Chatham County Board of Social Services  
Meeting Minutes (revised)  
February 20, 2019

In Attendance: Richard Edwards, Chair; Thomas Droke, Vice Chair; Valerie Broadway, Member; Jennie Kristiansen, Director; Ben Townsend, Fiscal Manager; Nancy Burgess, Executive Assistant and John Branson, Guest.

Richard Edwards called the meeting to order.

Thomas Droke motioned to approve the minutes for the January meeting with a second motion from Valerie Broadway.

**Items of Discussion:**

The Board reviewed the Monthly Data Snapshot and the 2020 DSS annual budget request.

There was a motion from Thomas Droke to submit the budget to Chatham County Finance for review and approval with a second motion from Valerie Broadway.

NC counties received October and November data sets for the performance measurements in the Memorandums of Understanding. The letter that was included indicated that the data was still in draft format and sent to counties so it could be better understood how the data sets were being developed and calculated. Reports were available for 14 of the 26 performance measurements and a webinar was held to review Child Support data only. The next set of data that will be validated include Adult Services, Childcare and Energy.

**Economic Services Updates:**

More information had been provided about the implementation of Medicaid Managed Care. The Enrollment Broker, Maximus, arranged a series of informational meetings with DSS staff. They outlined methods of communication and stated that they will be hiring staff for NC over the next month.

Both the FNS Employment and Training Program and Special Assistance programs were monitored in January. While official reports had not been received, it was verbally communicated that the department will be under a Plan of Corrective Action for Employment and Training but not Special Assistance. This is not an exceptional finding in that every county with an E&T program had the same findings. The finding for Employment and Training were regarding closing out program components in NCFAST prior to closing the actual Employment
and Training case. The monitor for the Special Assistance program was very complimentary of the staff and the work they performed.

**Family Services Updates:**

The Division of Social Services is applying for a $10 million grant through VOCA (Victims of Crime Act) to bring an evidenced based parenting curriculum to up to 40 counties in NC. The parenting curriculum is called PPP (Positive Parenting Program). The programming is currently available in some counties but this would greatly expand what is available in NC. Chatham County is strongly considering applying for this funding. It would likely provide funding for a position within the agency to help with implementation.

The Children’s Bureau visited NC in early February to work on the five year plan for the state, called the Child and Family Services Plan (CFSP). This will be used to guide practice improvement and prepare for the next Child and Family Services Review (CFSR) which is the federal audit of NC’s child welfare performance. The two day meeting focused on reviewing the last CFSP and identifying priority areas for the next plan. Alamance, Scotland, Guilford, and Chatham counties participated. While the plan has not yet been written, it is anticipated that it will address the CFSR outcomes of safety, permanence, and well-being. There may also be a focus on workforce and also Continuous Quality Improvement.

Every year, NC is expected to meet two benchmarks for monthly contacts with children in foster care. The first is the percentage of children in foster care who are seen every month of the year (i.e. if a child is not seen one month out of 12, this is an error for the entire year) and also a percentage of contacts with children that take place in their homes. This number is reported to the Children’s Bureau and impacts funding if these benchmarks are not met. Chatham achieved a 97% rate for monthly contacts (exceeding benchmark of 95%) and 86% for visits occurring in the home (exceeding benchmark of 75%). The new way of documenting these contacts in NCFAST was difficult to navigate and time consuming to correct errors (e.g. a child and father have the exact same name and the visit dates were entered under the father and not the child).

Studies continued to examine the issue of CPS investigation/assessment timeliness. The Child Protective Services Supervisor, Program Administrator, and Director have met regularly to evaluate data accuracy and barriers to timely initiation of cases. For the month of January, initiation rates were 90%. Of the two cases initiated outside of the time frame, one was five hours late due to a parent’s work schedule. The second case was a child in a sibling set of three that was not seen in time. NCFAST counties will now meet monthly in Raleigh to review implementation and system problems, and inconsistencies in initiation rate data accuracy within the software. This occurred both for cases initiated on time but showing up as being initiated outside of time frames and cases that were initiated outside of time frames but were listed as timely.

The agency will conduct a 360 evaluation survey in April. The survey allows employees to evaluate their Supervisor. The employees can also provide feedback for the Program Administrators and the Director’s positions.

There was a motion to adjourn from Thomas Droke with a second motion from Valerie Broadway.
The next meeting will be held Wednesday, March 20th at 3:00pm in the DSS Board Conference Room. Wilder Horner is scheduled to discuss research results regarding Adverse Childhood Experiences (ACE’s). Nikia Bland is tentatively scheduled to speak at the April meeting regarding Education and Training.

Chair

Secretary

4/17/2019

5/13/19