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**FY 2013 – 2014**

# Davie County

## Department of Social Services

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DIRECTOR  
REBECCA J. FINNEY

February 14, 2013

Ms. Beth Dirks, Davie County Manager  
123 S. Main Street  
Mocksville NC 27028

Ms. Dirks:

I would like to present to the County of Davie the proposed Fiscal Year 2013-2014 budget for the Davie County Department of Social Services. During what we perceive as a challenging upcoming budget year with difficult decisions to be made by the Davie County Board of County Commissioners, the Davie County Social Services staff is continuing to use its available technology to make operational improvements in providing social services to better respond to the vital human service needs in our county while striving to reduce some of the agency's administrative costs. With the implementation of Northwoods, agency staff can now view more client information across social services programs to better evaluate client needs and communicate changes in client circumstances which can, in turn, act to improve accuracy in service delivery and program integrity. As more staff become proficient in using the electronic document imaging and management system, the agency will experience less need for administrative supplies such as copying paper, paper files and binders, file cabinets and the like that tend to drive up costs each year.

North Carolina's implementation of NCFAST (North Carolina Families Accessing Services through Technology) in the county departments of social services will also provide the additional technology and business processes needed to enable social services staff to spend less time on administrative tasks and more time assisting families in need. However, with the upcoming implementation of Medicaid (excluding long-term care), Special Assistance, and Work First Programs in the NCFAST system during the upcoming Fiscal Year 2013-2014, it is reasonable to expect that, based on the agency's experience with NCFAST in the Food and Nutrition Services Program, staff training costs and additional staff work time will be required upfront to make the program conversions successful. In an effort to accomplish this while simultaneously

trying to manage the expanded and state-required job duties in administering the Medicaid Transportation Program, we are requesting to upgrade an agency Processing Assistant position from a Processing Assistant III to a Processing Assistant IV to assume more complex work tasks associated with the Non-emergency Medicaid Transportation (NEMT) Program than providing general clerical support. Moving the Medicaid Transportation Program duties from an existing Family and Child Medicaid Caseworker position will provide needed staff resources to convert and process Family and Children's Medicaid cases in NCFAST. If approved, the administrative costs of the Processing Assistant IV position will realize some savings by the salary of the position not being charged across all capped and uncapped agency funding sources. A request to reclassify an existing Processing Assistant position is included in this budget.

On behalf of the Davie County Child Support staff, an additional Child Support Agent II is being requested instead of a Child Support Program Supervisor that was requested in last fiscal year's budget. The request for an Agent position derives from a current (January 2013) Child Support Caseload of 1, 273 cases being managed by 2.75 Child Support Agents and only 25% supervisory time dedicated to the program by a Lead Child Support Agent and absent a full-time Child Support Supervisor. The addition of a Child Support Agent to administer a caseload would not only bring the county's Child Support Program into line with the state-recommended caseload size of 300-350 per Child Support Agent but, the position would also increase the Lead Child Support Agent's ability to closely review the other staff's work performance and remedy any program errors and complex issues that can act to adversely impact families from receiving monetary and/or medical child support in a timely manner. Moreover, having a third fulltime Child Support Agent can strengthen the county's ability to generate increased child support incentive payments as such payments are now based on the accuracy of the Child Support Program's Data Reliability Audits and work performance in several measured work functions attached to the Child Support Program. Each county Child Support position is eligible for a 66% reimbursement of county cost. A request to fund an additional Child Support Agent II is included in this budget.

In summary and on behalf of the Social Services staff, I want to express appreciation to the Davie County Board of County Commissioners and the Davie County Board of Social Services for their support of our work and consideration of the agency's proposed budget. We look forward to continuing to serve the citizens of Davie County.

Sincerely,

Rebecca J. Finney  
Director  
Davie County Department of Social Services

## **DEPARTMENTAL MISSION, VISION, GOALS AND ACTIVITIES**

**MISSION STATEMENT:** The Davie County Department of Social Services provides basic human services to eligible citizens of Davie County to ensure individuals and families have the essential resources needed to meet basic life necessities, to ensure children and disabled adults are safe from abuse, neglect, dependency and exploitation, and to promote opportunities for our citizens to develop or regain their full potential to become self-sufficient.

**VISION STATEMENT:** The Davie County Department of Social Services is committed to providing quality human services to the citizens of Davie County in a caring, responsive and professional manner while continually striving to improve the delivery of our programs and services using innovative work support strategies that promote efficiencies and effective outcomes for vulnerable children, adults and their families.

### **DEPARTMENTAL GOALS:**

1. Ensure the safety, stability and quality of life for children and adults who are vulnerable to abuse, neglect, dependency and exploitation.
2. Ensure the citizens of Davie County who seek assistance to meet basic human needs (e.g., shelter, food, water, medical care, safety, etc) can remedy their crisis situations by becoming knowledgeable about agency and/or community resources available and understanding how to use the resources needed to regain their optimal levels of self-sufficiency.
3. Ensure all client interactions are viewed as an opportunity to resolve or improve a client's situation, making "every contact count".
4. Make concerted efforts to ensure that clients receive the services and programs for which they are eligible and in need of as quickly as possible.
5. Provide a work environment where staff can innovate, develop and use effective work processes that will, in turn, improve service delivery to clients and create more efficient ways of providing social services.
6. Demonstrate effective stewardship of the public's resources entrusted to the Department.

**DEPARTMENTAL ACTIVITIES:**

1. Provide legally mandated protective and support services to children and disabled adults and their families to prevent repeat maltreatment.
2. Administer mandated federal and state social services and programs to eligible individuals and their families in the county.
3. Monitor and apply appropriate actions to ensure compliance with all laws and administrative policies that govern agency programs and services.
4. Inform clients and the public of agency programs and available community resources and provide referral assistance, if and when necessary.
5. Engage clients, community partners and agency staff to identify ways to improve agency work processes and sustain the view of providing social services as a shared responsibility.
6. Practice customer service with agency clients and their families that is professional, responsive, and informative to ensure clients clearly understand program policies and processes that can act to resolve or improve their current situations.
7. Utilize efficient workflow management models and automated processes to maximize staff time and improve social services delivery.

**Organizational Chart of the Davie County Department of Social Services**  
**Davie County Board of Commissioners**  
**Davie County Board of Social Services**  
**Davie County Social Services Director**  
530004  
Rebecca J. Finney

Child Support Lead Agent 531021 Tammy Myers	IM Supervisor II 530003 Belinda Brewer	IM Supervisor II 530002 Felecia McSwain	Administrative Officer I 531005 Charles Robertson	Social Work Supervisor III 531040 Melissa Hill	Social Work Supervisor III 530005 Annie Hickerson	Social Work Supervisor III 530001 Crista Ramroop
Child Support Agent II 531028 Jolene Rivers	IM Caseworker II 531027 Jayne L. Walter	IM Caseworker II 531012 Julie Phelps	Administrative Asst I 531034 Kimberly Hefner	Social Worker II 531030 Jennifer Mann	Social Worker III 531026 Alisha Uribe	Social Worker III 531017 Michelle Brake
Child Support Agent II 531031 Lisa Jordan	IM Caseworker II 531007 Tonya Hutchens	IM Caseworker II 531009 Karen McCulloh	Processing Asst III 531019 Wendy Whitaker	Social Worker II 531036 Danielle Brown	Social Worker II 531015 Jaimee Lowman	Social Worker III 531018 Suzanne Nestor
Processing Asst IV 531024 Grayson Goss	IM Caseworker II 531011 Wendy Foster	IM Caseworker II 531004 Rebekah Anderson	Processing Asst III 531006 Runella Hayes	Social Worker III 531016 Aubrey Draughn	Social Worker III 531035 Jaclyn Smith	Social Worker III 531013 Colleen Bell
	IM Caseworker II 531023 Christy Forrest	IM Caseworker II 531002 Tamara Olson	Processing Asst III 531029 Amy Correll	Social Worker III 531022 Courtney Springer	Social Worker III 531033 Kim Brown	Social Worker II (Work First) 531003 Pam Davis
	IM Caseworker II 531020 Jessica Lowe	IM Caseworker II 531039 Lee Troxell		Social Worker III 531035 Carrie Nelson	Social Services Technician 531037 Kimberly Jimerson	
	Administrative Asst I (Day Care Prog) 531014 Terri Hamm	IM Caseworker II 531008 Pat Gregory				
		Processing Asst. III 531025 Susan Prim				

## DAVIE COUNTY DEPARTMENT OF SOCIAL SERVICES

### MANDATED SOCIAL WORK SERVICES

#### ADULT SERVICES

**ADULT HOME SPECIALIST SERVICES-** These services are delegated to the county departments of social services to provide for inspection and monitoring of local adult care homes' compliance with the rules and regulations set forth by the N.C. Medical Care Commission in the operations of adult care homes, to provide technical assistance to support adult care homes' compliance with state-mandated licensure requirements, and to investigate formal complaints that allege one or more adult care home rule violations. (NCGS 108A-14 (a)(8)).

**ADULT PROTECTIVE SERVICES-** Legally mandated, multifaceted services which are based on an awareness of and the need for response to the vulnerability of disabled adults who are abused, neglected and/or exploited by others. The services include provisions in state law for evaluation of the need for protective services and intervention in situations in which adults are found to be in need of protective services. (G.S. 108A, Article 6).

**AT-RISK CASEMANAGEMENT/ INDIVIDUAL AND FAMILY ADJUSTMENT SERVICES-**This is primarily Adult Services Case Management Services that are aimed at helping vulnerable adult individuals and their families to address problems and/or concerns that, if not addressed, is likely to place the adult at high risk for or repeat of abuse, neglect and/or exploitation. (N.C.G.S. 143B-153).

**GUARDIANSHIP SERVICES-** These services are provided to an individual alleged to be in need of a guardian or services to those for whom the Director of the Department of Social Services has been appointed as legal guardian. (N.C.G.S. 108A-15).

**IN-HOME AIDE SERVICES-** These services are aimed at preventing the deterioration of individuals' functional capacity, preventing abuse, neglect and/or exploitation and avoiding premature institutional care by assisting individuals in maintaining themselves in their own homes as long as possible. (N.C.G.S. 143B-153). The services include two components: direct in-home aide services and social work case management.

**SPECIAL ASSISTANCE IN-HOME SERVICES-** 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 services at home. (N.C.G.S. 108A-40).

## **CHILD AND FAMILY SERVICES**

**ADOPTION SERVICES-** Services provided by law to establish the legal relationship of parent and child between persons who are not so related by birth, with the same mutual rights and obligations that exist between children and their birth parent. Services also include Adoption Assistance for children with special needs. (N.C.G.S. 108A-14 (6)).

**CHILD PROTECTIVE SERVICES-** These services are legally mandated, non-voluntary services for families and encompass specialized services for maltreated children (abused, neglected, and/or dependent) and those who are at imminent risk of harm due to the actions of, or lack of protection by, the child's parent or caregiver. (N.C.G.S. 7B 100-1414).

**FOSTER CARE SERVICES-** Services are aimed at providing for temporary substitute care to a child who must be separated from his or her own parents or caretakers when the parents or caretakers are unable or unwilling to provide adequate protection and care and Department of Social Services has been given legal custody and/or placement responsibility by the court. Foster Care Services also include the activities of recruitment, training, licensure, and monitoring of family foster care providers and foster-to-adopt providers. (N.C.G.S. 108A-48-49).

**LINKS (INDEPENDENT LIVING SERVICES)** - Mandated services through P.L. 106-69, the John Chafee Foster Care Independence Act was designed in North Carolina as the LINKS program as means to build a network of relevant services with foster care youth so that they will have ongoing connections with family, friends, mentors, the community, employers, education, financial assistance, skills training, and other resources to facilitate their transition to adulthood. (Federal P.L. 106-69).

**WORK FIRST EMPLOYMENT AND SUPPORT SERVICES-** These services are state-required components of the Work First Family Assistance Program and are designed to enable families to become self-sufficient by obtaining and maintaining paid employment or securing other forms of income (e.g., disability), and to remain off the Work First cash assistance. (N.C.G.S. 108A-27).

## **ADULT AND CHILDREN'S SERVICES**

**EMERGENCY SERVICES INTAKE-** According to legal mandates issued under 7B of the State's Juvenile Code and Child Protective Services policies and N.C.G.S. 108A, Article 6 pertaining to Adult Protective Services and the state's Adult Protective Services policies, each county in North Carolina must make available and operate a twenty-four (24) hour procedure in place for receiving, screening, and responding to reports of child abuse, neglect and/or exploitation as well as reports of abuse, neglect and/or exploitation of disabled adults. To comply with these mandates, the Emergency Services Intake Program makes available to the citizens of Davie County a "point of contact" to report Child and Adult maltreatment, have their personal and/or household crises assessed in a comprehensive manner and responded to by agency and/or community services, and to apply for agency services. (N.C.G.S. 7B-Juvenile Code and N.C.G.S. 108A, Article 6-Adult Protective Services).

**ON-CALL EMERGENCY SERVICES-** This service also enables the Davie County Department of Social Services to comply with the state mandate of having a twenty-four (24) hour procedure in place for receiving, screening, and responding to reports of child abuse, neglect and/or exploitation as well as reports of abuse, neglect and/or exploitation of disabled adults. On-call emergency services also include responding to other crises and requests for immediate assistance from the Department of Social Services. (N.C.G.S. 7B-Juvenile Code and N.C.G.S. 108A, Article 6-Adult Protective Services).

**PAYEESHIP CASE MANAGEMENT SERVICES-** Payeeship Case Management Services is to have a local organization receive and manage Social Security, Supplemental Security Income (SSI) and other types of monthly income (e.g., retirement pension income) for county residents who cannot manage or direct the management of their monthly income(s) to meet their basic human needs, which includes but not limited to housing, utilities, food, medical expenses, personal care items, clothing, etc. The mandates for payeeship services fall under the department's responsibilities to provide Protective Services, Guardianship Services and Foster Care Services. (N.C.G.S. 108A-104 (APS), N.C.G.S. Chapter 35A (Guardianship), N.C.G.S. 108A-48-49 (Foster Care)).

**SERVICES FOR THE BLIND-** These services are provided by the N.C. Division of Services for the Blind to Davie County citizens who are legally blind, visually impaired, and in danger of becoming blind. Services include, but are not limited to, assistance in acquiring and utilizing adaptive equipment for continued independent living and optimal family functioning, and receiving social work case management services directly related to the provision of services for the blind and visually impaired. (N.C.G.S.111, Article 1).

**TITLE XX (GENERAL) TRANSPORTATION SERVICES-** Although not a state-mandated service, North Carolina General Statute 67, Article 12A pertaining to Human Service Transportation directs rural areas and small towns to address the transportation needs of their residents. Title XX (General) Transportation Services is thus being provided in Davie County to assist low income individuals and families with available transportation to access medical and mental health providers, pay household bills and grocery shop. Title XX Transportation is based on need (i.e., the person or family have no other source of transportation available) and state-set income and family size criteria. Currently, Yadkin Valley Economic Development District, Inc. (YVEDDI) is the contracted provider for all Title XX Transportation Services. (N.C.G.S. 62, Article 12A).

### **MANDATED PUBLIC ASSISTANCE PROGRAMS**

**CHILD DAY CARE SUBSIDY PROGRAM-**Using a combination of federal and state funds, this service provides subsidized payments to parents or responsible adults who meet program eligibility requirements to maintain employment, participate in job training or educational programs that will lead to employment, provide care to children in need of protection, and to enhance the development of children for a portion of a day but less than twenty-four hours (State Law 2007-323 Sec. 10.15-10.17).

**CHILD SUPPORT PROGRAM-**This program provides child support establishment and enforcement services for public and non-public assistance cases. Service activities include locating absent parents, establishing paternity, establishing of monetary and/or health insurance support, and enforcing of Child Support court orders. (N.C.G.S. 110-128 through N.C.G.S.110-142).

**FOOD AND NUTRITION SERVICES PROGRAM-** Formerly known as the Food Stamp Program, this program is designed to promote the general welfare and safeguard the health and well being of the nation's population by raising the levels of nutrition among low-income households (N.C.G.S. 108A-2).

**LOW INCOME ENERGY ASSISTANCE PROGRAM-** This federally funded program, also known as the Energy Program or LIEAP, provides one time cash assistance for low-income families and individuals to help supplement their winter heating costs. Payments are made directly to agency-approved vendors for eligible households (N.C.G.S. 108A-25).

**MEDICAID FOR ADULTS/ MEDICAID FOR FAMILIES AND CHILDREN (INCLUDES N.C. HEALTH CHOICE)** - These programs provide for medical assistance to low income individuals and families. Currently, each Medicaid program has its own eligible coverage groups, eligibility criteria, covered services, payment levels, and administrative and operating procedures (N.C.G.S. 108A-14 (3), N.C.G.S. 108A-54).

**MEDICAID TRANSPORTATION**-Federal regulations (42.CFR 431.53) pertaining to the administration of the Medicaid Program require assurance of necessary medical transportation for recipients to and from their health care providers (Federal Regulation 42 C.F.R. 431.53 and N.C. G.S. 108A-14 (3) (5)).

**PROGRAM INTEGRITY-** This program involves investigating reports that allege a client or household has received and used public assistance benefits (e.g., Food and Nutrition, Medicaid, Work First, etc) inappropriately or has applied for public assistance and provided questionable information to the agency during the application process (N.C.G.S. 105A; N.C.G.S. 108A-25.3, 27, 39, 53 and 64).

**STATE/COUNTY SPECIAL ASSISTANCE:** This program provides financial and medical assistance to the eligible aged, disabled, and blind individuals residing in a domiciliary care facility (N.C.G.S. 108A-25, 40, 41-45, 47 &139.5).

**SPECIAL ASSISTANCE IN-HOME PROGRAM:** This program provides financial assistance to aged and disabled adults who need adult home care but can remain safely at home (NCGS 108A-40 NCGS 108A-47.1).

**WORK FIRST PROGRAM:** This program provides cash assistance and medical assistance to certain relatives and children when the children have been deprived of parental support and care due to the death, physical, or mental incapacity, continued absence of either parent from the home, or employment of one or both parents. For those families meeting the criteria for being employed, the Work First Program provides time-limited cash assistance to families while they participate in required work activities for the purposes of obtaining and maintaining paid employment, and to remain off the Work First cash assistance (N.C.G.S. 108A-27).

## **UNFUNDED STATE MANDATES**

**FISHING LICENSE WAIVER-** Under North Carolina General Statute 113-351 (d), “A county department of social services shall issue a Resident Subsistence Unified Inland/Coastal Recreational Fishing License Waiver to an individual who receives benefits from Medicaid, Food and Nutrition Services, or Work First Family Assistance through the county department of social services and who requests a waiver.” Waivers are issued at no charge.

**VOTER REGISTRATION-** Under North Carolina General Statute 163-82.20, County Departments of Social Services are designated public agencies to provide the state-required Voter Registration form to each public assistance applicant/client at time of application, with each recertification, in reporting change of address, etc., unless the applicant/client declines, in writing. All county departments of social services are required to develop and implement procedures for voter registration and to submit voter registration data to their local Board of Elections.

**YOUTH WORK PERMITS-** North Carolina General Statute 95-25.5 authorizes the county departments of social services to issue certificates of youth employment according to the N.C. Commissioner of Labor’s prescribed regulations concerning issuance of certificates.

