

# AGENDA

## REGULAR MEETING

### OF THE

### STOKES COUNTY

**July 26, 2023**

**3:00 p.m.**

### BOARD OF SOCIAL SERVICES

#### ETHICS AND CONFLICT OF INTEREST REMINDER:

In accordance with the State Government Ethics Act, it is the duty of every board member to avoid both conflicts of interest and appearances of conflict. Does any board member have any known conflict of interest or appearance of conflict with respect to any matters coming before board today? If so, please identify the conflict or appearance of conflict and refrain from any undue participation in the particular matter involved.

- I. Call to Order
- II. Discussion/Adjustments to the Agenda  
Ethics and Conflict of Interest Reminder
- III. Consent Agenda
  - A. Minutes – Regular Meeting – June 28, 2023
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Three Minutes Per Person)
- VI. Information and Discussion
  - A. DSS Dashboard
  - B. October Road Services
  - C. Child Support Shout Out
  - D. Employee Kudo's/Client Good News/Employee Exit Email
- VII. Closed Session

GS 143-318.11(a)(1): To prevent disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132 of the General Statutes.
- VIII. Old Business
- IX. New Business
  - Next meeting – August 23, 2023 at 3:00 p.m. in the DSS conference room
- X. Adjournment

## **STOKES COUNTY BOARD OF SOCIAL SERVICES**

### **MINUTES**

**June 28, 2023**

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, June 28, 2023, at the Social Services Building in Danbury, North Carolina. Board members present were Vice Chairman Darlene Bullins, Member Greg Collins, Member Sandy Smith and Member Sonya Cox (via phone). Chairman Jan Spencer was absent. Staff present were Director Stacey Elmes, Administrative Officer Becky East, Program Manager Kimberly Childress, and Child Support Supervisor Jennifer Bennett. Vice Chairman Bullins called the meeting to order at 3:00 p.m.

Vice Chairman Bullins read the Ethics and Conflict of Interest reminder to the Board. Board members were asked if they had a conflict with any of the items listed on the agenda. No conflicts noted with Chairman Spencer absent.

Vice Chairman Bullins opened the floor for any adjustments to today's agenda. Vice Chairman Bullins requested to add Audit Finding for Fiscal Year 2021-2022 to the Information and Discussion Section of the Agenda. Member Smith motioned to approve the agenda as amended. Member Collins seconded and the motion passed 4-0 with Chairman Spencer absent.

#### **Consent Agenda**

Vice Chairman Bullins entertained a motion to approve or amend the consent agenda which included the minutes from the May 24, 2023 meeting. Member Collins made a motion to approve the consent agenda as presented. Member Smith seconded and the motion passed 4-0 with Chairman Spencer absent.

#### **Board Member Comments**

Member Collins commented that he hoped Chairman Spencer was enjoying her time away.

#### **Public Comments**

There were no public comments.

Other items on the agenda for discussion were as follows:

#### **DSS Dashboard**

Director Elmes noted the increase in Child Protective Services (CPS) reports received during May which aligns with the increase in cases opened in Children's Services. There was also an increase in the number of walk-in traffic during the month and Director Elmes believes that is due to the end of the public health emergency and more folks coming into the agency for needed services. Director Elmes shared the agency continues to struggle filling vacancies.

Director Elmes noted the following current vacancies:

- Income Maintenance Caseworker (Food and Nutrition Services) – two
- Social Worker in Child Protective Services (CPS) – two
- Social Worker in Foster Care – two
- Income Maintenance Caseworker (Medicaid) – one

Director Elmes shared that the Board of County Commissioners approved the county budget on June 28, 2023 which included the two income maintenance caseworker positions requested to assist with Medicaid Expansion. Vice Chairman Bullins thanked Member Cox for her part in getting those positions approved.

