

July 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: Mr. Timothy Britt, DSS Board 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. Rebecca Crawford, County Budget Analyst; Ms. Cheryl Ray, County HR Director; Mr. Willie Smith, Child Support Supervisor; Ms. Rebecca Hendry, Child Support Supervisor; Ms. LaPorscha McCullough, Adult/Child Support Program Manager and Ms. Jamie Hamlett, DSS Attorney were present.

Mr. Timothy Britt, DSS Chair opened the meeting.

Public Comment:

None

Consent Agenda: Timothy Britt, DSS Board Chair

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

Staff Reports:

Fiscal: Director Candice J. Gobble

	JUNE 2024	% OF BUDGET	PRIOR YTD	% OF BUDGET
REVENUES	\$10,867,785.00	96%	\$13,231,917.00	96%
EXPENDITURES	\$21,180,350.00	85%	\$19,855,507.00	77%

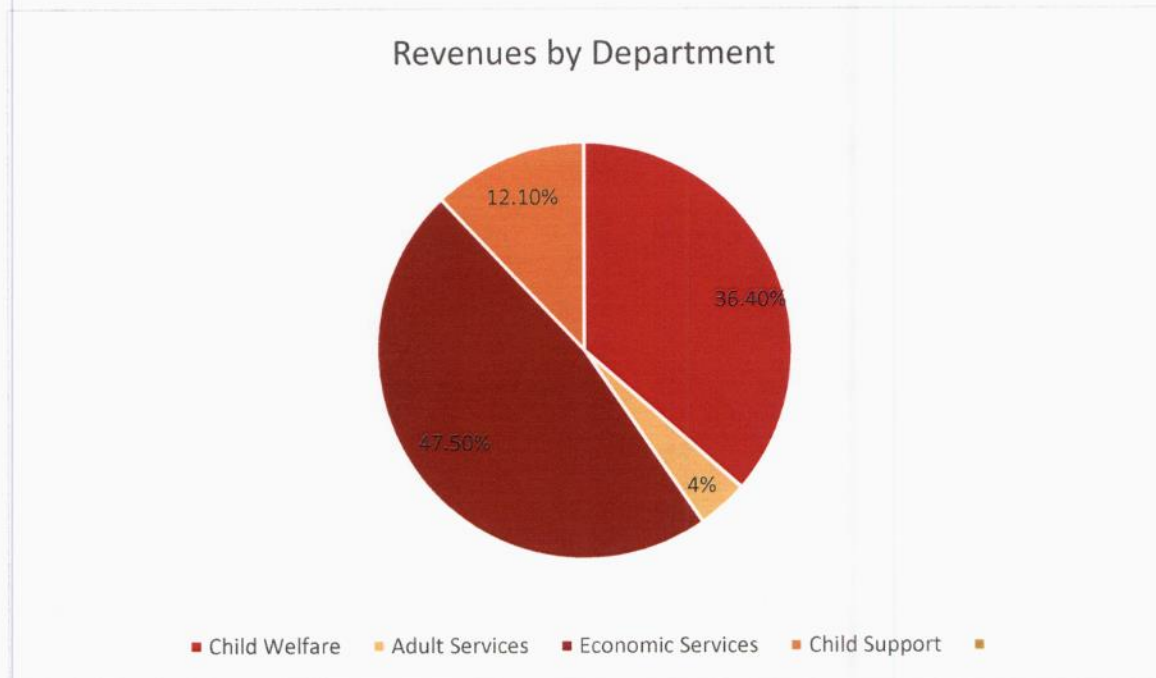
FY 24 – 4th Quarter Financial Report – (Please see full report in packet)

FY 2023 Revenues	FY 2024 Revenues
96%	96%
FY 2023 Expenses	FY 2024 Expenses
77%	85%

Budget Classifications Totals as of June 30, 2024:

Revenues		Expenditures	
Federal	\$8,895,537	Staffing	\$15,152,924
State	\$912,757	Operational	\$1,156,268
County	\$1,059,491	Services	\$4,871,158
Total	\$10,867,785	Total	\$21,180,350

