

# AGENDA

## REGULAR MEETING

### OF THE

### STOKES COUNTY

**June 23, 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 – May 26, 2021
- IV. Board Member Comments
- V. Public Comments (Maximum Allowance of Ten Minutes Per Person)
- VI. Discussion
  - A. DSS Dashboard -- attached
  - B. Child Support Consult (5/13/21) -- attached
  - C. Child Welfare Case Review (5/24/21) -- attached
  - D. REDA (May 2021 Review) – no attachment
  - E. Special Assistance (SA) Monitoring – no attachment
  - F. County MOU Agreements (5/28/21 letter) -- attached
- VII. Action Items
  - A. Old Business
    1. Safety
  - B. New Business
    1. Board training on August 4 and 5 from 9:30 a.m. until 12:00 pm in the DSS conference room
- VIII. Adjournment

STOKES COUNTY BOARD OF SOCIAL SERVICES  
MINUTES  
May 26, 2021

The regular meeting of the Stokes County Board of Social Services was held on Wednesday, May 26, 2021 at the Social Services Building in Danbury. Chairman Greg Collins called the meeting to order at 3:00 p.m. Board members present were Vice-Chair Sandy Smith, Member Darlene Bullins, Member Sonya Cox and Member Ann Vance. Staff present were DSS Director Stacey Elmes, Admin. Officer Becky East, and Income Maintenance Administrator Cindy Joyce.

Chairman Collins welcomed new Member Ann Vance to the DSS Board.

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. No conflicts noted.

Chairman Collins asked if there were any Board members that needed to discuss or make adjustments to the agenda. Director Elmes requested that two items to be added under new business, energy outreach plan and Association of County Boards of Social Services annual dues. Chairman Collins requested approval of the agenda with items requested to be added by Director Elmes. Member Bullins moved to approve the agenda as amended. Vice Chairman Smith seconded and the motion passed 5-0.

Chairman Collins opened the floor for Board Member comments. Member Vance stated she appreciates the opportunity and hopes to be of service to DSS and the community. Board members stated they are glad to be back in person for the board meetings and welcomed new Member Vance.

There were no public comments made.

Chairman Collins stated DSS Dashboard report shows consistency with numbers.

Director Elmes shared that May is Foster Care Month and Older Americans Month.

Director Elmes shared the results of several reviews in different areas of the agency for April and May 2021.

1. Child Support Consult. The report shows the agency is on track to meet our goals and there are no concerns noted.
2. Operational Support Team Technical Assistance Report. This report reviews the Work First Program, Food Stamp Program, Day Care and Energy Programs. There were no concerns noted.
3. Child Welfare Care Review. A Child Welfare Representative comes out to the agency every month and reviews some of the agency's cases. This month the representative reviewed assessment cases and screened out reports. No concerns noted.
4. Quality Assurance County Consultation, REDA (Recipient Eligibility Determination Audit) -- March 2021. Two cases out of twenty had internal control errors. Additional training for staff was provided in these two areas.

Director Elmes presented the new DSS Policy and Procedure Manual for review. Chairman Collins requested DSS Board Members to review the policy and send any suggestions to Director Elmes by 5:00 p.m. on Friday June 4, 2021. The Board commended Director Elmes for her hard work in putting this policy together.

Chairman Collins asked if there was any old business that needed to be discussed. Director Elmes stated that she had a visit with Bill Haliburton and Miriam Powell with the NC Association of County Commissioners. They had a few safety recommendations for the building to help protect our employees and clients during a crisis.

Recommendations:

- A special tape can be purchased and placed on the front desk windows in the clerical area or any of the windows in the building to make it more difficult for breakage.
- Someone at the front (reception area) needs access to camera views so they can quickly page someone if needed.
- Offices in the building that do not lock need a door wedge taped to the back of the door.
- A sign at the front entrance that states no weapons allowed would be beneficial.

Chairman Collins opened the floor for discussion about weapon signage at DSS. After some discussion the Board asked Director Elmes to reach out to our county attorney to check on any liability the agency would have if a sign was placed at the entrance with the county's current policy. The Board decided to table the discussion until next month.

