

AGENDA

REGULAR MEETING

OF THE

STOKES COUNTY

March 24, 2021

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
- III. Consent Agenda
 - A. Minutes – Regular Meeting – February 24, 2021
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Ten Minutes Per Person)
- VI. Discussion
 - A. DSS Dashboard
 - B. NC DOL Inspection
 - C. '21-'22 Budget
 1. Contract Log
 2. Budget Requests and Expenditures
 - D. Evaluation of Director
- VII. Action Items
 - A. Old Business
 - B. New Business
- VIII. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES

MINUTES

February 24, 2021

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, February 24, 2021 via the Go-To-Meeting platform. Chairman Greg Collins called the meeting to order at 3:05 p.m. Board members present were Vice-Chair Sandy Smith, Member Darlene Bullins, Member Katie Tedder and Member Sonya Cox. Staff present were DSS Director Stacey Elmes and Income Maintenance Administrator Cindy Joyce.

Chairman Collins 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. Vice-Chair Smith noted that she had a conflict regarding contracts that are being added to today's agenda as her granddaughter is one of the vendors listed.

Chairman Collins asked if there were any Board members that needed to discuss or make any adjustments to the agenda. Chairman Collins stated that Director Elmes had sent out a list of contracts that are currently being used by the agency and wanted approval to use those vendors next fiscal year. Chairman Collins requested that this be added to the agenda under New Business. Member Bullins moved to approve the agenda as amended. Member Tedder seconded and the motion carried 5-0.

Chairman Collins asked for approval of the consent agenda. Vice-Chair Smith motioned to approve the consent agenda. Member Bullins seconded and the motion passed 5-0.

There were no public comments made.

Director Elmes stated that the DSS Dashboard report shows numbers that look pretty similar to last month. Director Elmes stated that she looked at numbers this month cumulatively and that really paints a picture. For example, since July our Department has taken 115 adult protective services reports and 307 child protective services reports. The total cumulatively (July – January) for Food and Nutrition benefits is \$7,321,503. Clients have been receiving the full allotment of Food and Nutrition benefits because of COVID so this number is a little high but this is how much money is going into our county to be used at different grocery stores, etc. Looking at the report cumulatively, it also shows that we have taken 33 children into our custody since July but 32 children have been reunified with parents or family or have been adopted or aged out of the system. Member Cox asked about the cumulative total for last fiscal year in the Food and Nutrition program. Director Elmes stated she would have to get that information and provide it for her.

Director Elmes shared the most recent Child Support Review letter. This review was from November 2020. Since this time, the Child Support Representative has told us that our Child Support Unit is doing a good job and meeting their goals.

Director Elmes provided the monitoring letter from Division of Child Development and Early Education (DCDEE). This monitoring was discussed at the January meeting and the letter came after the meeting so the letter is provided at this meeting.

Director Elmes provided the technical support report from our DCDEE program representative. The agency continues to carry no waiting list for child care and will continue trying to keep it that way. This is a good report. Parent fees have continued to be waived due to COVID.

Director Elmes provided two e-mail reports from our Adult Care Home licensing representative and our Adult Services representative. Both programs had reviews and the e-mails state that we did and are doing a good job.

Income Maintenance Administrator Joyce discussed Medicaid transformation which will be effective July 1, 2021, and where the agency is currently with the proposed changes. She spoke about the increase in work that this causes our workers and the learning curve that is in place because of it. She also talked about the Recipient Eligibility Determination Audit (REDA) that is coming beginning in June 2021 as required by Session Law 2017-57, Section 11H.22. The state will pull 20 records each month for 10 months to audit. They are looking at case documentation, correct notices, income calculations using correct base periods, representative income, etc.

Director Elmes shared a copy of a thank you note that one of our child support enforcement workers received thanking her for a job well done.

Director Elmes provided a copy of the Department's organizational chart for the Board's information to provide a look at how the Department is organized. The organizational chart shows that the agency has four Processing Assistant III positions that were recently reclassified to Processing Assistant IV positions with the recently approved salary study. The agency is thankful for this change as it has been requested for many years in the budget process.

Chairman Collins asked if there was any old business that needed to be discussed. Chairman Collins mentioned that he had spoken with EMS Director Brandon Gentry about the Walnut Cove site. He stated that the agency may want to include some funds in the upcoming budget request for '21-'22 for needed items once EMS moves out of the site to make it appropriate for DSS use.

