

October 22, 2024

The Alamance County Social Services Board met for its regular monthly meeting on this date. The meeting was held at HSC Building (1<sup>st</sup> 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; 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, DSS HR Director; Ms. Jamie Hamlett, DSS Attorney; and Ms. Heidi York, Alamance County Manager were present.

Ms. Tyronna Hooker, DSS Vice-Chair opened the meeting.

**Public Comment:**

None

**Consent Agenda: Tyronna Hooker, DSS Board Vice-Chair**

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

**Staff Reports:**

**Fiscal: Virginia Hunker**

|              | SEPTEMBER 2024 | % OF BUDGET | PRIOR YTD      | % OF BUDGET |
|--------------|----------------|-------------|----------------|-------------|
| REVENUES     | \$2,085,921.00 | 17%         | \$2,741,276.00 | 25%         |
| EXPENDITURES | \$5,193,857.00 | 22%         | \$4,918,562.00 | 20%         |

Ms. Virginia Hunker reported on **FY 25’ – First Quarter Financial Report** (see packet). Overall, DSS is coming in at the following:

|                        |                          |
|------------------------|--------------------------|
| <b>17% of Revenues</b> | <b>22% of Expenses</b>   |
| <b>24% of Staffing</b> | <b>16% of Operations</b> |

**Budget Classification Totals as of September 30, 2024:**

| Revenues |             | Expenditures |             |
|----------|-------------|--------------|-------------|
| Federal  | \$1,892,344 | Staffing     | \$3,993,276 |
| State    | \$180,699   | Operational  | \$242,640   |
| County   | \$12,879    | Services     | \$957,940   |
| Total    | \$2,085,921 | Total        | \$5,193,857 |

**Noteworthy:**

SFY 2024 – 2025 funds for Congregate Care Bridge Funding have been secured which will cover the loss of IV-E revenue for children in Congregate Care that occurred due to the Family First Preservation Act.

DSS currently have 7 children that are in Congregate Care. The placement of these 7 children is monitored very closely by supervisor.

| Lapse Salary as of<br>9/30/2024 | Comp time costs as of<br>9/30/2024 | Overtime Paid Out as of<br>9/30/2024 | Contract Employee<br>Payout as of 9/30/2024 |
|---------------------------------|------------------------------------|--------------------------------------|---|
| \$207,830                       | \$36,920.24                        | \$17,900.66                          | \$27,239.22                                 |

**Fraud: See report –**

| Unit  | September 2024 | September 2023 | Current YTD  | Prior Fiscal Year |
|-------|----------------|----------------|--------------|-------------------|
| Fraud | \$14,699.48    | \$18,279.18    | \$136,185.36 | \$60,586.63       |

**Services – Ms. Lynette Wellons/Assistant Director of Services -****Adult and Family Services -**

- See Disaster Recovery presentation.

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

| Unit          | September 2024 | September 2023 | Current YTD    | Prior Fiscal Year |
|---------------|----------------|----------------|----------------|-------------------|
| Child Support | \$951,771.36   | \$904,581.00   | \$2,738,387.96 | \$2,635,867.03    |

**Child Welfare –**

Assistant Director Wellons reported on the Performance Management Goal:

**Specific Goal: Child Welfare**—95% of all foster youth have a face-to-face visit with the social work each month.

- Alamance County DSS came in at 96% - of those, 75% of the Foster Children must be in the home. Alamance County DSS came in 89%.

Adult Services and Child Welfare will pilot new process on interviewing new staff. Each department has created a power point presentation that will highlight day-to-day that could occur in both Child Welfare and Adult Services. This new process will occur before the applicant goes through the entire interview process. This process will also be conducted by Program Managers of both of these units. The applicant will have to decide if they would like to proceed to the full interview. We will start the new process in November.



DSS Billboard is now in rotation on I-85 for recruitment efforts.

Persons Under Guardianship Christmas program will start soon. The program will run from November 1 – December 13. If you are interested in adopting one of the persons, please inform Carmen Morrow.