Lapse Salary as of 6/30/2024	Comp time costs as of 6/30/2024	Overtime Paid Out as of 6/30/2024	Contract Employee Payout as of 6/30/2024
\$153,757	\$101,070	\$58,201	\$371,913

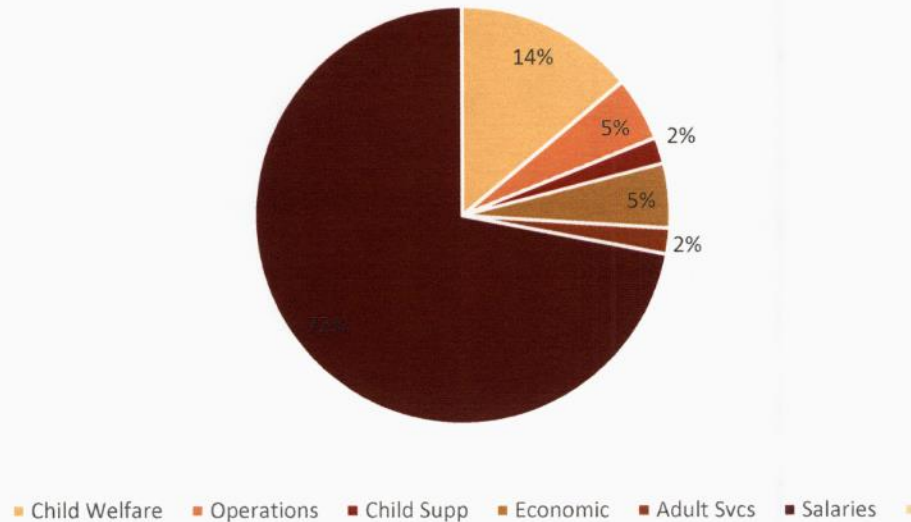


Revenues by Department:

Revenues by Department	
Child Welfar	36.40%
Adult Service	4%
Economic Se	47.50%
Child Suppor	12.10%

Director Gobble reported on the revenues for each DSS Department. Economic Services has uncapped funding, but Adult Services receives very little funding from State and Federal funds. Recently Adult Services has moved under DHHS instead of Department of Aging, we are hopeful this will open up other funding streams.

Expenditures by Department



Expenditures by Department			
Child Welfar	14%		
Operations	5%		
Child Supp	2%		
Economic	5%		
Adult Svcs	2%		
Salaries	72%		

Director Gobble reported on DSS Expenditures by Departments. Child Welfare has increased due to changes in Room & Board, Psychological Evaluations and Drug Testing.

Fraud: See report –

Unit	June 2024	June 2023	Current YTD	Prior Fiscal Year
Fraud	\$43,336.38	\$729.00	\$440,671.40	\$34,377.00

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

Adult and Family Services -

Ms. LaPorscha McCullough expressed we have a new way to make APS report now at DSS. The reports can now be taken online as well as through phone call. The feature is now up on our

website. In 2023, Alamance Co. DSS had over 900 APS reports – we screened in 700 with an additional 100 considered outreach. We are one month into the new fiscal year and reports are coming in and we have new staff who are in the training process.

Question: What do you think has impacted the community to make this large number of reports?

Answer: Alamance Co. DSS hosted a training as a part of the Elder Justice Project a few years ago and provided training on abuse/neglect/exploitation. The community is more vigilant now in making reports and more aware.

Ms. McCullough reported Child Support Awareness month will kick off in August 2024.

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

Unit	June 2024	June 2023	Current YTD	Prior Fiscal Year
Child Support	\$988,622.81	\$958,765.64	\$11,140,767.61	\$16,937,739.75

Child Welfare –

Assistant Director Wellons reported the following:

- Assistant Director Wellons reported recently hired Child Welfare PT Visitation Specialist, who is a former employee. Alamance County will host Child Welfare Pre-Service here in Alamance County. Pre-Service has been extended from 4 weeks to 7 weeks. Alamance Co. DSS has been allowed to have 10 spots due to hosting training – we have 7 spots filled so far.

