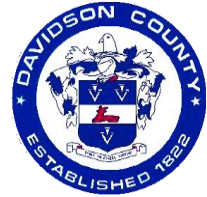


**DAVIDSON COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

*Dale Moorefield, Director*



Lexington DSS Office  
P.O. Box 788  
913 Greensboro Street  
Lexington, North Carolina 27293  
336-242-2500  
FAX: 336-249-7588

Thomasville DSS Office  
211 W. Colonial Drive  
Thomasville, North Carolina 27360  
P.O. Box 788  
Lexington, North Carolina 27293  
336-474-2760  
FAX: 336-472-6635

Lexington Child Support Office  
P.O. Box 788  
913 Greensboro Street  
Lexington, North Carolina 27293  
336-242-2242  
FAX: 336-242-1236

Thomasville Child Support Office  
211 W. Colonial Drive  
Thomasville, North Carolina 27360  
P.O. Box 788  
Lexington, North Carolina 27293  
336-474-2609  
FAX: 336-474-2620

**Davidson County Department of Social Services  
Board Meeting Minutes  
February 27, 2018**

**Board Members Present**

**Mr. John Byrum; Mr. Andy Morris  
Mr. Richard Wagner; Mr. Lance Barrett; Mr. Steve Jarvis**

**Others in Attendance**

**Mr. Dale Moorefield; Mr. Scott Craver; Ms. Katrina McMasters; Mrs. Susan Craig;  
Mrs. Elizabeth Huff; Mr. Chuck Frye; Mrs. Caroline Hedrick; Mrs. Lexa Eagle;  
Mrs. Cynthia Stinson; Ms. Danielle DeAngelis**

**Call to Order**

The meeting was called to order at 4:17 p.m. by Mr. John Byrum. An invocation was offered by Mr. Byrum.

**Adoption of Agenda**

Mr. Steve Jarvis made a motion to approve the Agenda. Mr. Andy Morris seconded the motion. The Agenda was approved unanimously.

**Approval of Minutes**

Steve Jarvis made a motion to approve the minutes of the January 23, 2018 meeting. Lance Barrett seconded this motion. The minutes were approved unanimously.

**Public Address**

There was no public address. Mr. Dale Moorefield took this opportunity to introduce two guests; Mr. Chuck Frye, County Attorney and Mrs. Cynthia Stinson, Income Maintenance Supervisor.

**Management Report**

Mrs. Caroline Hedrick shared the expenditure report for the month of January. There continues to be overages in the budget, especially in the overtime area. A budget amendment will be completed closer to the end of the fiscal year to help cover this overage. The Foster Care/Adoptions area has about 45 percent of the overtime; CPS has about 34 percent; and Adult Services accounts for about 17 percent of the overtime paid. All of the overtime in these areas can be attributed to the increase in caseloads and responsibilities to each case per State guidelines. A prior year column added has been added at the request of the Board in order to help compare last

years' expenditures to the current years' expenditures. The Low Income Energy Assistance Program (LIEAP) is at 72 percent spending; however, this program is not offered year round and will be ending March 31, 2018. Davidson County has reallocated \$8000 of their LIEAP funds to other counties. Share The Warmth funding shows spending at 104 percent; however a new allocation was recently received from the State. Medicaid Transportation is now being paid through NC Tracks and Day Care Assistance is being paid through NC Fast and these line items continue to show on our budget. Mrs. Hedrick has made adjustments to these areas to reflect actual costs for the Agency rather than the benefits being paid out through State systems. We are currently at 54 percent spending for our overall budget.

Mr. Moorefield went over the vacancy report. We are currently showing 8 vacancies on the report, however, the actual number is 9 due to a recent resignation effective after the printing of the report. That resignation was in the CPS social work area and that brings their total to three vacant positions. There are also 3 vacancies in Income Maintenance and they will be making an offer of employment tomorrow. They are in the process of interviewing for the Income Maintenance Investigator II position, which was vacated by a person who had 15 years of service, leaving to go to Wake Forest Baptist Medical Center for more money. We have an open part time Community Social Services Technician position due to the person in that position filling the full time CSST position approved by this Board. The Child Protective Services supervisor position has been filled by Patricia Hart.

Mrs. Elizabeth Huff shared that in the Medicaid and Food and Nutrition Services, statistics are nothing out of the ordinary. Application and caseload information for FNS was not available from the State; however, benefit issuance amounts were and those numbers remain steady. It was noted that Special Assistance applications processed timely dropped significantly. This was attributed to one of the workers being out on FMLA and the work not being handled timely by other staff. Ms. Huff assured the Board this was a one-time occurrence and they would be more diligent in the future. She shared that Medicaid has report cards and those reflect passing numbers. Open enrollment in the Marketplace has ended and fewer applications for Medicaid have been received. In the Fraud area, claims were up as well as collections. It is anticipated that collections will increase significantly in February due to tax intercept.