- **Action: Carmen Morrow will send flyer to DSS Board Members.**

### **Economic Support: Ms. Danae Pickard**

- Breast Cancer Awareness Month – we provided great games for staff to participate. It was well received.
- Energy – LIEAP (Low-Income Energy Assistance) will complete automatic payments for those over the age of 60 who applied last year. The energy staff will verify heating source with those who are on the list and verify addresses, etc., if possible.

### **Operations – Director Candice J. Gobble**

#### **Administrative Support/Personnel: Robert Ring**

See Statistical Report – as of September 30, 2024

|                              |    |
|------------------------------|----|
| <b>Vacancies</b>             | 31 |
| <b>New Hires</b>             | 9  |
| <b>Interagency Transfers</b> | 2  |
| <b>Resignations</b>          | 9  |

As of October 22, 2024 – Alamance County DSS has 31 job openings. There are (15) in Economic Services and (12) in Child Welfare. The applications have slowed down and have not been as qualified as previous months.

#### **Question: Are all 12 vacancies all Social Workers?**

- *Answer: Yes – all are Social Workers.*

Dr. Darrell Warner requested a one-sheet guide of qualifications for all vacant positions at DSS. The sheet could include salary, qualifications needed, etc. to use when speaking with potential applicants.

**Action: Mr. Bob Ring will create one page guide as requested.**

#### **Question: Could we contract for SW positions?**

- *Answer: DSS already contracts with former employees and use temporary agency to contract social workers for vacant positions. With contract workers, they are paid out of non-permanent salaries. All five contract workers were budgeted.*

|                               |           |          |     |           |     |
|-------------------------------|-----------|----------|-----|-----------|-----|
| 412600 NON-PERMANENT SALARIES | \$676,000 | \$84,044 | 12% | \$591,956 | 88% |
|-------------------------------|-----------|----------|-----|-----------|-----|

Discussion held about Merit Pay & Benefits in September Expenditures. The figure listed is incorrect. The figure will be amended.

|                             |           |     |    |           |    |
|-----------------------------|-----------|-----|----|-----------|----|
| 412300 MERIT PAY & BENEFITS | \$208,634 | \$0 | 0% | \$208,634 | 0% |
|-----------------------------|-----------|-----|----|-----------|----|

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

Director Gobble reported the local community child protection teams and child fatality prevention teams have met and will submit recommendations to County Commissioners regarding single county team to be compliant with Section 9H.15. of Session Law 2023-134 enacting changes to strengthen the state's child fatality prevention system.

Director Gobble and Tony LoGiudice, Health Department Director will present recommendations to Alamance County Commissioners to serve as a single county team.

We continue to work on DSS Strategic Plan. We are currently working on Mission, Vision and Core Values.

### **New Business: Disaster Recovery (DSS Plan)**

Director Gobble expressed in the event of any disaster that impacts Alamance County – Alamance County Department of Social Services is responsible for sheltering citizens as a part of NC General Statute 166A-19, NC Emergency Management Act. DSS is lead agency who works with Emergency Management in fulfilling this goal. There are many county partners that are included in sheltering: Alamance Co. Health Department, Alamance County Environmental Health, Alamance County Sheriff's Department and other local agencies.

Director Gobble reported the last congregate shelter that DSS opened was 2019 during Hurricane Florence. Carmen Morrow is DSS Disaster Coordinator. Ms. Morrow added DSS has 11 Shelter Teams with Team Leader. As a part of DSS duties is to set up of shelter, complete registrations for all residents and mass feeding. Director Gobble added the team that is housed at the local Emergency Operations Center (EOC) will be herself, Danae Pickard and/or Lynette Wellons.

There have been multiple sheltering events since Hurricane Florence and all sheltering was handled with hotel rooms (non-congregate sheltering) in which Carmen Morrow handled with Emergency Management. We continue to do some case management with citizens who were impacted by Hurricane Debby.