**ADULT CARE HOME RESIDENT DISCHARGE TEAM-** North Carolina House Bill 677 (Session Law 2011-272) mandates that each county department of social services with a licensed adult care home establish and convene, if and when needed, an Adult Care Home Resident Discharge Team for the purposes of assisting adult care home residents and/or adult care home facilities with seeking and obtaining alternative placement when a resident has received a notice of discharge and destination for another living arrangement is unknown.

### ACTIVITY JUSTIFICATION

<b>Activity</b> <b>SOCIAL SERVICES</b> <b>ADMINISTRATION</b>	# of Employees: <u>3.23</u>	# of Full-time: <u>3.23</u> # of Part-time: -0-	Annual Cost: \$ <u>219,654</u>
Mandated by: North Carolina General Statutes pertaining to Social Services and related laws in North Carolina. Citations are identified in this Activity Justification Report.		County Cost: <u>\$105,434</u>	Federal / State Costs: Federal: <u>\$112,024</u> State: \$ <u>2,197</u>

**Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:**

Rebecca Finney, Social Services Director	100% in Administrative Activities
Charles Robertson, Administrative Officer I	100% in Administrative Activities
Kim Hefner, Administrative Assistant I	38% in Administrative Activities
Runella Hayes, Processing Assistant III	44% in Administrative Activities
Wendy Whitaker, Processing Assistant III	7% in Administrative Activities
Amy Correll, Processing Assistant III	34% in Administrative Activities

Social Services Director (100% spent in Administrative Activity)

The County Social Services Director is responsible for administering the federal-state and state social services programs as established by Chapter 108A of the North Carolina General Statutes and in accordance with applicable federal and state rules. These programs include, but are not limited to: Child Protective Services, Adult Protective Services, Child Foster Care, Adoption, Work First Family Assistance, Medicaid, Food and Nutrition Services (formerly the Food Stamp Program), State-County Special Assistance, and Low-Income Energy Assistance, (N.C.G.S. 108A-14 (a)).

The North Carolina State Statutes also authorizes or requires the County Social Services Director to assume the following duties and responsibilities:

- Develop a planned annual budget for the department of social services with assistance from the County Board of Social Services (N.C.G.S. 108A-9 (3));
- Administer the annual departmental budget that is approved by the Board of County Commissioners in accordance with the Local Government Budget and Fiscal Control Act (N.C.G.S. 108A-88);
- Administer funds provided by the Board of County Commissioners for the care of indigent persons in the county under policies approved by the County Board of Social Services (N.C.G.S. 108A-14 (a) (4));
- Serve as the Executive Officer of the County Board of Social Services and act as its Secretary (N.C.G.S. 108A-14 (a) (1));
- Appoint the necessary personnel of the County department of social services in accordance with the

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- North Carolina Personnel Commission (N.C.G.S. 108A-14 (a) (2));
- Assess reports of child abuse and neglect and take appropriate action to protect such children pursuant to North Carolina's Juvenile Code (N.C.G.S. 108A-14 (a) (11) and (b), N.C.G.S. 7B-300; N.C.G.S. 7B-302; N.C.G.S. 7B-307; N.C.G.S. 7B-320; N.C.G.S. 7B-304; N.C.G.S. 7B-500);
- Accept children for placement in foster care homes and supervise foster care placements (N.C.G.S. 108A-14(a)(12) and (b) , N.C.G.S. 7B-505; N.C.G.S. 7B-903-905; N.C.G.S.7B-910; N.C.G.S. 7B-1905; N.C.G.S. 7B-2503; N.C.G.S. 7B-2506);
- Investigate proposed adoptive placements and supervise the adoptive placements (N.C.G.S. 108A-14 (a) (6) and (b) , N.C.G.S. 48-1-109; N.C.G.S. 48-2-501; N.C.G.S. 48-3-201; N.C.G.S. 48-3-203 and 204; N.C.G.S. 48-3-303; N.C.G.S. 48-3-309; N.C.G.S. 48-3-601);
- File legal proceedings seeking termination of parental rights of certain juveniles placed in the custody of the department of social services (N.C.G.S. 7B-1103);
- Receive and evaluate reports of abuse, neglect, or exploitation of disabled adults and take appropriate action to protect such adults (N.C.G.S. 108A-14 (a) (14) and (b), N.C.G.S. 108A-103 through 106, N.C.G.S. 108A-108 and 109);
- Supervise the operation of adult care homes (N.C.G.S. 108A-14 (a)(8) and (b), N.C.G.S. 131D-2(b) and 131D-26);
- Conduct and make decisions in local appeal hearings by persons who have applied for or are receiving public assistance or social services (N.C.G.S. 108A-79 (f));
- Act as an agent of the North Carolina Social Services Commission and the North Carolina Department of Health and Human Services with respect to their work in the county (N.C.G.S. 108A-14 (a) (5));
- Serve as the Guardian of incompetent adults when ordered to serve in this capacity by the Clerk of Superior Court (N.C.G.S. 108A-25, N.C.G.S. 35A-1201 (4) and N.C.G.S. 35A-1213 (d));
- Serve as a temporary Guardian of minor children who are abandoned and have no natural guardians and need services from the department of social services (N.C.G.S. 35A-1220);
- Serve on the local community child protection and child fatality prevention teams (N.C.G.S. 7B-1407 (b) (1) and N.C.G.S. 7B-1409);
- Arrange for the burial or cremation of unclaimed bodies of deceased persons (N.C.G.S. 130A-415);
- Issue certificates authorizing employment of youth between the ages of 12- 18 years old in accordance with applicable Federal and State Child Labor Laws (N.C.G.S. 108A-14 (a) (7) and N.C.G.S. 95-25-5);
- Serve on the County's Juvenile Crime Prevention Council (N.C.G.S. 143B-544 (a) (7));
- Assist and cooperate with the Department of Correction and their representatives (N.C.G.S. 108A-14 (a) (9));
- Perform functions specified under local emergency management plans (N.C.G.S. 166A-7);
- Administer the County's Child Support Enforcement Program as designated by the Board of County Commissioners (N.C.G.S. 110-130 and 110-130.1 (c), N.C.G.S. 110-141, N.C.G.S. 49-5, N.C.G.S. 49-16(2);

Administrative Officer I (100 % spent in administrative activity)

- Serves as Special Deputy Finance Officer as delegated by the County Finance Director.
- Plans, organizes and supervises the daily operations of the department's fiscal and budget activities.
- Tracks, reviews and submits the department's expenditures for federal and federal-state reimbursement using the state's electronic reimbursement report (DSS-1571).
- Reviews reimbursements received by the agency to verify accuracy.
- Assists the Director and the County Board of Social Services in preparing and presenting the department's

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annual budget to the Davie County Board of County Commissioners and/or their designees.

Prepares reports and informs the Director of Social Services of fiscal and budget activities in order for the Director to advise staff supervisors on service coding issues that directly impact on County reimbursement levels and problem-solve any complex fiscal matters.

Assists the department's Director and County Human Resources Coordinator in preparation and maintenance of staff personnel files, reports related to staff work time, calculations of staff salary adjustments, preparations of personnel action forms, etc.

Supervises the agency's state-designated Security Officers who are responsible for staff utilization and authorization of the State's various computer data systems.

Plans, organizes and supervises other assigned administrative staff to carry out various functions to support the delivery of social services in the county through such activities as processing accounts payable, reconciling fiscal accounts, overseeing the Main department's reception duties, data entry, mail processing, etc.

Administrative Assistant I (38 % spent in administrative activity)

Assists in determining if supporting documentation accompanying fiscal invoices are compliant with agency policies and auditing standards and resolving any identified issues to ensure fiscal compliance.

Prepares a monthly deposit worksheet that tracks the types of payments received and ensures they are reflected in the appropriate revenue account. Prepares a monthly revenue report that is reviewed and approved by the Administrative Officer or the Director and forwarded to the Davie County Finance Office.

Reconciles the Account Balance Worksheet to the General Ledger of the Davie County Finance Office to ensure all expenses are accurately reflected on the General Ledger and accurately reported by the Administrative Officer on the DSS-1571 electronic reimbursement report.

Verifies that copies of paid invoices are properly filed in accordance with auditing standards.

Monitors available balances on vendor contracts and notifies the Director if and when a contract amendment is needed and/or contract funds are low.

Receives, opens and disseminates agency mail to Director and appropriate program supervisors.

Serves as a secondary backup to the primary Front Office PA, when needed.

Processing Assistant III (7% spent in administrative activity)

Greets, documents, and maintains an electronic log of all existing and potential clients, visiting professionals, vendors and government officials who come into the Main Building.

Directs telephone calls that come into the Main Building Front Office switchboard to the appropriate agency worker.

Electronically scans client information at the Front Office into the agency's document imaging system and notifies appropriate staff of the incoming client data.

Issues an original receipt for all payments received in person or through the mail and forwards receipted payments to the PA III responsible for preparing deposits.

Distributes Youth Employment Certificates as requested by area youth and review documentation to verify the age of the youth when they bring the completed certificate back to the agency. Forwards completed certificates to the North Carolina Department of Labor. Receives and responds to telephone calls with information about the Youth Employment Certificates.

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- Assists the Director, other administrative staff, and social work staff with outgoing and incoming faxes.
- Assists the social work staff with copying court-ordered client information from agency records.
- Gathers Voter Preference and Voter Registration forms that have been completed by clients and applicants for services and forwards to the PA III responsible for forwarding this information.
- Gathers required information from clients who come in requesting a Fishing License Waiver and forward that information to the PA III responsible for issuing Fishing License Waivers.
- Serves as the agency safety officer by attending and participating in county safety meetings and disseminating safety information to agency staff.

Processing Assistant III (44% spent in administrative activity)

- Enters Worker Daily Report of Services to Clients Day Sheet information into the state system in preparation for the Administrative Officer to file for Federal and State reimbursement of agency staff administrative time.
- Receives and reconciles the Percentage of Time Report which is generated from the Day Sheet data to the actual forms to ensure accuracy in compliance with auditing standards.
- Serves as the State's agency security officer to process agency staff access and security to the various State computer programs. Maintains files on each staff member documenting types of security and program access and works with State Information Technology staff to resolve any agency access issues.
- Assists the Administrative Officer in performing access reviews and other security tasks as required by the state.
- Receives receipted payments from the Front Office PA III and prepares deposits for the Money Market Account, Trustee Checking Account or General Assistance Checking Account, as appropriate. Obtains approval for all deposits from the Administrative Officer or Director prior to depositing. Forwards deposit information to the Administrative Assistant I for use in preparing the deposit worksheet and monthly revenue report.
- Serves as procurement officer for agency office and department supplies. Monitors inventories of supplies to ensure timely ordering.
- Assists the Administrative Officer in obtaining quotes and related information when capital expenditures are needed.
- Processes requests for Fishing License Waivers by entering required client information in the appropriate state system and gives the completed Fishing License Waiver to the client.
- Oversees and coordinates service for agency vehicle maintenance.
- Serves as backup to the primary Front Office PA, when needed.

Processing Assistant III (34% spent in administrative activity)

- Processes accounts payable for the agency. Reviews invoices received for accuracy and contacts vendors and/or staff members if there are issues to be resolved. Attaches supporting documentation as appropriate for accounting and auditing purposes. Stamps each invoice with the agency's vendor stamp and codes the invoices to the proper expense account. Obtains approval signature from the Director or Administrative Officer, copies the signed invoices and delivers them to the Davie County Finance Office for payment.
- Enters invoice copies on the Account Balance Worksheet. This Excel-based worksheet is used to maintain the operating budget and avoid overspending of individual expense accounts. The worksheet is also used

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to track the name of clients receiving assistance.

Assists in reconciling the Worker Daily Report of Services to Clients Day Sheet information to the Percentage of Time Report to ensure accuracy.

Assists the Administrative Officer and Administrative Assistant I in complying with requests for information that may be received from outside the agency. Such requests may come from vendors, federal or state officials, single-county auditors, etc.

Prepares Purchase Order Request for applicable expenditures over \$300 and for appropriate recurring monthly accounts payable.

Reconciles bank statements for the General Assistance Checking Account and the Trustee Checking Account.

Electronically scans agency mail for the Income Maintenance programs and notifies appropriate staff of incoming client mail.

Assists the Annex Front Office PA with greeting and documenting the names of existing and potential clients who come into the Annex about Income Maintenance program needs and issues. This assistance provided during high volume of client visits to the agency.

Assists the Annex Front Office PA in routing telephone calls that come into the Annex switchboard to the appropriate agency worker.

Serves as primary backup to the Main DSS Building Front Office PA III. Responsible for covering the Front Office in the Main DSS Building each day during lunch and whenever the Front Office PA III is absent.

Compiles summary information from the voter preference and voter registration forms received and forwards all forms and information to the Davie County Department of Elections as required by the North Carolina State Board of Elections.

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Justify Need for Each Position in Detail (use additional pages if necessary):

I. The primary function of the County Social Services Director is to ensure the administration of federal and federal-state social services and programs for the benefit of county residents.

The authority, duties and responsibilities of the County Social Services Director are defined by the North Carolina General Statutes.

In exercising the authority, duties and responsibilities, state law also provides the Social Services Director with authority (N.C.G.S. 108A-14 (b)) to delegate specific tasks or areas of expertise to department staff. This delegated authority is used to appoint state-qualified staff to administer the various department programs and services according to their qualifications with supervisory oversight in place to assist the Director in ensuring staff compliance with the numerous federal and state laws, administrative rules and regulations, and frequently changing program policies that govern social service programs. Although the Director has delegated authority, the Social Services Director remains responsible and accountable for the overall administration of the department and the actions of the department staff.

The Director addresses staff personnel issues that arise to resolve problems and issues that impact work performance in providing social services. Any personnel action taken is done according to the N.C. Personnel Act and Davie County Personnel Ordinance.

In serving as head of the county Social Services Department, the Director is also responsible for administering the funds appropriated to the department by the Davie County Board of County Commissioners and taking the necessary steps to demonstrate trusted stewardship and accountability of public funds and to maximize available federal and state reimbursement to the county in the provision of

Social Services Administration

services, both administratively and in direct service. Such steps include, but are not limited to, a check and review system within the fiscal/administrative unit to ensure that the reimbursement codes entered into the state's Services Information System for worker time and services are accurately coded for county reimbursement from federal and state funding allocations, the cash collections policy and procedures are correctly followed to ensure no one fiscal staff person handles the monetary collections, and that Social Work staff administering emergency financial assistance to clients exhaust all other possible sources of federal and state funding sources (e.g., federally-funded Crisis Invention Program) before considering the use of General Assistance funds. In addition, only designated department staff can issue checks and make bank deposits.

In providing direction and oversight to the Social Services staff, the Director demonstrates a broad working knowledge of the federal and state laws, administrative rules and regulations, as well as county policies, ordinances and procedures to effectively make decisions about fiscal, legal, personnel and programmatic matters. For example, the Director is aware in appointing staff to administer the social service programs that according to 10A N.C. Administrative Code 67A.0102, social services employees who provide Child Protective Services, Adult Protective Services are not to determine eligibility for the department's financial assistance programs (e.g., Food and Nutrition Services and Medicaid).

In order to be responsive to the public, the Director is available, accessible and accountable to the citizens of Davie County by frequently meeting with them in office visits, and receiving their telephone calls and emails that often include asking about available agency and community services to help address their need(s) or the needs of family or friends, reporting problems and/or concerns about the welfare of and need for protection of others, seeking information to become foster and adoptive parents and communicating concerns about agency programs and services, etc. The citizens of Davie County like to be able to contact their County Social Services Director, when and if needed. This is also beneficial to County officials and federal and state legislators who want a timely response the issues and/or needs of their citizens and constituents.

Through communications with the citizens of the county and the Social Services Director's daily contact with department staff, the Director has opportunities to stay "in touch" with the problems and needs of local citizens and to educate the community at large about the needs and challenges of people who cannot voice their own needs. This same knowledge affords the Director the ability to identify and communicate any unique trends in service provision and changes that can impact both department and county operations (e.g., increases in the number of Child Protective Services' In-Home Service cases that, in turn, prevent significant increases in the number of children entering the foster care system), and be in a position to identify, educate and advocate for improvements specific to the challenges in providing human services (e.g., the expansion of the document imaging system to social work services is aimed at decreasing the administrative worker time spent with agency clients and increasing the social work practice time with individuals and families to reduce the overall administrative costs of keeping client cases open longer than is necessary).

The Social Services Director also has the opportunity to mutually work with the County Manager and County administrative staff to manage the delivery of human services from a broad perspective as the department provides a wide array of services that "touches" all population groups in the county in some way (e.g., exploring the various ways to respond to the transportation needs of county citizens to work, grocery shop, pay household bills, access medical providers, etc).

The Director can design/redesign available agency resources to meet changing conditions that impact service delivery (e.g., in FY 2012-2013, one PA position was temporary reassigned to administer the Low Income Energy Assistance Program to enable the Income Maintenance staff to learn and operate the state-required NCFAS system).

The Director is knowledgeable about the organizational networks in the social services delivery systems and has established working relationships with some of the N.C. Division Directors and State Program Representatives from the various Health and Human Services departments, which has facilitated mutual work on complex programmatic issues (e.g., agency compliance with mandated measures for monthly foster care visits that are tied to federal funding) and helping agency staff to remedy complicated client situations.

The Director and agency staff have established effective working partnerships with other local and human services agencies (e.g., Senior Services, The Dragonfly House, Davie Domestic Violence and Rape Crisis Center, Davie County Sheriff's Department, etc) as well as faith-based organizations (e.g., CareNet Counseling, A Storehouse for Jesus, Davie Pregnancy Center, and Hope Homes) to bring together available resources and expertise to address the needs and circumstances of others. The designation of agency staff to serve on local committees and boards also provides staff with opportunities for community leadership.

The Director attends and participates, as a department of social services representative, in local and regional community meetings (e.g. Child Welfare Collaborative, Aging Planning Committee, YVEDDI Transportation Advisory Board, Surry Housing Consortium, etc) This activity provides opportunities to learn about new or expanded services, advocate for and help develop resources to fill service gaps, and to create new and sustain existing working relationships with one another as local human service providers.

The Director serves as the official Chair of the Davie County Community Child Protection Team which is scheduled to meet on a quarterly basis.

As Executive Officer of the Davie County Board of Social Services, the Director discusses specific issues and/or concerns in the delivery of social services in the county and receives direction and guidance from the Board in developing agency policies, and identifying and addressing potential liabilities to the department and county.

The Director also prepares, reviews and submits formal vendor contracts (e.g., YVEDDI, Family Services, Batten Psychological Associates, etc) to Davie County Administration for authorization to enter the contractual agreements. Preparation and review of a formal contract can often take the Director 2-3 weeks to complete due to service rate negotiations, scope of work to be provided, and/or about billing and payment for services.

Moreover, the Social Services Director assists the department's program supervisors and staff beyond the normal written job description by providing direct supervision and support to staff when their assigned supervisor is out of the department and many times this occurs in the forms of staffing individual client cases, helping screen Child Protective Services and Adult Protective Services reports, facilitating meetings between department staff and other human service providers to problem-solve complex systemic issues that Social Services cannot handle alone, handling telephone calls when present in the Front Office and the Front Office PA is serving a client who has arrived or has called into the department.