Economic Support: Ms. Danae Pickard

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

Medicaid:

Medicaid Tailored Plans launched July 1, 2024 – These are new types of NC Medicaid Managed Care health plans. These are our cases with Behavioral Health and Intellectual/Developmental Disabilities. These individuals should have received welcome packets.

Tailored plans cover:

- Doctor visits
- Prescription drugs
- Services for MH/SA/DD/TBI

The main goal is to avoid disruption of services as less as possible. The Medicaid recipients will keep their coverage until January 31, 2025. These cases will also move off of DSS Transportation rosters as the plans will now coordinate.

Energy:

Energy/CIP Program started on July 1, 2024. We have met some challenges with new policy deadlines and volume. During the period of July 1 – July 16, Alamance County ranked 5th in the State of NC in applications, we were just behind Guilford County. We have developed a new process of processing CIP applications that will include all of Economic Services staff to maintain timeliness standards and new guidelines for a more successful August.

Question: Do you anticipate the large number of applications for August as well?

Answer: Yes

Question: Are you able to complete application in E-Pass? Or, is it first come-first serve?

Answer: Yes – you can complete application in E-Pass.

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Candice J. Gobble

See Statistical Report – as of June 30, 2024

Vacancies	27
New Hires	9
Interagency Transfers	1
Resignations	2

As of July 23, 2024 – Alamance County DSS has 26 job openings. We have started to see more applications by qualified staff. We have started the Hiring Committee back again with Program Managers with departments to discuss hiring options as well as training for new staff.

Question: Now that you are at 26 vacancies – how will that impact unfunded positions?

- We will continue with conversations with County Manager and County HR. We will continue to monitor our staffing patterns. If we see a change, we will have to go before the County Commissioners.*

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

Director Gobble reported the current DSS Strategic Plan is ending very soon. We have meeting scheduled for Wednesday, July 24, 2024. We will report at next meeting.

Director Gobble reminded board members about upcoming Social Services Institute in Hickory NC the end of July. Director Gobble expressed to Board Members that Alamance Co. DSS did submit Economic Services Outreach plan for Innovations Award. All awards will be presented at SSI.

New Business: Child Support Presentation

Ms. LaPorscha McCullough, Child Support Program Manager introduced Child Support Supervisors, Willie Smith and Rebecca Hendry.

They reported the following:

History/Purpose:

- Federally Mandated Program
- Established by Congress in 1975 as Title IV-D of Social Security Act
- Designed to ensure both parents financially provide support for their based on their ability to pay

Mission Statement:

To collect court-ordered support for the families of Alamance County and connect them to resources that enhance their quality of living by providing quality customer service, maintaining qualified and well-trained staff, monitoring case integrity and providing resources needed for case managers to accomplish goals set by the state and the department.

Theme of Alamance County Child Support:

- **Invest**: contribute to the individual and agency needs by ensuring needs are consistently and clearly communicated; remaining accountable.
- **Demonstrate**: individual service with excellence and application of the knowledge obtained through thorough training and hands on experience; contribution to the cohesiveness of the team.
- **Grow**: consciousness of self, peers, and other team members, what each component contributes to the team, and serving at full capacity in individual role.
- **Thrive**: understanding of individual and team role, contribution to the overall goal, and remaining consistent while dedicated to the vision and mission of the agency.

Services Provided:

- Location of non-custodial parents
- Paternity establishment for children born outside of the marriage
- Establishment of Child Support orders for financial and/or medical support
- Enforcement and collection of court ordered financial and/or medical support

Child Support Team:

Establishment	Enforcement
5 – Child Support Agent II	7 – Child Support Enforcement Agents II
1 – Child Support Agent I	2 – Clerical
2 – PT Clerical Staff	

Question: Do you have any vacancies in Child Support?

Answer: Yes, 3 positions are vacant. We are in the hiring process for these hires – one offered last week and one in the hiring process, which leaves one vacant.

