

September 24, 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: Mr. Tim Britt, DSS Board Chair; 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. Virginia Hunker, Fiscal Officer; Mr. Robert Ring, DSS HR Director; Ms. Jamie Hamlett, DSS Attorney; Ms. Jamie Hatfield, Economic Services Program Manager and Ms. Heidi York, Alamance County Manager were present.

Mr. Timothy Britt, DSS Chair opened the meeting.

**Public Comment:**

None

**Consent Agenda: Timothy Britt, DSS Board Chair**

August 2024 items on the consent agenda approved. Dr. Darrell Warner made motion to approve and seconded by Ms. Tyronna Hooker.

**December Meeting: Timothy Britt, DSS Board Chair**

Discussion was held regarding December DSS Board Meeting. The normally scheduled meeting is scheduled for Tuesday, December 24, 2024 which is County Holiday.

**Action:** *DSS Board Members unanimously voted to cancel December Board meeting unless there are pressing issues.*

**Staff Reports:**

**Fiscal: Virginia Hunker**

	<b>AUGUST 2024</b>	<b>% OF BUDGET</b>	<b>PRIOR YTD</b>	<b>% OF BUDGET</b>
REVENUES	\$1,152,813.00	9%	\$1,415,839.00	13%
EXPENDITURES	\$3,317,212.00	14%	\$3,112,723.00	14%

Please see August 2024 Expenditures and Revenues in packet. Reimbursements are still a month behind. Director Gobble reported meeting scheduled with County to forecast budget for next year.

**Fraud: See report –**

Unit	August 2024	August 2023	Current YTD	Prior Fiscal Year
Fraud	\$52,772.32	\$20,376.45	\$121,485.88	\$42,307.45

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

**Adult and Family Services -**

No report.

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

Unit	August 2024	August 2023	Current YTD	Prior Fiscal Year
Child Support	\$868,398.53	\$871,471.11	\$1,786,616.60	\$1,731,286.03

**Child Welfare –**

Assistant Director Wellons reported all social workers attended presentation with Alamance County Health Department regarding Narcan. We will partner with Health Department and other community partners and roll presentation out to community regarding the effects of drug use. We are optimistic we will be able to host a couple of times during the year. The event will be held at the Dream Center. More to come on dates.

**Economic Support: Ms. Danae Pickard**

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

- DSS Economic Services unit continues to do outreach events in the community. Recently held events at Eli Whitney, Dream Center and Library. We recently added E-Pass labs to library and will train library staff on how to use the system.
- DSS attended Job Fair held by Alamance County Human Resources.
- Ms. Pickard announced she has been invited to attend this years Leadership Alamance with the Chamber of Commerce.

**Operations – Director Candice J. Gobble**

**Administrative Support/Personnel: Robert Ring**

See Statistical Report – as of August 31, 2024

Vacancies	30
New Hires	3

<b>Interagency Transfers</b>	3
<b>Resignations</b>	5

As of September 24, 2024 – Alamance County DSS has 33 job openings. There are (15) in Economic Services and (10) in Child Welfare. We continue to receive good applications. We do currently have some potential staff in the hiring process.

Director Gobble added the web campaign continues. The splash page will end on November 24<sup>th</sup>. With the addition of the splash page, the number of applications increased but not always qualified for the position. The data has shown that .01% click rate for the page (averages out of .01 We have noticed an uptick in applications and we continue to hire for talent along with experience.

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

Director Gobble reported the local community child protection teams and child fatality prevention teams will transition to be compliant with Section 9H.15. of Session Law 2023-134 enacting changes to strengthen the state's child fatality prevention system. NCDHHS continues to work on steps necessary to implement this legislation. County Community Child Protection Teams (CCPT) and Child Fatality Prevention Teams (CFPT) will become ONE "Local Team". This change will require County Commissioner approval.

NCDHHS is committed to preventing child fatalities in our state. The new legislation generally addresses recommendations that were made by the North Carolina Child Fatality Task Force with the goal of strengthening the state's child fatality prevention system. The changes will become effective January 2025. We have met with our local teams as well as Alamance County Health Department on the changes that will need to be made to effectively make this change.

## **Performance Management -**

Director Gobble reported we have added NCDHHS/County Memorandum Agreement Performance Measures back to Social Services goals. For all measures not met during the month, there will be a section included with explanation.

For Example:

**Specific Goal: Energy**—DSS will process 95% of Crisis Intervention Program (CIP) applications within one business day for applicants with no heat or cooling source.

	<b>JULY 2024</b>	<b>AUGUST 2024</b>
<b># APPLICATIONS</b>	225	157
<b># COMPLETED WITHIN TIME FRAME</b>	130	156
<b>PERCENTAGE</b>	57.78%	99.36%

We made the change with integrating energy applications to all Economic Services staff to manage those applications which included PT staff continuing to process. The approach streamlined the process and distribute the workload more efficiently across all teams.

## **New Business: Non-Emergency Medical Transportation (NEMT)**

Ms. Jamie Hatfield, Economic Services Program Manager presented the following:

NC Medicaid is required to provide transportation to medical appointments for all Medicaid beneficiaries who need & request assistance with transportation.