Mrs. Huff reported that in the Work First area, there have been no significant changes. No WFFA participants gained employment in January.

Mrs. Huff shared that in the Child Care area, the report indicates that we are at 109% spending; however, Mr. Moorefield learned during a conference call that Davidson County has received an additional reallocation of money this week. This reallocation brought our spending down to 102.5%. We received approximately \$125,000.00. Our Agency has been on a waiting list since January 1, 2018 and we are only serving children whose parent is receiving Work First or there is a need due to Child Welfare Services being involved with the family. At the end of January, there were 88 children on the waiting list; however, that number has increased to 144 as of today's date.

Mrs. Huff stated that most of the areas on the Emergency Assistance report have missing information and this is due to the information not being available from the State. General Assistance statistics have not changed and we are doing well in this funding source. There were a total of 245 applications for the Crisis Intervention Program; however, no dollar amounts were available. LIEAP works out of the same system and we assisted 941 households in January. The average payment for LIEAP is \$246.00 per household. We are currently underspending in LIEAP. AFDC-EA spending is down as well due to being able to use CIP, Share the Warmth, and LIEAP funds.

Mr. Scott Craver reported that Child Support collections are up almost \$75,000 compared to last month. January was the second biggest month for collections this year. The numbers remain very

steady and collections will increase next month due to tax intercept. There was a State Shout Out (top 20 collections in the State) for Kimberly Gasque, having collected \$18,000 on one case and nearly \$16,000 on another through workers compensation claims.

Ms. Katrina McMasters reports that Child Protective Services had a very busy month. They continue to close open investigations and assessments as well as in-home cases, making caseloads a little more manageable for staff. They do currently have three vacancies in the social work area, but are working through this with the use of overtime. They currently have 191 cases open which is the lowest number of open cases in the recent past. There continues to be forward movement even with higher standards, but we still need to get the numbers down and more manageable. The entire team is making good progress in keeping children safe, keeping workers safe and morale up.

The anticipation of what is to come due to the changes in State policy has caused some anxiety. Ms. McMasters shared several spread sheets of data regarding the new modified Child Welfare manual and the requirements that will be implemented. Each item was discussed at length. What these changes and new expectations will mean is that staff will be required to have more and more contact with the people involved in cases they are assessing or providing services for. To help combat the burn out and be more proactive with the coming changes, the CPS units have been restructured. Each of the four units will have four assessors and two in-home social workers. The fifth unit consists of two intake social workers, an outreach social worker, the on-call social worker and a specialized social worker who completes all conflict cases and other county assist cases. State statistics were shared with the Board in regards to the number of workers they recommend to do the job based on the current caseload size in our County. The State recommends that we have 29 social workers to get the job done in our County and we have 17 Assessment Social Workers handling this work. There was discussion about how other counties compare to Davidson. This State standard has been in place for about 20 years so it is probably not a realistic figure. Ms. McMasters stated several times that staff has worked extremely hard this year to meet the standards set forth by the State. Outcome measures were discussed as well. The Board asked that Ms. McMasters gather data as to how Davidson County compares to comparably sized counties. An update was given on the regularity of meetings between supervisors and workers. Supervisors are meeting with the social workers at least every two weeks on each of their open cases to assure that standards continue to be met. Cases are also being reviewed by supervisors and program administrators. Peer reviews will begin next month, using the State review tool. A review of activity in the CPS area is happening with much more regularity than in the past. Supervisors are making sure things are being done timely. Documentation is being checked. Ms. McMasters will be attending job fairs with local universities to get the word out regarding the need for qualified social workers. The Board made suggestions regarding possible incentives to help keep workers on staff. There was also discussion about consistencies across the entire Agency and making sure that all standards continue to be met.

In the Foster Care/ Adoptions area, Mrs. Susan Craig shared that the numbers of children have gone down with 20 children leaving the Agency's custody. This was due to adoption, aging out and/or being returned to the family. A lot of hard work has been happening. She also shared that Foster Care became fully staffed on Monday. It will take about 1 ½ months to get the new social worker trained and carrying a caseload.

Mrs. Craig also spoke about the anticipated changes with the New Modified Manual for Child Welfare Services and what that may mean for Foster Care/Adoptions staff. She shared a spreadsheet with information on it regarding the changes that have happened in the past couple of years as well as a second spreadsheet with current practices and the anticipated changes. These were explained in detail.

