

**Scotland County of Social Services Board**  
**March 16, 2023**  
**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:** Leon Butler Board Chair, Dorothy Tyson Vice Board Chair, Andy Kurtzman, BJ Gibson

**DSS Board Members Absent:** Mollie Flowers

**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, Shannon Hammonds, Social Work Program Administrator, Joslyn Wright SWIAT, Nora Nicholson, Social Worker III, Cheyenne Carroll, SWIAT, Laura Gardner, Social Worker II, Sarah Taylor, SWIAT, Kelvin Hewitt, SWIAT, Jessica Leekley, Social Work Supervisor II

The meeting was called to order at 8:32 a.m. by Leon Butler. Dorothy Tyson led the opening prayer.

A motion to approve the agenda for the March 16, 2023 meeting was made by Andy Kurtzman and seconded by Dorothy Tyson. The Board unanimously approved the motion and the agenda was accepted.

A motion to approve the February 16, 2023 meeting minutes was made by Andy Kurtzman and seconded by Dorothy Tyson. The Board unanimously agreed and the minutes were approved.

**Public Forum**

Social workers expressed their concerns for moving social work services from the Department to the I.E. Johnson building. Concerns included client confidentiality based on cubicle seating, separation from resources, limited space and no room for growth, and location mixed with safety concerns. Kelvin Hewett discussed confidentiality by stating that cubicles would limit the amount of confidentiality clients calling in to speak with their social worker would have. Nora Nicholson stated that in the Department, social workers have offices and are able to close their door if a client calls which protects the client's right to confidentiality. Chyenne Carroll

mentioned that any phone call taken by a social worker would be heard due to the limited space and layout of cubicles. Joslyn Wright, who has worked in a similar environment for five years prior to working with the Department, discussed how the noise level would drastically increase due to the current plan to set up cubicles for social workers. Ms. Wright also stated that reaching maximum capacity the moment the building is occupied would also maximize the noise level.

Sarah Taylor stated that when required social workers stay with children overnight. She expressed a concern for the safety of social workers, stating that the area I.E. Johnson is located in a more dangerous area than the current location of Cynthia's Place. Cynthia's Place is the current location for overnight stays. Laura Gardner discussed Cynthia's Place in further detail by stating it is designed for family visits. Mrs. Gardner also stated that the on-call social worker, who often works after the Department closes, would have to travel alone in an unsafe environment if services were to be moved to I.E. Johnson.

Nora Nicholson discussed the resources that are currently readily available to clients. Ms. Nicholson also showed concern for needing to travel to the Department in order to serve clients who need resources located at DSS. Jessica Leekley also commented on the benefit of resources being easily accessible to clients when receiving social work services at the current location. Mrs. Leekley discussed the benefit of social workers being able to walk down the hall to connect clients with services. Mrs. Leekley showed concern for losing that connection if moved to I.E. Johnson. Mr. Butler stated that his personal concern would be dividing the Department as well.

The Board agreed that the concerns were valid and would be addressed. Mrs. Tyson discussed that there are some concerns that need to be navigated carefully. For instance, when the area that houses I.E. Johnson is described as unsafe, it is important to remember that crime is prevalent in all areas of Scotland County. Mrs. Tyson informed those present that she would not sign the letter that will be given to the County Manager as she believes it would prove to be more beneficial for social work staff to address the County Commissioners and share their concerns with that Board. Mrs. Tyson expressed that there were positive results for the entire county after social workers spoke with County Commissioners regarding the current mileage rate. Mrs. Tyson stated that this may encourage others to do the same as well. The County Commissioners cannot address concerns that they are unaware of.

Director Snead agreed with Mrs. Tyson that an organized effort can be made to speak with the County Commissioners. And, the letter to the Commissioners is a good first step. The Board expressed consent for Director Snead to pursue placement onto the next County Commissioners agenda.

## **Director Snead gave the Administrative Report**

### **Please see the attached report**

Discussion from the report:

### **Budget and Finance:**

Director Snead has begun to work on the budget for fiscal year 2024. Although target numbers and a deadline have not been given from county finance as of now, Director Snead stated that she will work with the estimates that are known. Director Snead will also look at numbers used during the current fiscal year. As the deadline for completion is normally in the middle of April. Director Snead will use that as the intended completion date.

There was a \$60,000 increase in payroll expenses from December to January, coinciding from the change to Munis. Director Snead has asked for more information on this as it needs to be investigated. Director Snead first asked about the discrepancy in January and will continue to do so until an answer is given.