**Child Support Consult**

Child Support Consultant met with Supervisor Bennett on May 23, 2023 for the monthly review. Supervisor Bennett shared that the agency is doing a good job in most areas of the Child Support program and in areas where there are deficiencies, the consultant is providing assistance on how to increase these benchmarks. Supervisor Bennett shared that as a new supervisor she learns new things every day. She continued by saying that the agency takes parents to court who get ordered to pay for support and if they don't, they can go to jail, but the agency can't force parents to pay their support.

**Continuous Quality Improvement Technical Assistance Report – Work First**

Director Elmes noted this was a good report. The agency's current Work First caseload consists of child only cases, no workable clients.

**Continuous Quality Improvement Technical Assistance Report – Food and Nutrition & Energy**

Director Elmes shared that there are no concerns at this time with these reports. Two new FNS caseworkers began work on June 26, 2023 and will go through many months of training before being prepared to handle casework. The agency has been utilizing other units to help keep deadlines from being overdue.

**NCACBSS Annual Dues**

Director Elmes noted that the annual dues are coming up for the North Carolina Association of County Boards of Social Services and questioned whether the Board wanted to continue being a part of this association. Consensus of the Board with Chairman Spencer absent was to renew the membership this year in case there is training available that the Board needs to take advantage of.

**Audit Finding from Single County Audit Fiscal Year 2021-2022**

Director Elmes shared that the Single County Audit for Fiscal Year 2021-2022 was finalized and the Board of County Commissioners were provided a copy of the audit. The auditors reviewed multiple cases from several program areas with only one error noted regarding Medicaid eligibility that amounted to a \$5 payback.

**Old Business**

No old business.

**New Business**

Vice Chairman Bullins noted next meeting is July 26, 2023 at 3:00 p.m.

With no further business, Vice Chairman Bullins entertained a motion to adjourn. Member Collins moved to adjourn the meeting. Member Smith seconded and the motion passed 4-0 with Chairman Spencer absent. The meeting was adjourned at 3:26 p.m.

  
Secretary

  
Date

# Stokes County DSS Dashboard 2023

	April	May	June	Qrt. Total	Annual Total
<b>ADULT SOCIAL WORK SERVICES</b>					
Guardianship Cases	32	32	33		
New APS Reports Received	12	13	20	45	82
APS Reports Accepted	8	4	7	19	37
Investigations Initiated Timely [Goal 95%]	100%	100%	100%		
Outreach Visits	4	9	8	21	36
In Home Aide Programs	9	9	9		
Community Alternatives Program (CAP/DA)	54	53	52		
Representative Payee	7	7	7		
SA - In-Home	51	51	50		
Placement	0	0	0		
Adult Care Homes Monitored	1	2	4		
Total Requests for CIP	26	30	26	82	187
CIP Expenditures	\$1,800	\$5,594	\$3,303	\$10,697	\$23,647
Total Requests for LIEAP & LIEWAP	15	9	2	26	390
LIEAP Expenditures	\$0	\$0	\$0	\$0	\$62,797
Unclaimed Bodies	0	1	1	2	3
Staff Hours Spent at Shelters	0	0	0	0	0
<b>CHILD CARE SUBSIDY</b>					
Children Receiving Services	148	148	146		
Expenditures	\$69,028	\$70,218	\$70,914	\$210,160	\$405,781
Waiting List	0	0	0		
<b>CHILD PROTECTIVE SERVICES</b>					
CPS Reports Received	48	64	41	153	320
CPS Reports Accepted	23	34	16	73	166
Children Opened	42	61	38	141	324
Open Reports	33	27	22		
Reports Substantiated/Services Needed	5	7	7		
Open Case Management	17	16	18		
Courtesy Requests	5	9	8	22	34
Substance Affected Infants Reported to DSS	3	2	1	6	7
Substance Affected Infants Accepted for Inv.	3	2	1	6	7
Reports Initiated Timely [Goal 95%]	100%	100%	100%		
Reports Completed Timely [Goal 75%]	86%	92%	not available		
Children Remaining at Home [Goal 95%]	98%	90%	100%		
<b>CHILD SUPPORT</b>					
Number of Children Served	1,020	1,024	1,003		
Total Collections	\$177,801	\$193,214	\$216,715	\$587,730	\$1,116,257
Paternities Established	8	4	9	21	50
New Court Orders	9	4	6	19	57
<b>FISHING LICENSE WAIVERS</b>					
Fishing License Waivers	12	7	7	26	37
<b>FOOD &amp; NUTRITION SERVICES</b>					
Total Households	3,398	3,394	3,346		
Total Individuals	6,689	6,675	6,604		
Report Card (App. Timeliness) [Goal: 95%]	97%	99%	97%		
Report Card (Recert. Timeliness) [Goal: 95%]	100%	99%	96%		
Benefits Distributed	\$ 1,014,295	\$ 986,372	\$984,597	\$2,985,264	\$7,692,402

