

April 23, 2024

The Alamance County Social Services Board met for its regular monthly meeting on this date. The meeting was held at HSC Building (1st Floor) 319 N. Graham Hopedale Rd., Burlington NC with the following in attendance were: Ms. Tyronna Hooker, DSS Board Vice - Chair; Ms. Candy Snyder, DSS Board Member; Dr. Darrell “Bud” Warner, DSS Board Member; Ms. Candice J. Gobble, DSS Director; Ms. Danae Pickard, Economic Services Division Director; Ms. Lynette Wellons, Assistant Director of Services; Ms. Jamie Hamlett, DSS Attorney; Ms. Virginia Hunker, Fiscal Officer; Mr. Robert Ring, HR Director; and Ms. LaPorscha McCullough, Adult Services Program Manager were present.

Tyronna Hooker, DSS Vice-Chair opened the meeting.

Public Comment:

None

Consent Agenda: Tyronna Hooker, DSS Board Vice-Chair

March 2024 items on the consent agenda approved. Dr. Darrell Warner made motion to approve and seconded by Ms. Candy Snyder.

Staff Reports:

Fiscal: Virginia Hunker

	MARCH 2024	% OF BUDGET	PRIOR YTD	% OF BUDGET
REVENUES	\$9,363,092.00	83%	\$9,048,391.00	65%
EXPENDITURES	\$15,631,139.00	62%	\$14,616,262.00	56%

Ms. Hunker reported FY 24 Third Quarter Financial Report – (See Report)

As of March 31, 2024, the following funding has been exhausted:

- CCU/MCU – Medicaid Expansion
- E&E Gap
- APS Essential Funding

All other reports:

- Contracts for next fiscal year are currently being reviewed and will start going out to vendors in May.

- The Cost Allocation plan for the County has been completed and updated indirect cost amounts have been submitted to the State.
- May will be the final service month for the State 411 Report.
- The collection process at non-federal shares related to NC Contract with Equifax (The Work Number) has been paused. The Division of Health Benefits will advise counties when the process will resume.

Budget Classification Totals as of March 31, 2024:

Revenues		Expenditures	
Federal	\$7,639,785	Staffing	\$11,248,663
State	\$1,102,956	Operational	\$867,405
County	\$620,351	Services	\$3,515,071
Total	\$9,363,092	Total	\$15,631,139

Reimbursement of DSS Expenditures is 59.9%

Director Gobble added we are currently trending low in expenditures but we do have some line items that are over spent. We will focus more on those lines' items at end of May. We will look to shift some funds to cover those lines that are over spent.

Question: Is it possible to separate costs out by services – such as CPS vs. APS costs?

- *Director Gobble stated we can definitely give a breakdown of costs. Historically, CPS receives more funding for all services than APS.*

Fraud: See report –

Unit	March 2024	March 2023	Current YTD	Prior Fiscal Year
Fraud	\$24,939.21	\$838.00	\$183,386.48	\$28,999.00

Services – Ms. Lynette Wellons/Assistant Director of Services -

Adult and Family Services -

Ms. McCullough reported DSS we now offer Adult Placement Services. Adult Placement Services help aging or disabled adults find appropriate living and health care arrangements. There services are available to individuals whose health, safety and well being can no longer be maintained at home. Placement arrangements are made in adult care homes, nursing homes, other substitute homes, residential health care settings or institutions. Aging or disabled adults receive help to complete medical evaluations and financial applications and to locate and move to new settings. They also may receive counseling to help them adjust to change.

Alamance County Social Services will begin this new process on May 1, 2024.

Child Support – (Statistical Report Information) – see report.

Unit	March 2024	March 2023	Current YTD	Prior Fiscal Year
Child Support	\$986,932.30	\$1,093,264.55	\$8,150,515.29	\$7,569,330.35

Child Welfare –

Assistant Director Wellons reported the following:

- May is National Foster Care Month. Alamance Co. DSS will host Foster Parent Appreciation Event on May 18, 2024 from 4:30pm – 6:30pm at Graham Regional Park in Haw River.
- We continue to conduct Outreach Events. We will attend event at North Carolina A & T University. We continue to see interest from Social Worker students for internships. We are slated to host 6 interns this year.

