

May 28, 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. Candy Snyder, DSS Board Member; Dr. Darrell “Bud” Warner, DSS Board Member; Commissioner Craig S. Turner, DSS Board Member; Ms. Candice J. Gobble, DSS Director; Ms. Danae Pickard, Economic Services Division Director; Ms. Lynette Wellons, Assistant Director of Services; Ms. Virginia Hunker, Fiscal Officer; Mr. Robert Ring, HR Director; Ms. Michelle Poole, Economic Services Program Manager; Ms. Amanda Baker, Reception Supervisor and Ms. Cheryl Ray, County HR Director were present.

Director Candice Gobble opened the meeting due to DSS Chair and Vice-Chair were both absent.

Public Comment:

None

Consent Agenda: Candice J. Gobble, DSS Director

April 2024 items on the consent agenda approved. Commissioner Craig Turner made motion to approve and seconded by Ms. Candy Snyder.

Staff Reports:

Fiscal: Virginia Hunker

	APRIL 2024	% OF BUDGET	PRIOR YTD	% OF BUDGET
REVENUES	\$10,735,518.00	95%	\$10,370,218.00	75%
EXPENDITURES	\$17,349,562.00	68%	\$16,414,580.00	63%

Ms. Hunker reported May is the last month of the FY to close out June for Expenditures and Revenues.

Ms. Hunker reported we recently met with State Representative (LBL) for Fiscal – discussions were held about “pulling down” all funds. As we struggle with vacancies, we are able to incorporate additional avenues to pull down all funds for services provided.

Ms. Hunker reported the FY 24-25’ Recommended Budget has been presented to County Commissioners.

Budget Highlights (County) – notes from Heidi York, County Manager forwarded to all County Employees:

- Merit Pay is funded at a cost of \$1,064,456 to continue as we have it in the current FY with a “meets expectation” earning 2% increase and an “exceeds expectation” earning a 3% increase.
- A Cost-of-Living Adjustment (COLA) of 3% is recommended for all full and part-time employees at a cost of \$1,552,833.
- Phase II of the Market Salary Study is funded at \$400,000 for the next one-third of our organization
- An Investigator Stipend is proposed for the Sheriff’s Office employees at a cost of \$140,000
- No new positions are funded from the General Fund
- Education funding for ABSS is proposed at a flat with current year levels and for ACC there is a proposed increase of an additional \$848,140

DSS Budget:

- 26 Unfunded positions due to vacancy rate (same as last year)
- No new vehicle

Director Gobble reported June 3rd is Public Hearing meeting. There are other scheduled work session meetings (all are publicized).

Fraud: See report –

Unit	April 2024	April 2023	Current YTD	Prior Fiscal Year
Fraud	\$27,659.75	\$1,559.00	\$211,046.23	\$30,558.00

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

Adult and Family Services -

Assistant Director Wellons reported World Elder Abuse Awareness Day will be observed on June 15, 2024. We will advertise events throughout the month of June. We will host an event at DSS on June 27, 2024 (invitations to follow).

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

Unit	April 2024	April 2023	Current YTD	Prior Fiscal Year
Child Support	\$1,012,966.70	\$869,895.53	\$9,163,481.99	\$8,837,474.70

Assistant Director Wellons reported Child Support recently completed State CQI quality audit and made huge steps for compliance. Alamance County Child Support is now at 95% compliance.

Child Welfare –

Assistant Director Wellons reported the following:

- Alamance Co. DSS will host Foster Parent Appreciation Event on Saturday June 01, 2024 from 4:30pm – 6:30pm at Graham Regional Park in Haw River.
- We met adoption baseline.
- We are hosting Foster Care Recruitment event – we currently have 10 participants signed up.
- We are currently involved in Foster Care/Adoptions audit.

Economic Support: Ms. Danae Pickard

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

Audit –

We continue with State audit 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) –

Phase Out of COVID Waivers – NC Division of Health and Human Services requested approval to extend the waiver for:

1. Telephonic Signature – Extended until June 30, 2026
2. Interviews at Recertification – Extended until October 31, 2024.

Alamance County DSS have been meeting to come up with alternative ways to handle the number of interviews that would have been required (20,000). We were in discussions with temporary agencies and/or contract employees to assist with the backlog.

Economic Services Appreciation -

Program Managers and Supervisors have been working hard with coming up with Employee Appreciation events for Economic Services staff. There will be a week celebration for staff. They obtained donations from: Chick-Fil-A, Buff City Soap, Nothing Bundt Cakes and Golden Corral to give to 115 Economic Services staff.

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Robert Ring

See Statistical Report – as of April 30, 2024

Vacancies	29
New Hires	9
Interagency Transfers	3
Resignations	2

As of May 28, 2024 – Alamance County DSS has 24 job openings. We have 8 position in the hiring process (not included in the 24 positions). Out of the 24 job openings, there are a total of 9 SW positions (7 – Child Welfare and 2 – Adult Services).

Mr. Ring reported as we look back to a year ago, May 2023 – DSS had 42 openings, which included a total of 13 SW positions (9 – Child Welfare and 4- Adult Services).

Discussions ensued regarding the total of all Social Work positions:

53 - Child Welfare SW positions • 20 - Assessors	24 – Adult Services SW positions
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Discussions ensued regarding Salary Proposal as it relates to Social Workers. Commissioner Turner requested the number of Social Work positions and when staff leave to please inform Board members.

Action: Director Gobble will send out email to DSS Board Members regarding resignations/new hires for all SW positions weekly.

Question: How many vacancies are unfunded with the new budget?