### **Personnel:**

Vacancies in the Department were discussed. Social Work Program Administrators discussed that vacancies in that department are related to a promotion, a transfer, and an individual leaving child welfare entirely. Director Snead stated that the Department has lost two social workers to Moore and Cumberland Counties. Income Maintenance Program Administrator, Carolyn Lewellen, stated that economic services vacancies were related to a resignation and a promotion. Mr. Kurtzman inquired about exit interviews being conducted. Director Snead informed the Board that exit interviews are offered but not mandatory. Staff may decline the invitation to have an exit interview. Staff have a choice between Director Snead and Personnel Supervisor, Monnie English, in terms of who to speak to in an exit interview. Most do provide an exit interview.

Mrs. Stanton stated that the licensing and adoption position is currently vacant due to the worker leaving the public sector and transitioning to the private sector. Director Snead reminded the Board that vacancies in Child Welfare are a state-wide issue. There is a very competitive market for social work staff now.

### **Economic Services**

#### **Family and Adult Medicaid**

House Bill 76, Medicaid Expansion, has passed. Although it is not ready for immediate implementation, Director Snead disclosed that the Department is unsure as of now the impact

that this will have on the agency. Many medicaid workers have only worked in medicaid while COVID-19 restrictions were in place. Those are not coming to an end. Staff will learn to work under normal medicaid circumstances as the Department continues to return to pre-COVID-19 operations.

Based on a court ruling, DSS will be required to follow certain customer services guidelines. The DSS answering system will be required to list hours of operation and that the staff member will return the call within one business day. When a client calls with a medicaid related question, they are not to be placed on hold unless they can stop being on hold and leave a voicemail message. The Department is currently ensuring that the automated system, staff voicemails, and email signature lines include the necessary information as well. As of now, the automated system lists our services, with the option to dial an extension at any time. If a client presses 0, they will be redirected to the receptionists.

Economic supervisors will meet with quality assurance staff today to examine the second party review forms. They will also see if adjustments need to be made to the process.

### **Social Work Services:**

#### **Children Services**

The investigations section of the child protection services unit currently has two social workers, with one of those social workers being employed through Vanguard. When fully staffed, the section should have five. Director Snead has reached out to Vanguard to inquire about hiring more temporary staff. As of now, the On-Call social worker and the Quality Assurance Social Worker are helping with investigations as well. Mr. Butler asked if Vanguard workers are allowed to apply for vacant positions. Director Snead informed the Board that Vanguard workers are allowed to do so. Mrs. Tyson asked if the on-call and quality assurance staff members are qualified to assist with investigations. Director Snead informed the Board that yes, those workers are qualified as they have previous experience in investigations.

Mrs. Tyson inquired about the State's staffing requirements. Director Snead reminded the Board that while the State is responsible for setting caseload recommendations, DSS is County governed. Staffing caseload recommendations are made by DHHS while County Commissioners determine how many positions to grant the Department. Director Snead stated that it is difficult to keep the investigations unit staffed. Mr. Gibson questioned if the Department finds it difficult to receive a fully qualified applicant. Director Snead stated that it is rare to have an applicant that is fully qualified, however, the Department will train them. The worker will be qualified as a social worker I, II, or III. This will differ depending on experience and education. Once the nine

month probationary period is over, that staff member will receive the same pay as a fully qualified worker. Training will need to be completed before they will receive the same pay. For example, if someone is qualified as a social worker II, but is in the position of a social worker IAT and doing the same job duties, pay would increase from \$36,000 to \$52,000. Mrs. Hammonds informed the Board that training is placed on the forefront. Supervisors work hard to have staff filled trained and have their pay changed to that of a fully qualified worker.

Mrs. Tyson asked if an MOU could be created to reimburse Scotland County for training if a social worker leaves and goes to another county. Another idea of Mrs. Tyson's was to require a certain length of employment. Leaving before that time is complete would require partial payment of training expenses. Director Snead stated that although this is possible, it may deter social workers from accepting the position. Also, the County would spend money to pursue someone for expenses. Mrs. Tyson also discussed creating a partnership with other counties, which would be beneficial. Director Snead informed the Board that the Department does not have many social workers leaving for another county. Many social workers are choosing a different career path entirely.