**II. The primary purposes of Administrative Officer I position are to manage the daily fiscal functions of the department of social services and to supervise the department's administrative support staff.**

The Administrative Officer has the primary responsibility of preparing and submitting the department's reimbursable expenses into the Department of Health and Human Services Controller's Office on a monthly scheduled basis using the State's electronic reimbursement report system known as the DSS-1571. For reimbursement purposes, the report is divided up into four parts 1) Services 2) Income Maintenance 3) Child Support 4) Administration. The administrative cost or operating cost of the County Department of Social Services is paid up front with local funds. On a daily basis, however, the

Social Services Administration

Administrative Officer I is receiving, reviewing and organizing the supporting documentation required for reimbursement reporting. Such documentation includes, but is not limited to: accrued department expenditures, evidence of procurement, personnel costs, inventory records, depreciation schedules, indirect costs and all revenue items and applicable credits, etc. The reimbursement report must currently be uploaded to the State Controller's Office and balanced by the 15<sup>th</sup> of the month or the first work day thereafter.

- The Administrative Officer has an in-depth working knowledge of the department's allowable and unallowable reimbursable costs. Allowable costs include department personnel costs, professional services, attorney services, Social Services Board Member expenses, telephone, utilities, postage, department supplies and equipment, staff travel and training, etc. Unallowable costs include individual employee membership dues or subscriptions, bad debts or losses from accounts declared uncollectible, contributions to contingency reserves, entertainment and social activity costs, fines and penalties from program violations, etc.
- In supervising the Administrative support staff, which is comprised of 1 Administrative Assistant and 3 Processing Assistants, the Administrative Officer has direct oversight of and decision-making control over the daily work processes of assigned staff to compile and review the supporting documentation required for monthly submission of the State reimbursement report (DSS-1571) to the Controller's Office and for on-site State and County audits. This position also supervises the accounts receivable and accounts payable functions and assists in reconciling any discrepancies that can arise and impact the overall reimbursement for the department and County. In addition, the position monitors and ensures the daily cash collections procedure is implemented properly by assigned staff and that state-required service codes and worker time reports are entered into the State Services Information System and related systems within the State-required scheduled timeframes for turnaround reports (e.g., Worker Percentage of Time reports and Medicaid Cost Calculation Worksheet) to be received and used for the DSS 1571.
- The Administrative Officer has accessibility and availability to personnel salaries and related costs for the purpose of entering the costs into the State reimbursement system. In doing so, this position prepares staff salary calculations and County personnel forms with appropriate signatures due to various reasons such as probationary salary increases or temporary leave from work (e.g., maternity leave) and address changes or resignations. This position also assists the Social Services Director and County Human Resources Coordinator in creating and maintaining the department's personnel files, which are housed at the Davie County Manager's Office.
- The Administrative Officer's job extends beyond the fiscal and human resources work responsibilities to include monitoring the physical buildings of the department of social services and notifying County Maintenance staff or purchase professional services of any repair work needed and acting as the primary security officer for department staff's access to and use of the State's computer systems. This latter responsibility involves ensuring the completion of the necessary paperwork and authorized signatures for staff access to the various systems (e.g., Food and Nutrition Information System, Eligibility Information System, Services Information System, On-Line Verification, Crisis Intervention Program, etc.

**III. The primary purpose of the Processing Assistant III positions is to provide support to the administrative functions of the department of social services.**

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**ACTIVITY JUSTIFICATION**

Activity <b>ADULT HOME SPECIALIST</b>	# of Employees: <u>.34</u>	# of Full-time: <u>.34</u> # of Part-time: -0-	Annual Cost: <u>\$ 23,637</u>
Mandated by: NCGS 108A-14 (a)(8) NCGS 131D-26 Adult Care Home Rules: 10A NCAC 13 F, 10A NCAC 13G	County Cost: <u>\$ 5,909</u>	Federal / State Costs: Federal- <u>\$ 11, 819</u> State- <u>\$ 5,909</u>	
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <p>Crista Ramroop, Social Work Supervisor II, 4% Adult Home Specialist Supervision                  Michelle Brake, Social Worker III, 15% Adult Home Specialist                  Suzanne Nestor, Social Worker III, 15% Adult Home Specialist</p> <p><u>Social Work Supervisor III (spends approximately 4% in program activity):</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Adult Home Specialist Program, which is comprised of two (2) Adult Services Social Workers, and includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with state statutes and policies in responding to complaints as well as routine monitoring.</li> <li>- Arranges for the Adult Home Specialists to attend state-mandated Adult Home Specialist training as scheduled, required and provided by the N.C. Division of Health Service Regulation (NCDHSR).</li> <li>- Receives, reviews and interprets changes in state Adult Home Specialist policies and procedures for assigned staff and provides assistance with required case decision-making and/or obtains state rule interpretations from NCDHSR to assist assigned staff in their duties.</li> <li>- Assists and monitors assigned staff in scheduling and carrying out their quarterly monitoring duties and maintaining an annual facility monitoring schedule and reviewing staff documentation of facility compliance.</li> <li>- Receives, screens, documents, and assigns adult care home/family care home complaints that are received by the agency and/or the state's Complaint Intake Unit staffed by Division of Health Service Regulation.</li> <li>- Ensures that complaints are investigated thoroughly and within the statutory timeframes for initiation and completion.</li> <li>- Completes an annual report to the Department of Health and Human Services about the number of substantiated violations, the nature of the violations, and the number of violations referred to the N.C. Division of Health Service Regulation for resolution.</li> <li>- Reviews and sends all written documentation from facility visits to Division of Health Service Regulation within 20 days of the Adult Home Specialists' visits.</li> </ul>			

Social Worker III in role as Adult Home Specialist (two social workers spend approximately 15% each in program activity):

- Conducts quarterly unannounced visits to assigned adult care home/family care home facilities for the purpose of supervising (i.e. inspection and monitoring of facility operations) to determine and document the status of each facility's compliance with the rules and regulations set forth by the N.C. Medical Care Commission (10A NCAC 13F, 10A NCAC 13G).
- Quarterly visits to assigned facilities include the identification and written documentation of one or more rule areas that the Adult Home Specialist will inspect and monitor through the use of resident and facility staff interviews, resident chart reviews, worker observations of staff practices in the rule area(s), and completion of a written report on the visit to document compliance or non-compliance.
- Uses the quarterly visit data to identify facility problems and/or concerns, provide technical assistance to the facility administrator and staff to help remedy identified problems/concerns, and reviews or interprets the State rules and regulations that govern adult care homes and family care homes. In addition, the quarterly data serves as a reference for the Adult Home Specialist to develop and implement an annual monitoring plan for each assigned facility.
- Completes an Annual Monitoring Plan for each assigned facility and includes the areas to be inspected and monitored throughout the year.
- Receives, documents and screens formal adult care home and family care home facility complaints, which includes interviewing and documenting reporter concerns, staffing the reporter's concerns with the Supervisor and/or Director to determine if the identified problems/concerns meet the state-defined criteria of violations of the written rules and regulations of Adult Care Homes and Family care Homes (10A NCAC 13 F, 10A NCAC 13G). Formal complaints also come to the department of social services for investigations from the state's Complaint Intake Unit staffed by Division of Health Service Regulation. These reports are automatically accepted for the department to investigate.
- Initiates investigations of accepted adult care home and family care home complaints within the statutory time frames of "immediate" if the complaint alleges a life-threatening situation, "within 24 hours" if complaint alleges abuse of a resident, "within 48 hours" if the complaint alleges neglect of a resident, and "within 2 weeks" for all other situations. Initiation is conducted when the Adult Home Specialist makes the initial and unannounced on-site visit to the facility. Investigations must be completed within 60 days.
- Investigations of complaints of adult care homes and family care homes requires the Adult Home Specialist to pull a sample of residents (up to 5 residents with the identified resident if named in the complaint) to interview about possible problems and/or concerns in the rule area(s) of the investigation. Facility staff are interviewed, resident and staff records can be pulled and reviewed, observations are made and documented by the Adult Home Specialists in the alleged rule violation area (e.g., looking at residents for use of resident restraints, reviewing the resident medical charts for doctor orders on restraints if a resident is seen with a restraint, viewing staff records for documentation of staff training and competency in using restraints, etc), copies of facility written documentation are gathered for review, etc.

Adult Home Specialist Program

- Provides written reports on case substantiation/unsubstantiation to the Division of Health Service Regulation.
- Proposes Corrective Action Plans and Penalty proposals when a facility is found to be in non-compliance and/or a complaint is substantiated. If a complaint is substantiated by the Adult Home Specialist, a written Corrective Action is issued to the facility administrator with the identified rule violation and directive for a plan of correction. Should the identified violation be one that places one or more residents in danger of death or serious harm, the Adult Home Specialist is required to orally and immediately inform the facility administrator and identify what has to be done immediately to remedy the problem. Should an adult care home or family care home fail to correct identified violations, the Adult Home Specialist works with staff of the N.C. Division of Health Service Regulation to formally propose monetary penalties against the facility. Any deficiencies and violations identified and documented by the Adult Home Specialist requires follow up of inspection and monitoring to determine facility corrections and compliance with the federal and state rules, standards and regulations that govern the operations of these facilities.
- Participates as a team member in Annual Surveys of local adult care homes and family care homes as scheduled and conducted by the N.C. Division of Health Service Regulation.

**Justify Need for Each Position in Detail (use additional pages if necessary): The Adult Home Specialist duties are delegated to the County Departments of Social Services by the N.C. Division of Health Service Regulation under N.C.G.S. 108A-14(a) (8) and N.C.G.S. 131D.**

- There are 2 Adult Home Specialist s positions (both positions also function as Adult Services Social Workers at the Department of Social Services) with one worker position assigned to the supervision of 2 adult care homes and one worker position assigned to 1 adult care home and 1 family care home.
- The facilities assigned to the Adult Home Specialist are located in Davie County and are:
  1. Davie Place Residential Care (adult care home)
  2. Magnolia Place (family care home)
  3. Somerset Residential care (adult care home)
  4. The Heritage at Cedar Rock
- Monitored Rule Areas: Food Service, Medication Administration, Staff Qualifications and Competency, Licensed Health Professional Support (e.g., Occupational Therapy, Skilled Nursing, Physical Therapy, etc), Resident Admission and Discharge, Resident Funds and Refunds, Housekeeping, Facility Licensing, etc.
- The funding for Adult Home Specialist derives from the N.C. Division of Aging and Adult Services. This fund is a capped (limited) allocation with funding percentages of 50% Federal, 25% State and 25% County.

**Adult Home Specialist duties in:**

Quarterly Monitoring

Annual Monitoring

Complaint Investigations

State Annual Survey

**Estimated Worker Time**

2-5 hours a day or longer depending on monitored rule area

Can take 1 week and between 7.5 to 12 hours each day

Average is between 18 to 40 hours

Can take 1-3 days and between 7.5 to 12 hours each day

**Investigated Complaints:**

FY 2009-2010	6 complaints investigated: 4 unsubstantiated, 2 substantiated, and 1 death report with facility found in compliance with rule area.
FY 2010-2011	5 complaints: 5 unsubstantiated (2 complaints from previous FY case decisions made at start of FY), 2 substantiated complaints, 1 resulted in a Corrective Action Plan and proposed Penalty, and 1 resulted in a Corrective Action Plan. 1 Corrective Action Plan and proposed Penalty completed on deficiency that arose out of a routine monitoring visit.
FY 2011-2012	3 complaints: 1 unsubstantiated, 2 substantiated Corrective Action Plan issued for both substantiated cases.
July-Dec., 2012	3 complaints: 2 unsubstantiated, 1 substantiated DHSR statement of deficiency completed.



**ACTIVITY JUSTIFICATION**

<b>Activity</b> <b>ADULT PROTECTIVE SERVICES (APS)</b>	<b># of Employees:</b> <u>.83</u>	<b># of Full-time:</b> <u>.83</u> <b># of Part-time:</b> -0-	<b>Annual Cost:</b> <u>\$ 58,102</u>
Mandated by: <b>State Statute-</b> G.S. 108A, Article 6; G.S. 143B-153; <b>Administrative Rules-</b> 10A NCAC 71R .0103(a)(12), 71R .0915, .0104(3),.0401(1), .0506(5), and .0101(25); 10A NCAC 71A	<b>County Cost:</b> <u>\$ 41,833</u>	<b>Federal / State Costs:</b> Federal- <u>\$ 14,526</u> State- <u>\$ 1,743</u>	
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <p>Crista Ramroop, Social Work Supervisor III      40% APS Supervision                  Suzanne Nestor, Social Worker III              20% APS Provision                  Michelle Brake, Social Worker III              20% APS Provision                  Wendy Whitaker                                      1% Clerical Support/Front Office Reception                  Runella Hayes    2 % Clerical Support/Data Entry</p> <p><u>Social Work Supervisor III (spends 40% in this activity)</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Adult Protective Services (APS) Program and assigned program staff, which includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with state statutes and policies in responding to reports of disabled adult maltreatment as well as providing Adult Protective Services.</li> <li>- Provides and/or arranges for initial and ongoing APS training and Child Welfare training to assigned staff.</li> <li>- Receives, reviews and interprets changes in State Adult Protective Services policies and procedures for assigned staff and provides assistance with required case decision-making and problem-solving in complex case situations.</li> <li>- Assists assigned staff with initiation of APS reports to ensure agency compliance with statutory initiation time frames. This assistance occurs when assigned staff is providing other Adult Services.</li> <li>- Assists assigned staff in working with agency attorney in preparation of court proceedings, if needed for protective orders and includes legal case consultation and testimony.</li> <li>- Assists assigned staff during court proceedings to ensure complete and accurate testimony.</li> <li>- Conducts second-party reviews of staff-assigned client records to ensure agency compliance with federal and state program policies and procedures that govern Adult Protective Services.</li> <li>- Reports and advises agency Director on high risk and volatile Adult Protective Services situations and related services as well as on program and staffing needs.</li> <li>- Supports Child Welfare supervisors and child welfare staff in staffing and decision-making regarding on-call Adult Protective Services situations.</li> <li>- Provides information about Adult Protective Services to various community organizations, when requested, such as the local human services council and county aging planning committee.</li> </ul>			

Social Worker III (2 positions spend in 20% each in this program activity)

- Receives, documents and screens Adult Protective Services (APS) reports, which includes documenting reporter concern and related information on a structured APS form and staffing the report with the agency supervisor or Director to determine if the information provided meets the legal definitions for a protective services report.
- Refers to other agency and/or community services if an APS report is not accepted for evaluation but information indicates adult's situation could be addressed with other services.
- In accepted APS reports, conducts an evaluation of the adult's circumstances, which includes but is not limited to, initiation of a face-to-face interview with the adult within statutory response time frames (i.e., immediate, 24 hours and 72 hours), conducting follow up interviews with the adult as is necessary, evaluating the six (6) domains of a person's functioning, interviewing collateral contacts to gather the facts of the adult's situation, gathering existing and/or arranging for necessary medical, psychological and/or psychiatric evaluations to determine if adult is disabled, has been maltreated, and is in need of protection along with any recommendations of services needed for protection of the adult.
- Involves the District Attorney and/or local law enforcement, when needed, for assistance or to pursue criminal charges in cases of caretaker abuse and/or financial exploitation.
- Makes a two-level (supervisor-caseworker) case decision on each assigned APS report that includes determining and documenting the adult's need for protective services.
- Develops and sends written notices to the APS reporter to inform of case decision.
- Develops and sends written notices to District Attorney, law enforcement, Division of Health Regulation (for APS reports in adult care home and nursing home facilities) detailing any and all evidence of maltreatment of the adult.
- Determines adult's capacity to consent to protective services.
- Obtains protective services authorizations, if needed, to mobilize and/or provide services in substantiated cases via the adult's consent and/or legally authorized representative or by court order.
- Testifies in court hearings related to need for protective services authorizations and in emergency guardianship hearings.
- Plans and mobilizes services to disabled adults found to be in need of protective services.
- Opens other agency services for the adult when such services support protection of the disabled adult.
- Reassesses and terminates APS cases when the adult's need for protection no longer exists.

Processing Assistant III (one position spends 1 % and one position spends 2 % in program activity)

- Receives and routes telephone calls and persons coming into the department to report or follow up on adult maltreatment cases to assigned Social Work staff.
- Receives and distributes faxed Adult Protective Services information to the Adult Protective Services Supervisor or her designee to ensure prompt response to the information.
- Assists APS staff in creating an electronic record for each new Adult Protective Services client case, in which the report is accepted for protective services evaluation and includes: entering in demographic Face Sheet with all household members, conducting a computer search for existing individual service ID numbers and assigning a state-required service ID number if none exists (the individual Service ID number is attached to social work program funding), and assigning a county case number to each new Adult Protective Services case.

Adult Protective Services

- Assists the Social Work staff in preparing written notification letters with postage for outgoing mail.
- Enters Adult Protective Services data (e.g., individual service ID numbers and individual client data) into the State’s Adult Protective Services Central Registry and Services Information System (SIS) including Social Work staff’s daily work time sheets.

**Justify Need for Each Position in Detail (use additional pages if necessary):** Protective Services for Adults is a mandated and multifaceted service which is based on an awareness of the vulnerability of disabled adults to abuse, neglect and exploitation. The service includes provisions in state law for evaluation of the need for protective services and intervention in situations in which adults are found to be in need of protective services.

- \* There are two (2) Adult Services Social Workers who are primarily responsible for the provision of Adult Protective Services although the Child Welfare Social Work staff will respond in receiving reports of maltreatment of disabled adults during scheduled on-call duty.
- \* There are statutory response times for the initiation of an Adult Protective Services report: (1) Immediately upon receipt if the reporter alleges a danger of death of the adult, (2) within 24 hours if the reporter alleges danger of irreparable harm to the adult and (3) within 72 hours if the report does not allege danger of death or irreparable harm.

<u>Fiscal Year</u>	<u>Total # of APS Reports</u>	<u>Type of Reported Maltreatment</u> * Multiple types of maltreatment are contained in some APS reports	<u>Reports accepted for Evaluation</u>	<u>Confirmed Reports of Adult Maltreatment</u>
FY 2009-2010	67	14-neglect 7-exploitation 2-abuse	30	14
FY 2010-2011	95	63-neglect 15-exploitation 10-abuse	42	14
FY 2011-2012	70	50-neglect 14-exploitation 10-abuse	41	12
July 1, 2012- Dec 30, 2012	45	30-neglect 9-exploitation 4-abuse	16	2

- Between FY 2011 and FY 2012, the total number of Adult Protective Services reports received into the agency has decreased while the number accepted for evaluation has remained fairly constant. When reports alleging adult maltreatment are received into the agency, the social work staff is required to document the information and engage in a two-level screening decision (i.e., Supervisor-Worker) to determine if the information meets the statutory definitions of abuse, neglect and/or exploitation of a disabled adult. As shown in the data above, the agency reports of neglect and exploitation constitutes the majority of Adult Protective Services situations.