- *We are not sure how many positions will be affected with budget – we know the amount of reduction is about \$1.3m.*

Question: Are we out of compliance with caseload size with the vacancies?

- *No, unfortunately as long as the cases are worked, the State does not have any compliance issues.*

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

Director Gobble discussed the upcoming MOU with DHHS. The document will require County Manager signature for the upcoming Fiscal Year. There are discussions at the State Level with the NC Association of County Directors regarding resources and training.

Director Gobble discussed the upcoming Single Fiscal Audit. This audit will impact Medicaid, Foster Care/Adoptions, Food & Nutrition Services, Trust Accounts and the 1571 Financial Report. We will keep you in the loop as this process continues.

New Business:

Alamance County DSS Reception: Michelle Poole/Amanda Baker

Ms. Michelle Poole, Economic Services Program Manager and Ms. Amanda Baker, Reception Supervisor reported the following:

Customer Experience:

All customers who enter Social Services have three ports of customer service:

1. Kiosk – located as you enter into HSC building
2. Front Reception Staff
3. Second Floor (Economic Services Staff)

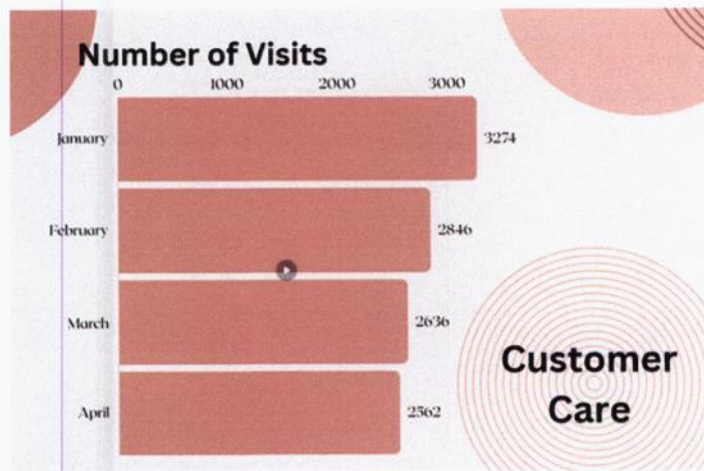
Ways to Apply:

- Paper Applications
- E-Pass
- Request to see Economic Services staff

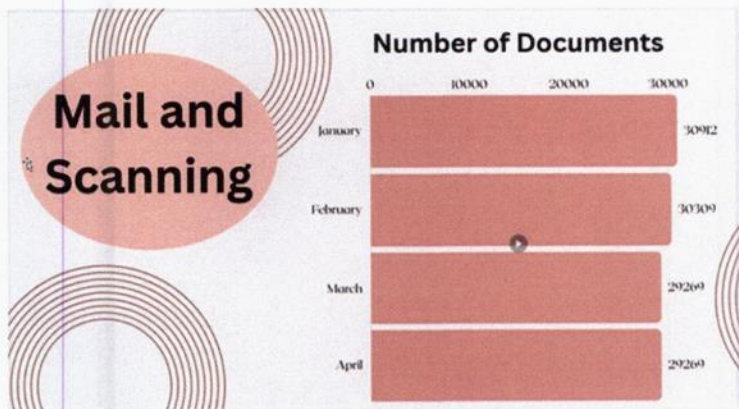
Reception Main Duties:

- Customer Care
- Mail
- Calls

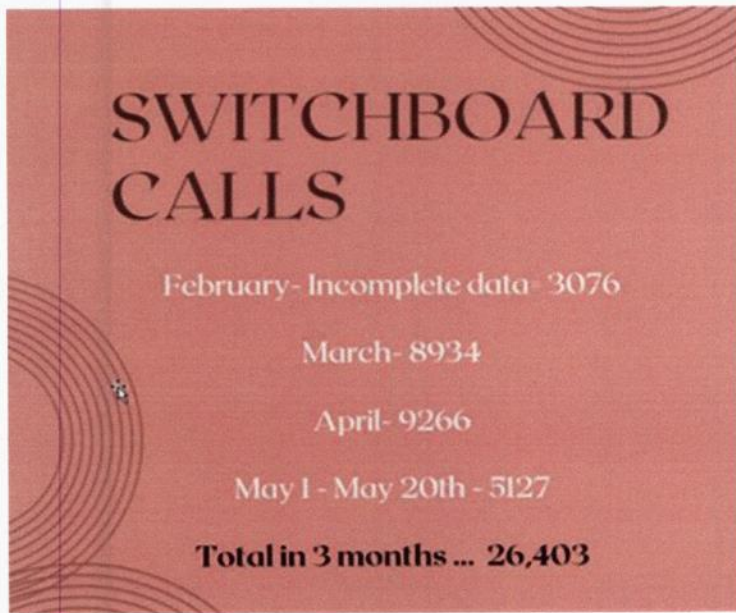
Customer Care Number of Visits:



Mail & Scanning Number of Documents:



Switchboard Calls:



All Other Duties:

- Reception for the entire agency
- Interview customers for Food & Nutrition Recertifications
- Assist with Interpretation
- Assist customers with questions via phone and reception windows regarding case benefits, etc.,
- Work Faxes
- Refer clients to outside agencies that may be able to assist their need(s), when appropriate
- Deliver exceptional customer service to every customer whether via phone or in person
- Return voicemails for "after-hour" voicemail calls
- Receive, process, sort and distribute mail for the agency

Announcements:

None

Adjournment -

The next board meeting is 12:00 noon **Tuesday, June 25, 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 1:10pm.

Respectfully Submitted:

Carmen L. Morrow

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Date Approved: 6-25-2024