Director Snead stated that the Department's priority is the safety of children. Completing all paperwork is almost impossible while continuing to make regular home visits. Currently, there are social workers that have more than 100 hours of comp time. Social workers are encouraged to take care of themselves. Mrs. Stanton informed the Board that there is a foster care social worker that has a sibling group of three currently. Each child is placed in three different areas of the state. Not only does the social worker have to travel to pick up each child, the parent has to be picked up as well. They all then need to be dropped back off once the visit is complete. To do this the social worker is working a 12 hour day each time. Mr. Kurtzman asked if it would be possible for visits to be virtually after learning from Mrs. Stanton that comp. Time is quickly gained due to visits and traveling. Mrs. Stanton and Director Snead agreed that virtual visits were not an option, as face to face visits among siblings are required by policy. Director Snead elaborated by stating that these visits are vital to maintaining sibling connections. Siblings need to be able to spend time with each other.

Director Snead stated that there are great things happening in the Child Protective Unit as well. For instance, the unit is outperforming many state mandates, which is excellent.

SCATS:

The Department continues to recruit part time drivers as they are crucial in terms of keeping the deviated fixed line running. Also, the Department is currently refreshing the SCATS manual. As of now, the SCATS Manual is long, which can be overbearing for clients.

Mr. Kurtzman inquired about what is used to calculate the cost per passenger number. Director Snead informed Mr. Kurtzman that that number is created using a state spreadsheet from DOT. Director Snead also informed the Board that the cost per trip number will be included in the annual report created by the Department for DOT. Mr. Kurtzman asked if it would be possible to have the cost per trip reported before the annual report. Director Snead stated that it is possible using only expenditures and the number of trips. Although it would not be precise, it would provide a snapshot.

A discussion on ridership took place. Mrs. Hine informed the board that overall, ridership is up 14%. However, employment ridership is up 150%. Director Snead stated that although advertising has played a part in the increase in ridership. The on-demand service has increased the overall percentage of ridership as well. The Department is in need of a bus and Director Snead is currently investigating how to have the state recognize that another bus is needed. Mr. Kurtzman asked if the needed bus could be calculated into the budget. Director Snead stated that the Department will be asking for a wheelchair accessible minivan and could ask for another bus, however, that would not be reimbursed. As of now, out of town trips required the use of a wheelchair accessible bus. If a van were available, mileage would decrease. Director Snead informed the Board that the Department should be approved by DOT for one new vehicle in the Fiscal Year 2024 budget.

#### **Other DSS Initiatives:**

The agency will host another closed day on March 17, 2023. The agency will be closed to the public. The closed day will include an agency meeting, team building activities, lunch prepared and served by the Leadership Team, and different team building games for staff. There are staff that are unable to attend the entirety of closed day, such as social workers and SCATS drivers. However, they are able to participate in the Leadership Team provided lunch. They are encouraged to participate when their time allows them to do so.

Mrs. Tyson asked if there is a social work recognition planned for March as it is Social Worker Appreciation Month. Director Snead informed the Board that a luncheon will be held at the end of the month to recognize and show appreciation to all social workers. Mrs. Hammonds and Mrs. Stanton also informed the Board that the Child Protection Services supervisors have been showing appreciation throughout the month. For example, supervisors prepared breakfast for

social workers last week. Mr. Kurtzman requested that those present inform the social workers that the DSS Board appreciates them for all that they do. Director Snead stated that all members of the Board are welcome to attend the lunch tomorrow during closed day.

Director Snead stated that the entire Department now has updated computers and dual monitors. Staff appreciate those upgrades and are able to be more efficient with them. Mr. Kurtzman inquired about thin clients. Director Snead informed Mr. Kurtzman that a thin client is a computer that does not have its own internal hard drive. They are less expensive and are directly linked to the server. Any changes that are made on the server are instantly placed onto the thin clients.

Mrs. Tyson asked for more information on the reentry vacancy. Director Snead informed Mrs. Tyson that this vacancy was a social worker.

A motion to approve the Administrative report was made by Andy Kurtzman and seconded by Dorothy Tyson. The Board unanimously agreed and the motion was approved.

#### Unfinished Business

- I E Johnson Discussion

The Board discussed the letter that has been drafted to the County Manager to express the concerns the Board has with social work services being moved to I.E. Johnson. After brief discussion, the Board agreed to send the letter with Mr. Butler's signature. Mrs. Tyson reiterated that she firmly believes that the Board of County Commissioners should also hear from social workers themselves, stating facts, on how the move affects their clients. Mr. Butler stated that Director Snead will work with Mr. Robinson, Clerk to the Board of County Commissioners, to have this discussion placed on the agenda for an upcoming meeting.

