

# Minutes

- The Chowan County Board of Social Services held their regular meeting on Tuesday, March 12, 2013 at 8:00am at the Chowan County Department of Social Services. In attendance were board members Jack Perry, Janet Hines, Philip Thomason, Dr. Alex Kehayes, and DSS Director Clifton Hardison.
- Board Chair, Jack Perry called the meeting to order.
- Minutes of the February meeting were approved upon a motion made by Janet Hines, seconded by Philip Thomason with a unanimous vote.
- Administrative Officer, Tina Dunlow introduced Mindy Forward as a new staff member in the Administrative Unit. Ms. Forward's primary duties are associated to the front desk.
- There were no public comments.
- Board Training was conducted by Medicaid Supervisor, Pam Jones. Ms. Jones is the appointed staff member to coordinate the concept of Work Support Strategies (WSS). Ms. Jones explained WSS is a state project to seek simplified policies and procedures that will lead to better practices delivering client services. This project seeks to support counties as they explore new ideas, concepts, and innovations that will help staff better serve families in their communities. This project will provide counties with the tools and information to tailor local and national best practices to fit their local agency and keep up with our ever changing business needs. Ms. Jones explained how the WSS and NC FAST projects are fundamentally interconnected. WSS being a strategic way of doing business. NC FAST being one of the tools that enables us to put that strategy into play. The anticipated results of the WSS Project is to realize a reduction in a administrative churn, increased operational efficiency, improved quality assurance, increased value of DSS-Client interaction, help families move beyond crisis mode, get back on track, and maximize client self-sufficiency. Ms. Jones concluded the training segment of the meeting and was available to answer questions from the board.
- The board was informed that Board Chair, Jack Perry's first term will expire on June 30<sup>th</sup>.
- Mr. Hardison presented the budget documents required by county management. Mr. Hardison explained the only expenditures requested outside of normal operations were the reclassification of three positions for reorganizational efficiencies for duties required.
- Mr. Hardison reported the following in his Director's report for the services month of February 2013:

## CHOWAN COUNTY DSS SNAPSHOT 02-13

<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	85					
Applications Approved	70	78	30	58	60	56	56					
Applications Denied	17	24	10	9	10	9	9					
Applications Withdrawn				8	6	4	4					
Reviews Processed	179	197	249				175	169				
Average Caseload per Worker	450	466	456	494	496	516	516	500				

**Note:** NCFAST 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	60	67				
Child Only Cases	48	49	47	47	49	45	47	41				
Parent	21	19	14	14	16	15	13	16				
Incapacitated Persons	2	2	2	3	3	2	3	2				
Participation Rate	43%	31%	50%	53%	71%	50%	33%					
Applications Taken	17	13	14	21	3	5	19	6				
Applications Approved	13	5	5	13	2	4	11	6				
Applications Denied	4	3	7	7	3	1	3	2				
Applications Withdrawn	1	2	0	2	0	0	2	0				
Reviews Completed	4	5	2	8	7		10	4				
Cases Terminated	1	1	2	1	1	2	0	2				
Cases Transferred to Other Aid Programs	4	1	4	3	3	2	4	2				
Emergency Assistance Applications	2	7	13	7	0	0	0	0				
200% Applications	7	8	10	12	0	0	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	26	21				
CIP Applications Denied	9	13	25	76	15	0	42	71				
CIP Balance	62,266	32,171	21,020	2,215	923	48,401	40,347	38,866				
LIEAP Applications Approved	0	0	0	0	0	144	28	56				
LIEAP Applications Denied	0	0	0	0	0	0	11	6				
LIEAP Balance	0	0	0	0	4	20,572	172	172				

Note:

<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	8	8				
Reports Received	11	16	18	21	19	12	14	15				
Reports Accepted	8	9	12	11	9	2	8	8				
Abuse	3	2	5	6	2	1	0	1				
Neglect	6	14	13	15	17	10	14	14				
Dependency	0	0	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	3	3				
Reports Received	3	4	5	4	3	5	4	1				

<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	2615	2,601				
Individuals Served	3,189	3,236	3,231	3,207	3,166	3,159	3140	3,142				
Applications Taken	161	161	135	150	134	119	190	145				
Applications Approved	83	95	67	35	59	75	91	81				
Applications Denied	65	66	68	82	64	62	87	66				
Applications Withdrawn	4	9	9	2	5	4	6	5				
Reviews Completed	183	199	154	166	157	203	234	173				
Changes	263	306	277	357	369	271	347	474				

<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		182				
Waiting List	0	15	36	46	44	42	41	17				
Benefit Amount	56,062	60,616	49,721	50,794	45,469	41,854	44,456	45,109				

## **ADMINISTRATION**

Operating 10% under  
1 open positions  
1,264 visitors

## **MISCELLANEOUS**

Director Travels:

March 13th thru 14 - Committee Meetings / Executive Board Meeting - Raleigh

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

Mr. Hardison concluded his report.

- Timely and Important Matters included delivery of tax forms for the Board Members, per county finance. Board was also informed that CPR / AED Certification Training for the agency are scheduled for March 21 & 25.
- Motion by Philip Thomason to enter closed session per requirements of NCGS 142-318.11 (1&6), seconded by Janet Hines.
- Board entered back into open session.
- The meeting was adjourned upon a motion made by Philip Thomason, seconded by Janet Hines with a unanimous vote.

Submitted by,

Clifton Hardison, Director