2023	April	May	June	Qtr. Total	Annual Total
<b>FOSTER CARE</b>					
Children Entering Care	1	6	0	7	22
Total Children in Care	97	94	91		
Children Discharged	3	4	3	10	27
Children in Care Over 1 Year	51	51	57		
% Receiving a Monthly Visit [Goal 100%]	98%	99%	98%		
% Visited in the Home [Goal > 90%]	93%	96%	76%		
Foster Care 18-21	6	6	6		
Monitoring of Children No Longer in Custody	1	2	3		
Licensed Foster Homes	13	13	14		
Sanctioned Homes	1	1	1		
# of Individuals/Families Receiving Training	8 ind/5 fam	5 families	2 families		
Recruitment Events Held	1	4	5	10	23
Foster Care Costs (county/state/fed)	\$112,145	\$113,354	\$109,516.00	\$335,015	\$582,519
Children Free For Adoption	15	15	15		
Children Open for LINKS	90	91	89		
Adoptions Completed	1	0	0	1	8
Adoption Assistance Cases	195	189	195		
Adoption Assistance Costs (fed & state)	\$618	\$8,643	\$1,050	\$10,311	\$23,981
<b>MEDICAID [ADULT, FAMILY &amp; CHILDREN'S]</b>					
# of Cases	9,013	9,183	9,102		
Report Card (Timeliness) [Goal: 85%]	98%	100%	99%		
Public Assistance Hearings (All Areas)	1	2	0		
<b>MEDICAID TRANSPORTATION</b>					
Clients Served	205	147	146		
Trips Provided	1,328	963	943	3,234	6,488
Monthly Cost	\$48,330	\$46,794	\$43,529	\$138,653	\$289,360
<b>PROGRAM INTEGRITY</b>					
New Claims Established	\$ 1,128	\$0	\$0	\$ 1,128	\$10,581
Total Collections	\$482	\$1,899	\$643	\$2,994	\$6,143
Retained in County	\$156	\$466	\$177	\$799	\$3,589
<b>SPECIAL ASSISTANCE</b>					
# of Special Assistance Cases	127	129	130		
Benefits Distributed	\$53,610	\$57,400	\$57,727	\$168,737	\$319,647
<b>SA/MH LIAISON</b>					
Number of Referrals during the Month	8	12	12	32	56
Open Cases at end of Month	38	35	37		
<b>VACANCIES</b>					
Social Work	6	7	5		
Clerical/Income Maintenance/Child Support	4	5	3		
<b>WORK FIRST</b>					
Total Work First Cases	47	46	45		
Number of Child Only Cases	47	46	44		
Employment Cases	0	0	1		
Benefits Distributed	\$9,640	\$9,550	\$8,897	\$28,087	\$57,373
<b>OTHER</b>					
Voter Registrations	1	4	2	7	12
Walk-In Traffic	785	1,094	896	2,775	5,311



## SERVICES BY LOCATION

### Asheville

119 Tunnel Rd., Asheville, NC 28805

- » Substance Use PHP (limited housing available)
- » Substance Use IOP
- » Methadone OTP
- » ACTT
- » CASP
- » MAT Services
- » Individual Therapy & Medication Management

### Mars Hill

885 Crossroads Pkwy., Mars Hill 28754

- » ACTT

### Stokes County

522 N. Main St., Walnut Cove, NC 27052

- » Substance Use IOP
- » MAT Services
- » Individual Therapy & Medication Management

Since 2006, the caring professionals at October Road have been utilizing an integrated approach to facilitate emotional wellness and recovery.