#### **Question: Where do you store the items needed for shelter including cots, etc.?**

*Answer: Each department has a trailer which includes all items needed for sheltering. We conduct inventories of each trailer at least quarterly with the exception of any emergency.*



### **Child Welfare/Adult Services Plan:**

Assistant Director Wellons discussed Alamance County Child Welfare Disaster Plan. Adult Services is not required to have a disaster plan in writing as required by the State – but we have included those services in Alamance County Child Welfare Disaster plan.

With Hurricane Helene – Alamance County Child Welfare confirmed the location of all children who were impacted by this devastating storm. DSS had 8 children impacted and all were accounted for and safe. We continue to monitor these children and their needs.

### **Economic Services Plan:**

Ms. Danae Pickard reported on Economic Services plan as it pertains to Disaster Services. Economic Services would have to run D-SNAP for citizens.

### **What is D-SNAP?**

The Disaster Supplemental Nutrition Assistance Program (D-SNAP), also known as disaster food stamps, helps you pay for food if you live in a state with an Individual Assistance declaration from the president. D-SNAP provides funds on an electronic benefits transfer (EBT) card to pay for food.

Even if you do not normally receive or qualify for food assistance through SNAP benefits, you may qualify for D-SNAP.

### **D-SNAP eligibility for people who do not receive regular SNAP benefits**

You can receive D-SNAP if you live in a disaster area and you are facing:

- A loss of income because of the disaster
- Costly expenses because of the disaster
- Evacuation or relocation expenses
- A personal injury related to the disaster

### **D-SNAP eligibility for people who receive SNAP benefits**

If you receive SNAP benefits, you may still qualify for an additional amount. To get an increase in your benefits, you must:

- Receive less than the maximum amount for your family
- Have experienced a loss due to a disaster

The D-SNAP amount will increase your benefit to meet the maximum benefit for your family.

D-SNAP usually occurs 10 days after the event and the number of days applications can be taken is determined by USDA.

For Alamance County DSS, we would have to consider staffing patterns. If we are approved to run D-SNAP, we have most likely opened shelters and would run both at the same time.

**We have to consider the following:**

- Site logistically sufficient – size of building, security and accessibility
- Site well equipped
- Ensure adequate staff available to handle crowd control, application taking and processing
- Bilingual staff available
- Human needs met – portable toilets, bottled water, shaded areas (tents) and handicapped accessible
- Secure Location
- Layout – ropes, cones and signage
- EBT Cards, etc. need to be secured at site
- Recent push to go virtual but in-person is always available
- Centralized locations (several sites)

Director Gobble added the State has decided to roll out call center model for this event. They are modeling after Florida. This will be the first time NC has rolled out call center model. We have in the past assisted other counties in D-SNAP – processing of applications. We have identified four staff who will be available to assist in this process. So far, we have processed 100 applications. The State has applied for several waivers with USDA for this event. The State is preparing for 30k applications over 2-day period in Phase I. The Association is waiting on General Assembly to come back in session to determine reimbursement.

**Announcements:**

None

**Adjournment -**

The next board meeting is 12:00 noon **Tuesday, November 26, 2024** at DSS – Professional Board Room located on the 1<sup>st</sup> Floor at 319 N. Graham Hopedale Rd., Burlington NC.

There being no further business the meeting was adjourned at 1:15pm.

Respectfully Submitted:

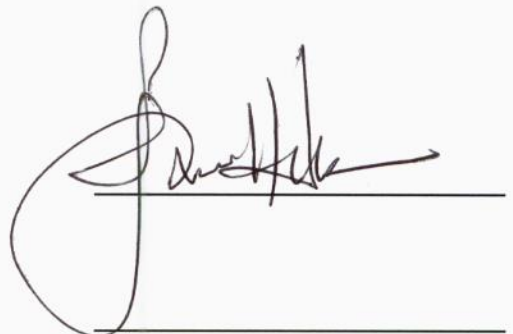
*Carmen L. Morrow*

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*Timothy Butt*

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*Danell Wam*



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Date Approved: 1-28-2025