Adult Protective Services

- For the staff of the department of social services receiving Adult Protective Services reports, it takes an average of 45 minutes to one (1) hour to gather and document information from a reporter concerned about maltreatment of an adult. Depending on the urgency and complexity of the adult's reported situation, an additional 10-20 minutes is taken by the staff to conduct a state-required two-level screening (i.e., Social Worker-Supervisor/Director) to determine if the reported information meets the statutory criteria of Adult Protective Services and identify the statutory timeframe with which to respond (i.e., immediate, 24 hours, or 72 hours).
- Evaluating the need for adult protective services does not legally begin until the social worker conducts a face-to-face meeting with the adults and assesses the level of safety at that initial meeting. The initial meeting with the adult can last from 30 minutes (excluding travel time) to 3-4 hours, depending on the adult's location and severity of the adult's circumstances at the time of contact. Completion of a protective services evaluation is required within 30 days for reports of abuse and/or neglect and 45 days for reports alleging financial exploitation unless the department can justify the need to extend the evaluative period.
- The District Attorney and/or local Law Enforcement must be notified by the Social Worker if evidence has been found during the course of an evaluation that a disabled adult has been abused, neglected, and/or exploited.
- If the Social Worker determines that the adult does not have the capacity to consent to protective services and has no one willing and able to act on their behalf, the department may initiate legal proceedings (e.g., protective orders) for the court to legally authorize the department of social services to provide specific services in place to the adult to prevent another occurrence of maltreatment.
- Protective Services to disabled adults varies and can range from the disabled adult consenting to receive In-Home Aide Services for bathing assistance to petitioning for legal guardianship to place the adult in a long-term care facility.
- The Adult Services Supervisor conducts weekly or bi-weekly staffing of all APS cases, reviews the APS records to verify all documentation and appropriate referrals have been completed with any follow ups needed, and assists with helping the Social Workers arrange for and/or delivery APS services.



**ACTIVITY JUSTIFICATION**

<b>Activity</b> <b>AT RISK CASE MANAGEMENT AND INDIVIDUAL AND FAMILY ADJUSTMENT SERVICES</b>	<b># of Employees:</b> <u>.63</u>	<b># of Full-time:</b> <u>.63</u> <b># of Part-time:</b> -0-	<b>Annual Cost:</b> <u>\$ 41,722</u>												
<b>Mandated by:</b> <b>State Statute-</b> N.C.G.S. 143B-153; N.C.G.S. 108A-14(3) <b>Administrative Rules-</b> 10A NCAC 71C; 10A NCAC 71R .0103(a)(6), .0919, .0104(1), .04030, .506(3), and .0101(3)	<b>County Cost:</b> <u>\$ 10,431</u>	<b>Federal / State Costs:</b> Federal- <u>\$ 31,292</u> State- <u>\$ -0-</u>													
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Crista Ramroop, Social Work Supervisor III</td> <td style="width: 40%;">4% Case Management Supervision</td> </tr> <tr> <td>Suzanne Nestor, Social Worker III</td> <td>18% Case Management</td> </tr> <tr> <td>Michelle Brake, Social Worker III</td> <td>18% Case Management</td> </tr> <tr> <td>Colleen Bell, Social Worker III</td> <td>20% Case Management</td> </tr> <tr> <td>Runella Hayes, Processing Assistant III</td> <td>1% Clerical Support</td> </tr> <tr> <td>Kimberly Hefner, Administrative Assistant I</td> <td>2% Medicaid Billing Support</td> </tr> </table> <p><u>Social Work Supervisor III (spends 4% of time on this program activity):</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the At-Risk Case Management/Individual and Family Adjustment Services Program and assigned program staff, which includes monitoring worker caseloads, workloads, and worker job performance to ensure agency compliance with state statues and state and agency policies in provision of services.</li> <li>- Receives, reviews and interprets changes in Medicaid and case management policies and procedures for assigned staff and provides assistance with complex case decision-making and problem-solving in client case situations.</li> <li>- Assists assigned staff with managing some case management duties in order to allow assigned staff to carry out their duties in other Adult Services programs they administer and still comply with the statutes and policies of the other programs.</li> <li>- Reviews At-Risk and Individual and Family Adjustment client records, conducts scheduled case staffing with assigned program staff, and analyzes workers' reports of service provision time to ensure records contain required program elements and to monitor staff job performance in arranging for and providing services.</li> </ul> <p><u>Social Worker III (2 positions each spend 18% and 1 position spends 20% in program activity):</u></p> <ul style="list-style-type: none"> <li>- Conducts a brief pre-screening (through office and/or home visits) with clients to assess client need(s) and determine which case management service (i.e., Medicaid At-Risk Case Management or Title XX-Individual and Family Adjustment Case Management Services) would be most appropriate service to address client needs or problems. In addition to assessing needs, the pre-screening tasks include, but are not limited to, identifying the adult client's Instrumental Activities of Daily Living (e.g., meal preparation, taking medication, money</li> </ul>				Crista Ramroop, Social Work Supervisor III	4% Case Management Supervision	Suzanne Nestor, Social Worker III	18% Case Management	Michelle Brake, Social Worker III	18% Case Management	Colleen Bell, Social Worker III	20% Case Management	Runella Hayes, Processing Assistant III	1% Clerical Support	Kimberly Hefner, Administrative Assistant I	2% Medicaid Billing Support
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Colleen Bell, Social Worker III	20% Case Management														
Runella Hayes, Processing Assistant III	1% Clerical Support														
Kimberly Hefner, Administrative Assistant I	2% Medicaid Billing Support														

At-Risk Case Management /  
Individual and Family Adjustment Services

management, etc.), ADL impairments (eating, dressing, bathing, etc.), verifying Medicaid coverage, and reviewing other case management services (e.g., mental health targeted case management) the adult might be receiving in order not to duplicate Medicaid case management services.

- Opens an active case record on each client whom the agency has received a signed state-required application requesting At-Risk or Individual and Family Adjustment Case Management services.
- Conducts a thorough adult functional assessment which includes evaluation of 6 domains of person's functioning (i.e., mental, social, financial, daily living activities in caring for self, etc) and assists the client and family, if available, in developing a specific Client/Family Service Plan that targets identified needs from the functional assessment and is aimed at assisting the client with understanding and addressing problems and conflicts in such areas as household management, family life, substance abuse, mental retardation, emotional disturbance, etc. to prevent or remedy at-risk problems that could lead to crisis situations and result in open protective services cases.
- Processes client service application, which entails documenting the need and eligibility for services and giving appropriate notices to the client.
- Locates, coordinates, and provides for agency and/or community services intervention with the adult client around the domains of safety and protection, food, housing, clothing, medical care, vocational needs, financial needs, and residential placement. Also includes monitoring the delivery of the services to determine if the adult client's needs are being met or to assist the client in modifying services, as needed.
- Conducts quarterly monitoring and annual reassessments via home visits, telephone calls, and department office visits to continue evaluating progress with the Service Plan and makes appropriate changes to accommodate client progress and/or change.
- Complies with record regulations found in 10A NCAC 71R. 0403 pertaining to maintaining confidentiality of records, annual assessments, termination of services, etc.

Processing Assistant III (spends 1% in program activity)

- This position receives and keys the weekly Worker Time Report data sheets with identifying client data and service code into the state's Services Information System (SIS) and highlights the client data for At-Risk Case Management for departmental billing of Medicaid reimbursement for the targeted case management service by the Administrative Assistant I.

Administrative Assistant I (spends 2% in program activity)

- This position receives the copies of the Worker Time Report sheets for which Medicaid At-Risk is highlighted to "flag" for Medicaid billing of worker time in the case management service. Based on the worker time, this position calculates the Medicaid billable units and keys the client data, unit of service and cost per unit of service into the state's Medicaid Billing System. This position receives a report back about the data entered from the state and this same position reconciles the report with the data entries made.

Justify Need for Each Position in Detail (use additional pages if necessary): Individual and Family Adjustment Services is a social work case management service that the Adult Services staff use to help adult individuals and their families deal with problems and concerns in the adult's life that, if not responded to with supportive counseling about the problem/concern or agency/community services, could adversely affect their welfare and result in a new or recurring Adult Protective Services and/or Guardianship situation. The case management service is also utilized for the Adult Services staff to monitor an adult's situation for awhile after the closing of an Adult Protective case to ensure that the any community resources the adult is using is stabilizing the adult and meeting his/her need.

At-Risk Case Management /  
Individual and Family Adjustment Services

- The At-Risk Case Management component is a specific case management service whereby the Adult Services staff can, if the adult meets all eligibility criteria, bill Medicaid for their case management time. Otherwise, staff time is billed under Social Services Block Grant (SSBG) funds that the N.C. Division of Social Services allocates to the department on an annual basis with over 60% being federally- funded, 7% state-funded and 25% county-funded. These two services are also utilized to serve the case management needs for clients who are signed up for the Special Assistance In-Home Program.
- The Department of Social Services began billing Medicaid for At-Risk Case Management in September 2009 and the number of clients certified under this case management service is gradually increasing and, in doing so, could grow another funding stream for the department’s provision of Adult Services.
- Clients are typically signed up for both case management services. Medicaid policy does not allow workers to bill for time spent in such activities as dictation and transportation to and from a client’s house. Client’s are signed up for Individual and Family Adjustment services in order to ensure that all the workers time spent with the client or coordinating services for the client is captured.
- In billing Medicaid for At-Risk Case Management Services, the department’s billing rate is \$11.50 per service unit. A service unit equates to fifteen (15) minutes of social worker time spent providing case management services to eligible clients.

<u>Fiscal Year</u>	<u># of Clients served by Individual &amp; Family Adjustment Services (billed under SSBG funds)</u>	<u># of Clients served by Individual &amp; Family Adjustment Services (billed under Medicaid At-Risk Case Management)</u>
FY 2009-2010	<u>40</u>	<u>5</u>
FY 2010-2011	<u>Avg. 38 for year</u>	<u>Average 7 for year</u>
FY 2011-2012	<u>34</u>	<u>18</u>
July- Dec. 2012	<u>34</u>	<u>17</u>

- Whether funded under the Social Services Block Grant or Medicaid At-Risk, the Adult Services staff providing the case management services is required to complete an 8 page functional assessment that covers an overview of the following functional areas: social, economic, physical, mental/emotional, environment, Instrumental Activities of Daily Living/Activities of Daily Living, and physical domains. A service agreement based on the needs identified in the functional assessment is then developed with the adult and his/her family if the family is involved in the adult’s life. The initial process can take up to 30 days from the time the client requests service to the completion of the assessment and the service plan. On average Social Workers will complete this process in 14-20 days. Multiple home visits, office visits, and/or telephone calls are required in order to complete a thorough assessment and evaluate client in their environment at different times/days.
- An average of 1-2 new cases are received a quarter with the most cases coming from termination of an Adult Protective Services evaluation. Cases are most often closed when a client enters placement, moves out of the county, or is not compliant with the service plan.
- Examples of tasks that one would see on a service plan include but are not limited to: linking and referring client to appropriate medical care, securing a Representative Payee, monitoring maintenance of household bills and spending, linking and referring to In Home Aide services, referring client to mental health treatment, linking and referring client to appropriate home accommodations, etc.
- Quarterly reviews are conducted at a minimum with the majority of client being seen more frequently than quarterly. Annual reassessments are completed at the year of service and require a new Functional Assessment. Quarterly and annual reviews are done in the home or office setting.

At-Risk Case Management /  
Individual and Family Adjustment Services

Supervisory Time Spent:

- Weekly or bi-weekly staffing of assigned cases with workers.
- Conducts and documents on second-party reviews of cases at a minimum of annually and the majority of cases quarterly.
- Facilitates the delivery of services by assisting with initial assessments when needed, screening calls, and making client contacts when needed.
- Communicates with Adult Program Representative for technical assistance on cases to maintain federal and state compliance with policies and procedures that govern the delivery of program services.
- Reviews the state Medicaid bulletin to identify and communicate to assigned staff and Director any changes in Medicaid policies that govern the At-Risk Case Management Program.
- Provides staff guidance and review on service plans monthly.
- Advises the Director on any significant program changes that impact service delivery or Medicaid reimbursement.



### ACTIVITY JUSTIFICATION

<b>Activity</b> <b>ADULT GUARDIANSHIP SERVICES</b>	# of Employees: <u>.33</u>	# of Full-time: <u>.33</u> # of Part-time: -0-	Annual Cost: <u>\$ 22,677</u>
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Mandated by: NCGS 108A-15 NCGS CHAPTER 35A	County Cost: <u>\$ 16,327</u>	Federal / State Costs: Federal- <u>\$5,669</u> State- <u>\$ 680</u>
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**Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:**

Crista Ramroop, Social Work Supervisor III	11% Guardianship Supervision
Suzanne Nestor, Social Worker III	10% Guardianship Case Mgt.
Michelle Brake, Social Worker III	10% Guardianship Case Mgt.
Wendy Whitaker, Processing Assistant III	1% Clerical Support/Front Office Reception
Runella Hayes, Processing Assistant III	1% Clerical Support/Data Entry

Social Work Supervisor III (spends 11% in this activity)

- Plans, organizes and supervises the daily operations of the Adult Guardianship Services Program and assigned program staff, which includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with state statutes and policies in provision of Adult Guardianship Services.
- Provides and/or arranges for initial, ongoing Guardianship training to assigned staff.
- Receives, reviews and interprets changes in federal and state Guardianship Services policies and procedures for assigned staff and provides assistance with required case decision-making and problem-solving in complex case situations.
- Assists assigned staff with managing some Guardianship cases, when needed and due to number of other Adult Services the assigned staff administers, to comply with state statutes and policies of this service program the other Adult Services programs.
- Assists assigned staff in service planning and working with agency attorney in preparation of court proceedings, which includes legal case consultation and testimony.
- Assists assigned staff during court proceedings to ensure complete and accurate testimony.
- Reviews guardianship case records to ensure records contain required program elements and to monitor staff job performance in arranging for and providing Guardianship Services.
- Develops and maintains a Central Registry and Master Index for all agency adult guardianships.
- Keeps agency Director informed on the status of the agency wards and any complex issues for which the Director needs to make the decisions (e.g., consent for surgery).
- Conducts an annual review and accompanying report to the Division of Aging and Adult Services on the number and types of agency guardianships, where the adult ward resides, and any update on private

## Adult Guardianship Services

and/or public guardianship bond coverage.

- Updates required information on adult wards in the legal care of the agency to request State blanket-bond coverage or terminate same coverage if the adult becomes deceased.
- Collaborates with private corporations and family members of adults who have been adjudicated incompetent and have court-appointed Guardians as Guardian of the Estate and/or General Guardians to help address any needs, problems or issues involving the adult to support the ongoing guardianship arrangement.

### Adult Guardianship Services (2 staff spend 10% each in program activity)

- Conducts formal Guardianship evaluations in situations where the agency has an open Adult Services case (e.g., Adult Protective Services, Payeeship case, general adult services cases, etc) on an adult with information that indicates the adult is mentally incompetent and unable to care for self without a legally authorized representative to make the necessary decisions and there is not an alternative option to Guardianship (e.g., becoming the adult's representative payee for monetary benefits).
- Recommends, subsequent to a guardianship evaluation and a written guardianship plan, if a guardian is needed or an alternative to guardianship is available. If guardianship is needed, the type of guardian (guardian of the person, of the estate or general/full guardianship) is identified and recommended.
- Works with agency attorney to file legal petitions for the adjudication of incompetence and need for appointment of a guardian either on an emergency basis and/or long-term permanent basis, depending on the urgency of the adult's need for a legally authorized representative.
- Prepares for, attends and provides court testimony as to the evidence for the adjudication of incompetence and the adult's need for a guardianship appointment.
- If appointed Guardian of an adult, the agency's Adult Services Social Work staff carry out the day-to-day duties and responsibilities as guardianship agent of the agency Director, which includes, but is not limited to, making face-to-face contact with the adult ward every 90 days to assess and ensure the adult's needs are being met; collecting, documenting and reviewing any information related to the adult's financial, medical, psychological, family, household circumstances that impact on or influences the care and welfare of the adult and to assist the agency Director in making decisions in complex issues (e.g., end-of-life decisions); identifying and arranging for any services to support the daily care and welfare of the adult; participating in treatment teams or care reviews with multidisciplinary teams; making decisions about the adult's place of residency; develops and updates written annual status reports on the condition of each ward, etc.
- Maintains an open and complete client guardianship record on each adult ward, whether the agency has had previous involvement with the adult or not, and contains information to support the legal basis of agency guardianship of the adult, as well as, any and all other information to demonstrate the administration of duties and responsibilities of the assigned guardianship.
- Submits annual ward status reports to the Clerk of Court as requested or ordered by the court.

### Processing Assistant III (two positions spend 1 % each in program activity)

- The first Processing Assistant position receives, documents and directs telephone calls and visitors to the agency related to guardianship cases to the Adult Services Social Work staff or the Supervisor/Director. Calls and agency visitors may also be requesting the department's assistance in adult guardianship matters.
- The same Processing Assistant is responsible for assigning state –required individual service ID numbers to

Adult Guardianship Services

the adult wards should the ward not already have an ID number. Individual client service ID numbers are tied to state-required worker day sheets and program funding.

The second Processing Assistant position is responsible for entering guardianship case data into the state computer system and retrieves state-generated guardianship reports. This position also enters the Social Worker's day sheet information into the state's Service Information System (SIS).

The second Processing Assistant also serves as "back-up" in clerical support to the first position.

Justify Need for Each Position in Detail (use additional pages if necessary): The purpose of Adult Guardianship Services is to act as a legally authorized representative of the adult to assist the adult who has been adjudicated incompetent in making decisions. Guardianship appointments are made by the local court. Statutory authority given to the county department of social services for guardianship can be found in N.C.G.S. 35A.

<u>FY 2009-2010</u>	<u>19 adult wards</u>
<u>FYI 2010-2011</u>	<u>13 adult wards</u>
<u>FY 2011-2012</u>	<u>13 adult wards</u>
<u>July -Dec. 30, 2012</u>	<u>12 adult wards</u>

\* Throughout many years and continuing, there are 2 Adult Services Social Workers who have been and are responsible for the case management of the adult wards for which the department has been appointed Guardian by the court. The supervisor assumes some of the case management duties when the assigned Social Work staff is assuming other job responsibilities.

- There are 2 fulltime Adult Services Social Worker positions at the Davie County Department of Social Services that provide guardianship case management services. These 2 positions are also responsible for providing the following adult and agency social work services: Adult Protective Services, Adult Home Specialist Services, At-Risk Case Management Services, SA In-Home Case Management Services while, at the same time, serving on a scheduled rotating basis with other agency Social Work staff in providing Emergency Services Intake and On-Call Services. Moreover, the two social work positions have been in operating in this capacity for approximately 25 years despite the increases in Adult Services' caseloads and program work requirements.
- In the wake of Local Management Entities (LMEs) changing to Managed Care Organizations (MCOs), the North Carolina General Assembly identified over four million dollars to continue the private guardianship contracts once held by the LMEs and to provide fiscal support to the DSSs for adult wards transferred into its legal care from the LMEs from July 1, 2011 through June 30, 2012. Davie County DSS did not receive any of the allocated fiscal support as its LME had not yet evolved into an MCO. Davie County DSS has acknowledged its support for the existing guardianship corporations who have the mental health expertise on staff to continue providing services needed to adult wards with severe and persistent mental illness and those adult wards who demonstrated potential for restoration of their competency.