Chairman Collins asked if there was any new business to discuss. Director Elmes spoke about the list of vendors that the agency is currently using for contracts. Director Elmes requested approval to use the proposed vendor list for fiscal year '21-'22. Director Elmes noted the need to have contracts in place by July 2021. Vice-Chair Smith stated that she has a conflict with this and would like to recuse herself from this discussion and vote. Member Cox made a motion to excuse Vice-Chair Smith from this discussion and vote. Member Bullins seconded and the motion carried 5-0. Member Bullins made a motion to accept the current list of contract vendors for the '21-'22 fiscal year. Member Tedder seconded and the motion carried 4-0 with Vice-Chair Smith excused from voting. Director Elmes then spoke about the upcoming budget and the agency's need to possibly request two positions in the budget. Director Elmes stated that Administrative Officer Becky East is out this week and the agency hopes to have the proposed budget ready for the Board's review at the next meeting.

There being no further business, Chairman Collins requested a motion to adjourn the meeting. Member Cox made a motion to adjourn. Vice-Chair Smith seconded and the motion passed 5-0. Meeting adjourned at 3:50 p.m.

Stacy S. Elmes
Secretary

3/11/2021
Date

Stokes County DSS Dashboard 2021

	January	February	March	Qrt. Total	Annual Total
ADULT SOCIAL WORK SERVICES					
Guardianship Cases	33	35			
New APS Reports Received	14	12		26	127
APS Reports Accepted	7	7		14	66
Investigations Initiated Timely [Goal 95%]	100%	100%			
Outreach Visits	4	1		5	44
In Home Aide Programs/Family Caregiver	33	33			
Community Alternatives Program (CAP/DA)	79	79			
Representative Payee	14	14			
SA - In-Home	57	56			
Placement	0	0			
Adult Care Homes Monitored	2	0			
Total Requests for CIP	73	60		133	260
CIP Expenditures	\$ 26,371	\$ 11,921		\$38,292	\$ 84,779
Total Requests for LIEAP	249	93		342	713
LIEAP Expenditures	\$ 30,529	\$ 21,000		\$51,529	\$ 85,029
Unclaimed Bodies	0	0		0	2
Staff Hours Spent at Shelters	0	0		0	0
CHILD CARE SUBSIDY					
Children Receiving Services	213	185			
Expenditures	\$79,408	\$95,750		\$175,158	\$698,409
Waiting List	0	0			
CHILD PROTECTIVE SERVICES					
CPS Reports Received	49	34		83	341
CPS Reports Accepted	31	20		51	185
Children Opened	37	30		67	291
Open Reports	28	24			
Reports Substantiated/Services Needed	3	4			
Open Case Management	13	11			
Courtesy Requests	5	3		8	49
Substance Affected Infants Reported to DSS	5	1		6	16
Substance Affected Infants Accepted for Inv.	5	1		6	16
Reports Initiated Timely [Goal 95%]	100%	100%			
Reports Completed Timely [Goal 75%]	70%	56%			
Children Remaining at Home [Goal 95%]	97%	83%			
CHILD SUPPORT					
Number of Children Served	1,160	1,156			
Total Collections	\$167,489	\$167,054		\$334,543	\$1,608,896
Paternities Established	5	3		8	30
New Court Orders	1	1		2	52
FISHING LICENSE WAIVERS					
Fishing License Waivers	0	4		4	18
FOOD & NUTRITION SERVICES					
Total Households	2,973	3,043			
Total Individuals	5,917	6,064			
Report Card (App. Timeliness) [Goal: 95%]	99%	97%			
Report Card (Recert. Timeliness) [Goal: 95%]	100%	100%			
Benefits Distributed	\$ 1,167,871	\$ 1,195,878		\$ 2,363,749	\$8,517,381