Economic Support: Ms. Danae Pickard

Ms. Danae Pickard, Economic Services Division Director reported on the following:

Audit –

We are currently going through an audit follow-up that reviews our FNS, Energy and Program Integrity performance. This review is for certain areas that we were placed under corrective action for last year. We have seen improvement from the measures implemented for those items on the corrective action plan.

The audit requires 100% correctness. We are hopeful we will maintain the improvements implemented and will be removed from the plan.

Food & Nutrition (FNS) –

Last month, we issued over \$4.3 million dollars in FNS benefits to recipients in Alamance County. We anticipate continuing at this level or above, which has our yearly issuance coming in at over \$51 million dollars. This impacts our community, not only the recipients that are able to purchase food, but also the impact to the economy as it relates to jobs.

Medicaid Expansion –

We currently have 55,245 citizens enrolled in Medicaid. Over 55% of this number are minors or elderly. Over 5 years ago, we had 38,184 citizens enrolled in Medicaid. DSS staff continue to process and complete new Medicaid applications.

Vacancies -

We continue to make headway with vacancy challenges. The approved Expansion positions are almost filled – we have two in the hiring process – once those two are processed – we will have all expansion positions filled including the supervisor, who is a returning employee. We continue to move through the other vacancies.

Refugees –

We continue to meet with case managers to build a better process for this population, as well as with our staff.

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Robert Ring

See Statistical Report – as of March 31, 2024

Vacancies	31
New Hires	1
Interagency Transfers	2
Resignations	4

As of April 23, 2024 – Alamance County DSS has 28 job openings which includes the 10 Medicaid Expansion positions. Currently, we have 18 vacancies compared to 60 last year we have made huge strides.

Director's Report – Candice J. Gobble, Director–

Director Gobble announced to celebrate Local County Government month DSS Management Team will host “Pasta Lunch” on Monday, April 29, 2024. We will send invitation out to all board members.

Director Gobble discussed the re-design of Child Welfare Pre-Service Training. There are discussions that the State will provide 45% reimbursement for these trainings. We will have more to come in May regarding reimbursement.

Director Gobble announced coming July 2025, all Economic Services staff will have background checks conducted due to new guidelines in Medicaid. The background checks will be conducted every 5 years. Child Support has always followed these guidelines. The background checks do not transfer County to County. We had to purchase new shredder to meet the guidelines. There should not be any paper printed.

Question: What's driving the background checks?

- *The State IRS Audit guidelines are driving the new change.*

Director Gobble announced upcoming Social Services Institute hosted by NC Association of County Directors of Social Services is scheduled for July 31, 2024 – August 2, 2024 in Hickory NC. Carmen Morrow will send out more information as we get close to dates.

New Business:

Adult Protective Services: LaPorscha McCullough

Did You Know?

According to the National Council on Aging:

- Every year an estimated 5 million individuals are victims of abuse
- Financial abuse is estimated to be at least \$36.5 billion annually

Experts believe that for every case of elder abuse or neglect reported, as many as **24** cases go unreported.

In Alamance County FY 2023 -2024, we received **605** reports of suspected abuse, neglect and exploitation.

- Of that number, **423** were screened in for evaluation. *(The remaining number is still by seen by APS SW for outreach)*

Basic Principles of APS:

- Right to self determination
- Every adult is treated with honesty, caring and respect
- To pursue the least restrictive alternative, whenever possible
- To give the highest priority to the family when appropriate
- Inadequate or inappropriate intervention can be more harmful than none at all
- Protection of the disabled adult is a shared community responsibility
- The emphasis of APS is the need for protection not investigation
- Confidentiality and privacy will always be respected

Reporting APS:

Any person having responsible cause to believe that a disabled adult is in need of protective services can report such information to Department of Social Services at 319 N. Graham Hopedale Rd., Suite C, Burlington NC 27215.