Mr. Gibson asked for more information on how the discussion of moving these services to I.E. Johnson began. Director Snead stated she was sent an invitation by the county manager to meet at I. E. Johnson and was told the social work department was moving there. Mr. Gibson informed the Board that the impression had been given that Department Heads were asked about the space issues their Department were facing and if I.E. Johnson would alleviate those issues. Director Snead indicated there had been no discussion about moving social work to I. E. Johnson with her.

Director Snead discussed the main concern is the impact that the move would have on DSS clients. Social work is intertwined with other DSS resources, and the Health Department as well.

Although child welfare services are required, other resources and services are needed by the family. Separating the departments into two buildings will place additional barriers on clients and on social workers.

Mr. Gibson stated that Commissioners should be presented with information that is factual and accurate. Director Snead informed Mr. Gibson that there would be no room for growth in the social work unit once that unit is transferred to I.E. Johnson. It is important to remember that social work will continue to grow. Mrs. Tyson stated that social workers, along with Director Snead, can discuss how social work services are intertwined with other services at DSS and the Health Department.

Mrs. Tyson questioned if building to expand I.E. Johnson before opening would be an option. Director Snead informed the Board that it is possible for expansion at DSS that would receive reimbursement. Director Snead discussed reimbursement options of up to 50% if expanding at DSS or building a new DSS building. There would be very little, if any, reimbursement to renovate I. E. Johnson. Director Snead will present that information at the Commissioners meeting. A list of pros and cons of the move will also be presented.

#### New Business

- Emergency Assistance Policy

The Emergency Assistance Policy is a Work First related policy. This policy will allow for clients that meet income limits to receive funds to remain self-sufficient. Items such as work tools, work boots, and repairs to their means of transportation, may be covered. No changes have been made to the policy since last accepted by the board. Director Snead informed the Board that the Department places between \$7,000 and \$10,000 in the budget each year to cover expenses related to the policy.

A motion to accept the Emergency Assistance Policy as it is written was made by BJ Gibson and seconded by Dorothy Tyson. The Board unanimously agreed and the motion was approved.

#### Additional Conversation

Mrs. Stanton informed the Board that April is Child Abuse Awareness Month. The Department and the Children Services Unit have several activities planned to raise awareness. Director Snead stated that she has requested recognition of Child Abuse Awareness Month at the Commissioners Meeting, which will be held in April.



A motion to adjourn was made by BJ Gibson and seconded by Andy Kurtzman. The motion was passed and the meeting was adjourned.

Jessica Buehler, Clerk to the Board

Leon Butler, Board Chair

# Administrative Report

March 2023

## Budget and Finance

- The FY 23 DSS budget amount is \$8,544,084. The FY 23 SCATS budget amount is \$619,512 requiring an approximate 20% match in county funding. The Reentry budget is in mid-year, as the budget runs from September 10th to September 11th each year. Spending through January is:
  - DSS 62%
  - Reentry 27.06%
  - SCATS 42.5%
- Increase the percent of MOE spending to maximize federal funding. Daysheet coding for Children Services, Daycare, Work First has been changed to begin the fiscal year. In FY 22, the agency collected \$374,603 (41%) of available MOE funds. Through January, \$616,731.24 of the \$698,155 county portion had been spent and \$218,750 (36%) of federal funds collected. **(Strategic Plan)**
- Cross train in the DSS reimbursement process. Part I training is ongoing. Part II of the 1571 report training with the Finance Technician including the new process for Medicaid reimbursement is complete. Part IV training is complete. **(Strategic Plan)**
- Staff continue to wait on individual salary study results. When comparing December 2022 payroll expenses to January 2023 payroll expenses there was a \$59,000 decrease. County finance was contacted in January to review and explain the differences.
- A new travel reimbursement policy was effective March 1st. Staff cannot complete travel at this time as we wait for the new automated travel reimbursement form and link.
- A DHHS financial audit was completed for DSS. There were no audit findings based on DSS expenditures and requests for reimbursement.
- The Adoption Assistance and IV-E portion of the single county audit was completed with no findings and no required reimbursement.