2021	January	February	March	Qtr. Total	Annual Total
FOSTER CARE					
Children Entering Care	1	5		6	38
Total Children in Care	90	89			
Children Discharged	4	6		10	38
Children in Care Over 1 Year	41	44			
% Receiving a Monthly Visit [Goal 100%]	100%	100%			
% Visited in the Home [Goal > 90%]	95%	94%			
Foster Care 18-21	7	7			
Monitoring of Children No Longer in Custody	4	1			
Licensed Foster Homes	27	27			
Sanctioned Homes	1	1			
# of Individuals/Families Receiving Training	0	0-Jan			
Recruitment Events Held	0	0		0	0 (COVID)
Foster Care Costs (county/state/fed)	\$103,320	not available		\$ 103,320	\$669,633
Children Free For Adoption	6	6			
Children Open for LINKS	74	67			
Adoptions Completed	0	0		0	8
Adoption Assistance Cases	180	180			
Adoption Assistance Costs (fed & state)	\$17,149	\$16,647		\$33,796	\$158,400
MEDICAID [ADULT, FAMILY & CHILDREN'S]					
# of Cases	9,233	5,250 (??)			
Report Card (Timeliness) [Goal: 85%]	99%	100%			
Public Assistance Hearings (All Areas)	3	1			
MEDICAID TRANSPORTATION					
Clients Served	252	253			
Trips Provided	1,080	1,180		2,260	7,852
Monthly Cost	\$34,372.18	\$38,409.21		\$ 72,781.39	\$258,176.35
PROGRAM INTEGRITY					
New Claims Established	\$ 1,063.00	\$ 15,057		\$ 16,120	\$27,562
Total Collections	\$740	\$1,908		\$2,648	\$7,731
Retained in County	\$739	\$872		\$1,611	\$2,569
SPECIAL ASSISTANCE					
# of Special Assistance Cases	149	88 (??)			
Benefits Distributed	\$54,031	\$36,383 (?)		\$90,414	\$450,561
SA/MH LIAISON					
Number of Referrals during the Month	7	12		19	86
Open Cases at end of Month	49	48			
VACANCIES					
Social Work	3	3			
Clerical/Income Maintenance/Child Support	1	3			
WORK FIRST					
Total Work First Cases	57	42 (?)			
Number of Child Only Cases	54	38 (?)			
Employment Cases	3	1 (?)			
Referrals for Drug Testing	0	0			
Applicants Testing Positive	0	0			
Benefits Distributed	\$12,164	\$7,899 (?)		\$20,063	\$ 94,987
OTHER					
Voter Registrations	0	0		0	30
Walk-In Traffic	825	682		1,507	6,049



JOSH DOBSON
COMMISSIONER OF LABOR

PAUL M. SULLIVAN
WEST COMPLIANCE BUREAU CHIEF
OCCUPATIONAL SAFETY AND HEALTH DIVISION

February 22, 2021

Becky East, Administrative Officer I
County of Stokes-Social Services
P. O. Box 30
Danbury, NC 27016

Re: Inspection 318212479

Dear Ms. East:

A Health Compliance Officer from the North Carolina Department of Labor Occupational Safety and Health Division conducted a comprehensive inspection of your facility in Danbury, NC 27016 on February 4, 2021. The compliance officer identified no apparent violations of North Carolina occupational safety and health standards or regulations.

If you have any questions or comments about our program or about your inspection, please do not hesitate to contact us.

Sincerely,

Nancy Hall
District Supervisor

STOKES COUNTY DSS

FEB 24 2021

RECEIVED

Board of Social Services Resource Manual

The North Carolina Association of County Boards of Social Services

APPENDIX 2 SAMPLE PERFORMANCE EVALUATION OF DSS DIRECTOR

Page 1

Director Name, DSS Director for xxxxxxxx County annual performance evaluation with merit increase.
Date: September 20, 2007

Appraiser: Board Director Name DSS BOD Personnel Committee Chair

Previous goals – all met

Director Name developed and received full funding for 2007-07 DSS budget with overall increase of less than 1%. He continued to work teams and has moved the agency forward as a leader for the Leading by Results initiative. The agency continues to develop the Leading by Results program as a tool for monitoring their successes.