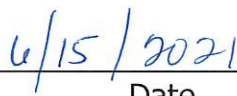
Chairman Collins asked if there was any new business to discuss. Director Elmes requested approval from the Board for the Energy Outreach Plan. The Energy Outreach Plan is an annual plan that the agency has to send to the state (DHHS) discussing how the agency gets information out to agency's regarding the Crisis Intervention Program (CIP) and the Low-Income Energy Assistance Program (LIEAP). Member Bullins moved to approve the Energy Outreach Plan as submitted by Director Elmes. Member Cox seconded and the motion passed 5-0.

Director Elmes stated that in previous years the DSS Board had been a member of the Association of County Boards of Social Services. Director Elmes asked if the Board would like to rejoin the Association. Dues are to be paid every July. The Board discussed joining for one year to make sure the membership is beneficial for the agency. Member Cox moved to approve joining the association for one year. Vice-Chair Smith seconded and the motion passed 5-0.

Director Elmes invited the DSS Board to the Staff Appreciation luncheon scheduled for June 14, 2021 from 12:00 noon until 5:00 p.m.

There being no further business, Chairman Collins requested a motion to adjourn the meeting. Vice-Chair Smith made a motion to adjourn. Member Vance seconded and the motion passed 5-0. Meeting adjourned at 3:44 p.m.

  
Secretary

  
Date



# Stokes County DSS Dashboard 2021

	April	May	June	Qrt. Total	Annual Total
<b>ADULT SOCIAL WORK SERVICES</b>					
Guardianship Cases	33	32			
New APS Reports Received	16	17		33	173
APS Reports Accepted	13	8		21	94
Investigations Initiated Timely [Goal 95%]	100%	100%			
Outreach Visits	2	8		10	58
In Home Aide Programs/Family Caregiver	33	33			
Community Alternatives Program (CAP/DA)	72	72			
Representative Payee	11	10			
SA - In-Home	56	57			
Placement	0	0			
Adult Care Homes Monitored	2	4			
Total Requests for CIP	2	5		7	285
CIP Expenditures	\$ 783	\$ 250		\$1,033	\$90,666
Total Requests for LIEAP	0	499		499	1,226
LIEAP Expenditures	\$ -	\$ 24,416		\$24,416	\$120,145
Unclaimed Bodies	0	0		0	2
Staff Hours Spent at Shelters	0	0		0	0
<b>CHILD CARE SUBSIDY</b>					
Children Receiving Services	178	178			
Expenditures	\$103,486	\$110,140		\$213,626	\$1,171,512
Waiting List	0	0			
<b>CHILD PROTECTIVE SERVICES</b>					
CPS Reports Received	44	54		98	484
CPS Reports Accepted	25	27		52	263
Children Opened	45	51		96	428
Open Reports	25	30			
Reports Substantiated/Services Needed	7	10			
Open Case Management	8	9			
Courtesy Requests	7	7		14	72
Substance Affected Infants Reported to DSS	2	2		4	22
Substance Affected Infants Accepted for Inv.	2	2		4	22
Reports Initiated Timely [Goal 95%]	96%	92%			
Reports Completed Timely [Goal 75%]	62%	100%			
Children Remaining at Home [Goal 95%]	96%	86%			
<b>CHILD SUPPORT</b>					
Number of Children Served	1,164	1,143			
Total Collections	\$226,519	\$188,773		\$415,292	\$2,250,524
Paternities Established	4	6		10	46
New Court Orders	8	6		14	81
<b>FISHING LICENSE WAIVERS</b>					
Fishing License Waivers	11	2		13	32
<b>FOOD &amp; NUTRITION SERVICES</b>					
Total Households	3,104	3,114			
Total Individuals	6,184	6,228			
Report Card (App. Timeliness) [Goal: 95%]	100%	100%			
Report Card (Recert. Timeliness) [Goal: 95%]	100%	100%			
Benefits Distributed	\$ 1,257,784	\$1,683,189		\$2,940,973	\$12,883,651