## Personnel Services

- The Department has ten vacancies, one SWS III, one SW III (Reentry), four SWIAT, two IMC II's, one IMV I (frozen), and one CSSA. The turnover rate for FY 23 is 17% through the month of February compared to FY 22 agency wide turnover rate of 20%.
- Additional duties have been placed on personnel from county finance/personnel. If an additional position is needed to complete increased duties is under consideration.
- To continue improvement of the hiring process, reference forms were re-evaluated and now in use. Training methodologies were also reviewed and updated in February. **(Strategic Plan)**

## **Child Support**

- Child Support is meeting goals in all areas of self-assessment and incentive measures.
- The unit strives to collect \$100,000 on Show Cause Court Dates. As of February, the unit has collected a total of \$101,370, already surpassing their end of the year goal. **(Strategic Plan)**
- The unit will Show Cause 90% of all new orders when no payment is made in the first 90 days of court order origination. As of the end of February, 24 cases have not had a payment in the first 90 days, 18 have had a show cause filed. The unit is at 75% of the goal. **(Strategic Plan)**
- The year started with 808 arrears cases without an arrears frequency. As of the end of February, the unit has reduced the number of cases by 152 with a goal of reducing by 50%. **(Strategic Plan)**

## **Economic Services:**

### **Child Care**

- The Daycare unit currently serves 550 children. This number fluctuates each month based on the attendance reported by the daycare centers. The waiting list has been depleted at this time. These children are attending 18 daycares in Scotland County and 32 daycares outside Scotland County.
- The Daycare unit is meeting MOU goals consistently for timeliness. Work is in process to improve accuracy.

### **Food and Nutrition**

- The FNS unit is meeting MOU goals consistently.
- USDA approved a waiver to stop most FNS reviews through March 2023. There has been an increase of FNS recertifications for February and the same expected for March.
- Since emergency allotments ended in February 2023 for our clients, FNS has provided referrals to WIC and food banks.
- The unit strives for a same day processing goal of 40% for expedited applications and a 12 day average for non expedited applications. During the month of February expedited applications were at 41% and non-expedite were at an average of 11 days. **(Strategic Plan)**

### **Family and Adult Medicaid**

- House Bill 76 - Medicaid Expansion passed but is not ready for immediate implementation, as it is tied to the state budget.
- The Medicaid file review of the Single County Audit occurred on August 9th and completed on October 26th. Information from DHB is still being reviewed to determine potential Medicaid reimbursement.

- The public health emergency is set to end May 11, 2023 - reviews for April and May 2023 will be extended in an effort to help counties meet the two month ahead requirement.
- Both Medicaid units continue to exceed timeliness requirements of the MOU.
- Medicaid Transportation to implement a paperless filing system. Building the metadata is in process through MCCI. **(Strategic Plan)**
- Scotland County has been chosen to participate in the expansion of Recertification Straight-Through Processing (STP). Go-live for recertification STP was live January 1, 2023. This process seems to be going well, however there are some cases still falling out of Straight-Through Processing that staff process manually. Most of these are income related, either new income or discrepancy in income.

### **Work First**

- The Work First unit is meeting MOU goals consistently

### **Program Integrity**

- The Program Integrity position has been filled and will begin training 4/1/23.
- 100% of cases are being investigated timely.

### **Quality Assurance/Training**

- During the month of February, QA reviewed 141 files for accuracy and facilitated one group training.
- QA has been training the reception staff to improve customer relations and efficiency at our reception window.
- The unit is working towards all four staff being cross-trained in each program.

## **Social Work Services:**

### **Adult Services**

- Increase MAC reimbursement by 5%. In February 2023, 48% of social work time was coded to MAC. **(Strategic Plan)**

### **Children Services**

- Children services currently has six vacancies, 4 SWIAT, 1 FC SW III, and 1 SWS III. To assist with caseload requirements one Vanguard temporary staff and one contract staff began assisting last month. This is especially challenging, as all SW IAT vacancies are in investigations.
- Initiate 95% of all screens in CPS reports within required time frames. For February 2023, 97% of reports were initiated within time frames. **(Strategic Plan, MOU measure)**