Caseloads:

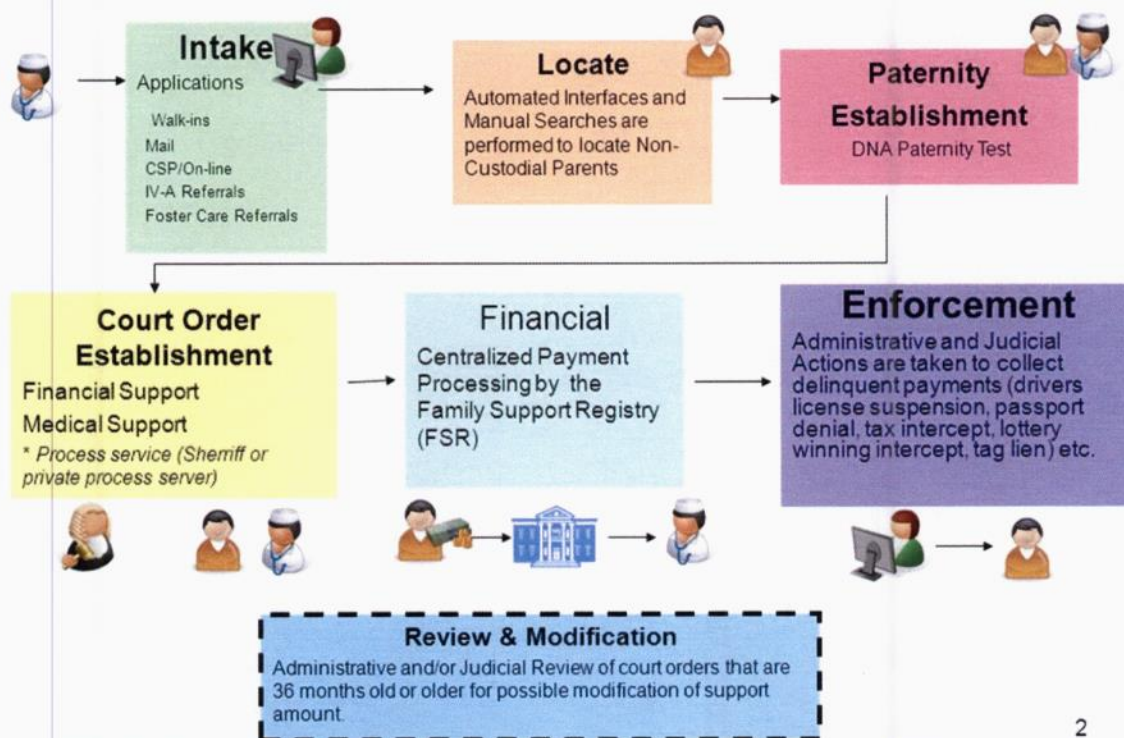
- Establishment: 200 cases per agent (these are new applications and refererals)
- Enforcement: 700 cases per agent (these are agents who collects support)

We have collected over \$11m during last fiscal year. (Full stats see report in packet)

Child Support Awareness Month:

August is Child Support Awareness Month. Alamance County Child Support is partnering with a local school to provide classroom supplies. The plan is to partner with Eastlawn Elementary School which is located directly across the street from DSS location.

Child Support Process:



Questions?

Question: What are the biggest challenges you face in your program?

Answer: Good staff leave and go to surrounding counties; Work load; Customer service

Question: What are the challenges to the work?

Answer: Time Management; Best interest of the child; Implementation of E-Courts

Announcements:

None

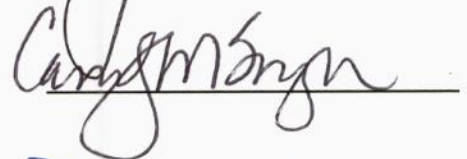
Adjournment -

The next board meeting is 12:00 noon **Tuesday, August 27, 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 12:54pm.

Respectfully Submitted:

Carmen P. Morrow



Date Approved: _____

August 27, 2024