

# Minutes

- The Chowan County Board of Social Services held their regular meeting on Tuesday, January 15, 2013 at 8:00am at the Chowan County Department of Social Services. In attendance were board members Jack Perry, Janet Hines, Darnell White, Philip Thomason and DSS Director Clifton Hardison.
- Board Chair, Jack Perry called the meeting to order.
- The board meeting was called into Closed Session by a motion from Janet Hines to discuss personnel and client case information that is confidential in accordance with NCGS 143-318.11 1&6). The motion was seconded by Darnell White with a unanimous vote. In attendance were Jack Perry, Janet Hines, Darnell White, Philip Thomason and DSS Director Clifton Hardison.
- The board returned out of closed session and continued with the regular meeting.
- Minutes of the November 2012 meeting were approved upon a motion made by Janet Hines, seconded by Philip Thomason with a unanimous vote.
- It was noted that a quorum was not present at the regular board meeting on December 18, 2012.
- The following policy for the Special Assistance In-Home Program Waiting List was adopted by the board with a motion by Janet Hines, seconded by Darnell White with a unanimous vote.

## **POLICY FOR SPECIAL ASSISTANCE IN-HOME PROGRAM WAITING LIST**

### **I. Special Assistance In-Home Program**

The Special Assistance In-Home Program (SA/IH) provides an alternative to placement in an Adult Care Home (ACH) for individuals who desire and are able to live at home safely with additional supportive services. With sufficient income, adequate housing, necessary health and social services, reliable informal support from family and friends, and case management, some individuals may remain safely at home rather than move to an adult care home. Established in September 2000 as a demonstration project, SA/IH became a permanent statutory program in 2007. Chowan County Department of Social Services participates in the SA/IH Program and currently has six (6) allotted program slots. A waiting list for this program will be implemented when the allotted slots for SA/IH program are all filled, at which time individuals may request to be placed on a waiting list. Slot availability may fluctuate as individuals leave the program voluntarily or due to decreased care needs, increased care needs, moving from the county and death. To determine slot availability, the Social Worker or Adult Medicaid IMC may obtain this information from the Adult Services Supervisor or the primary Social Worker SA/IH case manager. The Adult Services Supervisor will review the SA/IH Waiting List Policy bi-annually and revise the policy as needed according to any changes in the number of allotted slots or changes in State policy as it pertains to the program. (Division of Aging and Adult Services (DAAS) Manual, Adult Services Section-Special Assistance In-Home Program Sections 5000 and 5600)

## II. The Goals and Purpose of the SA/IH Program

- The program goal is to allow elderly and disabled adults with income below the poverty level to remain in the community and live as independently as possible through case management services and additional income in the form of an SA/IH payment.
- The purpose of the SA/IH payment is to help low income elderly and disabled adults to meet their basic needs. It is a supplement to their income and is intended to cover daily necessities such as food, shelter, clothing, utilities, transportation, in-home aide services and other services to enable them to live at home safely. (DAAS Manual, Adult Services Section-Special Assistance In-Home Program Section 5600)

## III. Target Population

Low income residents of Chowan County who reside in a private living arrangement or who desire to return to a private living arrangement from long term care who are eligible for full Medicaid under Medicaid categorically needy guidelines--65 or older, or if they are disabled according to Social Security guidelines and between the ages of 18 and 65. (DAAS Manual, Adult Services Section-Special Assistance In-Home Program Sections 5000 and 5600)

## IV. Client Eligibility

To be eligible for SA/IH, the individual must meet the following criteria:

- Be at least 18 years old.
- Be a resident of Chowan County.
- Need adult care home level of care as indicated on an FL-2 signed by a licensed physician, physician assistant, or nurse practitioner in a facility licensed (under G.S, 131D or 122C) but desires to live in their own home or other private living arrangement.
- Be eligible for Medicaid as a categorically needy aged, blind, or disabled individual living in a private living arrangement.
- Need SA/IH payment to live safely at home.
- Request SA/IH payments and appropriate in-home or community-based services.
- Have an assessment and service plan that indicates with appropriate services and the SA/IH payment that his/her health, safety, and well-being can be maintained at home.

Chowan County funds the SA/IH program using the Medicaid At-Risk Case Management (ARCM) program thus individuals requesting SA/IH also have to meet the eligibility criteria for ARCM services. An at-risk adult is an individual who is at least 18 years old, or an emancipated minor, is not institutionalized, and meets one or more of the following criteria:

- Be eligible for Medicaid as a categorically needy aged, blind, or disabled individual living in a private living arrangement; and
- An adult with only one consistent identified caregiver, who needs personal assistance 24 hours per day with two or more of the activities of daily living (bathing, dressing, grooming, toileting, transferring, ambulating, eating, communicating); or
- An adult with no consistent identified caregiver, who is unable to perform at least one of the activities of daily living (bathing, dressing, grooming, toileting, transferring, ambulating, eating, communicating); or
- An adult with no consistent identified caregiver, who is unable to carry out instrumental activities of daily living (managing financial affairs, shopping, housekeeping, laundry, meal preparation, using transportation, using a telephone, reading, writing); or
- An adult who was previously abused, neglected or exploited and the conditions leading to the previous incident continue to exist; or
- An adult where abuse, neglect or exploitation has been confirmed and the need for adult protective services exists.