Mrs. Craig also shared that new MAPP classes started last month. We only have 7 families in those classes and they continue to work on recruiting new foster families. There are changes coming from the State in regards to foster families due to things that have happened across the state.

Mrs. Craig reported that Adult Services numbers are down for reports accepted. The number of wards at the end of January was 88. We are now over 90. There were six complaints on facilities in December and three in January. This is unusual and no specific information was known as to why this may be happening.

### **Old Business**

There was no Old Business.

### **New Business**

#### **Medicaid Transportation Mileage Reimbursement**

Because the Board must adopt and approve any rate changes for Medicaid Transportation Mileage Reimbursement, the latest rates were shared and Mr. Moorefield asked that the Board consider moving the current rate to the new rate, effective March 1, 2018. The new rate is \$.18 per mile. This reimbursement is used to pay the people who transport Medicaid eligible recipients to medical appointments in their personal vehicles. Steve Jarvis made a motion to approve the new rate of \$.18 per mile for Medicaid Transportation Mileage Reimbursement. Andy Morris seconded the motion. The motion was approved unanimously.

#### **Record Destruction**

Child Welfare Services has not purged any of its records for many years. The storage for these files is reaching near capacity and has become a safety hazard. At the present time, there are 20 Interstate/Out of County Home Study records and 338 Child Protective Services records that can be destroyed according to the State Record Retention Policy. Mr. Moorefield asked that the Board approve the destruction of these records. Questions were asked and answered in regards to the time frames set out for keeping and destroying records. The CPS files date from 2008 to as far back as 1999. The documentation notes on these cases are kept in electronic form and would be available for many years. Richard Wagner made a motion to destroy the outlined records. The motion was seconded by Andy Morris. The motion was approved unanimously.

#### **Expansion of DSS Vehicle Fleet**

Mr. Moorefield explained that our Agency currently has 10 vehicles in its fleet. We consistently borrow vehicles from the County garage because all of the cars are in use. Three of the 10 are coming up on what it considered high mileage, but at the present are not giving us any problems. It is standard practice to replace vehicles in the County fleet once they reach 150,000 miles. Mr. Moorefield requested that we be allowed to purchase three additional vehicles to add to the fleet. The expense for these vehicles would be made up over time due the savings in mileage by using the County cars rather than paying personal mileage to individuals. Having County cars available and using them is much more cost effective. We would use PBB funds to purchase these new vehicles. We are proposing to purchase two Chrysler Pacificas and one Chevrolet Malibu. The Pacificas would have captain chairs and rear air. Dwayne Childress provided the quotes for the vehicles and these were at the State rates. Questions were asked about the vehicles being used for out of state travel and the Board was informed that Foster Care/Adoptions does sometimes take the vehicles out of state. Andy Morris made a motion to proceed with the purchase of the three

proposed vehicles. The motion was seconded by Richard Wagner. The motion was approved unanimously.

### **SNAP Collaborative**

Due to time constraints and the need to have a closed session, the Board agreed by consensus to table the SNAP Collaborative update until the next scheduled meeting, March 27, 2018.

Mr. Moorefield reported to the Board that our Agency is again experiencing a need for additional space. We have workers that are sharing office space in offices that are barely big enough for one person. Staff also need privacy for interaction with clients. Davidson Works has a couple of offices available at this time, but it does not seem that space would lend itself to our needs. The Old Davidson House near the Governmental Center was toured a couple of weeks ago by Mr. Moorefield, Mr. Craver, Mrs. Craig and Nina Stout, Adult Services Supervisor. At present, the Adult Services area is overcrowded and cluttered. Mr. Moorefield shared that Ms. Stout would love to move in today with no renovations due to their current crowded situation. The estimate for renovations to the Davidson House was \$82,000.00 a couple of years ago and our Agency could pay for these renovations with PBB funds if the space was provided for the Department. Mr. Moorefield expressed his desire to have this location considered for use by DSS for our Adult Services area.

CPS toured the new Family Services facility and we could use this space as well at a cost of \$500 per office per month. This is just another option available for trying to meet the needs of the County and its citizens and residents.

### **Closed Session**

Steve Jarvis made a motion to go into closed session at 5:34 p.m. for the purpose of review of an attorney/client privilege issue and per General Statute 143-318.11(a)(1) to prevent disclosure of privileged or confidential information. Andy Morris seconded this motion.

A motion was made to end the closed session at 5:50 pm.

### **Date of Next Meeting**

Tuesday, March 27, 2018, at 4:15 p.m., first floor of Social Services in Lexington, Conference Room D.

### **Adjournment**

The meeting adjourned at 5:51 pm.

Minutes submitted by Dale Moorefield