Our approach is founded on the concept that individuals in need of help should not have to wait, or experience any unnecessary barriers to care. We offer:

- » Walk-in assessments
- » Engaging clients in the community
- » Access center hours from Monday - Friday, 7:00 am - 6:30 pm and Saturday - Sunday, 8:00 am - 4:00 pm

During an initial assessment, our masters-level clinician gets to know each client. From there, we create a personalized plan that addresses the client's most immediate treatment needs and goals.

With locations in Asheville, Mars Hill and Stokes County, NC, October Road is here to support our communities with high-quality treatment and compassionate care.

## Intensive Outpatient (IOP) & Partial Hospitalization Programs (PHP)

Structured outpatient treatment is ideal as a next step for individuals who have already completed an inpatient stay or as a first step for clients who are beginning to feel their substance use is getting out of control.

The goal of our PHP and IOP programs is to provide each client with support and tools to maintain their sobriety using a variety of evidence-based treatment models. Between group therapy, individual counseling, medication management and other proven methods, we help clients re-adjust to life without addiction.

PHP is highly structured for clients who require daily support to remain abstinent.

- » Monday - Friday, 9:00 am - 3:30 pm

IOP is a flexible, part-time program ideal for those who need to work or attend school.

- » Morning, daytime, and evening IOP options available

**Supportive housing may be available for PHP clients nearby.**





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Call us now at  
(888) 201-5086  
[octoberroadinc.net](http://octoberroadinc.net)

## Methadone

At October Road, we believe that combining medication, education and therapy is the most effective method of treatment for those with opioid use disorder. Methadone services are provided by licensed clinicians and physicians who meet all state requirements for their respective positions.

Dosing hours at our Opioid Treatment Center in Suite E of our Asheville location are 5:30 am – 10:30 am Monday through Friday and 6:30 am – 9:00 am on Saturday.

## ACTT

Our ACTT teams work within the community to provide tailored services to meet the treatment, vocational and housing needs of individuals with severe and persistent mental health issues. ACTT offers wraparound support to those most at risk for psychiatric crisis, hospitalization, homelessness or incarceration. ACTT teams consist of:

- » Psychiatrist
- » Licensed Therapists
- » Physician Assistant
- » Vocational & Housing Specialists
- » Nursing Staff
- » Additional Case Managers
- » Licensed Team Leaders
- » Substance Use Clinicians

## Other Specialized Services

- » Supportive housing: Cross Area Service Program (CASP) 14 bed recovery residence
- » Early recovery group: Tuesday and Thursday, 10:00 am - 12:00 pm and 2:00 pm - 4:00 pm
- » MAT group: Tuesday, 9:00 am - 11:00 am and Thursday, 2:00 pm - 4:00 pm
- » Peer support services
- » DWI services

October Road accepts state-funding for uninsured individuals, Medicaid, most commercial insurances, and self-payment. Walk-ins are welcome.