2021	April	May	June	Qtr. Total	Annual Total
<b>FOSTER CARE</b>					
Children Entering Care	2	7		9	55
Total Children in Care	91	94			
Children Discharged	2	4		6	44
Children in Care Over 1 Year	42	40			
% Receiving a Monthly Visit [Goal 100%]	100%	100%			
% Visited in the Home [Goal > 90%]	100%	96%			
Foster Care 18-21	7	7			
Monitoring of Children No Longer in Custody	4	7			
Licensed Foster Homes	28	28			
Sanctioned Homes	0	0			
# of Individuals/Families Receiving Training	0	0			
Recruitment Events Held	0	0		0	0
Foster Care Costs (county/state/fed)	\$112,258	unavailable		\$ 112,258	\$1,002,884
Children Free For Adoption	5	5			
Children Open for LINKS	57	58			
Adoptions Completed	0	0		0	8
Adoption Assistance Cases	175	171			
Adoption Assistance Costs (fed & state)	\$22,959	\$8,598		\$31,557	\$208,031
<b>MEDICAID [ADULT, FAMILY &amp; CHILDREN'S]</b>					
# of Cases	6,082	6,463			
Report Card (Timeliness) [Goal: 85%]	100%	99%			
Public Assistance Hearings (All Areas)	1	1			
<b>MEDICAID TRANSPORTATION</b>					
Clients Served	258	317			
Trips Provided	1,156	1,238		2,394	11,701
Monthly Cost	\$ 38,329	\$ 44,508		\$ 82,837	\$ 388,674
<b>PROGRAM INTEGRITY</b>					
New Claims Established	\$ 41,474	\$ 24,260		\$65,734	\$95,889
Total Collections	\$2,082	\$1,841		\$3,923	\$12,139
Retained in County	\$574	\$413		\$987	\$3,634
<b>SPECIAL ASSISTANCE</b>					
# of Special Assistance Cases	109	113			
Benefits Distributed	\$49,918	\$48,181		\$98,099	\$588,383
<b>SA/MH LIAISON</b>					
Number of Referrals during the Month	10	22		32	147
Open Cases at end of Month	55	60			
<b>VACANCIES</b>					
Social Work	3	4			
Clerical/Income Maintenance/Child Support	4	2			
<b>WORK FIRST</b>					
Total Work First Cases	42	41			
Number of Child Only Cases	39	38			
Employment Cases	3	3			
Referrals for Drug Testing	0	0			
Applicants Testing Positive	0	0			
Benefits Distributed	\$10,085	8,819		\$18,904	\$122,741
<b>OTHER</b>					
Voter Registrations	3	0		3	35
Walk-In Traffic	503	480		983	7,636



NC DEPARTMENT OF  
**HEALTH AND  
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SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

Stacey Elmes, DSS Director  
Stokes County Department of Social Services  
1010 State Hwy 8  
Danbury, N.C. 27016

Dear Ms. Elmes:

On May 13, 2021, Lynn, Cindy, and I conducted a conference call to discuss information regarding the COVID-19 status, statistical information, information updates, and county concerns.

Incentive statistics are available through April 2021. The April benchmark for Total Collections is 83.33%. The unit is below State Average for Total Collections (83.33%) at 82.99%. The unit has been able to achieve/exceed the 2020-21 goal for Cases Under Order (89.00%) at 90.43% and Arrears collection (59.86%) at 60.41%. The unit is close to the goal in the area of Current Collection (66.46%) at 66.27%. The unit is above State average in the areas of Paternity at 97.10%. The unit is OFF Track in the areas of Paternity and Current Collections. In the area of Paternity, the unit is currently at 97.10%, last year at this time the unit was at 98.75%. In the area of Current Collection, the unit is currently at 66.27%, last year at this time the unit was at 66.61%. The unit must be at least at the goal of 66.46% in this area for the unit to be considered ON Track. Reports suggested/provided: Cases with CSUP, no payment, and Undistributed Report.