**ACTIVITY JUSTIFICATION**

Activity <b>DSS IN-HOME AIDE SERVICE                  (Contracted Service with Davie                  County Health Department                  /Home Health Agency)</b>	# of Employees: <u>.08</u>	# of Full-time: <u>.08</u> # of Part-time: <u>-0-</u>	Annual Cost: <u>\$ 5,117</u>
Mandated by: <b>State Statute-</b> N.C.G.S. 143B-153; <b>Administrative Rules-</b> 10A NCAC 71R .0103(a)(11), .0911, .0101(19), .0201(3)(b), .0506(16) and 06A	County Cost: <u>\$ 640</u>	Federal / State Costs: Federal- <u>\$ 4,477</u> State- <u>-0-</u>	
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <p>Crista Ramroop, DSS Social Work Supervisor III      1% Service Referral and Program Supervisor                  Michelle Brake, Social Worker III      2% In Home Aide Case Management                  Suzanne Nestor, Social Worker III      2% In Home Aide Case Management                  Colleen Bell Social Worker III      2% In Home Aide Case Management                  Amy Correll, Processing Assistant III      1% Accounts Receivable/ Accounts Payable</p> <p>* The Davie County Home Health Agency utilizes a Registered Nurse and an average of 4.5 aides to assist in the provision of DSS In-Home Aide Services. Percentages of time of Home Health staff spent in program area are determined by Davie County Health Department/Home Health Agency.</p> <p><u>Social Work Supervisor III (spends approximately 1% in program activity)</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the DSS In-Home Aide Services Program and assigned program staff, which includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with program policies and requirements.</li> <li>- Accepts and reviews requests for In-Home Aide Services from county citizens, social services staff working with clients in need of this service, and from local community human service providers (e.g., Senior Services, Retired Seniors Volunteer Program, Home Health agencies, etc).</li> <li>- Communicates with the Davie County Home Health Nurse (RN) the client's need and eligibility for the In-Home Aide Service as part of the referral process for direct in-home aide assistance.</li> <li>- Assists the Home Health Agency, as needed, with setting up the eligible client In-Home Aide service record with state-required record components: referral information, completed Adult Functional Assessment, the state-required service application for services, verification of client eligibility, assignment of an individual client service I.D. number for claiming state reimbursement of services provided, and the In-Home Aide Client Service Plan authorizing the amount of hours per week of In-Home Aide services.</li> </ul>			

In-Home Aide Services

- Provides supervisory oversight and annual monitoring to provider agency by reviewing In- Home Aide records and workers report of time to ensure records contain required program elements.
- Receives and reviews monthly billing invoices from the Davie County Health Department/Home Health Agency to ensure accuracy and to track the program's expenditures.
- Provides the monthly billing invoices to the agency's Processing Assistant III to prepare and process for payment by the Davie County Finance Department and for the department of social services to claim state reimbursement of expenses via entry of program data into the State's Reimbursement System.

Social Worker III (3 workers spend 2% each in program activity)

- Receives service application or referral for In-Home Aide Services from the Adult Services Social Work Supervisor.
- Conducts a comprehensive initial assessment on each client referred using a face-to-face visit and determines the client's need and eligibility for service. Such determination is documented in writing in the client's record.
- Conducts quarterly reviews and annual reassessments with each client to ensure the In-Home Aide services being provided are meeting the client needs. The client service plans are updated and changed when necessary to reflect any changes in service delivery such as a change in amount of services needed and/or in service hours. Reviews cover the following six functional areas: mental, social, environmental, economic, and physical health status of the individual or family, as well as an individual's ability to perform activities of daily living (ADLs) and instrumental activities of daily living (IADLs). The reviews must be signed and dated by the professional responsible for assuring their completion.
- Reviews with client on an annual basis and in a face-to-face visit the cost sharing policy and procedures and the consumers recommended contribution amount.
- Works closely with Davie County Home Health to monitor client's provision of services. Obtains regular updates from RN regarding any issues that might arise with client while Aide is providing services.

Processing Assistant III (Position spends approximately 1% in program activity)

- Receives and reviews the monthly billing invoice from the department's Social Work Supervisor and assists the Supervisor in reconciling any identified discrepancies.
- Processes the billing invoices with appropriate coding to the department's account and provides same invoices to the Director for signatory approval.
- Makes copies of all invoices to retain the copies at the department and provide the originals to the Davie County Finance Department for processing of payments to the contractor.
- Enters the processed invoices on the department's Account Balance Worksheet
- Provides a copy of the billing invoice to the department's Administrative Officer to enter into the state's Fiscal Reimbursement System for county reimbursement of service provision.

Justify Need for Each Position in Detail (use additional pages if necessary): In-Home Aide Services are intended to assist individuals (both adults and children) and their families with attaining and maintaining self-sufficiency and improving quality of life. These supportive services assist individuals and families to maintain themselves in their homes as long as possible in order to:

1. Prevent or ameliorate conditions of abuse, neglect, exploitation and dependency,
  2. Prevent the deterioration of individuals' functional capacity and maintain, strengthen and safeguard family functioning,
  3. Avoid premature substitute care, family disruption, and unnecessary out-of-home placement,
  4. Support the return from substitute care.
- The intent in utilizing the In-Home Aide Service is to assist, but not replace, family members in carrying out their caretaking responsibilities for loved ones needing care and support in independent or familial living arrangements and to prevent premature out-of-home placements.
  - With State In-Home Aide Service funding being a capped funding source, however, the department of social services has started a waiting list to contain program costs. As of December 30, 2012, there were no individuals on the In-Home Aide Service waiting list.

Fiscal Year	Total Number of Clients Served
<u>FY 2009-2010</u>	<u>Between 8-13</u>
<u>FY 2010-2011</u>	<u>Between 9-11</u>
<u>FY 2011-2012</u>	<u>Between 11-15</u>
<u>July-Dec. 2012</u>	<u>Between 10-12</u>



**ACTIVITY JUSTIFICATION**

Activity <b>SPECIAL ASSISTANCE / IN-HOME ( SA/IH ) CASE MANAGEMENT</b>	# of Employees: <u>.74</u>	# of Full-time: <u>.74</u> # of Part-time: -0-	Annual Cost: <u>\$ 49,411</u>												
Mandated by: <b>Federal Statutes-</b> P.L. 92-603; 93-66; 95-565; & 95-585 <b>State Statutes-</b> NCGS 108A-40 NCGS 108A-47.1, revised by SL 1012-142; NCAC 10A 71R.0403	County Cost: <u>\$ 35,576</u>	Federal / State Costs: Federal- <u>\$ 12,353</u> State- <u>\$ 1,482</u>													
<p>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Crista Ramroop, Social Work Supervisor III</td> <td style="width: 50%;">13% of SA/IH Case Management Supervision</td> </tr> <tr> <td>Colleen Bell, Social Worker III</td> <td>15% of SA/IH Case Management</td> </tr> <tr> <td>Suzanne Nestor, Social Worker III</td> <td>20% of SA/IH Case Management</td> </tr> <tr> <td>Michelle Brake, Social Worker III</td> <td>20% of SA/IH Case Management</td> </tr> <tr> <td>Kimberly Hefner, Administrative Assistant I</td> <td>5% of Medicaid Billing for SA/IH CM</td> </tr> <tr> <td>Wendy Whitaker, Processing Assistant III</td> <td>1% of Clerical Support</td> </tr> </table> <p><u>Social Work Supervisor II (spends 13% in program activity):</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Special Assistance In-Home Program and assigned program staff, which includes monitoring worker caseloads, workloads, and worker job performance to ensure agency compliance with state statues and state and agency policies in provision of services.</li> <li>- Receives, reviews and interprets changes in Medicaid and case management policies and procedures for assigned staff and provides assistance with required case decision-making and problem-solving in complex case situations.</li> <li>- Assists assigned staff with managing some case management duties in order to allow assigned staff to carry out their duties in other Adult Services programs they administer and still comply with the statutes and policies of the other programs.</li> <li>- Conducts second-party reviews of Special Assistance In-Home records and workers report of time to ensure records contain required program elements and to monitor staff job performance in arranging for and providing services.</li> <li>- Works with the Special Assistance/Medicaid Supervisor in developing, revising and implementing with assigned staff the program referral form as a documented communication mechanism for coordination of Income Maintenance tasks and Social Work functions in provision of the program.</li> <li>- Monitors slots assigned to the county from the N.C. Division of Aging and Adult Services for SA In-Home Services.</li> <li>- Maintains and updates the SA In-Home Program waiting list in accordance with state requirements.</li> </ul>				Crista Ramroop, Social Work Supervisor III	13% of SA/IH Case Management Supervision	Colleen Bell, Social Worker III	15% of SA/IH Case Management	Suzanne Nestor, Social Worker III	20% of SA/IH Case Management	Michelle Brake, Social Worker III	20% of SA/IH Case Management	Kimberly Hefner, Administrative Assistant I	5% of Medicaid Billing for SA/IH CM	Wendy Whitaker, Processing Assistant III	1% of Clerical Support
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Michelle Brake, Social Worker III	20% of SA/IH Case Management														
Kimberly Hefner, Administrative Assistant I	5% of Medicaid Billing for SA/IH CM														
Wendy Whitaker, Processing Assistant III	1% of Clerical Support														

SA In-Home Case Management

- Completes and submits a monthly report to the N.C. Division of Aging and Adult Services that summarizes program usage, including terminated and/or pending cases.

Social Worker III (1 position spends 15% of time in program activity, two positions spend 20% each in program activity):

- Receives and reviews assigned client referral for the SA In-Home Program and contacts the Income Maintenance Caseworker regarding the status of client eligibility for Medicaid.
- Conducts an initial face-to-face visit with the adult within 10 days of receiving the referral at the adult's private living arrangement and assesses the adult's daily functioning abilities and support persons to determine the adult's ability to live safely at home if additional services are put in place. Multiple visits and contacts with the adult's family are sometimes needed to complete the assessment and develop a Client Service Plan.
- Opens an active case record on each client with the processing of a state-required social services client application and obtaining a state-required individual service ID number for the client, which is tied to the worker's provision of services to the client, including worker time.
- Maintains ongoing communication with the Special Assistance/Adult Medicaid Income Maintenance Caseworker to assist in providing client information used in determining eligibility and assisting clients in obtaining specific paperwork (i.e., FL-2) from the adult's primary care physician to complete application.
- Develops with the adult a Client Service Plan that identifies the services the adult needs to purchase, using Special Assistance funds, to maintain a private and independent living arrangement. Such services an adult can purchase includes, but is not limited to, labor and materials for home repair work; personal care aide to assist with bathing, cooking, housekeeping; installation and monitoring costs of a home Life Alert system; additional hours of community support from mental health provider; an appliance such as stove or refrigerator, etc. SA In-Home payments can also be used to assist with housing costs, utilities, medication co-pays, nutritional supplements, etc.
- Works with SA/ Medicaid Income Maintenance Unit to authorize client monthly payment amounts based on identified client needs.
- Assists clients in locating needed services, coordinating the delivery of those services and monitoring the adequacy of the services.
- Conducts quarterly monitoring and annual reassessments with the adult client to evaluate progress with the Service Plan and makes appropriate changes to promote client progress to continue living safely at home. Also, verifies by review of client receipts that monies are being spent on keeping client safely in the home.
- Completes quarterly expenditure reports that are sent to the N.C. Division of Aging and Adult Services.
- Complies with record regulations found in 10A NCAC 71R. 0403 pertaining to maintaining confidentiality of records, annual assessments, termination of services, etc.

Processing Assistant III (this position spends 1% of time in program activity):

- Receives and routes telephone calls and persons coming into the department about the SA In-Home Services to assigned program staff.
- Assists SA In-Home Case Management staff with conducting a state computer search for existing individual service ID numbers and assigning a state-required service ID number if none exists (the individual Service ID number is attached to social work program funding), and assigning a county case number to the client case.

## SA In-Home Case Management

Administrative Assistant I (this position spends 5% in program activity)

- Takes SA In-Home Case Management staff's weekly time sheet with program service code and time spent in service provision to convert to Medicaid-billing rate and enters in rate in the Medicaid computer system for Medicaid reimbursement of worker time.
- Tracks and reports the Medicaid revenue generated from SA In-Home Case Management services to the agency's Administrative Officer and Director.

Justify Need for Each Position in Detail (use additional pages if necessary): 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 services at home. Established in September 2000 as a demonstration project, NC Session Law 2012-142 requires county participation by all county departments of social services.

- \* Individuals who wish to receive an SA/IH payment must be eligible for full Medicaid, have a medical form (FL-2) indicating a need for Adult Care Home level of care and signed by a licensed physician, and have an assessment and service plan that indicates the individual can live safely at home with services and the SA/IH payment.

<u>Fiscal Year</u>	<u>Total # of Cases</u>	<u>No. on Waiting List</u>	<u># of Adult Services Staff</u>
<u>2009-2010</u>	<u>14</u>	<u>N/A</u>	<u>2</u>
<u>2010-2011</u>	<u>17</u>	<u>N/A</u>	<u>2.5</u>
<u>2011-2012</u>	<u>17</u>	<u>9</u>	<u>2.5</u>
<u>July -Dec. 2012</u>	<u>17</u>	<u>9</u>	<u>2.5</u>

- \* NC Session Law 1012-142 revised NCGS 108A-47.1, Special Assistance In-Home Payments, to equalize the SA In-Home (SA/IH) recipient payments with Special Assistance (SA) payments for adult individuals living in adult care homes. Previously, SA/IH maximum payments were up to 75% of the amount an individual would financially be eligible for if he/she resided in an adult care home. The Session Law 1012-142 allows payments up to 100% of the amount an individual would financially be eligible for if he/she resided in an adult care home. Payment amounts to clients of the SA/IH are based on the Adult Services Social Worker's assessment of the client's financial needs and individual service plan.
- \* The Davie County Department of Social Services has a total of 17 program slots and does not intend to add additional slots unless mandated by the NC General Assembly and required by the NC Division of Aging and Adult Services.
- \* Since April of 2011 the agency has maintained a waiting list for this program. There are currently 9 adults on the agency waiting list for the SA In-Home Program.
- \* There are 2 Fulltime Adult Services Social Workers and a percentage of 1 fulltime Social Work position that are responsible for administering the Special Assistance In-Home Case Management Service. The case management time of the Social Work staff providing this service is billed under Medicaid At-Risk.



## ACTIVITY JUSTIFICATION

Activity  <b>ADOPTION SERVICES</b>	# of Employees: <u>.52</u>	# of Full-time: <u>.52</u> # of Part-time: <u>-0-</u>	Annual Cost: <u>\$ 30,721</u>
Mandated by: P.L. 95-608, P.L. 96-272, P.L. 99-514, P.L. 103-382 (Part E), P.L. 104-188, P.L. 105-89, P.L. 106-169, P.L. 109- 171, P.L. 109-248, NCGS-Chpt. 48, NCGS 108A-14 (6), NCGS 131D-10.1 et seq., NCGS 110-57.1 et. seq., NCGS 7B 3800-3806, NCGS 108A-49, NCGS 108A-50, 10A NCAC 70C, 10A NCAC 70M	County Cost: <u>\$ 15,975</u>	Federal / State Costs: Federal- <u>\$ 14,746</u> State - <u>\$ -0-</u>	
<p>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</p> <p>Annie Hickerson, Social Work Supervisor III                      10% Adoptions Services Supervision          Jaimee Lowman, Social Worker III                                      40% Adoption Case Management          Kim Brown, Social Worker III    2% Adoption Case Management</p> <p><u>Social Work Supervisor III (spends 10% in this program activity):</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the agency's Child Adoption Program and assigned program staff, which includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with federal and state-set statutes in providing adoption services [P.L. 96-272, , P.L. 95-608, P.L. 105-89, P.L. 106-169, P.L. 109-248, NCGS-Chpt. 48, NCGS 108A-14 (6), NCGS 131D-10.1 et seq., NCGS 131D-10.1 et seq., 10A NCAC 70M]</li> <li>- Provides and/or arranges for initial, ongoing Adoption training and cross-over Child Welfare training to assigned staff as required by state statutes and program policies [P.L. 96-272, P.L. 103-382 (Part E), P.L. 105-89, NCGS-Chpt. 48, 10A NCAC 70M]</li> <li>- Receives, reviews and interprets changes in federal and state Adoption Program policies and procedures for assigned staff and provides decision-making and problem-solving assistance in complex case situations [P.L. 96-272, P.L. 105-89, NCGS-Chpt. 48, 10A NCAC 70M]</li> <li>- Ensures that the agency makes available current information for prospective adoptive families about children who need adoptive placements and have procedures in place to refer prospective adoptive families to other placement resources [P.L. 96-272, P.L. 103-382 (Part E), P.L. 105-89]</li> <li>- Ensures the agency's compliance with Interstate Adoption case supervision and monitors workload of staff supervising interstate adoption placements [NCGS 110-57.1 et. seq., NCGS 7B 3800-3806, 10A NCAC 70C]</li> </ul>			

Adoption Services

- Develops, reviews, updates, maintains the agency's written recruitment plan for adoptive families that reflects ethnic and racial diversity of children in need of foster care and adoptive families [P.L. 96-272, P.L. 103-382 (Part E), P.L. 104-188, P.L. 105-89, 10A NCAC 70M]
- Uses and models for assigned staff a collaborative approach in adoption planning processes which includes preparation of the child in the planning as well as collaborative decision-making in adoption decision-making matters (e.g., use of an agency Adoptions Committee) [P.L. 105-89, 10A NCAC 70M].
- Develops, reviews, updates and maintains the agency's written protocol and procedures to respond to adoption disruptions or dissolutions. Such a plan includes the tracking and reasons for adoption disruption and dissolutions [10A NCAC 70M].
- Monitors program staff's assistance to adoptive families at pre-adoption and post-adoption stages through such methods as case record reviews and individual case staffing. These methods also used to monitor agency and staff compliance with federal and state statutes and administrative laws governing Adoption Services [P.L. 96-272, NCGS-Chpt. 48, NCGS 108A-14 (6), NCGS 131D-10.1 et seq., 10A NCAC 70M]
- Reviews, approves and ensures compliance of Title IV-E federal funding forms and ongoing adoption assistance payments and reports information to the state and federal government during biennial review periods (with October 2010-March 2011 being the most recent review period) [P.L. 105-89, P.L. 106-169, P.L. 109-171, P.L. 109-248, NCGS 108A-49, NCGS 108A-50]
- Reviews, approves and ensures compliance the expenditures relating to costs associated with Adoption including: adoption fees, court costs, attorney fees and other expenses directly related to the legal adoption of a child with special needs [P.L. 99-514].
- Monitors Adoption Assistance expenditures to ensure compliance with federal and state statutes; there are approximately 25-30 Adoption Assistance expenditures per month [P.L. 96-272, P.L. 106-169, P.L. 109-171, P.L. 109-248, P.L. 109-248, NCGS 108A-49, NCGS 108A-50].
- Reviews documentation related to legal relinquishments from the birth parents/legal guardians to ensure there is a thorough understanding of relinquishment and right to consent to adoption. Such reviews facilitate supervisory consultation with agency attorney on adoption cases and ensure proper and legal procedures are being followed [P.L. 96-272, 10A NCAC 70M].

Social Work Positions (1 position spends approximately 40% and 1 position 2% in program activity):

- Works with the agency attorney, parent attorney(s), assigned foster care social worker to the child and others, as needed and requested, in the legal processes of parental relinquishment and consent for adoption to ensure proper documentation is obtained for the agency to assist prospective adoptive parents and adoptive children in receiving adoption services.
- Provides Pre-Adoption services that includes but is not limited to conducting an extensive assessment of each adoptive child, developing a child-specific plan for recruitment of an adoptive placement for each adoptive child, conducting thorough assessments and home studies of potential adoptive placements including federally-required background checks, informing prospective adoptive parents on their rights and responsibilities in the Adoption process and procedures, etc.
- Provides Adoption Placement Services that involves coordinating and arranging for pre-placement visits between adoptive children and their prospective adoptive families and includes all parties- the child, foster parents, adopting parents and the child's assigned foster care social worker. Such visits also includes the sharing of all available information about the adoptive family and adoptive child to ensure an appropriate adoptive placement, the identification of community service resources to support the adoptive child and families, and to schedule the actual placement date and plan for post-adoption agency visits.
- Works with the agency attorney, adoptive parent's attorney and the Clerk of Court and submits required documentation and reports for the issuance of the final Decree for Adoption.

