

Scotland County of Social Services Board
August 18, 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.

Present: Board Chair Leon Butler, Board Vice Chair Dorothy Tyson, John Ferguson, Andy Kurtzman, 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

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

Andy Kurtzman, a Social Services Commission Appointment, was sworn into his new role as a DSS Board Member by Mandy Hunt. Ms. Hunt is a Deputy Clerk of Court in Scotland County.

A motion was made by John Ferguson to approve the agenda for the August 18th, 2022 Board meeting. Carol McCall seconded the motion. The Board unanimously passed the motion to approve the agenda for August 18th, 2022.

A motion to approve the minutes from the following meetings, June 16th, July 21st, and July 27th, 2022 was made by Andy Kurtzman and seconded by Carol McCall. The motion passed unanimously and the minutes were 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 FY 23 Strategic Plan for finance focuses on Maintenance of Effort. In order to get TANK funding, the County must place a certain amount of funding into the pot as well. Daysheets play an important role in this. All minutes of an employee's day must be accounted for. The code that is used will be the driving force of the funding source. Maintenance of Effort has a current value of \$698,000.00

Currently, employees are coding their time to their Daysheets electronically. Scotland County is one of the only Counties left in North Carolina that have Daysheets. Figuring out the correct code is an administrative task, but employees are expected to enter the correct code when completing Daysheets.

Child Support:

Scotland County DSS has a chance to win the Best Practice Award at the upcoming conference.

Economic Services

Food and Nutrition:

There will be a dramatic drop in the number of reviews for the months of August and September. The State has misinterpreted the USDA guidelines previously. There was discussion about the Summer P-EBT. This was a one time allotment for children that have been in school for the previous year.

Family and Adult Medicaid:

The Single County Audit was performed virtually. There were no paybacks found, but there were some internal errors. The Department awaits the final results of the audit. An auditor will be onsite on August 25th, 2022 for the fiscal portion of the audit.

Social Work Services

Child Welfare:

The Intake position for this unit is the only vacancy. Outside of that position, this unit is fully staffed, but not fully trained. Pre-Service is no longer virtual and travel will begin soon for those that need to complete Pre-Service.

Seven adoptions have been completed in the past two months. Also, on one court date, seven children left foster care. The current Licensing and Adoptions social worker has been with the agency for over a year. There has been planning in adoptions recently that played a vital role in the recent adoptions.

Mrs. Tyson suggested obtaining a letter from the State about the current number of caseloads that foster care workers have. The concern is that the amount of cases each worker is expected to maintain is unrealistic. It is a liability to the County. Director Snead stated that she would be willing to do this, but opened discussion to the Board. Mrs. McCall discussed that the problem is keeping social workers and that a letter was not needed. Director Snead stated that when all positions are filled and all social workers are trained, the caseload becomes manageable.

Director Snead discussed that with the recent adoptions, the Department is eligible for Adoption Promotion Funds. This type of funding can only be used to further progress adoption services. Director Snead hopes to provide the Board with the amount of the funds at the next meeting.

Scotland County Area Transit System (SCATS):

Ridership has increased. SCATS is expected to see a twenty-five percent increase by the end of the year. Drivers are not educated on the funding sources for SCATS and are able to refer clients to other programs that SCATS offers.

Director Snead and Joy Hine are currently researching “on demand” services. This would mean that anyone could call in to request a trip, they would be picked up at their house, and dropped off at their residence when the trip is complete. If SCATS were to move in that direction, the Deviated Fixed Route would become obsolete.

Previously, Director Snead met with both the Town of Gibson and the Town of Wagram representatives and presented on SCATS. Brochures and schedules were given for the town to distribute. Mrs. Tyson made the suggestion of reaching out to those towns to follow up.

Mr. Kurtzman made the suggestion of having a Board member ride the SCATS bus to get a better understanding of the process. In order to do this anonymously, the Board member would need to take the Deviated Fixed Route. Joy Hine agreed to provide Mr. Kurtzman with a schedule.

Other DSS Initiatives:

Scotland County DSS was recently awarded the Best Practice Award for SWAP at the Social Services Commission Conference. The program assists people with pharmaceutical and dental needs as of now. The Department continues to look for optometry and audiological vendors. Mr. Kurtzman also discussed the free clinic that is located beside DSS. Mrs. Lewellen disclosed that she has been in contact with a member of their team and has received referrals for SWAP from the free clinic.