Goals 2020-21					
TC	Paternity	CUO	CC	Arrears	Medical
\$2,484,355	99	89	66.46	59.86	
Current	04/21				
82.99<	97.10>	90.43>*	66.27<	60.41<	86.02>

\*-Exceeding/achieving goal

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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Self-Assessment scores are available through April 2021. The unit is currently in compliance with eight of nine areas of Self -Assessment. The unit is out of compliance in the area of Interstate at 62.96%. Compliance in these areas is 75%. The unit has been able to bring the area of Enforcement back into compliance at 76.06%. All other areas have a compliance level of 75% or better. Reports suggested/provided during this call: P/F for Six month expedite and Interstate.

Management advises that the unit is taking advantage of the virtual trainings that are being offered.

As many counties begin to open back up and courts are returning to capacity, Child Support Services Offices will begin to transition into our NEW normal. Operations will most likely consist of standing practices and new ones that are the product of the pandemic. Counties are encouraged to continue to utilize the innovative ideas that were put in place due to the pandemic but proved to be beneficial to both staff and the population that we serve.

The Child Support Services program is currently looking into System Modernization. We are super excited to be in the planning phase of ACTS Modernization. Our planning vendor is on board and we are off and running. We know that it is very important for the people who do the work on a daily basis to have an opportunity to share their ideas about what they would like our child support system to encompass. Now is your time to share those ideas you've had about improving our system but haven't had the opportunity!

Please take a few minutes to complete the questionnaire below so that your ideas can be shared with the ACTS Modernization group.

[https://forms.office.com/Pages/ResponsePage.aspx?id=3IF2etC5mkSFw-zCbNftGbeKUYo\\_oKpOnmhCEznbh21URUFUODdFNkJZNEk2SzVGSTIxVUdVMDRaTy4u](https://forms.office.com/Pages/ResponsePage.aspx?id=3IF2etC5mkSFw-zCbNftGbeKUYo_oKpOnmhCEznbh21URUFUODdFNkJZNEk2SzVGSTIxVUdVMDRaTy4u)

We would like to have input from our IVD attorneys throughout the state so that their ideas can be shared with the ACTS Modernization group. We are asking your assistance in getting their input by requesting they complete the questionnaire below. Please forward them this link.

[https://forms.office.com/Pages/ResponsePage.aspx?id=3IF2etC5mkSFw-zCbNftGbeKUYo\\_oKpOnmhCEznbh21URUUwTzBNSjVGQ0dQMDU5UEExDM01BQkZSWS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=3IF2etC5mkSFw-zCbNftGbeKUYo_oKpOnmhCEznbh21URUUwTzBNSjVGQ0dQMDU5UEExDM01BQkZSWS4u)

Due to the continued restriction of travel by Child Support Program Representatives and the fact that staff in many Child Support Offices are teleworking, making access to their hard files difficult, the quality review process will be modified for the duration of the restrictive period. Elements on the quality review will be scored based on what is available in the automated system, ACTS.

If the reviewer is unable to determine for certain how to score the above items from documentation in ACTS, the item is to be scored in error and a note will be entered in the comments section that supporting documentation is required for that line item. The county may then check for the documentation, communicate to the reviewer that it is in place, and the score will be updated.

Should you have any questions about the items discussed during my visit or addressed in this email, please email ([Kenya.Newsone@dhhs.nc.gov](mailto:Kenya.Newsone@dhhs.nc.gov)) or call me at (336)788-5857.

Sincerely,

*Mrs. Kenya Newsome*

Child Support Program Representative

Cc:

Lynn Whitaker

Cindy Joyce



**Stokes County In-Home Services Targeted Case Review & May Hot Topics**  
**May 24, 2021**

**Participants:** Stacy Elmes, Brittany Norris, Kimberly Childress, Casey Bowman

**Screened Out Report**

The justification for the screen out was appropriate.