## Adoption Services

- Provides Post-Adoption Services that includes both direct and indirect contacts with the adoptive child and their family to ensure regular and ongoing support and to monitor the adjustment and progress of the placement, as well as, to identify and refer families to any further community services or professional supports needed to sustain the adoption.
- Responds to adoption disruptions and dissolutions and includes arranging for counseling for the child to understand the reason the adoption ended and adjust to the change and to assess the child's needs and readiness for future adoptive placement.
- Completes initial documentation of eligibility for adoption assistance funding prior to the completion of the legal adoption and reviews eligibility with prospective adoptive families in compliance with state and federal statutes.
- Oversees entry of information on adoption assistance payments into the state automated payments system for the monthly adoption assistance payments for all children adopted under the Federal and State guidelines.
- Administers adoption assistance vendor payments (paid from federal and state funding sources) in situations where families have adopted children with special conditions that existed prior to adoption and incurred treatment expenses related to the special or handicapping conditions not covered by Medicaid.

Justify Need for Each Position in Detail (use additional pages if necessary):

**Adoption is the method provided by law to establish the legal relationship of parent and child between persons who are not so related by birth, with the same mutual rights and obligations that exist between children and their birth parent. The primary purpose of adoption is to help children whose parents are incapable of assuming or continuing parental responsibilities to legally become part of a new permanent family.** Goals of Adoption Services are to: (1) ensure timely permanence for children through legal adoption, (2) ensure that each child, regardless of race, age, ethnicity or handicapping condition has an opportunity for placement in a permanent family, (3) prepare and assist children in their transition to an adoptive family, (4) support and strengthen the adoptive family by providing identified services/resources to all members of the adoption triad, and (4) provide post adoption services to optimize family functioning to prevent dissolution of adoption.

Fiscal Year	Finalized Adoptions	Post Adoption Services	Adoption Assistance Cases
FY 2009-2010	5	13	80
FY 2010-2011	0	13	76
FY 2011-2012	9	16	86
July-December 2012	2	23	91

- Like other county departments of social services, the Davie County Department of Social Services continues to receive state-funded incentive allocations when the agency surpasses an established baseline for adoptive placements. In calendar year 2012, the Davie County Department of Social Services received \$50,400 due to the agency continuing to exceed its baseline number for adoptions. Use of the state-allocated funds is applied toward promoting future adoptions that are directed toward efforts to help remove barriers for children who are currently eligible for adoption. Thus far, the Department has utilized this funding source, currently named the Adoption Promotion Fund (previously named the Special Children Adoption Fund), to purchase contract legal services for children in the custody of Davie County in order to increase the processing time of adoptions.



**ACTIVITY JUSTIFICATION**

Activity <b>CHILD PROTECTIVE SERVICES (CPS)</b>	# of Employees: <u>5.82</u>	# of Full-time: <u>5.82</u> # of Part-time: -0-	Annual Cost: <u>\$ 344,311</u>
Mandated by: <b>Federal Delegated Authority</b> - Titles IV-B; IV-E; XX of the Social Security Act, Child Abuse Prevention & Treatment Act (P.L. 93-247); Keeping Children Safe Act of 2003(P.L. 108-36); Adoption and Safe Families Act of 1997(P.L. 105-89) <b>State Statutes</b> -NCGS 108A-14 (11), NCGS 7B 100-1414,NCGS 131D-10.6A(b), <b>Administrative Rule</b> -10A NCAC 70A.0112	County Cost: <u>\$ 185,928</u>	Federal / State Costs: Federal- <u>\$ 154,940</u> State- <u>\$ 3,443</u>	
Each Employee, Job Title, Duties / Responsibilities of Position in the Activity: Melissa Hill, Social Work Supervisor III                      90% Child Protective Services (CPS) Supervision Courtney Springer, Social Worker III                              90% CPS Carrie Nelson , Social Worker III                                      90% CPS Aubrey Draughn, Social Worker III                                      90% CPS Jennifer Mann, Social Worker II    90% CPS Danielle Brown, Social Worker III    90% CPS Wendy Whitaker, Processing Assistant III                              17% Clerical Support/Front Office Reception Runella Hayes, Processing Assistant III                                  20% Clerical Support/Data Entry Kim Hefner, Administrative Assistant I                                      5% Administrative Support  <u>Social Work Supervisor III (spends 90% in this program activity)</u>  - Plans, organizes and supervises the daily operations of the Child Protective Services (CPS) Program and assigned program staff, which includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with federal and state statutes in responding to reports of child maltreatment as well as providing Child Protective Services and In-Home Services to families with children. - Provides the state-required, two-level decision-making in screening CPS reports received into the agency and documenting in a CPS Master Log the screening decisions. - Assigns accepted CPS reports to assigned staff. - Provides and/or arranges for initial, ongoing and cross-over Child Welfare training to assigned staff.			

Child Protective Services

- Receives, reviews and interprets changes in federal and state Child Protective Services policies and procedures for assigned staff and provides required two-level case decision-making and problem-solving in complex case situations.
- Creates electronic and secured CPS records on new client cases.
- Assists assigned staff in serving as a multidisciplinary team member at the Dragonfly House.
- Assists assigned staff in working with agency attorney in preparation of court proceedings, which includes developing and reviewing staff court petitions, reports, and engaging in legal case consultation and preparation for court testimony.
- Assists assigned staff during court proceedings to ensure complete and accurate testimony.
- Conducts second-party reviews of staff-assigned client records to ensure agency compliance with federal and state program policies and procedures.
- Reports and advises agency Director on high risk and volatile Child Protective Services situations as well as program and staffing needs.
- Schedules the agency's on-call duty with all social work staff and provides on-call supervision, on a scheduled and rotating basis with the Foster Care Supervisor and Adult Services, to the social work staff assuming emergency on-call duty.
- Provides informational presentations about Child Protective Services to various community organizations such as the local school system.

Child Protective Services Staff (five positions spend 90% each in this program activity)

- Receives, documents and screens with assistance of agency supervisor or director alleged reports of child abuse, neglect and/or dependency.
  - Conducts Child Protective Services (CPS) investigations and family assessments within statutory time frames for initiation of same reports and provision of services needed to prevent recurrence of child maltreatment. Such investigations and assessments must focus on the safety of all children who reside in the home. Face to Face interviews must be completed with all parent/caretakers living in the home. In addition to all other adults living in the child's home. Sometimes the person alleged to have abused and/or neglected child/children does not reside in the home. An interview is also required to be done with the alleged person who does not reside in the child's home.
  - Schedules child medical and/or psychological evaluations and provides or arranges transportation for children to same evaluation(s) at the Dragonfly Children's Advocacy Center.
  - Staffs Child Protective Services cases as a multidisciplinary team member of the Dragonfly Child Advocacy Center.
  - Maintains required documentation in the child's CPS case record which must include CPS assessment activities such as interviews, collateral contacts, review of county agency records, central registry checks, criminal record checks, written Safety Assessments, Risk Assessment, Strength and Needs Assessment, and Case Decision Summary. Also, the case record must contain such activities as court orders, child and family team meeting documentation, service plans and service provision narratives.
  - Arranges for, provides and monitors involuntary CPS In-Home Services to families with children to remedy abuse and neglect issues that contribute to child maltreatment and assists children in remaining safe within their own homes. Frequency of face-to-face monitoring with the family and child/children are dependent on the level of child safety risks for repeat maltreatment.
- Assesses and monitors identified kinship care placements for child safety when a child (ren) cannot remain safe within their own home but a resource person has been identified by the family to care for

Child Protective Services

the child (ren) to prevent foster care placement.

- Coordinates and schedules child and family team meetings with a trained facilitator to develop child safety service plans.
- Removes children from their primary caretakers and works with other agency staff to move children into foster care when no other alternatives exist to ensure child safety.
- Makes referrals to the District Attorney and/or law enforcement when a report requires both DSS and law enforcement involvement.
- Develops written court reports with supporting evidence in legal case consultation with agency attorney and in court testimony.
- Assumes emergency services intake duties during business hours and emergency on-call duties on a scheduled and rotating basis with other agency social work staff, which can include foster care program involvement.
- Attends school truancy court as needed and responds to court orders to accept children into care and/or offer alternatives to foster care.

Processing Assistant III (one position spends 17% and one position spends 20 % in program activity)

- Receives and routes telephone calls and persons coming into the department to report child maltreatment to assigned Social Work staff for the reporter to be interviewed and the report documented.
- Receives and distributes faxed Child Protective Services information to the Child Protective Services Supervisor or her designee to ensure prompt response to the information.
- Assists in creating new Child Protective Services case in electronic format and scanning client information into existing CPS cases that have been scanned into the agency's document imaging/document management system.
- Conducts a state computer search for existing individual client ID service numbers and assigning the required service ID number if none exists (the individual Service ID number is attached to social work program and funding source), and assists in assigning a county case number to new Child Protective Services case.
- Assists the Social Work staff in preparing written notification letters with postage for outgoing mail.
- Second PA position also enters multiple Child Protective Services data (e.g., individual service ID numbers) into the State's Services Information System (SIS) and Multiple Response System (MRS) as well as the Social Work staff's daily work time sheets into the SIS system for reimbursement of agency time in providing CPS. This position also assists the CPS Supervisor in recording the required information related to "screened-out" CPS reports.

Administrative Assistant I (spends approximately 5% in Administrative Support)

- The Administrative Assistant I position assists the agency Director in managing the agency's contracts in relation to purchasing forensic individual and family psychological assessments and therapy as court-ordered for Child Protective Services and Foster Care cases. This same AA I position also monitors the contract expenditures on a monthly basis to determine if the contractors' billing statements are allowable charges within the scope of contracted work and determined rates for services. If charges are not accurate, this position contacts the CPS Supervisor and/or vendor to resolve any charges or payment issues. Once the billing statements are verified by this position as accurate, the AAI processes each billing statement for Director approval and forwards the information onto the Davie County Finance Office for payment processing.

This position also works closely to advise the Director on contract expenditures in the event a contract needs to be amended, if funds are available from other sources or to advise the CPS Supervisor of the depletion of funds.

Justify Need for Each Position in Detail (use additional pages if necessary): Protective services are legally mandated, non-voluntary services for families that encompass specialized services for maltreated children (abused, neglected, and/or dependent) and those who are at imminent risk of harm due to the actions of, or lack of protection by, the child’s parent or caregiver. Child Protective Services, provided by County Departments of Social Services, are designed to protect children from further harm and to support and improve parental/caregiver abilities in order to assure a safe and nurturing home for each child. The County Department of Social Services’ foremost responsibility is to protect the child and to assure a safe environment. These positions represent the “first responders” to reports of child abuse and neglect. They require the highest skill level of Social Work positions and the consequence of error in this position could be serious injury or death to children or injury to themselves. These Social Workers do most of their work in clients’ homes and are exposed to risk from potentially violent, mentally ill persons and persons involved in criminal activity. The requirements to make contacts in homes, schools and other community areas also expose them to risk in the form of structurally unsound dwelling, aggressive animals and communicable diseases.

**OVERVIEW OF CHILD PROTECTIVE SERVICES DATA**

<u>Fiscal Year</u>	<u>Total CPS Reports to DSS</u>	<u>Total CPS Reports Accepted for Investigation/Assessment</u>	<u>Total CPS Reports Screened Out</u>	<u>Total # of Children Served by CPS</u>	<u>Total # of CPS In-Home Service Cases</u>	<u>Total # of Social Work Staff in CPS Unit</u>
2009-2010	530	277	253	668	63	4
2010-2011	455	271	184	542	69	4
2011-2012	578	311	267	643	86	4
July -Dec 2012	234	129	104	224	35	5

\* Screened out CPS reports mean that the information reported to the agency did not meet the statutory definitions of child abuse, neglect or dependency. However, the department is cognizant to inform reporters of screened out child protective services reports of any community services and resources that may be available to help the family (e.g., parenting classes through various community and faith-based organizations).

**CHILD PROTECTIVE SERVICES- SOCIAL WORKER JOB FUNCTIONS AND DESCRIPTION**

<b><u>CPS Work Functions</u></b>	<b><u>Estimated Worker Time</u></b>	<b><u>General Overview and Description of Worker Tasks</u></b>
Receipt of CPS Report	1 hour	Interview Reporter and document information on a State-required 9-page CPS report.
Screening and Determination of Agency Response Time	5 minutes-30 minutes	Depends on severity of the child’s reported situation to the agency.
Initiation of CPS Report	Immediate to 72 hours	Immediate Response if child (ren) is at imminent risk of death or irreparable harm; 24 Hour for abuse reports, 72 Hour Response for all other reports (e.g., neglect). Can include coordination with law enforcement.
Assessment of Child Safety at initiation of report.	Between 3-4 hours to 6-8 hours	Worker assesses safety of each child in the home and includes interviews with parent(s), child (ren), and any other household members.
Child Placement Decision	Between 3-4 hours to 6-8 hours	If child(ren) found they can remain in their own home, safety plan is completed with caretakers. Otherwise, the Social Worker has to arrange for child placement with a relative to the child or brought into Foster Care with coordination of Foster Care social work staff.
Case Record Documentation	2-6 hours typewritten documentation; Completion of a Assessment 30-45 days	Documents in the child’s CPS case record include CPS Structured Intake form, CPS assessment activities, such as interviews, collateral contacts, review of county agency records, central registry checks, criminal record checks, written Safety Assessments, Risk Assessment, Strength and Needs Assessment, Case Decision Summary, court orders, child and family team meetings, and service provision. The progress of the family in achieving their goals, and efforts the agency has made to maintain the child/children in their home, or reunite the child with their family or provide timely permanence for the child/children when they cannot be returned home.
Case Decision and Notifications	3-4 hours	Includes case reviews and staffing with supervisor to determine a case decision. This includes identifying any agency/community services the family needs and make referrals, as well as, develop and send notifications to the reporter, parent and/or caretaker. If the case is substantiated or found to be In Need of Services the case is transferred for involuntary CPS In Home Services.
Case Decision and Notifications	3-4 hours	Includes case reviews and staffing with supervisor to substantiate or unsubstantiated the reported allegations, identify any agency/community services the family needs and

make referrals, as well as, develop and send notifications to the reporter, family, and any other person(s) the agency deems appropriate.

### **Provision of In-Home Services**

- There are generally two (2) Child Protective Services Social Workers who provide the majority of CPS In-Home Services but they are also required to initiate and conduct family assessments in response to Child Protective Services reports when received into the department and the other Child Protective Services workers are unavailable.
- The Child Protective Services Social Work staff providing In-Home Services is required to meet with all parents and children residing in the child's home within 7 days of a case decision of substantiation or services needed. The estimated home visits with families can last about 2 hours. The number of home visits per month varies. A High Risk Level requires weekly face-to-face contact with the family. A Moderate Risk Level requires that the children and their parents or primary caretakers shall be seen face to face two times per month.
- The Social Worker is further required to arrange, coordinate with the family and a trained facilitator, and to conduct a Child and Family Team Meeting within 30 days of the case decision for the purpose of developing an In-Home Service Agreement to identify and implement specific services with the family to prevent a recurrence of child maltreatment. The time to arrange, coordinate and conduct such meetings varies but averages 8 to 15 hours within a week.
- The Social Worker conducts state-required Risk Reassessments and Strength and Needs throughout the open CPS In-Home Services case. These are required at the time of the Family Services Agreement, whenever a significant change occurs within the family, and within 30 days prior to case closure. Case closure requires a two-level (supervisor-social worker) case review and staffing to determine if the family is willing and able to provide a safe home when the department is no longer involved. This activity can last 1-2 hours.

### **Supervision (estimated work time):**

- 84 % spent in case staffing, CPS report screening, case record reviews, reviewing and interpreting CPS program policy for agency staff, training and evaluating assigned social work staff.
- 2.5% spent in data entry of CPS information into two state computer systems (i.e., Central Registry and MRS).
- 2.5% spent with assigned staff in court hearings related to Child Protective Services cases where the department has petitioned the court for adjudication of abuse, neglect and/or dependency.
- 2.5% spent responding to or following up on client/family concerns and/or questions.
- 2.5% spent working as a multidisciplinary team member on the Child Advocacy and Community Child Protection/Child Fatality Teams.



Activity <b>FOSTER CARE FOR CHILDREN (CASE MANAGEMENT SERVICES)</b>	# of Employees: <u>5.11</u>	# of Full-time: <u>5.11</u> # of Part-time: -0-	Annual Cost: <u>\$ 280,813</u>
Mandated by: <b>Federal Delegated Authority-</b> Titles IV-E; IV-B; XX of the Social Security Act; CAPTA(P.L. 93-247), <b>State Statutes-</b> N.C.G.S. 108A-48; N.C.G.S. 108A-49; 45, N.C.G.S. 143B-153(2)(d) <b>Administrative Rule-</b> 10A NCAC 70D	County Cost: <u>\$ 148,831</u>	Federal / State Costs: Federal- <u>\$ 131,982</u> State- <u>\$ -0-</u>	

**Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:**

Annie Hickerson, Social Work Supervisor III	79% Foster Care Case Management Supervision
Kimberly Brown, Social Worker III	88% Foster Care Case Management
Alisha Uribe, Social Worker III	75% Foster Care Case Management
Jamiee Lowman, Social Worker II	38% Foster Care Case Management
Jaclyn Smith, Social Worker III	88% Foster Care Case Management
Kimberly Jimerson, Community Social Services Technician	95% Foster Care Support Services
Wendy Whitaker, Processing Assistant III	5% Clerical/Reception Support
Runella Hayes, Processing Assistant III	3% Clerical/ Data Entry Support
Kimberly Hefner, Administrative Assistant I	40% Fiscal Support

**Social Work Supervisor III( spends 79 % in Foster Care Case Management Supervision):**

- Plans, organizes and supervises the daily operations of the agency's Child Foster Care Program and assigned program staff, which includes monitoring worker caseloads, workloads and job performance to ensure agency compliance with federal and state statutes and state policies in providing temporary substitute care to a child who must be separated from his or her own parents or caretakers when the parents or caretakers are unable or unwilling to provide adequate protection or care. [P.L. 105-89; NCGS 104A-14 (11, 12)]
- Organizes the monthly Permanency Planning Action Team meetings, which includes preparation of time, space, notifications to community agencies appropriate to the planning process, foster child case staffing decisions, review of state mandated forms, and supervision of the meetings. [P.L. 105-89; P.L. 96-272]
- Provides on-call supervision, on a scheduled rotating basis (6 months per year) with the Child Protective Services Supervisor, to the social work staff assuming emergency on-call duty for situations of Child and Adult Protective Services, Foster Care Services, and related emergency services needs of the residents of Davie County.

