

**Scotland County of Social Services Board**  
**July 27, 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

**DSS Board Members Absent:** Board Vice Chair Dorothy Tyson, John Ferguson, Carol McCall

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

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

A motion was made by Leon Butler to approve the agenda for the July 27, 2022 Board Meeting.

Open Forum

- None

The minutes from the June 16, 2022 and July 21, 2022 meetings were unable to be approved. The minutes will appear again for approval at the August 18, 2022 meeting.

Director Snead gave the Administrative Report for the month of July.

**Please see the attached report.**

Discussion from the Administrative Report:

**Budget and Finance:**

Director Snead is current;u getting the baselines numbers from the beginning of the 2022 fiscal year so that they can be compared to the end of year numbers.

**Child Support:**

The Child Support Unit has exceeded their fiscal year 2022 goal for collections. The unit the fiscal year with 107%. The Child Support Conference will take place in August this year.

Scotland County Child Support has been nominated for an award for overall performance. One Child Support supervisor will host a workshop while at the conference. Jason Butler, who will represent both Scotland County Child Support and Scotland County Sheriff's Office, will also host a workshop while attending the conference.

Economic Services

**Child Care:**

The Child Care unit meets goals consistently at 100% each month. This means that applications and recertifications are not late.

**Food and Nutrition:**

During August and September, reviews will be reduced by 60%. As the state has misinterpreted USDA guidelines previously. Mr. Butler inquired about the number of workers that currently have a reviews caseload. Director Snead stated there are between five and six workers. However, now that reviews will be reduced, those workers will be able to assist with applications. They are still responsible for reviews that need to be completed.

Social Work Services

**Children Services:**

Children Services is working towards being fully staffed. There is currently a vacant foster care position open. The SW Investigations, Assessment, and Treatment position has been filled. The on-call position candidate will be turned into personnel soon as well. Fiscal Year 2023 also brought additional MOU measures of Children Services. It was announced that the agency would be held harmless in regards to the additional measures for this fiscal year. There will be no financial impact if the measures are not met. The agency will still strive to meet those measures.

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

The current radios in use by SCATS are over twenty years old. The department is currently looking to replace them. SCATS has \$40,000.00 of COVID funding that is available for expenditure. Mr. Butler asked if there is a way to note the income level of those riding the buses. Director Snead stated that the program they are riding under could provide that information. However, the information is not collectively available.

**DSS Initiatives:**

The Kids Corner is complete. This was made possible by predominantly donated funding.

**Additional Conversation:**

Inflation was discussed. Mr. Butler wanted to know if the Department has seen an influx in applications for programs due to inflation. Director Snead stated that the Department has seen an

influx of applications, especially for Food and Nutrition Services. There are supplements in place during COVID. Someone that may not have been entitled to a large amount of benefits, will now receive more due to the supplements. FNS has not seen the policy changes and reversal of some COVID implementations that other units have.

The Department will be creating a committee to review the interviewing and hiring process. SparkHire will become a vital part of the interviewing and hiring process as well.. SparkHire is a video platform that will allow applicants to answer the pre interview questions via video. This will allow supervisors to prescreen skills such as communication, technological, and professionalism before extending an invitation for an interview.

The Transportation Advisory Board (TAB) is searching for a member with a limited English background. TAB would like for that population to have representation on the board as well.

The election of FY 23 officers, as well as the swearing in of FY 23 Board members, has been postponed. Both tasks will take place at the next Board meeting on August 18, 2022.

Director Snead was unable to discuss approving any policy or schedules as the meeting does not have a quorum. This will also be postponed until the next Board meeting on August 18, 2022.

#### Public Forum

- None

Mr. Butler adjourned the meeting as there were no other board members present to introduce the motion.

