Present: Shaneall Kollock, Kimberly McRae, Joy Hine, Heather Brock, Jessica Buehler

DSS Board Members Absent: Dorothy Tyson, Darwin Williams

The meeting was called to order at 8:31 a.m. by Andy Kurtzman. Amanda Holland led the opening prayer.

A motion to approve the April 17, 2025 meeting agenda was made by Mollie Flowers and seconded by Amanda Holland. The Board unanimously agreed and the motion passed.

Open Forum

- Director McRae introduced Mrs. Heather Brock to the Board. Heather Brock attended the meeting as a member of the 2024-2025 Leadership Development Program.

A motion to approve the March 20, 2025 meeting minutes was made by Amanda Holland and seconded by Mollie Flowers. The Board unanimously agreed and the motion passed.

Director McRae gave the administrative report.

Please see the attached report.

Discussion from the administrative report:

Child Support:

Director McRae informed the Board that interviews for the Child Support Supervisor position are complete and the Department will offer the position to the successful candidate soon.

Children Services:

Director McRae informed the Board that all previously vacant positions have been filled, with the exception of the Social Worker II Intake positions. Director McRae stated that supervisors are

lenient on documentation as of now as social workers have had additional duties due to the previously vacant positions and the absence of a dedicated Intake Social Worker.

Reentry Program

Director McRae stated that the Reentry social workers were able to take three intakes during their Second Chance Day on April 16, 2025, while several people also filled out for employment help as well. Director McRae informed the Board that the donation drive went well and donations can continue to be brought to the agency for the Reentry Program.

Additional Conversation:

Mr. Kurtzman inquired about the impact vacancies within the Department have on other units. Director McRae stated that vacancies in child protective services will be posted as those positions cannot be left vacant due to potential safety and legal concerns. Director McRae informed the Board that several economic services positions have been placed on hold as of now. Mrs. Kollock, Economic Services Program Administrator, stated that units are learning to work smarter to push through the extra workload due to vacant positions.

Director McRae stated that the lead worker for the adult medicaid unit was posted. Mrs. Kollock discussed that the leadworker would be assisting with long term care services, Community Alternatives Program, and Special Assistance, which would mean that the person would need to be qualified. Director McRae informed the Board that three of the five income maintenance caseworker positions for economic services will potentially be posted soon as well. Director McRae stated that all requisitions for positions have to be signed by the County Manager and by the Finance Director before they can be released to be posted.

Mr. Kurtzman inquired about the vacant positions and their role in effecting MOU measures. Mrs. Kollock stated that economic services are working hard, taking on extra work, and coming together to make sure that MOU measures are still being met despite current vacancies.

Mrs. Flowers inquired about the additional 3,004 enrolled in medicaid and asked if this was in relation to the Medicaid Expansion. Mrs. Kollock stated that the 3,004 enrolled were a direct result of Medicaid Expansion. Mr. Kurtzman asked if there was anyone waiting to receive Medicaid after the Medicaid Expansion. Mrs. Kollock stated that there were no clients currently waiting. Mrs. Kollock stated that if clients previously received family planning services, which was around 1,500 clients, they rolled over to full Medicaid after the expansion. Others have since been enrolled.

Mr. Kurtzman asked if the Department is expecting any impact to any federal programs that are being limited. Director McRae stated that there have been no impacts as of now. However, Director McRae will be attending a Director's meeting at the end of the month and federal changes will be discussed. Director McRae will update the Board at the May meeting.

Mr. Kurtzman inquired about the in-county and out-of-county daycares in relation to daycare assistance. Director McRae stated that there are children that are in foster care that live in a different county so Scotland County pays for that daycare as well. Mr. Kurtzman asked if the Department is also held accountable for daycares outside of Scotland County. Director McRae informed Mr. Kurtzman that if a child is in the care of Scotland County, the county is responsible for them, even if they are located outside of the county. Mrs. Kollock stated that also sometimes parents may work in other counties and place their child/children in a daycare in the county that they are employed in. Mrs. Kollock then stated that enrollment information is pulled from state numbers and if the daycare did not report that the child attended, they do not receive payment for that child.

Director McRae discussed the opportunity to tap into additional grant funds soon as the County has a new Grant Writer, Joy Hine. Mr. Kurtzman inquired about the Departments greatest needs for grants and Director McRae discussed that the Reentry Program and the Opiate Program would both greatly benefit from grants.

Mr. Kurtzman inquired about the current partnership between Emergency Medical Services and the Opioid Program. Mrs. Hammonds stated that there have currently been no referrals. Mrs. Buehler stated that during the Reentry Meeting in March, it was discussed that opiate related cases are decreasing in the county.