Evaluation

Functions	Cal.
<u>Director</u>	
Directs Administration	5.0
Plans and Supervises Program Management	5.0
Maintains Public Contact	4.5
Oversees Fiscal Management	5.0
Provides Staff and Supervision	5.0
Maintains Facilities	4.0
<u>Values</u>	
Leadership	5.0
Planning/Organizing	5.0
Interpersonal/Communication	5.0
Performance Management	5.0

Narrative

Department Accomplishments

- Continued three-year management development program for supervisors.
- Continued development and utilization of employee led task forces and committees to promote family centered practice. Added LBR task as a subcommittee of the Performance Team; all are employee driven work groups.
- Continued refinement of pilot for child welfare services to redesign response to child neglect and serve families in a more supportive way – one of 10 counties chosen.
- One of three counties chosen for the System of Care grant, which expands the family centered practice across the agency and the community.
- Continued invitation acceptance to be a Challenge for Children County with the commitment to reduce the backlog of children in custody. This calendar year the backlog was reduced by 10%, greater than other counties of equitable size.
- Successfully petitioned for seven new positions in the 2007-07 budget. The positions are currently being filled.
- Awarded for participation and excellence in the TANF/Child Welfare Collaborative
- Challenge for Children Award – reduction of foster care backlog

Professional Accomplishments

- Active on the Department of Health and Human Services statewide Blue Ribbon Task Force on Domestic Violence and Child Maltreatment.
- Testified as an expert witness in the area of Child Welfare in the General Assembly several times during this past short session.
- Served as the Director's Association spokesperson at several legislative press conferences.
- Elected to serve 2nd Vice President Officer and executive board member of North Carolina Association of Directors of Social Services.
- United Way Allocation Committee Panel Chair and Executive Board Member
- Serve on local boards:
 - Christmas Cheer Board

Board of Social Services Resource Manual

The North Carolina Association of County Boards of Social Services

APPENDIX 2 SAMPLE PERFORMANCE EVALUATION OF DSS DIRECTOR

Page 2

- o United Way Executive Board
- o County Criminal Justice Partnership
- o County Domestic Violence Steering Committee
- Member of the Division of Social Services State – County Relation Committee which is charged with the responsibility of analyzing the current state/county supervision model and make recommendations for changes and improvements
- Member of the statewide Leading By Results Task Force
- Member of the Oversight Steering Committee for the Director's Association for Domestic Violence
- Successful with several very difficult personnel situations this past year.

General Comments:

Director Name has again done a superb job as Director. As board members we are able to see the growth of this agency from one year to the next under his leadership. Financial goals are consistently met. He presents difficult and challenging goals to her management team with a positive approach. The growth evident in this management team, at Director Name direction, is nothing short of amazing.

Director Name has grown herself in her role as Director. Her comments regarding her goals of this past year are that "our agency, under this leadership, is stepping out in front in the area of Leading by Results. We are prioritizing these goals for our work plan for the coming year. We are among a few counties that have moved into Phase Two". And regarding the personnel challenges she has faced during the past year she makes the following observation: "I have been successful with several very difficult personnel situations this past year. I have learned a great deal from the experiences and I am more confident in this area than before".

New Goals for 2007-2007:

1. Maintain budget through out the year.
2. Solicit the media more rigorously to provide coverage that promotes the positive aspects of the agency and provide the board with a list of media opportunities and outcomes.
3. Begin reporting to the BOD in terms of Leading by Results outcomes. All initiatives may not be reported at first. At least one – three are to be reported by this procedure prior to the close of the fiscal year.
4. Continue to be a state leader in the Leading by Results initiative.
5. Continue work with Management Development Plan.
6. Improve staff training opportunities, emphasizing best practices.
7. Implement Family Centered Practice Training for all staff
8. Continue to revise existing policies and procedures, putting in new established format and developing all new policies and procedures in new agency format.
9. Continue the Special Assistance Demonstration Project.
10. Look for grants and other opportunities to expand the Agency into innovative areas of community service.
11. Submit one or more entries for the annual Best Practices Award.
12. Implement generic intake process by third quarter 2005

Signatures:

DSS Director your County

DSS Board Personnel Committee Chair

DSS Board Chairman

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**Stokes County
Performance Evaluation Form
County Social Services Director**

General knowledge, skills and abilities necessary for effective agency management

Personal leadership

Exceeds Meets Needs Imp Does Not Meet

- Demonstrates personal integrity by showing the ability to gain the trust and confidence of others and by interacting in a fair and honest manner.
- Engages in systemic thinking as measured by the ability to see interdependent relationships and recognize multiple causes and effects of community issues.
- Predicts or anticipates the consequences of policy decisions.
- Promotes diversity within the organization that is representative of the community and works effectively with individuals to integrate the differences that exist among them.
- Communicates ideas clearly and concisely in both oral and written form in a manner appropriate to the audience.
- Advocates new policies and programs to address community needs.
- Forecasts upcoming trends and program changes.
- Creates and solicits new ideas, processes, procedures and policies.
- Participates in professional development activities in order to remain current on professional practice and identify new ways to respond to community needs.
- Is accessible to staff and public.
- Communicates fully the rationale and benefits of change.