**In-Home Services**

# 1

**Contacts**

The risk assessment stated the risk was high on 11/28/2020 & 2/18/21. The children were in a TSP with the grandmother in Guilford County. RCWC saw a request to Guilford to provide bi-weekly visits, but RCWC only saw monthly visits. If a child is in a TSP, visits can be reduced, but this needs to be documented in the case file with supervisor approval. The SW made diligent efforts to engage the parents.

**FSA**

The FSA did meet the needs identified on the Strength& Needs Assessment. The social worker is a service provider and needs to indicate on the FSA what they will do to help the family achieve their goals. There were no activities identified for the social worker.

# 2

**Contacts**

The risk assessment stated the risk was high. The child was in a TSP with the grandparents. Stokes provided bi-weekly visits. If a child is in a TSP, visits can be reduced, but this needs to be documented in the case file with supervisor approval. There were a few missed contacts with the mother, but the social worker made diligent efforts to contact her.

**FSA**

The FSA did meet the needs identified on the Strength& Needs Assessment. The social worker is a service provider and needs to indicate on the FSA what they will do to help the family achieve their goals. There was one activity identified for the social worker regarding providing some handouts regarding the effects of DV on children.

Any questions about DCDL's or Admin Letters?	Discussion Points
1) Substance Affected Infants and Plan of Safe Care DCDL	Discussed during regional meetings, any questions? <b>RCWC Kelly will send the POSC from Rockingham County. Document was emailed on 5/25/2021. Also a recording of the presentation from the regional supervisor's meeting can be found at <a href="https://attendee.gotowebinar.com/recording/3779442992373634572">https://attendee.gotowebinar.com/recording/3779442992373634572</a></b>

2) Monthly Foster Care Visits	Please enter visits as soon as possible into the system.
3) Consolidated Appropriations DCDL	<ul style="list-style-type: none"> <li>• If you have a young adult who aged out of care or exited the 18-21 program during the pandemic, locate them to offer for them to enter the 18-21 program through September 2021, even if they are already 21 years old.</li> <li>• Locate all young adults who are 18 or older and notify them that they are eligible for Chafee services. For those who are 21 years old up to 27 (meaning 26-year olds are eligible, not 27-year olds), notify them that Chafee services have been extended until September 30, 2021. On October 1, 2021 the maximum age goes back to 21 years.</li> <li>• Notify all young adults eligible for Chafee Services and notify them that the Education Training Voucher maximum limit increased from \$5000 to \$12,000</li> <li>• Please be sure your LINKS coordinator and anyone else who would be interested from your agency are signed up for the LINKS meet up calls. If they are not, they should email Conner, Erin L <a href="mailto:Erin.Conner@dhhs.nc.gov">Erin.Conner@dhhs.nc.gov</a> to be invited to participate</li> <li>• Don't forget forms that are required for young adults have a purpose. Please use them to guide conversations and assess the needs of the young adult in order to advocate and support them.</li> </ul>
4) <del>#1</del> 3 Case	<p><b>RCWC discussed this case which included:</b></p> <ul style="list-style-type: none"> <li>• Ensuring that agency follows up with ICPC when there is missing information immediately so there are no undue delays.</li> <li>• Social workers cannot tell parents that if they refuse to take a drug test then it would be considered a positive.</li> <li>• Social workers should get names and whatever contact information the parent has for relatives; then the agency needs to reach out to the family members identified for additional information. The agency should not ask parents to solicit information from relatives.</li> </ul>

Betty Kelly, MSW  
Regional Child Welfare Consultant  
May 24, 2021





NC DEPARTMENT OF  
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MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

May 28, 2021

SUBJECT: County MOU Agreements

REQUIRED ACTION: Information Only

Dear DSS Directors,

First let me thank you for your ongoing commitment to serve the individuals, children and families in our state both in your regular duties and thru your work on the COVID-19 front. Your hard work and dedication to ensuring that everyone, from your team members to your constituents, remain safe and healthy is evident.

COVID-19 has changed our world and had an impact on the work of human services. You are experiencing significant increases in requests for the safety net services you provide. NC DHHS recognizes that during a declaration of emergency, there are barriers difficult to overcome in meeting the performance measures outlined in the 2021-2022 MOU.