A motion to approve the administrative report was made by Amanda Holland and seconded by Mollie Flowers. The Board agreed and the motion was passed.

The Board decided to discuss new business at the next meeting on May 15, 2025.

A motion to adjourn the meeting was made by Mollie Flowers and seconded by Amanda Holland. The Board approved and the meeting was adjourned.

Jessica Buehler, Board Clerk

Dorothy B. Tyson, Board Chair

Administrative Report
March 2025

Budget and Finance:

- The FY 25 DSS revised budget amount is \$9,169,041. The FY 25 SCATS revised budget amount is \$828,377 requiring an approximate 20% match in county funding. The Reentry budget, which began on December 1st, is approximately \$155,000. Spending through March 2025 is as follows:
 - DSS 67.7%
 - Reentry 31.78%
 - SCATS 40.79%
- Increase foster care reimbursement through a joint finance/program reconciliation process. (Strategic Plan)
- Create a user guide for finance staff and finance processes. (Strategic Plan)

Personnel Services

- The Department has nineteen vacancies with several positions on hold. There are currently two Child Support Supervisor II's, two Leadworker IMC III's, five IMC II's, three IMC I's, one CPS Intake Social Worker II, one Social Worker III, two SWIAT's, one Vehicle Operator II, one Child Support Agent II, one Community Social Services Technician; one Transit Driver.
- The FY 25 turnover rate is 19% for the agency.

Child Support

- At the end of March, the unit has consistently excelled in achieving its Self-assessment goals, exceeding expectations in all areas.
- Currently, 96.42% of cases are under an order, significantly higher than the target of 90%.
- The unit has an 82% rate for issuing Show Causes for cases that fail to make payments within the first 90 days of the Order being established (from July to March).
- To date, the unit has successfully collected over \$3.8 million in support for the families it serves.
- The average score from Quality Reviews for the unit is 95.54% for the fiscal year and 100% for the month of March.
- The recruitment process for the supervisor position, which was advertised in March, is progressing as planned. Interviews for the role are scheduled to take place in mid-April. The unit has demonstrated exceptional resilience and productivity throughout March, maintaining performance levels equivalent to those of a fully staffed team despite a shortage of four staff members.

Economic Services:

Child Care

- The Daycare unit currently serves 599 children. This number fluctuates each month based on the attendance reported by the daycare. Children are attending 19 daycares in Scotland County and 34 daycares outside Scotland County.
- There are currently 164 clients on the waiting list.

- During FY 25 the Daycare unit's combined spending coefficient is 102%.
- The Daycare unit is meeting MOU goals consistently for timeliness. (Strategic Plan)

Food and Nutrition

- The FNS unit is meeting MOU goals consistently for timeliness. (Strategic Plan)
- The unit strives for a same day processing goal of 25% for expedited applications and a 18 day average for non expedited applications. During the month of March, the expedited applications were at 56% and non-expedited applications were at an average of 10 days. (Strategic Plan)
- In March, FNS received 534 recertifications with 98% timeliness. For April, 684 recertifications are expected.

Medicaid

- The Medicaid units are meeting the MOU goals for application timeliness. (Strategic Plan)
- For March, there were no SAA and no SAD applications.(Strategic Plan)
- Medicaid's Timeliness Report Card for March was 97%.
- The NC Medicaid Expansion Dashboard for Scotland County was last updated March 4, 2025. The dashboard reports Scotland County having 3,444 enrolled in the Medicaid Expansion Program.

Work First Family Assistance/ Work First Employment

- The Work First Family Assistance unit is meeting MOU goals consistently for timeliness. As of March, we have a caseload of 79. (Strategic Plan)
- The Work First Employment caseload size as of March is 4 participants.

Program Integrity

- 100% of cases continued to be investigated timely.

Social Work Services:

Adult Services

- The unit continued to meet all MOU requirements during the fiscal year, The MAC coding for March, 2025 was 54%.

Children Services

- The children services unit works to increase retention across the unit which has been a statewide issue (Strategic Plan). For the month of March, the unit had 4 vacant positions, a SW II Inake, 2 SWIAT's and a FC SW III. Positions for the SWIAT were posted and interviews completed, with hopes to fill those positions by April 1. The SW III position remains posted as well and interviews are being conducted. The agency also received approval to post the Intake SW position. The agency is working diligently to fill these positions.
- For all children who were victims of maltreatment, no more than 9.1% receive a subsequent finding of maltreatment. As of February 2025, repeat maltreatment was 13%. (Strategic Plan, MOU measure). Although this is higher than our MOU measure, it continues to trend down each quarter. Program Administrators continue to sit on on staffings monthly to ensure that cases are being staffed appropriately and safety issues are

being adequately addressed.