Before adding an individual to the waiting list, the Social Worker or IMC must conduct an informal eligibility screening. Documentation of informal eligibility screening should be documented on the At-Risk Case Management Pre-Screening Tool and on the Intra-Office Referral/Report and include the following information from the adult and/or their representative:

- Date of inquiry;
- Name;
- Address;
- Phone number;
- Medicaid eligibility; and
- Reason service is needed.

The social worker/ IMC should communicate to the individual that the informal eligibility screening **does not** constitute an application for services. Should the individual wish to make an application, despite the lack of available allotted slots, the social worker/ IMC should advise that the intake process is two pronged and the individual would also need to meet with an Adult Medicaid IMC to complete paperwork. Should the individual desire to continue the intake process the Adult Medicaid IMC would complete the following:

- English Proficiency Sheet;
- Face Sheet;
- Privacy Notice (DMA-2188);
- EIS Application (DSS-8124);
- Consent for Release of Information;
- Request for Information (DMA-5097);
- Medical Transportation (DMA-5046);
- Transfer of Resources;
- Authorized Representative (DMA);
- Special Assistance Workbooks (DAAS- 8190-S and 8190-NS);
- Right to Apply (DMA-5094);
- Estate Recovery (DMA-5051); and
- Request for Financial Information (DSS-3431). Upon completion of the aforementioned forms the IMC would then deny the application for Special Assistance In-Home due to lack of available slots.

Should the individual desire to continue the intake process with the Social Worker, the Social Worker would complete the following:

- North Carolina Division of Social Services, Services Information System Client Entry Form (DSS-5027). Upon completion of the aforementioned form the SW would then deny the application due to lack of available slots.

(DAAS Manual, Adult Services Section-Special Assistance In-Home Program Section 5600 & Division of Medical Assistance (DMA) Case Management Services for Adults and Children at Risk for Abuse, Neglect, or Exploitation Reference Section 3.2)

## V. **Waiting List**

When the allotted slots for the SA/IH program are filled, individuals may request to be placed on a waiting list. Chowan County will use the State's SA/IH waiting list form to ensure consistency with waiting lists across all SA/IH counties. In addition, the SA/IH waiting list is used for the purpose of meeting prompt provision of services requirements. The Adult Services Section will be responsible for maintaining the waiting list to ensure that the SA/IH slots are available on a first come, first serve basis with the exception of adults for whom an adult protective services (APS) evaluation has substantiated abuse, neglect or exploitation as defined in Article 6, Chapter 108A of the NC GS Protection of the Abused, Neglected or Exploited Disabled Adult Act. APS clients should be given priority status for services when it can be demonstrated that the service is essential to prevent further abuse, neglect or exploitation or to stabilize their ability to function without utilizing more restrictive alternatives such as placement resources. The waiting list will be maintained in a binder in the Social Work Supervisor's office. Individuals on the waiting list will be contacted every 90 days to inform them of their status on the waiting list, to inquire if they wish to remain on the waiting list and to document any changes in circumstances. As spaces become available, the worker will contact the first individual on the list by telephone to determine if the individual wishes to apply. If the worker is able to contact the individual by telephone, the worker will send a letter summarizing the conversation. If the

worker is unable to reach the individual by phone, the worker will mail the individual a letter regarding the available slot and the requirement to contact the agency within five (5) business days from the receipt of the letter. If there is no response from the individual within the allotted timeframe, the worker will remove their name from the waiting list and contact the next individual on the waiting list. The Social Work Supervisor will periodically review the SA In-Home Waiting List to monitor for compliance with the waiting list policy.

(DAAS Manual, Adult Services Section-Special Assistance In-Home Program Section 5000 II A. 1-5 and B, DAAS Manual, Requirements for the Provision of Services by County Department of Social Services Section VI & DAAS Protective Services for Adults III.G.)

- The board approved a regular meeting calendar for 2013. The regular meetings will be held on the 2<sup>nd</sup> Tuesday of every month at the Department of Social Services at 8am. The calendar schedule was adopted by the board upon a motion from Janet Hines, seconded by Darnell White with a unanimous vote.
- Board Training was conducted by the Administrative Officer, Tina Dunlow. Ms. Dunlow provided information on the DSS-1571 Reimbursement Report to include payroll (Part I), The Administrative Cost Statement (Part II) and Purchased Services directly related to clients (Part IV).