Jessica Buehler, Clerk to the Board

Leon Butler, Board Chair

## **Administrative Report**

**July 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 89% through the end of June. All accounts have not been reconciled to give final budget numbers for FY 22.
- Salary was under budgeted again for FY 22. For the fiscal year, through June, the lapse salary was \$-63,991.
- 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 to August each year.
- 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. Fiscal Year 2022 MOE was \$(TBD) **(Strategic Plan)**
- Cross train in the DSS reimbursement process. Part I and Part II of the 1571 report training has begun with the Finance Technician. **(Strategic Plan)**

### **Personnel Services**

- The Department has six vacancies, one IM Investigator II (frozen), one SWIAT, and two SW III, and two IM II's. The FY 22 turnover rate for FY 21 was 20% compared to FY 21 agency wide turnover rate of 31%.
- Improve the agency interview process. The Department will begin using a video, pre interview process through Sparkhire within the next month. **(Strategic Plan)**

### **Child Support**

- Collect \$100,000 on Show Cause Court Dates. **(Strategic Plan)**
- Show Cause 90% of all new orders when no payment is made in the first 90 days of court order origination. **(Strategic Plan)**
- Ensure 50% of all cases with arrears have an arrears frequency. **(Strategic Plan)**
- Scotland County has exceeded all self-assessment goals and all but one incentive goal, during the fiscal year 2022. Collections were \$5,548,656 at 107.12% of goal.
- During the month of June alone, over \$11,000 was collected through the newly piloted Show Cause Amnesty program. This resolved 39 show causes, as well.

### **Economic Services:**

#### **Child Care**

- The final spending for fiscal year 2022 was \$2,374,249 with a spending coefficient of 85.64%
- The Daycare unit currently serves 538 children. The waiting list has been depleted at this time.
- The Daycare unit is meeting MOU goals consistently.

#### **Food and Nutrition**

- The FNS unit has worked on Saturdays in an attempt to keep FNS reviews completed timely. The unit has one vacancy at this time.
- The FNS unit is meeting MOU goals consistently.

- Same Day processing goal of 40% for expedited applications and a twelve day average for non expedited applications. **(Strategic Plan)**

### **Family and Adult Medicaid**

- REDA Audit AIP has been completed. Three consecutive months have passed without any errors, removing Scotland County from the AIP.
- Both Medicaid units are working two months ahead of recertification due dates.
- Both Medicaid units continue to exceed timeliness requirements of the MOU.
- Medicaid Transportation to implement a paperless filing system. A quote has been received and approved from Laserfiche. Awaiting next steps from the Laserfiche team. **(Strategic Plan)**

### **Work First**

- The Work First unit is meeting MOU goals consistently

### **Program Integrity**

- The second Program Integrity position has been posted.

### **Quality Assurance/Training**

- During fiscal year 22, Quality Assurance completed approximately 1,387 quality assurance reviews on new and existing staff members in Economic Service Units.

## **Social Work Services:**

### **Adult Services**

- Increase MAC reimbursement by 5%. **(Strategic Plan)**

### **Children Services**

- Foster care social workers continue to be over the caseload standard. Foster care staff continue to have approximately 19 cases each, caseload standard being 10. There is a concern for providing required services to all children in care.
- 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.
- Initiate 95% of all screens in CPS reports within required time frames. Data not available at this time. **(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. Data not available at this time. **(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. Data not available at this time. **(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. Data not available at this time. **(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%. Data not available at this time. **(Strategic Plan, MOU measure)**
- Social Work QA process fully implemented. **(Strategic Plan)**
- All social work documentation will be current within seven days. The unit has set a goal within the next month for documentation to be current. **(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 a new social worker to begin on 8/16/22.

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

- FY 23 5311 grants have been approved. 5311 Capital award is \$2,??? And will replace radios. 5311 Administration award is \$158,187 and will provide reimbursement for administrative costs.
- Increase the deviated fixed line trips by 25%. **(Strategic Plan)**
- Analyze and determine the cost per each SCATS trip. **(Strategic Plan)**
- The SCATS Transportation Advisory Board continues to recruit members to represent the community.
- SCATS continues to recruit for one part time driver.
- During FY23, overall, SCATS completed 18,868 trips, up 13.65% from fiscal year 2021.
- Employment trips increased 128% in fiscal year 2022.
- The Deviated Fixed Line completed 3,580 trips from July to February, prior to implementation of the new route in March. March through July resulted in 1,875 trips with the new route. Since March only two riders have been picked up from any of the three townships.

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

- 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.

### **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. Values are now in job postings, job descriptions. Various other projects are working to engrain values in more areas of the agency. **(Strategic Plan)**

- The 2021-2022 Leadership Development is coming to a close with final presentations of projects.
- The Department is working with CEOCO to upgrade the current copying/scanning to a cloud version with new, more efficient features.
- 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