- All social work documentation will be current within seven days. (Strategic Plan) Program Managers and Supervisors in the Children's Services Unit continue to meet monthly to assess and track documentation to ensure it remains current. Workers have been afforded protected time to work from home on documentation since they have had chromebooks returned to them, and this seems to be working well. The unit continues to work diligently to increase timeliness with documentation. Currently, the unit remains short staffed, which proves to be a barrier for staff being able to adequately keep documentation current.

- Increase the number of licensed foster homes by 25%. As of February, 2025 there are 9 licensed foster homes in Scotland County. The fall MAPP class was completed on 1/21/25. There were 5 families that completed the class. The goal is to have these homes licensed by the end of June, 2025. (Strategic Plan). So far, the agency anticipates having at least 2 homes licensed and ready to accept children by April 2025.

DAC Reentry Program

- For the month of March, the Reentry Program had 25 active participants, and 7 new referrals.
- The Reentry Program staff were able to secure MOA's with 2 new housing partners in the month of March, and one participant is currently housed at one of those homes.
- Funding still remains a great challenge for the reentry program. The Reentry program staff are also looking to plan some fundraising events in an effort to raise funds to continue the program.
- Reentry staff attend the Veteran's Standown in March as a vendor.
- Second chance month will be in April 2025, and the Reentry staff are in the process of planning events to highlight this important month, and will host Second Chance Day and Donation Drive on 4/16/2025.

Scotland County Opioid Outreach Program

- For the month of February, the OOP had 1 new referral, and 4 active participants.
- The OOP social worker attended the Veteran's Standown in March as a vendor, and was able to provide great information about the program to Scotland county residents.
- The OOP social worker has reached out to Scotland Memorial to discuss implementing a process for the program to receive referrals from them, and for the social worker to be able to possibly set up a table at the hospital as well to accept referrals/educate community members about the program.

Scotland County Family Treatment Court

- The Scotland County FTC held its first official session February 7, 2025, which went well. The program has 3 active clients, and will continue to receive referrals for individuals that may be candidates for the program.
- The FTC Coordinator is scheduled to attend the ALLRISE Conference in

Kissimmee FL in May 2025.

Scotland Area Transit System (SCATS)

- The Scotland Area Transit System (SCATS) experienced a slight decrease in average daily trips during March, with approximately 69 trips per day. This minor reduction from February's average is notable considering the significant bus shortages faced throughout the month, where three buses were out of service for a considerable duration.
- Bus 182 remains out of commission due to a broken frame and is slated for replacement this month; repairs will not be undertaken.
- Bus 181, involved in an accident on February 14th, was also inoperable throughout March. The estimated repair cost for Bus 181 has increased substantially from the initial insurance adjuster's estimate.
- To address operational needs, a driver has been assisting in the office since mid-November without additional compensation. This individual has now been hired as an office dispatcher and will officially assume the role in April.
- TAB welcomes two new Board members at our next meeting, Mike Edge and Stanton McCollum.

Other Impacts on DSS:

- The DSS Bathroom Remodel and Construction Project through Allen Peele Construction Company is taking place. During the month of March, the Women's Public Bathroom and the Men's Employee Bathroom were under construction. This has caused some limitation with Restroom Access also being routed to the Health Department as needed. The locks on the doors have been altered on the Employee bathrooms to allow access to the public at this time. Construction is going well and the first set of restrooms are on schedule for completion by the end of April.
- A Huge Congratulations goes out to our very own Program Manager Joy Hine who has accepted the position as Grant Writer for Scotland County and will begin her new position on May 1, 2025. We would like to thank her for her many contributions to our agency and wish her the very best in her new role.

Common Acronyms

ADA - American with Disabilities Act

APS - Adult Protective Services

CPS - Child Protective Services

COVID - 19 - Coronavirus

DAC- Department of Adult Corrections

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

FTC- Family Treatment Court

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

OOP- Outreach Opioid Program

REDA - Recipient Eligibility Determination Audit

SCATS - Scotland County Area Transit System

SSBG - Social Services Block Grant (funding source)

SNAP - Supplemental Nutrition Assistance Program

SWAP - Scotland Wellness Assistance Program

PHE - Public Health Emergency

PPE - Personal Protective Equipment

PSNAP - Pandemic Supplemental Nutrition Assistance Program

WFFA - Work First Family Assistance