As we discussed on the 100 County Director Call on May 26<sup>th</sup>, the Division is formalizing ongoing criteria for when a pause of Corrective/Development Plans is implemented. At this time, we are not issuing any corrective or development plans during the months of the emergency declaration. While we will continue to monitor performance and share data with you and provide your team support, there will be no formal performance improvement or corrective actions taken related to MOU performance.

We will be in discussion with you about developing a joint plan for reinstating these measures once the declaration is lifted.

Thank you once again for all that you do for all our citizens!

In partnership,

*Susan*

Susan G. Osborne  
Assistant Secretary

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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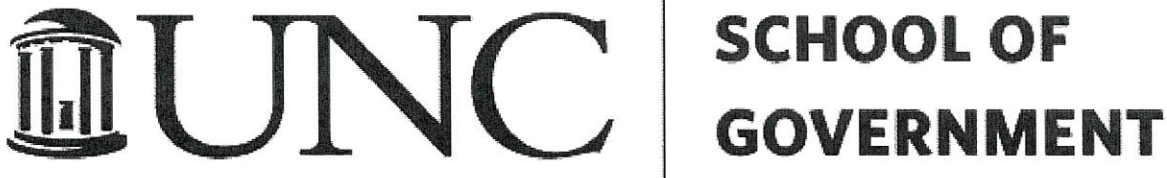
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**Stacey S. Elmes**

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**From:** UNC School of Government <uncsog@learning-stream.com>  
**Sent:** Thursday, April 29, 2021 4:40 PM  
**To:** Stacey S. Elmes  
**Subject:** Your registration for Essentials for Social Services Governing Boards has been confirmed

**CAUTION:** This email originated from outside of the County Network. Do not click links or open attachments unless you recognize the sender and know the content is safe.



Thank you for registering for **Essentials for Social Services Governing Boards**, to be held online on **8/5/2021-8/6/2021** from **9:30 AM-12:00 PM** each day.

**How to Watch:**

To join the online session,  
click <https://zoom.us/j/98119287532?pwd=Q25RMVltaUc2TiswM3dnWU5jTE54QT09> or  
call **301.715.8592** .

The Meeting ID is **981 1928 7532**.

The Passcode is **868471**.

**How to Prepare:**

If you haven't used Zoom before, it's easier than you might think! There are a few things you can do to prepare.

Click [HERE](#) to download Zoom if you don't yet have it on your computer. Select the download for "Zoom Client for Meetings".

Click [HERE](#) to update to the current version of Zoom. This will ensure you have the most up-to-date features to optimize your online learning experience.



To learn how to join a meeting, click [HERE](#) .

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If you're worried your computer/phone might not run Zoom, you can run a connection test [HERE](#) to ensure that your computer has the software and connection speed necessary to participate in the call. Zoom will ask you 2 questions, if the answer is yes to both, you will receive the message 'Speaker and microphone looks good'.

Click [HERE](#) for a video tutorial of the above instructions and tips for preparing in Zoom.

### **Technical Difficulties?**

You can troubleshoot technical difficulties by using our livestream support site at <https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions> or by calling the School of Government Helpdesk at 919.962.5487.

You will receive a separate email with your statement, including your balance due, if applicable. If you will be paying via check, you can use this statement as an invoice to process your payment.

Registration details are listed below for your reference:

### **Registrant Information:**

**Name:** Stacey Elmes

**User ID:** selmes@co.stokes.nc.us

**Unit:** Stokes County DSS

**Address:**

PO Box 30  
Danbury, NC 27016

### **Online Training Information:**

**Event:** [Essentials for Social Services Governing Boards](#)

**Date:** 8/5/2021-8/6/2021

**Time:** 9:30 AM-12:00 PM

### **Questions?**

If you need additional assistance, please contact us at 919.966.4414 or [registration@sog.unc.edu](mailto:registration@sog.unc.edu) .

Thank you.

Need to make changes to your registration?

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