# Child Support Shout Out



MAKING A  
DIFFERENCE  
TOGETHER



## Recognizing Outstanding Collections for JUNE 2023

*A method of communicating information to North Carolina Child Support Offices*

Rank	County Name	Amount	Worker Name	Description
1	GUILFORD	\$49,414.98	CYNTHIA CROOK-WALKER	Arrears paid in full from NCP's Father's estate
2	STOKES	\$32,660.82	APRIL BULLINS	Large sum paid towards arrears
3	NEW HANOVER	\$24,591.64	JILL SELTZER	Large sum paid towards arrears to keep professional license
4	JACKSON	\$20,883.33	BECKY GREEN	Purge payment
5	FORSYTH	\$15,359.00	AYESHA BRYAN	Insurance Settlement
6	BEAUFORT	\$15,179.90	TINA JORDAN	Workers' compensation
7	FORSYTH	\$15,000.00	GABRIELLE MASON	Consent Agreement
8	FORSYTH	\$14,218.48	DARREN JONES	Large sum paid towards arrears
9	ONSLOW	\$12,200.00	ONSLOW CSE	Passport
10	BUNCOMBE	\$12,142.56	ANNAMARIA JACKSON	Passport
11	GUILFORD	\$11,449.79	BRIDGETT HAMILTON	Purge payment paid arrears in full
12	CRAVEN	\$11,267.70	CARLA CARTER	Large sum paid towards arrears
13	WAYNE	\$10,786.57	BRITTNY BELL	Arrears paid in full
14	WAKE	\$10,000.00	SONYA WALKER	Inheritance
15	IREDELL	\$10,000.00	KELLY HAMPTON	Purge payment
16	ALAMANCE	\$9,999.99	TERRI PHILLIPS	Large sum paid towards arrears
17	FORSYTH	\$9,971.66	TARSHA RIDGES	Purge payment
18	PITT	\$9,362.60	ROVESIA JENKINS-WHITE	Large sum paid towards arrears
19	PITT	\$9,362.60	ROVESIA JENKINS-WHITE	Large sum paid towards arrears
20	PITT	\$9,362.60	ROVESIA JENKINS-WHITE	Large sum paid towards arrears

*Top 20 gross allocated collections by pay source code (excluding State and Federal Tax Intercept) for one day to a single case greater than \$7000 for the period via CSDW*

*This is not intended for public distribution*

Our contact email is: [Child.Support.Advocate@dhhs.nc.gov](mailto:Child.Support.Advocate@dhhs.nc.gov)



Wanda Pearman  
Mental Health and Substance Use Liaison Services  
Stokes County Dept. of Social Services  
P.O. Box 30  
Danbury, NC 27016  
[wpearman@co.stokes.nc.us](mailto:wpearman@co.stokes.nc.us)  
336-593-2861 ext. 1155  
(cell) 336-813-8411  
(Fax) 336-593-2431

**From:** Rebecca S. Maser <[rmaser@co.stokes.nc.us](mailto:rmaser@co.stokes.nc.us)>

**Sent:** Sunday, June 25, 2023 1:15 PM

**To:** Kimberly Childress <[kchildress@co.stokes.nc.us](mailto:kchildress@co.stokes.nc.us)>; Wanda Pearman <[wpearman@co.stokes.nc.us](mailto:wpearman@co.stokes.nc.us)>

**Subject:**

Hey! I spoke with \_\_\_\_\_ on Saturday and he has celebrated his 1 year anniversary of being sober! I have a card for him that I am leaving behind on my desk on a clipboard. If you two could see that folks sign it, I would be so very grateful! I am so very proud of this young man... it is his desire to become a trained peer support person for others. He is doing so well: has plans to go to college and is currently saving money for a vehicle, all while working in a restaurant, living at a sober living house and going to every NA/AA meeting he can find.

Rebecca S Maser  
Social Worker III/ LINKS Coordinator  
Stokes County DSS  
PO BOX 30  
Danbury, NC 27016  
[rmaser@co.stokes.nc.us](mailto:rmaser@co.stokes.nc.us)  
336-593-2861, ext 1147 (office)  
336-593-2431 (fax)

She did an amazing job! I am so proud of her! I know she will continue to flourish 😊

Best regards,

Rebecca J. McLemore MSW LCSW  
Foster Care | Social Work Supervisor  
Stokes County Department of Social Services  
Office: (336) 593-2432  
Fax: (336) 593-2431