Ms Dunlow concluded the training with answering questions from the board.

- Mr. Hardison reported the following in his Director’s report for the services month of December 2012:

**CHOWAN COUNTY DSS SNAPSHOT 12-12**

<b>Food and Nutrition Services</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
Active Cases	1,770	1,784	1,775	1,719	1,963							
Total Participants	3,384	3,399	3,381	3,294								
Total Benefits	\$ 1,653,945	\$418,115	\$414,517	\$414,294	\$407,019							
Applications Taken	96	92	60	72	84	85						
Applications Approved	70	78	30	58	60	56						
Applications Denied	17	24	10	9	10	9						
Applications Withdrawn				8	6	4						
Reviews Processed	179	197	249									
Average Caseload per Worker	450	466	456	494	496	516						

**Note:** NCFAS has been placed in operation within the FNS Unit. Due to the conversion process, more time is being required to process applications. Every case will require manual processes completed to complete the conversion. Overtime is being authorized and additional DSS staff trained to assist in the conversion process. Some areas of statistical data are not reliable at this time due to the transitional period.

<b>Work First Family Assistance</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
Total Active Work First Cases	69	68	61	61	65	60						
Child Only Cases	48	49	47	47	49	45						
Parent	21	19	14	14	16	15						
Incapacitated Persons	2	2	2	3	3	2						
Participation Rate	43%	31%	50%	53%	71%							
Applications Taken	17	13	14	21	3	5						
Applications Approved	13	5	5	13	2	4						
Applications Denied	4	3	7	7	3	1						
Applications Withdrawn	1	2	0	2	0	0						
Reviews Completed	4	5	2	8	7							
Cases Terminated	1	1	2	1	1	2						
Cases Transferred to Other Aid Programs	4	1	4	3	3	2						
Emergency Assistance Applications	2	7	13	7	0	0						
200% Applications	7	8	10	12	0	0						

<b>CRISIS</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
CIP Applications Approved	27	52	81	101	43	0						
CIP Applications Denied	9	13	25	76	15	0						
CIP Balance	\$ 62,266	\$ 32,171	\$ 21,020	\$ 2,215	\$ 923	\$ 48,401						
LIEAP Applications Approved	0	0	0	0	0	144						
LIEAP Applications Denied	0	0	0	0	0	0						
LIEAP Balance	0	0	0	0	\$ 4	\$ 20,572						

Note: Additional allocation of CIP Funds are available. EIC personnel have stated they will not administer CIP when current staff member starts in a new position at EIC. Advised that we would need a letter indicating intent to terminate contract and an effective date.

<b>CHILDREN PROTECTIVE SERVICES</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
Children in DSS Custody	13	11	11	11	9	8						
Reports Received	11	16	18	21	19	12						
Reports Accepted	8	9	12	11	9	2						
Abuse	3	2	5	6	2	1						
Neglect	6	14	13	15	17	10						
Dependency	0	0	0	0	0	0						

<b>ADULT PROTECTIVE SERVICES</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
Wards	4	4	4	4	4	3						
Reports Received	3	4	5	4	3	5						

<b>MEDICAID</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
Cases	2,662	2,678	2,667	2,661	2,630	2,636						
Individuals Served	3,189	3,236	3,231	3,207	3,166	3,159						
Applications Taken	161	161	135	150	134	119						
Applications Approved	83	95	67	35	59	75						
Applications Denied	65	66	68	82	64	62						
Applications Withdrawn	4	9	9	2	5	4						
Reviews Completed	183	199	154	166	157	203						
Changes	263	306	277	357	369	271						

<b>CHILD CARE</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>
Children Served	180	209	175	170	163	155						
Waiting List	0	15	36	46	44	42						
Benefit Amount	\$ 56,062	\$ 60,616	\$ 49,721	\$ 50,794	\$45,469	\$ 41,854						

## **ADMINISTRATION**

Operating 10% under  
1 open position

## **MISCELLANEOUS**

### Director Travels:

January 14th thru 17th - School of Government - Municipal & County Administration Course - Chapel Hill

January 24th thru 25th - Guardianship Training - Raleigh, NC

February 12th thru 14 - Director fiscal & personnel training - Committee Meetings / Executive Board Meeting - Raleigh

February 19th thru 22nd - School of Government - Municipal & County Administration Course - Chapel Hill

Mr. Hardison concluded his report.

- There were no Timely and Important Matters.
- There were no public comments.
- The meeting was adjourned upon a motion made by Janet Hines, seconded by Darnell White with a unanimous vote.

Submitted by,

Clifton Hardison, Director