- Reports are received 24/7 orally or in writing:
 - **Monday – Friday (8am – 5pm): (336) 229-2908**
 - **After 5pm, weekends & holidays: (336) 570-6777**

APS Criteria:

Is the adult alleged to be:

1. Disabled
2. Abused, neglected (Self or Caretaker) and/or Exploited
3. In need of protection

- If all three criteria are not alleged, then the reported is **screened out** for evaluation
- If all three criteria are alleged, then the report is **screened in** for evaluation

Types of Mis-treatment:

Caretaker Neglect	<ul style="list-style-type: none"> • Not receiving services from caretaker to maintain physical or mental health
Self-Neglect	<ul style="list-style-type: none"> • Not able to provide services to maintain physical or mental health
Abuse	<ul style="list-style-type: none"> • Willful infliction of pain, injury, mental anguish • Willful deprivation of needed services • Unreasonable confinement (by caretaker)
Exploitation (Could be of the person or financial exploitation)	<ul style="list-style-type: none"> • Illegal or improper use of a disabled adult or his resources for another's profit or advantage

APS Evaluation Process:

Case Initiation Timeframes	Timeframe to Complete Case	Six Functional Areas
<ul style="list-style-type: none"> • Immediate • 24 Hours • 72 Hours 	<ul style="list-style-type: none"> • 30 days for Abuse or Neglect • 45 Days for Exploitation (Person and/or assets) 	<ol style="list-style-type: none"> 1. Social Support 2. Environmental 3. Economic 4. Mental 5. Activities to Daily Living & Instrumental Activities to Daily Living 6. Performance

Evaluating Tools & Case Activities:

- Safety Planning
- DA & Law Enforcement Notification
- Cognitive Testing
- Private Interviews Administered with Adult
- Reporter & Collateral Contacts
- Adult & Family Team Meetings
- 911 Call Logs
- Criminal Records
- Medical Records
- Weekly Supervision
- Team Approach Decision Making
- S.E.E.M.A.P (Social activities, Economic situation, Environmental issues, Mental health needs, Activities of daily living, Physical health needs, and a Summary of strengths)

APS: Case Decision Making:

Weekly group meetings are held to discuss APS cases and complete finding recommendations.

During this meeting the APS Social Worker will present information specific to:

- Disability
- Maltreatment
- Need for protection services
- Capacity

Outcomes:

- Unsubstantiated (one of the 3 criteria are not met)
- Substantiated
 - Planning & Mobilization Services (the adult has capacity)
 - Guardianship (the adult does not have capacity)
- Confirm No Need for Protection

APS Overview Chart outlines (Intake, Evaluation, Services) – see handout

Screen In or Screen Out:

We receive an APS report alleging the following:

- 80-year-old woman, lives alone
- Diagnosed with Dementia
- Is often found by neighbors wandering in the neighborhood, lost, unable to find her way home
- There is no one to protect care for the adult
- **Screen In**

We receive an APS report alleging the following:

- 80-year-old woman, lives with her daughter
- Diagnosed with Dementia
- Was often found by neighbors wandering in the neighborhood
- The daughter placed the adult in an Assisted Living Facility
- **Screen Out**

Question/Answers -

Question: How do you determine self-neglect?

- *30-day evaluation will help determine the case decision along with the holistic approach screening tool*

Vice-Chair Hooker thanked Ms. McCullough for her presentation and the knowledge. All presentations that Board Members have received have provided great tools and knowledge.

Announcements:

None

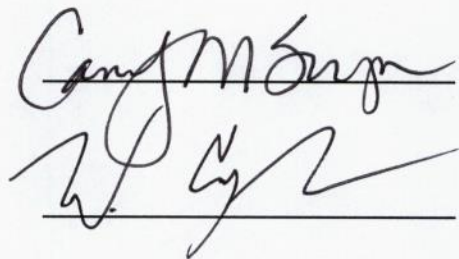
Adjournment -

The next board meeting is 12:00 noon **Tuesday, May 28, 2024** at DSS – Professional Board Room located on the 1st Floor at 319 N. Graham Hopedale Rd., Burlington NC.

There being no further business the meeting was adjourned at 12:55pm.

Respectfully Submitted:

Carmen L. Morrow





Date Approved: _____

5-28-2024