Customer Service was discussed. Currently, the Department has two IMC I positions posted. Once filled, these positions will be permanent receptionists. Director Snead is reaching a kiosk system that syncs with our current iiReception system.

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

New Business

New member, Andy Kurtzman, was sworn in at the beginning of the DSS Board meeting.

A motion was made by Dorothy Tyson and seconded by Carol McCall to continue Leon Butler's current position as Board Chair until the end of Fiscal Year 2023. The Board unanimously agreed and Mr. Butler will continue as the Board Chair.

A motion was made by Carol McCall and seconded by John Ferguson to continue Dorothy Tyson's current position as Vice Board Chair until the end of Fiscal Year 2023. The Board unanimously agreed and Mrs. Tyson will continue as the Vice Board Chair.

A motion to accept all Retention Schedules was made by John Ferguson. Carol McCall seconded the motion. The Board unanimously agreed and the Retention Schedules were accepted.

A motion was made by John Ferguson to approve the Local Childcare Policy. The motion was seconded by Dorothy Tyson. The Board unanimously agreed and the Local Childcare Policy was approved.

Public Forum

- None

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

Jessica Buehler, Clerk to the Board

Leon Butler, Board Chair

Administrative Report

August 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 expenditure accounts have not been reconciled to give final budget numbers for FY 22.
- 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.
- 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. **(Strategic Plan)**
- Cross train in the DSS reimbursement process. Part I training is ongoing and Part II of the 1571 report training has begun with the Finance Technician. **(Strategic Plan)**

Personnel Services

- The Department has three vacancies, one IM Investigator II and two IMC I's. FY 23 is 4% through the month of July compared to FY 22 agency wide turnover rate of 20%.
- Improve the agency interview process. The Department will begin using a video pre-interview process through Sparkhire within the next month and has created a committee to review the hiring/interview process. **(Strategic Plan)**

Child Support

- August is Child Support Awareness month. To promote, the agency has been on WLNC's Live on Main, WEWO's Good Morning Scotland, is hosting amnesty month, allowing for another show cause amnesty month, recorded public service announcements, and read the proclamation at the County Commissioner meeting.
- 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.

Economic Services:

Child Care

- The Daycare unit currently serves 561 children. The waiting list has been depleted at this time.
- The Daycare unit is meeting MOU goals consistently.

Food and Nutrition

- 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. During the month of July these goals were not met based on the large number of applications received. **(Strategic Plan)**

Family and Adult Medicaid

- The Medicaid file review of the Single County Audit occurred on August 9th and 10th. Internal errors were found requiring no paybacks.
- 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 Program Integrity position has been posted.

Quality Assurance/Training

- During FY 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 21 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 permanency and meets again in September.
- Initiate 95% of all screens in CPS reports within required time frames. For the month of July 2022, 98% 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 July, 2022 repeat maltreatment is 18%. **(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 July 2022 the rate of permanency within 12 months is 53%. **(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 July 2022, 0% of children re-entered foster care within 12 month. **(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 July 2022 the rate of foster care moves was 2%. **(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 for the end of August 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)

- Increase the deviated fixed line trips by 25%. **(Strategic Plan)**
- Analyze and determine the cost per each SCATS trip. **(Strategic Plan)**
- SCATS continues to recruit for one part time driver.

Other Impacts on DSS:

- During the month of August, law enforcement was required three times. The Department is scheduled to have a full time deputy onsite August 16, 2022.

New DSS Initiatives

- The Department won a NCACDSS Best Practice Award for Innovations in Services to Customers during the Pandemic. The best practice recognized was the SWAP program. This was awarded at the statewide Social Services Institute on August 4, 2022.
- The Department will offer quarterly Self Care Lunch and Learn sessions facilitated by the county Employee Assistance Program beginning in September. Staff can sign up for the session, are provided lunch, and get information on stress management, self care, etc.
- Interview/Hiring Committee has been developed and will meet to review the hiring process and interview questions.
- A new Leadership Development recruitment began during the month of August for those who are interested in improving leadership skills.
- 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 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