- For all children who were victims of maltreatment during a 12 month period, no more than 9.1% receive a subsequent finding of maltreatment. As of February 2023 repeat maltreatment is 19%. **(Strategic Plan, MOU measure)**
- Of children entering foster care in a 12 month period, 40.5% are discharged to permanency within 12 months of entering care. As of February, 2023 the rate of permanency within 12 months is 37%. **(Strategic Plan, MOU measure)**
- Of children entering foster care in a 12 month period and discharged to permanency within 12 months through reunification, kinship care, or guardianship, no more than 8.3% re-enter foster care within 12 months of discharge. As of February, 2023, 0% of children re-entered foster care within 12 months. **(Strategic Plan, MOU measure)**
- Of children entering foster care in a 12 month period, the rate of placement moves per 1,000 days of foster care does not exceed 4.1%. As of February, 2023 the rate of foster care moves was 3%. **(Strategic Plan, MOU measure)**
- The Social Work QA process focuses on Child Welfare and will expand to Adult Services as well. The QA social worker has begun monthly training with CSU staff and began monitoring files. **(Strategic Plan)**
- All social work documentation will be current within seven days. This continues to be an area of focus. Social Workers are working one Saturday per month in an effort to meet this goal. Protected Time is also required on Fridays 8 am-12 pm for documentation. Supervisors are also working with staff individually to plan for documentation as required. **(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**

- The Reentry Program received an additional \$40,000 Allocation to be used through June 2023. This is the sixth amendment by DAC to the original Reentry budget.
- The 2023 Reentry Conference will be held April 3rd - April 5th in Charlotte, NC.
- Reentry Month is in April 2023. During April, a Reentry Day will be hosted, and the Committee is in the process of planning.
- The Request for Proposal for the next Reentry grant has been released and was submitted on March 3rd.
- The Reentry program has one vacancy at this time for a Reentry Social Worker.

### **Scotland Area Transit System (SCATS)**

- SCATS ridership increased 13% from from the same period of fiscal year 2022. **(Strategic Plan)**
- Employment trips have increased 169% from the same period of time last fiscal year. SCATS has completed 1,664 employment trips so far this fiscal year compared to last year's total of 1,287.

- The 5311 Capital and Administrative grants have been submitted. A public hearing was held on 1/9/23 at the Commissioner's meeting. Approval of grants are pending. This normally takes several months.
- On 12/19/22 the agency transitioned to a hybrid model for transportation offered to the general public. One fixed line continues to operate, while adding a demand response route for all riders in the county. The trips scheduled as demand response are increasing, as more public are made aware. Fixed line trips for January and February were 386 and 382, respectively. This is a 26% decrease from the average prior to the change.
- Analyze and determine the cost per each SCATS trip. At this time the cost per trip has been analyzed as such:
  - Cost per passenger trip - \$17.40
  - Cost per hour - \$32.55
  - Cost per mile - \$2.54

More work will continue to monitor this and use a second tool to verify cost per trip. **(Strategic Plan)**

- SCATS has hired and trained a new part time driver. Consideration is being made to hiring without a CDL. Qualifying was reviewed by Ed Johnson, county attorney and recommendations are being drafted.

#### **Other Impacts on DSS:**

- A fire marshal inspection required all staff to remove microwaves, coffee pots from offices and will also require the removal of refrigerators. The agency is working in conjunction with county maintenance to install "kitchenettes" throughout the agency.
- Medicaid based legislation now requires all Medicaid staff to have specific customer service criteria in messaging and responses by 4/1/23. This will be monitored during program audits. These requirements will supplement the current DSS Customer Service policy and be implemented agency wide.

#### **New DSS Initiatives**

- The next agency closed day will be on 3/17/23. During this day team building activities will occur, an agency meeting, and the leadership team will host a lunch for all staff.
- The leadership team will deploy a new virtual feedback option for staff who would like to provide feedback and suggestions anonymously. This is in addition to the existing anonymous suggestion box.
- New thin clients and dual monitors have been received for all remaining staff. IT has been requested to install.
- The Department offered the first quarterly Self Care Lunch and Learn sessions facilitated by the county Employee Assistance Program on 9/14/22, 11/30/22, and 3/8/23. These sessions focus on self care, stress management, etc.

- The FY 23 Leadership Development class has begun and meets regularly. Participants are working on team projects and beginning to present a leadership team topic to the group.
  - 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. Values are now in job postings and job descriptions. Values are displayed throughout the agencies, including in job recruitment postings, included in job descriptions. Administrators are working to engrain values into job evaluations.
- (Strategic Plan)**

## **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)

SNAP - Supplemental Nutrition Assistance Program

SWAP - Scotland Wellness Assistance Program

PPE - Personal Protective Equipment

PSNAP - Pandemic Supplemental Nutrition Assistance Program

WFFA - Work First Family Assistance