NEMT consists of transportation to and from a Medicaid covered service on a non-emergent basis or mileage reimbursement for beneficiaries who drive themselves or transported by family/friend.

### **Transportation to Medicaid covered services included, but not limited to:**

- Primary Care Visit
- Dentist
- Pharmacy
- Physical Therapy
- Hospital (Inpatient Stays)

### **NEMT Criteria – Medicaid only pays for transportation:**

- By the least expensive mode available & appropriate for the beneficiary
- To the nearest appropriate medical provider (defined as a one-way trip less than 30 miles)
- To a Medicaid covered service provided by a NC enrolled Medicaid provider

There are some exceptions to the criteria – new patients and/or specialty visits.

### **Transportation Services:**

NEMT services include pick-up and drop-off. It may be provided in the following ways:

- Van or car service
- Public transportation
- Taxi
- Volunteer using their own vehicle
- County employee using county vehicles on their own

### **DSS Contracted Vendors:**

- Alamance County Transportation Authority (ACTA)
- CJ Medical Transportation
- Golden Eagle Taxi
- Errandz for U Inc. (New Vendor) – *Transport Out-of-County*
- Quality Care Transport (New Vendor) – *Transport Out-of-County*
- AL Holdings Inc. (Alamance House Residents Only)

### **Local Agency Responsibilities:**

The local agency where the Medicaid beneficiary is physically located is responsible for arranging and coordinating transportation services.

- Inform beneficiaries of their right to transportation
- Maintain a transportation log to track each trip request from intake to disposition

- Conduct assessments every 12 months, or as needed, to determine the need for services (eligibility)
- Have a phone system with an answering machine for taking trip requests or cancellations 24 hrs. per day
- Arrange the appropriate mode of transportation
- Upload payment authorizations accurately and timely into NC Tracks
- Safety and Risk Management (ensure all contract requirements with vendors are met).

#### **Steps of Transportation Process:**

<b>Step One</b>	Beneficiary requests NEMT services with DSS
<b>Step Two</b>	DSS assesses the beneficiary and coordinates appropriate NEMT services
<b>Step Three</b>	The NEMT vendor transports the beneficiary
<b>Step Four</b>	NEMT vendor submits a claim into NC Tracks for services provided
<b>Step Five</b>	DSS uploads payment authorization into NC Tracks to verify trip
<b>Step Six</b>	NEMT vendor is paid through NC Tracks

Ms. Hatfield announced County IT created a tracking system for DSS to make billing processes seamless. NC Tracks can only be used once daily. We are not able to submit billing multiple times throughout the day.

#### **Alamance County DSS Data:**

<b>Active NEMT recipients (September 2024)</b>	<b>595</b>
<b>Frequent Riders (more than 4x per month)</b>	
<ul style="list-style-type: none"> <li>• <b>Dialysis (3 days week x 2 trips) = 234 trips per month</b></li> </ul>	<b>39</b>
<ul style="list-style-type: none"> <li>• <b>Day Programs (5 days week x 2 trips) = 580 trips per month</b></li> </ul>	<b>58</b>
<b>Number of Trips Provided:</b>	
<b>June 2024</b>	<b>2,370</b>
<b>July 2024</b>	<b>1,797</b>

#### **NC Medicaid Managed Care:**

Under NC Medicaid Managed Care, Health plans must provide NEMT services for all Medicaid eligible individuals. Health plans may use brokers to arrange and provide NEMT services or contract directly with transportation providers.

<b>Health Plan</b>	<b>NEMT Broker</b>	<b>Contact Information</b>	<b>Health Plan</b>
WellCare	MTM	877-598-7602	Standard Plan
United Healthcare	ModivCare	800-349-1855	Standard Plan
Health Blue	ModivCare	855-397-3602	Standard Plan
AmeriHealth Caritas	ModivCare	833-498-2262	Standard Plan

Carolina Complete Health	ModivCare	855-397-3601	Standard Plan
Vaya	ModivCare	866-621-2084	Tailored Plan

**To Apply for NEMT Services:**

- Contact 336-229-2916
- In-person interviews are not required
- Assessment can be completed via phone
- Transportation requests must be made at least (3) business days for local appointments, and at least (5) business days in advance for out-of-county trips

**Questions/Answers:**

**Question: What does transportation look like on the end of the client?**

- Each vendor has phone for customers to contact. The waiting time should be no longer than 30 minutes or less
- The vendors do very well with coordinating with the client if there are any issues

**Question: Do they get reimbursed if they ride the LINKS bus?**

- No

**Announcements:**

None

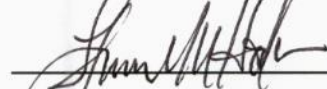
**Adjournment -**

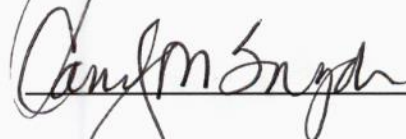
The next board meeting is 12:00 noon **Tuesday, October 22, 2024** at DSS – Professional Board Room located on the 1<sup>st</sup> Floor at 319 N. Graham Hopedale Rd., Burlington NC.

There being no further business the meeting was adjourned at 12:39pm.

Respectfully Submitted:

Carmen L. Morrow









---

Date Approved: 10-22-2024