Foster Care Case Management

- Provides and/or arranges for initial, ongoing and cross-over Child Welfare training to assigned staff [P.L. 151-351, DHHS/DSS 1201, K, 2]
- Conducts reviews of staff-assigned client records to ensure agency compliance with federal and state program policies and procedures.
- Assists assigned staff in working with agency attorney in preparation and during (bi-monthly) court proceedings, including review and revisions of reports to the Court to ensure accuracy and compliance with federal and state regulations, and orders of the court. Also, ensures same court orders are filed with the court within required timeframe. Meetings with agency attorney are held at a minimum of weekly for 1-2 hours with supervisor (and staff as needed).
- Receives reviews and interprets changes in federal and state Foster Care policies and procedures for assigned staff and provides training to staff on an as needed basis.
- Provides assigned staff with required two-level case decision-making and assistance in problem-solving complex case situations.
- Works with the agency's Fiscal Officer and Administrative Assistant I in monitoring and tracking Foster Care program allocations and expenditures to maximize county reimbursement of federal and state funding by reviewing the entries/submissions of data required by federal and state regulations for payment reimbursement of Foster Care expenses through reviews of reports prior to final submission to ensure financial accuracy.
- Ensures requirements are met on an ongoing basis for payment reimbursement through various Foster Care program funding streams that include Title IV-E, State Boarding Home Funds, TEA, etc.
- Works with the agency Director to develop, update, and monitor compliance of departmental contracts with child placement agencies to ensure that federal and state requirements are met in reference to the care of foster children and that payment is accurate and within allowable limits.
- Ensures that requirements are met and maintained for mental health placements of foster children so that Medicaid assumes the majority of the treatment costs associated with the placement.
- Identifies and communicates to assigned staff about community resources (e.g., IPRS funds via CenterPoint Human Services) to help meet non-reimbursable foster care children's needs. Additionally, monitors financial requests against internally accessible funding streams (e.g. Adoption Incentive funding and LINKS reimbursable funding) to minimize non-reimbursable purchased services.
- Supervises and organizes the daily operations of the Foster Care visitation services, which involves assisting and monitoring the scheduling of court-ordered visitations between foster children and their potential permanent caretakers [P.L. 107-133; NCGS 7B].
- Provides supervision of the Community Social Services Technician's workload and job performance to ensure agency compliance with federal and state statutes and state program policies that govern reunification and permanency planning services to children and families.
- Reports and advises agency Director on complex Foster Care situations as well as program and staffing needs. Additionally, advises agency Director on high-risk and volatile Foster Care visitation situations.

Social Worker Positions (2 positions spends 88% each in program activity, 1 position spends 75% in program activity, 1 position spends 38% in program activity):

- Prepares the child(ren), the family of the child(ren) and the foster family for separation and placement, including negotiating and preparing written visitation agreements and ensuring compliance with state and departmental policies and orders of the court [DHHS/DSS Chapter 1201].
- Conducts assessments of foster children needing foster care placement to ensure appropriate placement and services. This activity includes gathering information from Child Protective Services Social Work staff, the

- primary caretakers from which the child(ren) were removed, and other professionals where applicable (e.g., mental health professionals, school officials, other out-of-home placement providers).
- Adheres to federally-required notification requirements for absent parents and other relatives of the children within 30 days of removal from the parent/caretaker [P.L. 110-351].
  - Searches for and involves the child's kinship network for assessment and consideration as a possible placement and/or to offer whatever support is available to the child and family to prevent repeat child maltreatment and keep the child(ren) safe [P.L. 110-351].
  - Arranges services for and monitors the child(ren) in their foster home placement to ensure their needs are being met and to ensure continuity of services and to prevent duplication of services. This includes completing a minimum of monthly face-to-face visits with children in their residence [P.L.DHHS/DSS Chapter 1201].
  - Works with the removal caretakers to implement a plan for safe return of the child(ren) to their care and custody which includes arranging for community-based services to support the child(ren) and family [P.L. 105-89; DHHS/DSS Chapter 1201].
  - Works with the parent(s) and other relatives to develop and implement an alternative plan for permanency for the child(ren) within 6-12 months when reunification is deemed to be unreasonable [P.L. 105-89].
  - Arranges (and provides transportation as needed) medical/dental examinations, educational evaluations and related services to foster children [P.L. 110-351].
  - Ensures child(ren)'s attendance in school and preservation of prior school placements [P.L. 110-351].
  - Develops and monitors out-of-home service plans that includes but is not limited to behavioral objectives to remedy the issues of child maltreatment and to prevent repeat child maltreatment, measures progress or lack of progress toward same goals, identified community services and informal supports.
  - Conducts ongoing risk assessments and reunification assessments in accordance with State (Chapter 1201) policy regarding foster children and their families to determine risk to the child's involvement with their parents and to guide the case planning process [DHHS/DSS Chapter 1201].
  - Works with the child's parent(s) on concurrent permanency planning with the child(ren)'s family to develop alternative options to provide a permanent home for the child(ren) should family reunification fail [P.L. 105-89].
  - Provides information, instruction, guidance and mentoring on parenting skills to the child(ren)'s parent(s) [DHHS/DSS Chapter 1201].
  - Develops and presents court reports for assigned foster children in case consultation with the agency attorney and to submit into evidence during juvenile court. Such reports advise the court officials of the status of the child(ren)'s needs, any services provided to the child(ren) and parent(s), and progress or lack of progress of the child(ren)'s parents in achieving the goals of the family's service plan for safe reunification of the family members and prevention of repeat child maltreatment [P.L. 96-272, P.L. 105-89].
  - Testifies in juvenile court hearings and receives cross examinations from parent attorneys and Guardian ad Litem attorney on assigned foster care cases, with a burden of proving reasonable efforts to reunify the child(ren) and caretaker or to implement a safe and timely plan for permanency [P.L. 96-272].
  - Collaborates with the Guardian ad Litem Volunteer assigned to foster children to ensure the foster child(ren)'s needs are being appropriately met and for the child(ren) to have their voice heard in court proceedings [P.L. 96-272, NCGS 7B].
  - Documents and maintains assigned foster care case records to record all contacts with assigned foster children, their family members and kinship network, foster care providers, community-based service providers, Guardian ad Litem Volunteers; reference all pertinent court orders and record worker-developed court reports; reference and update child and family service plans and permanency review meetings and plans; etc [NCGS 7B, DHHS/DSS Ch. 1201].

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-Assumes emergency services intake duties during business hours and emergency on-call duties on a scheduled and rotating basis with other agency social work staff.

Community Social Services Technician (spends 95% in this program activity)

- Provides oversight of parental and/or family visitations as directed by Foster Care Social Workers, the Supervisor and orders of the court.
- Documents visitation activities and actions of the adults involved in the visitations and provides the documentation to the Social Workers and Social Work Supervisor for review and to file as part of the child's Foster Care record.
- Ensures safety of all persons, especially children, during supervised visitation and decides if the actions of anyone present merit ending the visitation early.
- Provides Social Workers and Social Work Supervisor with timely reports of incidents occurring during visitation that are pertinent to safety, court order violations, and concerns observed by parents and family during visitations.
- Develops and submits to the Foster Care staff written reports pertaining to the specific supervised visitations, which provides the agency with supporting documentation of parental behaviors in their interactions with children who are under the legal care of the agency.
- Provides transportation for children receiving in the custody of Davie County DSS and/or receiving Child Protective Services from the agency and for purposes that include, but are not limited to: relocating or placing child in foster and/or group homes and transporting children and/or caretakers to medical, dental and mental health facilities for care or treatment.
- Testifies in juvenile court proceedings, as requested by the agency and/or parent attorneys, as to the content and observations of the court-ordered visitations.

Processing Assistant III (one position spends 5 % and the second position spends 3 % in program activity):

-The first PA III position greets potential and existing clients upon their arrival to the main Social Services building and in telephone calls and routes them to the appropriate Foster Care Social Worker or the program Supervisor, documents and maintains a log of client and visitor visits to the department with date, time, worker name and reason for visit as supporting documentation of visits to the department, and receives and distributes incoming mail and faxes to the program Supervisor to review and distribute to assigned staff.

The second PA III position maintains trust accounts to receive monetary funds (e.g., Child Support and/or Social Security Disability payments) for foster children who receive such benefits and issues payments to their Foster Care provider as part of the child's room and board expense and personal expenses. This position also enters case worker visits with assigned foster children in the state's database, which ensures compliance with federal and state statutes related to face-to-face contacts with assigned foster children and is attached directly to caseworker visit funding allocation to the agency. This duty was assumed by this PA position to ensure timely entry of foster care visit data as such data is attached to federally-set standards and measures. Moreover, this position enters, on a weekly basis, the data from the Foster Care Social Workers' "Worker Day Sheets" into the State's Services Information System (SIS) for service and worker time reimbursement in the provision of Foster Care Services as well as any other social work services the Social Worker provides to department clients.

Administrative Assistant I (spends 40 % in program activity):

- Assists the Foster Care Supervisor and program Social Work staff in the monthly completion of a comprehensive, state-required Foster Care Child Placement and Payment Report (DSS 5094) on each foster child and enters the report data into the state's Reimbursement system for county reimbursement of allowable foster care expenses (e.g., room and board and clothing). This position must ensure the final reimbursement data is entered by the 20<sup>th</sup> of each month on each foster child.
- This position also reconciles the Child Foster Care payments made to providers with 2 state reports and the Foster Care Supervisor and/or Administrative officer of any payment issues so that the necessary adjustments can be made and verified.
- Prepares and processes the monthly payment invoices for the local Family Foster Care providers, obtains the Director's signatory approval and delivers to the Davie County Finance Office.

Justify Need for Each Position in Detail (use additional pages if necessary): Foster care placement is **temporary substitute care** provided to a child who must be separated from his or her own parents or caretakers when the parents or caretakers are unable or unwilling to provide adequate protection and care. A child in foster care is a child for whom a licensed public or private child-placing agency has legal custody and/or placement responsibility, whether or not he/she has been removed from his/her home.

**FOSTER CARE STATISTICS**

<u>Fiscal Year</u>	<u>Total Number of Children in Care</u>	<u>Average # of Children in Care Per Month</u>
<u>2009-2010</u>	<u>56</u>	<u>42</u>
<u>2010-2011</u>	<u>55</u>	<u>38</u>
<u>2011-2012</u>	<u>50</u>	<u>45</u>
<u>July-Dec 2012</u>	<u>37</u>	<u>36</u>

\* The continued decrease in the number of children in the department's foster care system, as well as, the decrease in the length of time children stay in care, can be attributed to several factors: (1) the creation of a Foster Care Supervisor position in FY 2008-2009, which continues to strengthen the department's ability to develop and implement viable and permanent care plans for foster children so they do not "linger" in the foster care system, (2) the Child Protective Services Program continues to increase its CPS In-Home Services so that specific services tailored to the needs of the families and children can be provided in order to keep children safe in their own homes, and (3) the continuing and active presence of the social service attorney in helping the department meet the state-required timeframes for court hearings to review recommended permanency plans for foster children, which has, in turn, resulted in more reunifications between foster children and their families and increased adoptions when reunification was no longer the goal.

\* However, the number of children and youth who potentially can enter into the department's foster care system can vary from one fiscal year to another. Recent state legislation (i.e., State Law 2012-172/H-853), which removes the Juvenile's Court's legal option to place undisciplined juveniles into detention, has been identified as a contributing factor to a number of adolescents who have been court-placed into the department's foster care program as an alternative to detention since August 2012. In these cases, the

## Foster Care Case Management

adolescents are presented to the Juvenile Court System via Truancy Court and found to be disobedient to and behave in ways beyond the control of their parents and the school system. Many of the adolescents have identified mental health needs and/or substance abuse problems for which out-of-home therapeutic or substance abuse treatment is needed. In an attempt to deter foster care placement and assist the families with undisciplined adolescents, the department of social services in partnership with the department of juvenile justice, mental health, and the school system has formed an At-Risk Juvenile Committee to staff situations where adolescents who are at high risk of being placed into foster can be helped through their families or caretaker with the services needed so that foster care placement is no longer needed. Although the At-Risk Juvenile Committee has already demonstrated success in helping a number of families to secure needed services for their adolescents, the department of social services has had three (3) undisciplined adolescents placed into foster care between August 2012 to December 2012 by the Juvenile Court System.

Community Social Services Technician: This position was established in FY 2007-2008 due to the department receiving increased order courts to schedule and implement foster care visitations between the foster children and the children's parents and siblings. Many of the foster children were also placed outside the county in group residential facilities (e.g., Grandfather Homes), which increased the Foster Care Social Workers' time in the provision of transportation and less time working on the children's permanency plans of care. The following chart provides an overview of the Social Services Technician's work time.

<b>Fiscal Year</b>	<b>Total Children Supervised (by incidence)</b>	<b>Total Hours of Supervised Visitations</b>	<b>Total Hours Spent Transporting Children and Families for Visitations</b>
<b>2009-2010</b>	198	737.5	612
<b>2010-2011*</b>	171	346.5	456.5
<b>2011-2012</b>	176	352	648
<b>July-Dec 2012</b>	130	260	520

*\*Only two months of valid data due to worker in period of FMLA. Foster Care Social Work staff assumed responsibility for the supervised visitations and transportation of foster children during this time for purpose of parental visitations but coded their service time under Foster Care Case Management activity time.*



## ACTIVITY JUSTIFICATION

Activity <b>FOSTER CARE RECRUITING, LICENSING &amp; MONITORING</b>	# of Employees: <u>.17</u>	# of Full-time: <u>.17</u> # of Part-time: -0-	Annual Cost: <u>\$ 10,186</u>
Mandated by: <b>Federal Delegated Authority</b> -Titles IV-B, IV-E, XX of the Social Security Act <b>State Statutes</b> - G.S. 131 D, Article 1A; 143B-153 <b>Administrative Rules</b> -10A NCA 70E,F,G,H,I,J, K,& L	County Cost: <u>\$ 5,399</u>	Federal / State Costs: Federal- <u>\$ 4,787</u> State- \$ -0-	
<p>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</p> <p>Annie Hickerson, Social Work Supervisor            5% Foster Care Recruitment, Licensing and Monitoring Supervision</p> <p>Jaimee Lowman, Social Worker II                    12% Foster Care Recruitment, Licensing and Monitoring</p> <p><u>Social Work Supervision (5% spent in this program activity):</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the agency's Foster Care Licensing Program which includes: recruiting, training, licensing, and monitoring activities and assigned program staff [P.L. 96-272, P.L. 105-89, NCDHHS 1201 Child Placement Manual].</li> <li>- Provides and/or arranges for initial, ongoing Foster Care Licensing training to assigned staff as required by federal law, state statutes and State Foster Care Home Licensure policies and procedures [P.L. 96-272, P.L. 105-89].</li> <li>- Receives, reviews and interprets changes in federal and state Foster Care Home Licensing policies and procedures for assigned staff and provides decision-making and problem-solving assistance, as needed, in the licensure process and procedures [P.L. 105-89].</li> <li>- Develops, updates and maintains an agency written plan for the recruitment of foster and adoptive families for the agency's foster children that complies with the Multiethnic Placement Act of 1994 and as amended by the Interethnic Adoptions Provisions Act of 1996 [P.L. 103-382].</li> <li>- Assists the assigned program staff in recruiting activities for potential family foster care providers and adoptive families using a variety of methods such as participating in community presentations about the agency's foster care programs, receiving referrals from people in the county expressing interest in foster parenting and/or adoption [P.L. 96-272, P.L. 105-89].</li> <li>- Reviews and approves for submission the Family Foster Home licensure packets, which include pre-placement assessments, completed by the social worker, for accuracy and compliance with federal and state Licensing requirements [P.L. 105-89].</li> <li>- Reviews case records of Family Foster Home Providers to ensure agency compliance with State policies that govern family foster care providers and adoptive parent training, licensure, monitoring, and re-licensing [P.L. 105-89].</li> </ul>			

Foster Care Recruitment and Licensing

(continued):

- Evaluates assigned staff's job performance in carrying out the required program activities [NCDHHS 1201 Child Placement Manual].
- Receives, reviews, and maintains documentation of monthly state reports on child placement resources and licensed mental health facilities to help facilitate verification of licensed foster care placements and ensure accuracy in payment processing to reduce/eliminate error payments.
- Reports and advises agency Director on Foster Care Home Licensure changes as well as program and staffing needs.
- Provides personnel coaching, counseling, and discipline with assigned staff, in consultation with the agency Director, according to State Personnel laws, policies and guidelines.
- Receives and addresses complaints against family foster homes and ensure requirements for notification of complaints to state licensing agency, approximately 4-6 times per year [NCDHHS 1201 Child Placement Manual].
- Serves as backup to the assigned Social Worker in this program area.
- Performs related supervisory duties as required.

Social Worker II (1 position spends 12% in program activity):

- Recruits potential family foster care providers and adoptive families through a variety of methods such as participating in community presentations about the agency's foster care program, and disseminating program information to potential foster families expressing interest in foster parenting and/or adoption.
- Plans, coordinates, schedules and conducts the initial formal and required 30 hours of foster care and adoption in-service training and providing or arranging for at least 10 hours of required continuing education for existing foster care families, annually.
- Develops and maintains an electronic case record on each family foster care home provider to provide documentation of required training and other licensure requirements and provider responsibilities, home study assessments, quarterly monitoring activity and annual reassessments, criminal background data and reference checks, as well as written agreements between the agency and family foster care provider and adoptive parents, etc.
- Conducts home study assessments after in-service training to further develop working relationships with potential foster care providers and adoptive families.
- Obtains criminal background checks and other required information on potential foster care family providers and in annual relicensing of current foster care family providers.
- Reviews and electronically transmits potential licensed family foster providers into the State DHHS who approves and issues the license and denies requests for licensure.
- Conducts required face-to-face contacts with licensed foster care family providers on a required quarterly basis.
- Conducts reassessments of licensed family foster care providers and uses the similar process of the initial licensure tasks such as conducting the home study, ensuring an updated criminal background check, updating any changes in the foster care provider's home and/or family situation, etc.
- Monitors and provides technical assistance to social workers and foster homes at pre-placement, during and post-placement to ensure that foster home providers are meeting federal and state statutes for the level of care being provided to foster children.

Justify Need for Each Position in Detail (use additional pages if necessary): North Carolina General Statute 131D-10, Article 1A sets forth the State's authority and control over child placing and child-care. It is through this law that the State's role and responsibility to protect children in out of home care is specified. This law also specifies that the Social Services Commission is delegated the authority to promulgate minimum licensure standards for family foster homes, residential child-care and child placing. Minimum licensure standards are therefore established to provide protection to four parties--the child, his parents, the person giving substitute care, and the agency providing placement services. In order to provide family foster care or operate a residential child care facility, compliance with minimum licensure standards must be demonstrated, a license issued and maintained.

