

**Scotland County of Social Services Board**  
**May 18, 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, Chair, Dorothy Tyson Vice Chair, BJ Gibson, Mollie Flowers, Andy Kurtzman.

**DSS Employees Present:** April Snead, Director.

The meeting was called to order at 8:30 a.m. by Leon Butler. Mollie Flowers led the opening prayer.

A motion to approve the agenda for the May 18, 2023 meeting was made by BJ Gibson and seconded by Dorothy Tyson. The Board unanimously approved and the agenda the accepted.

A motion to approve the April 20, 2023 meeting minutes was made by BJ Gibson and seconded by Andy Kurtzman. The Board unanimously agreed and the minutes were approved.

**Director Snead gave the Administrative Report**

Please see the attached report

Discussion from the report:

**Budget and Finance:**

The three budgets under Director Snead are performing as expected this time of year. Preparations are being made, as Pcards will be turned off at the beginning of June, 2023. Director Snead has applied for a new grant for SCATS. This is a state grant that is 100% state funded. Director Snead applied based on the increase in demand response services and the potential to run a dialysis route on Saturdays. Director Snead applied for \$30,000.

**Child Support:**

Child Support is on track to meet goals by the end of the fiscal year. One goal of the agency's strategic plan has already been completed.

**Food and Nutrition:**

The FNS unit was chosen to participate in the Benefits Data Trust (BDT) Pilot. This pilot will send FNS recipients text alerts about benefits, case reviews in hopes of better responses to required documentation and deadlines for cases.

**Adult and Family Medicaid:**

The Department has begun the REDA audit which will last 10 months. The audit will pull 20 files per month to review eligibility and internal controls.

**Children Services:**

The vacant positions in Children Services continue to get filled, all foster care positions are filled. Although filled, training is still in process. Investigations and case management are a concern, as the department is greatly understaffed. Two Vanguard staff continue to contract and assist.

**SCATS:**

Consideration of hiring without a CDL was approved by the Transportation Advisory Board (TAB). Director Snead will bring this consideration to the County Commissioners at the next meeting.

**New Business:**

The appointment of the newest DSS Board member in June and beginning in July was discussed. Director Snead reminded the board this is a position that is elected by the other four DSS board members. After some discussion the Board decided to announce the vacancy. Director Snead agreed to write an announcement of the vacancy and publicize it on WLNC, the county website, and Facebook. The Board would like a letter of interest with background and one letter of recommendation. Director Snead stated she would draft an announcement and send it to the board for review. The closing date for interest letters would be June 9, 2023.

Director Snead announced the Social Services Institute will be held in Hickory from August 2nd - August 4th this year. Any board members interested in attending should let Director Snead know, as reservations for the institute and hotel rooms will need to be made. Mr. Gibson and Ms. Tyson expressed an interest in attending.

Director Snead and BJ Gibson excused themselves from the meeting to attend a mandatory Department Head meeting.

A motion to enter into executive session was made by Mollie Flowers and seconded by Andy Kurtzman. 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.

BJ Gibson reentered the meeting during executive session.

A motion was made by Andy Kurtzman and BJ Gibson and seconded by Mollie Flowers to reenter regular session and adjourn the meeting. All in favor.

April Snead, Director

Leon Butler, Chair

# Administrative Report

May 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 April is:
  - DSS 88%
  - Reentry 42.2%
  - SCATS 61.1%
- 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 March, \$629,365 of the \$698,155 county portion had been spent and \$343,659 (49%) 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)**

## Personnel Services

- The Department has thirteen vacancies, one SW II (Reentry), two IMC III's (QA), four SWIAT's, two IMCII's, one IMV I (frozen), one HR Technician and one Community Social Service Technician . The turnover rate for FY 23 is 24% through the month of May compared to FY 22 agency wide turnover rate of 20%.
- 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, a goal that they surpassed in February. As of April, the unit has collected a total of \$149,079. **(Strategic Plan completed)**
- 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 April, 30 cases have not had a payment in the first 90 days, 23 have had a show cause filed. The unit is at 77% of the goal. **(Strategic Plan)**
- The year started with 808 arrears cases without an arrears frequency. As of the end of April, the unit has reduced the number of cases by 181 with a goal of reducing by 50%. **(Strategic Plan)**

## **Economic Services:**

### **Child Care**

- The Daycare unit currently serves 558 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 state budget forecasts increased rates for child care providers in the coming year.
- 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.
- The FNS unit was chosen to participate in the Benefits Data Trust (BDT) Pilot. This sends FNS recipients text alerts about benefits, case reviews, etc.
- USDA approved a waiver to stop most FNS reviews through June 2023. This extends certification periods, waives interview requirements, and allows for telephonic signatures.
- 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 April expedited applications were at 27% and non-expedite were at an average of 13 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.
- Medicaid Transportation has completed the work with Laserfiche to develop a document management system and will train in May to begin use. **(Strategic Plan)**
- SA monitoring begins May 18, 2023.
- Scotland County has been participating in the expansion of Recertification Straight-Through Processing (STP) since 1/1/23. There is no report available to determine how this may be decreasing the Medicaid workload.

### **Work First**

- The Work First unit is meeting MOU goals consistently

### **Program Integrity**

- 100% of cases are being investigated timely.

### **Quality Assurance/Training**

- During the month of April, QA reviewed 154 files for accuracy and facilitated seven group training sessions. These trainings encompassed all Economic Services staff and centered around post-pandemic refresher training, updated Quality Assurance forms and clean-up of the electronic file in NC Fast.

- 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 April 2023, 35% of social work time was coded to MAC. **(Strategic Plan)**

### **Children Services**

- Children services currently has four SWIAT vacancies, two in investigations, and two in cse management. To assist with caseload requirements two Vanguard temporary staff and one contract staff began assisting in March.
- Initiate 95% of all screens in CPS reports within required time frames. For April 2023, 100% 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 April, 2023 repeat maltreatment is 17%. Case decisions are being reviewed to determine if these decisions are feeding into this number. **(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 April, 2023 the rate of permanency within 12 months is 36%. **(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 April, 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 April, 2023 the rate of foster care moves was 2.75%. **(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. 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 has one vacancy at this time for a Reentry Social Worker.

- Second Chance Day was held in the month of April and six new referrals were completed on site.

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

- SCATS ridership increased 16.15% from the same period of fiscal year 2022. **(Strategic Plan)**
- Employment related trips have increased 143% from the same period of fiscal year 2022, from 979 to 2,386.
- Consideration of hiring without a CDL was approved by the Transportation Advisory Board (TAB). Qualifying was reviewed by Ed Johnson, county attorney and recommendations will be made to the Board of Commissioners in June.
- The Director, Program Administrator and Supervisor attended the NCPTA (North Carolina Public Transportation Association) Conference in Concord, NC. The Conference included educational workshops, training and networking opportunities.
- 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)

### **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. Kitchenettes have been installed throughout the building.
- Medicaid based legislation required all Medicaid staff to have specific customer service criteria in messaging and responses by 4/1/23. One requirement cannot be met by the current VC3 telephone system. Discussion continues for a resolve.

### **New DSS Initiatives**

- The leadership team now offers a virtual feedback option for staff who would like to provide feedback and suggestions anonymously. This is in addition to the existing anonymous suggestion box.
- 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, job descriptions, displayed throughout the agency, and have been worked 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