**From:** Kehoe, Jaime L. <[jaime.l.kehoe@nccourts.org](mailto:jaime.l.kehoe@nccourts.org)>

**Sent:** Thursday, June 29, 2023 4:46 PM

**To:** Stacey S. Elmes <[selmes@co.stokes.nc.us](mailto:selmes@co.stokes.nc.us)>; Kimberly Childress <[kchildress@co.stokes.nc.us](mailto:kchildress@co.stokes.nc.us)>;  
Rebecca Mclemore <[rmclemore@co.stokes.nc.us](mailto:rmclemore@co.stokes.nc.us)>; 'kimber grabs' <[kimbersgrabs@gmail.com](mailto:kimbersgrabs@gmail.com)>

**Cc:** Kayla Fields <[kfields@co.stokes.nc.us](mailto:kfields@co.stokes.nc.us)>

**Subject:** Court Today

Hi there,

I wanted to send a quick email to brag on Kayla, because she did a FANTASTIC job with her testimony today in a rather unexpected lengthy hearing. I told her this in person, but I wanted to share my thanks and appreciation of her with you all. Kayla has made so many significant efforts with parents who have unfortunately not been engaging, that it literally gave the parents' attorneys very little to ask or argue about. The extensive and consistent efforts she has made to help encourage and guide the parents on their case plan tasks were strongly noted. It was clear how much work she has put into this case and knowing that court is where all that work comes to fruition, it couldn't have been clearer how well she has managed this case and knew the facts of the case.

James, Mary Jo, and I continued to say how amazing she was doing during her testimony, and I just wanted to share the praise.

Thank you for all you do!

## Stacey S. Elmes

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**From:** Wanda Pearman  
**Sent:** Friday, July 7, 2023 1:41 PM  
**To:** Stacey S. Elmes; Casey Bowman; Kimberly Childress  
**Subject:** Good news

Passing on some good news—at least I think so. Remember [redacted] that I worked with forever? We kept her out of PRTF where everyone wanted to send her, no new CPS reports/open case. Got a text from her mother today asking me to write a reference letter for her. She is applying to get training as a Peer Support Specialist. She has battled MH for years but went through treatment too while [redacted] was getting treatment. She has severe PTSD and depression. She lost 50 lbs, became more active, and is doing great. She sent me a text today and said [redacted] is doing So much better. So we have 2 people whose MH is improved to point that mom wants to help others.

Annabelle closed the [redacted] case yesterday. The dad, [redacted], who had a long-term addiction, called me not long ago to get info to become a Peer Support Specialist. He is doing great in his recovery and so is mom. Months ago when I 1<sup>st</sup> mentioned the subject to him, he said no, that it was his wife's thing and not his. He changed his mind as he became more active in NA and helping others. When he and his wife came in here in the beginning of their case for a CFT, they looked like the walking dead. I thought we were going to have dead bodies here in DSS that day. Worked hard to get them in detox and residential and they are doing great.

Because we see so many who don't get well, it is good to know the ones who do and want to go on to help others b/c of what they learned during their struggle!

Wanda Pearman  
Mental Health and Substance Use Liaison Services  
Stokes County Dept. of Social Services  
P.O. Box 30  
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336-593-2861 ext. 1155  
(cell) 336-813-8411  
(Fax) 336-593-2431

## **Stacey S. Elmes**

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**From:**  
**Sent:** Friday, July 14, 2023 10:47 AM  
**To:** Stacey S. Elmes  
**Subject:** Thank you!

Dear Stacey,

I just wanted to take a moment to thank you for everything. A year ago this month I had just graduated and was unsure of what my next steps were. I am so thankful that God put me on the path to this agency. I know my time here may have been short but trust me when I say I have taken away so much from this experience. Thank you for taking a chance on me and giving me this opportunity as it has truly helped shape me for my years to come. I plan to take all the knowledge I have learned with me as I continue my career journey. I appreciate all the friendships I have made with the wonderful individuals in this building. Most importantly, I will also cherish the kind words, actions and mentorship received from yourself and others in my time here. Again, Thank you so much for everything, I feel as though a piece of my heart will always be with Stokes DSS.

Best of wishes!