Comments:

Development of leadership within the agency	Exceeds	Meets	Needs Imp	Does Not Meet
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- Promotes professionalism and accountability within the staff in practice and policy.
- Creates a work environment in which people are encouraged to develop their full potential.
- Ensures that communication channels are open both upward and downward.
- Involves employees in change implementation.
- Encourages resolution of conflicts among staff.
- Ensures grievance process is followed for both staff and customers.
- Supports staff personal and professional development to encourage internal leadership development.
- Uses consensus problem-solving strategies when appropriate, and actively seeks input from staff.
- Motivates others by encouraging creativity and the pursuit of excellence.
- Understands and assures compliance with county policies and procedures.

Comments:

Planning and organizing	Exceeds	Meets	Needs Imp	Does Not Meet
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- Develops a comprehensive strategic plan, engaging the Board, staff and other stakeholders.
- Obtains input from key personnel in setting goals, structure and policy.
- Evaluates accomplishment of goals and provides feedback to stakeholders and customers.
- Administers a number of ongoing projects successfully.

Comments:

Performance management	Exceeds	Meets	Needs Imp	Does Not Meet
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- Assures that every employee has an annual evaluation with goals for meeting expectations.
- Assures appropriate use of disciplinary process in dealing with performance problems and personal conduct issues.

Comments:

Fiscal management and budgeting	Exceeds	Meets	Needs Imp	Does Not Meet
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- Presents a realistic and responsible budget.
- Controls expenditures within established budget levels.
- Identifies non-traditional funding sources for addressing ongoing and emergency needs and develops strategies for obtaining these funds.
- Pursues flexibility in allocating resources among programs.
- Maximizes federal, state and local revenues.

Comments:

Facilities administration	Exceeds	Meets	Needs Imp	Does Not Meet
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- Takes measures to promote maximum safety of employees and customers.
- Strives to provide healthful, comfortable and confidential working environment for employees and customers.
- Assures compliance with ADA and other regulations concerning access to facilities.
- Advocates for adequate maintenance of facilities.

Comments:

Customer Service	Exceeds	Meets	Needs Imp	Does Not Meet
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- Creates a welcoming atmosphere in reception areas.
- Sees that all clients are treated with courtesy and respect.
- Establishes and monitors standards for waiting times.
- Assures there is an effective system for handling customer complaints.
- Recognizes staff who provide superior customer service.
- Takes action to provide consistently high service levels.

Comments:

Serving the Board**Exceeds Meets Needs Imp Does Not Meet**

- Works with the Board, when necessary, to prepare agenda.
- Provides Board briefing materials in a timely fashion.
- Communicates effectively to Board in monthly management and fiscal reports.
- Informs Board of any known situations that could become a crisis.
- Informs Board of meetings and events they should attend.
- Assures compliance with open meeting law.
- Maintains official Board records and policies.

Comments:**Working with the community, media and agencies Exceeds Meets Needs Imp Does Not Meet**

- Advocates sharing of resources among agencies around a common outcome.
- Has the respect and support of community agencies and organizations with which the department works.
- Engages other community agencies and organizations in activities that support department outcomes.
- Able to work with diverse groups within the community.
- Develops effective working relationship with the media.
- Communicates with the public and media to present a positive image and build community relations.
- Tracks and monitors media coverage of the department.
- Communicates and advocates with elected officials for the department's needs and priorities.
- Develops effective working relationships with governmental officials at the state and county level.
- Participates in meetings and other activities at the state level.

Comments:

Assessment of Strengths and Weaknesses

Strengths:

Weaknesses:

Needs/Goals for the Coming Year:

Overall Rating	Exceeds	Meets	Needs Imp	Does Not Meet
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Acknowledgement of Receipt and Understanding

Director

Date

Social Services Board Chair

Date

Board Member

Date

Board Member

Date

Board Member

Date

Board Member

Date