**There are currently 16 licensed foster homes in Davie County. The following is an overview of the general tasks and estimated worker time in carrying out Foster Care recruitment, licensing and monitoring tasks.**

<u>Licensing Work Functions</u>	<u>Estimated Worker Time</u>	<u>General Overview and Description of Worker Tasks</u>
Receipt of request for program information	30 minutes	Provide information to potential foster home families and Pre-screen for initial eligibility for licensure and mail initial application to family
Processing applications/ Arranging training dates and location	2 hours	Processing initial applications, creating electronic records for each potential foster family, arranging space and dates for training, and providing notification to potential foster families
Preparation for training	12 hours	Preparation of training materials for each of the 10 training sessions, organizing and preparing class speakers, preparation and coordination with co-teacher for lesson planning in each of the 10 sessions
Provision of Required training*	30 hours over 10 weeks (group setting)	Model Approaches to Partnership in Parenting training series is presented over 10 weeks in 3-hour sessions
Completion of required pre-licensure contacts with foster family	5 hours	Completion of a minimum of 2 contacts with the potential foster families in their residence, including an assessment of the living arrangements, and a minimum of one office visit, including interviews with each potential foster parent individually.
Completion of Licensure Packet and submission to State licensing agency	3-5 hours	Completion of State required forms for licensure, including background checks and federal fingerprint checks, and completion of written home study.
Ongoing monitoring requirements	5 hours	Completion of 4 contacts per year, per foster home family (two of which are required in the residence) and maintaining documentation of these contacts





Social Worker III ( 1 position spends 15% and 1 position spends 2% in LINKS program activity):

- Assists with the development of an annual agency LINKS plan which describes the agency's intent to provide LINKS services and maintains eligibility for annual LINKS allotment funding [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII].
- Works cooperatively with eligible county youth and young adults to develop and conduct a relevant and effective county LINKS program [NCDHHS 1201 Child Placement Services, Section VII].
- Develops a working relationship with eligible teens and young adults, their caregivers, supporters and social workers, using a positive youth development approach that will provide a challenging and supportive environment which will help their preparation for adulthood [NCDHHS 1201 Child Placement Services, Section VII].
- Engages the broader community in providing a supportive learning and living environment for teens and young adults from the foster care system, which may include engaging community partners in mentoring youth in jobs, providing tangible supports to the LINKS program, sponsoring achieving youth, training youth in groups about subjects such as banking, credit, car purchases, comparison shopping, and other life skill areas [NCDHHS 1201 Child Placement Services, Section VII];
- Verifies eligibility for LINKS and for LINKS County Allotment, state Trust and Special Funds; assures that ineligible youth and young adults are not served using additional Federal IV-E funds [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII].
- Registers eligible youth for LINKS Funding; submits requests for reimbursement of state Trust and Special Funds to the state LINKS coordinator on behalf of county. Assures that expenditure of LINKS funds are allowable [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII];
- Refers eligible young adults for Education Training Vouchers and NCREACH College Scholarship Funding [NCDHHS 1201 Child Placement Services, Section VII];
- Consults with state coordinator as needed [NCDHHS 1201 Child Placement Services, Section VII];
- Conducts diligent outreach efforts to all young adults ages 18-21 who aged out of foster care in the county and provide appropriate services to those young adults as required by federal and state statutes [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII].
- Advocates for teens in foster care and for young adults who have aged out of foster care; encourages youth to be self-advocates and leaders [NCDHHS 1201 Child Placement Services, Section VII].
- Assists with responding to requests for data from the state coordinator [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII].
- Participates in LINKS training offered through the Staff Development Section (LINKS 101, 201 and Groups Course, as available) [NCDHHS 1201 Child Placement Services, Section VII].
- Participates in regional training and meetings with state LINKS coordinator [NCDHHS 1201 Child Placement Services, Section VII].
- Participates in monthly conference calls with county liaisons and state coordinator [NCDHHS 1201 Child Placement Services, Section VII].
- Assures transportation for county youth to attend regional events such as "SAY-SO" conferences, Real World, and LINK-UP conferences and participates actively with youth and other adults in attendance [NCDHHS 1201 Child Placement Services, Section VII].
- Plans, organizes and leads local workshops (e.g., financial literacy) and assures transportation for county youth to attend local workshops [NCDHHS 1201 Child Placement Services, Section VII].
- Meets with liaisons from other counties to consolidate or coordinate services as appropriate [NCDHHS 1201 Child Placement Services, Section VII].
- Provides youth and caretakers with an individualized life-skills assessment as required by state LINKS policy [NCDHHS 1201 Child Placement Services, Section VII].

(continued)

- Ensures that all required youth completed the National Youth in Transition Database survey by established deadlines as required by federal and state mandates [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII].
- Develops an emancipation plan for youth aging out of foster care at least 90 days before the youth has their 18<sup>th</sup> birthday as required by state LINKS policy [P.L. 106-69, NCDHHS 1201 Child Placement Services, Section VII].

Justify Need for Each Position in Detail (use additional pages if necessary):

**The mandated services through P.L. 106-69, the John Chafee Foster Care Independence Act, were designed in North Carolina as the LINKS program as means to build a network of relevant services with foster care youth so that they will have ongoing connections with family, friends, mentors, the community, employers, education, financial assistance, skills training, and other resources to facilitate their transition to adulthood.**

Fiscal Year/Months	Mandated foster children	State Yearly Allocation to the County	Total # of expenditures	LINKS Trust	Total # of expenditures (LINKS trust)
FY 2009-2010	16	\$10,425.00	29	\$582.52	7
FY 2010-2011	19	\$10,975.00	27	\$8,299.33	47
FY 2011-2012	14	\$13,030.00	18	\$7,712.03	49
July-December 2012	14	\$10,850.00	0	\$2,867.90	9

- The Department of Social Services receives an annual LINKS funding allocation that is to be spent on direct items purchased for program operation/supplies, salaries, and purchases for LINKS participants not otherwise reimbursed (by the state) through LINKS Trust funds. Each year a portion of this money is used towards salary of the social worker in this position.
- LINKS Trust Funding is special funding through the state, which is 100% reimbursed to the county as long as the expenses meet direct service guidelines provided in the LINKS policy manual and supporting documentation of this is submitted to the state.





Emergency Services Intake

- \* Social Work staff performing Services Intake duty are scheduled by the calendar month with one worker carrying out the “primary” responsibility of interviewing persons as they come to the agency and one worker serving “back-up” intake duty in order to address any increased volume of client visits and calls to the agency to make Child and/or Adult Protective Services reports.

Social Work Supervisor III (1 position spends 20% in program activity, 1 position spends 5% in program activity and 1 position spends 1% in activity)

- Provides a two-level decision-making process in response to complex emergency situations presented to the agency by potential and existing clients (e.g., a water line leak in which the client was unaware of but has resulted in receiving a high water bill, a request for the department to assist with psychiatric medications, a telephone report that a county resident is being discharged from a hospital with family unable to care for him/her at home, etc).
- The Social Work Supervisor who spends 20% in this program activity also reviews every client case where services intake has been provided to ensure all documentation is in the client record that justifies the agency’s decision in providing assistance to the client and in cases where the agency has denied assistance to the client or has referred the client to other community resources (e.g., Advocacy Center and Salvation Army).
- Authorizes the expenditure of agency emergency funding to address client emergency situations.
- Reviews worker documentation in client case records to ensure agency program compliance in each of the program’s requirements whether found in federal and state statutes and regulations or county policies.
- Works collaboratively with the agency’s fiscal staff to track emergency funding allocations and expenditures.
- Collaborates with other human service agencies, professionals, faith-based organizations and local churches in identifying resources and partnering together in ways to help address multiple needs in the local community.

Social Worker III (1 position spends 60% in program activity, 11 positions spend 10% in program activity and Social Services Technician spends approximately 5% in program activity)

- Conducts comprehensive economic and psychosocial assessment with each potential and existing agency client who presents one or more crisis situations to the department with requests for assistance. Such requests frequently include, but are not limited to: help with past due rent or mortgage to prevent eviction or foreclosure, locating and securing temporary emergency shelter, household heating assistance, past due power and water bills that are subject to disconnection, help with burial for an indigent family member or friend that has resided in Davie County, transportation, etc.
- Provides information and referral services via telephone calls and office visits to the public who requests information about agency and other community services (e.g., In-Home Aides, Meals on Wheels, domestic violence support groups, mental health services, etc).
- Communicates and coordinates with other human service professionals and faith-based organizations and churches to help in crisis situations presented to the agency or in such requests as wheelchair ramps, minor home repairs, minor car repairs, plumbing needs, etc.
- Provides for potential clients to make a service application for transportation assistance, adult placement services, financial management, in-home aide services, etc.
- Administers the Crisis Intervention Program and Share the Warmth Program funds to help remedy the immediate heating/cooling crises experienced in households that would place one or more household

Emergency Services Intake

members in a health-related emergency if heating/cooling assistance is not provided.

- Utilizes county-allocated General Assistance funds in limited amounts to help in emergency situations where no agency program or community resource is readily available and/or sufficiently funded to help alleviate the crisis of a county citizen or household.
- Works with local funeral home businesses in accepting limited Indigent Burial funds to accept and prepare a deceased county resident's body for cremation or burial when no monetary resources are available.
- Engages potential and existing clients who present emergency situations to the agency in problem-solving to identify ways and means to prevent a recurrence of same or similar crisis situation.
- Receives, documents and screens incoming Child and Adult Protective Services reports with Supervisor/Director.

Processing Assistant III (1<sup>st</sup> PA position spends 65% in reception and clerical duties at front office, 2<sup>nd</sup> PA position spends 2% clerical support and data entry in program activity, and 3<sup>rd</sup> PA position spends 1% in processing payment vouchers in program)

- \* The first Processing Assistant III is responsible for the following clerical tasks: greets potential and existing clients and visitors upon their arrival to the agency and through telephone calls received into the agency and directs the individual/family to the appropriate Social Work staff or Supervisor/Director; documents and maintains an electronic visitor log at the Front Office desk of every person who comes into the department to provide supportive documentation of visits for audit purposes and for the client record, if and when needed; scans client intake information (e.g., face sheet and state-required notices of Right to Apply for Benefits and Notice of Use of Social Security Numbers, etc) into the agency's document imaging system and notifies social worker on scheduled intake of client's readiness to be interviewed; assists staff with outgoing faxes related to client referrals to other community resources; assists the Social Work staff in preparing outgoing mail and applying postage to the mail, which this position also delivers to the Post Office at the close of each business day.
- \* The second Processing Assistant III enters, on a weekly basis, the "Worker Daily Report of Services" for all Social Work staff to capture the service codes and worker time spent in Services Intake and all other Social Work services provided for the purpose of federal and state reimbursement of worker administrative time; manually compares each service code and worker time entered to the state's Percentage of Time Report for data accuracy and reconciling any identified discrepancies; secures staff access to various state computerized data systems (e.g., On-Line Verification, Crisis Intervention Program, Services Information System, etc) by completing and submitting State-required forms for authorized access and resetting staff's authorized use via state contact, when needed; and serves as a secondary backup to the 1<sup>st</sup> Processing Assistant in covering the Front Office duties.
- \* The third Processing Assistant position receives written authorizations from the Social Work staff for payment commitments made to vendors in assisting clients with such items as home-heating fuel, water bills, and power bills; receives and reviews vendor invoices for payment accuracy by comparing the workers' authorizations to the vendor's invoices and reconciling any identified discrepancies; processes the vendor invoices with appropriate coding to the department's accounts and provides same invoices to the Director for signatory approval; makes copies of all invoices to retain the copies at the department and provide the originals to the Davie County Finance Department for processing payments to the vendors; enters the processed invoices on the department's Account Balance Worksheet; and serves as the primary backup to the first Processing Assistant III whenever the first Processing Assistant is at lunch or absent from work.

Emergency Services Intake

Administrative Assistant I (spends 2% in program fiscal support)

\* The Administrative Assistant I reconciles the Account Balance Worksheet to the General Ledger, verifying that copies of paid invoices are properly completed, signed, and filed, and assists the third Processing Assistant with accounts receivable and payable when the volume of invoicing increases or the person in that position is absent from work or there is a vacancy.

Justify Need for Each Position in Detail (use additional pages if necessary):

**The purpose of the Emergency Intake Services Program is to make available to the citizens of Davie County a “point of contact” to report Child and Adult maltreatment, have their personal and/or household crises assessed in a comprehensive manner and responded to by agency and/or community services, and to apply for agency social work services (e.g., Transportation and In-Home Aide Services).**

- The following are funding sources, annual allocations, and the number of clients served through the Services Intake Program with agency assistance.

Crisis Intervention Program (CIP) Funds- All federal allocation for purposes of heating and cooling. Eligible households must be 150% of the Federal Poverty Limit to qualify on income. Example: The gross monthly income limit for a household size of 2 is \$1,823, whereas, the gross monthly income limit for a household size of 4 cannot exceed \$2,757 (based on FPL for FY 2010-2011). \* Agencies receive quarter CIP allocations through the State Fiscal Year.

<u>Fiscal Year</u>	<u>Total FY- CIP Allocation</u>	<u># of Households Served with CIP Funds</u>
<u>FY 2009-2010</u>	<u>\$ 121,096</u>	<u>451</u>
<u>FY 2010-2011</u>	<u>\$ 143, 153</u>	<u>707</u>
<u>FY 2011-2012</u>	<u>\$ 230,355</u>	<u>758</u>
<u>July –Dec., 2012</u>	<u>\$ 186,473</u>	<u>327</u>

Share the Warmth (STW) Funds- Derive from the Duke Energy Foundation- The Davie County Department of Social Services is a participating member of Duke Energy’s Share the Warmth Program to assist households with heating and cooling. The department receives funding mid-December, mid-January and mid-March for client heating needs and the last day to expend heating funds is generally the last day of April. For cooling assistance, the department receives funds during the first two weeks of June and these funds must be expended by the end of September. There are no client income eligibility requirements to receive Share the Warmth Funds but assistance is based on need and if the amount of assistance will remedy the heating or cooling crisis.

<u>Fiscal Year</u>	<u>Total FY- STW Allocation</u>	<u># of Households Served with STW Funds</u>
<u>FY 2009-2010</u>	<u>\$ 17,195</u>	<u>158</u>
<u>FY 2010-2011</u>	<u>\$ 10, 959</u>	<u>108</u>
<u>FY 2011-2012</u>	<u>\$ 11,212</u>	<u>98</u>
<u>July-Dec., 2012</u>	<u>\$ 1,977</u>	<u>7</u>

Emergency Services Intake

Duke Energy Shareholders Fund- Pursuant to the Order Granting General Rate Increases issued by the NC Utilities Commission on January 27, 2012, Duke Energy committed to distribute a one-time shareholder contribution to NC Public Assistance Member agencies such as the Davie County Department of Social Services. In June 2012, the agency received Duke Energy Shareholder Funds in the total amount of \$73,000 that is to be used over a three (3) year period for Duke Energy customers only and funds applied to expenditures not allowable under the Share the Warmth program fund.

<u>Fiscal Year</u>	<u># of Households Served</u>	<u>Total Amount of Expenditures</u>
July-December 2012	<u>217</u>	<u>\$34,893</u>

\* By having access to this one-time program fund, we are able to assist low income Duke Energy customers with expenses not allowed under the Share-the-Warmth Program such as reconnection fees, energy saving home-heating monitors, and minor repair of home heating equipment.

Emergency Relief Funds- This funding source continues to operate to receive United Way “designations only” and specific donations from community groups and individuals for emergency relief program to assist individuals and families with short-term crises such as being displaced by fire and after receiving help via the Red Cross, deposits for rent and utilities are needed for more permanent shelter. Persons and families considered as recipients of these funds are those people who are not eligible for any other agency funds because their income exceeds eligibility criteria, for example. Funds can also be used to assist persons with gas or transportation cost to an emergency shelter.

<u>Fiscal Year</u>	<u>Total FY- United Way Allocation</u>	<u># of Households Served with UW Funds</u>
<u>FY 2009-2010</u>	<u>\$1,190</u>	<u>6</u>
<u>FY 2010-2011</u>	<u>\$1,188</u>	<u>23</u>
<u>FY 2011-2012</u>	<u>\$ 689</u>	<u>5</u>
<u>July -Dec.,2012</u>	<u>\$ 234</u>	<u>3</u>

General Assistance (GA) Funds- This funding derives from allocated county funds designated to assist county residents with basic, short-term needs for which no other agency funding source is available and no community resource is accessible at the time the assistance is requested. Example: A household needs assistance with their overdue county water bill to prevent disconnection the next day but community organizations are either not present in the county on the day needed and other organizations do not or cannot provide the financial assistance. Although there are currently no client income eligibility requirements assigned to GA Funds, the department is conservative in its use of the funds.

<u>Fiscal Year</u>	<u>Total FY- GA Allocation</u>	<u># of Households Served with GA Funds</u>
<u>FY 2009-2010</u>	<u>\$24,083</u>	<u>292</u>
<u>FY 2010-2011</u>	<u>\$25,826</u>	<u>328</u>
<u>FY 2011-2012</u>	<u>\$35,000</u>	<u>347</u>
<u>July -Dec. 2012</u>	<u>\$35,000</u>	<u>122</u>

Emergency Services Intake

Indigent Burial Funds- This funding derives from allocated county funds as the department is designated county agency to respond to requests for indigent county burials. The department has an application process in which a family member of the deceased county resident must apply for Indigent Burial assistance. The department acts on behalf of a deceased individual when no one comes forward. The person requesting the burial assistance must affirm the lack of any financial resources to assist with the burial expenses of the deceased or the deceased does not monetary or life insurance resources to cover the burial costs. The maximum benefit for an indigent county burial is \$425.00. Funeral homes in Davie County are the only authorized providers.

<u>Fiscal Year</u>	<u>Total FY- Indigent Burial Allocation</u>	<u># of Indigent Burials</u>
<u>FY 2009-2010</u>	<u>\$2,000</u>	<u>2</u>
<u>FY 2010-2011</u>	<u>\$850</u>	<u>2</u>
<u>FY 2011-2012</u>	<u>\$2,000</u>	<u>0</u>
<u>July -Dec 2012</u>	<u>\$2,000</u>	<u>0</u>



**ACTIVITY JUSTIFICATION**

<p>Activity <b>ON-CALL PROTECTIVE SERVICES FOR CHILDREN AND DISABLED ADULTS</b></p>	<p># of Employees: <u>Staff time is reflected in the APS and CPS Activity Justification Reports</u></p>	<p># of Full-time: # of Part-time:</p>	<p>Annual Cost: <u>\$ 10,800</u></p>		
<p>Mandated by: N.C.G.S. 108A (11) (14); NCGS 7B 100-1414 related to Child Protection; N.C.G.S. 108A, Article 6 pertaining to Adult Protective Services; N.C. Division of Social Services, Child Welfare Manual, Chapter VIII: Protective Services.</p>	<p>County Cost: <u>\$ 3,240</u></p>	<p>Federal / State Costs: Federal- <u>\$ 7,560</u> State- <u>\$ -0-</u></p>			
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Melissa Hill, Social Work Supervisor III Annie Hickerson, Social Work Supervisor III Crista Ramroop, Social Work Supervisor III</p> <p>Courtney Springer, Social Worker III Carrie Nelson, Social Worker III Aubrey Draughn, Social Worker III Jennifer Mann, Social Worker II Danielle Brown, Social Worker II Suzanne Nestor, Social Worker III Michelle Brake, Social Worker III Kim Brown, Social Worker III Alisha Uribe, Social Worker III Jaimee Lowman, Social Worker II Jaclyn Smith, Social Worker III</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Provides Supervisory On-Call on a scheduled, rotating basis, every two weeks to meet the state-required, two-level decision-making in protective services cases.</p> <p>All social work staff identified provides on-call social work service for the Department of Social Services on a scheduled, rotating and weekly basis.</p> <p>* Staff time is reflected in the APS and CPS Activity Justification Reports as workers code their Worker Report of Daily Services to the particular service provided after hours and time spent providing the service(s).</p> </td> </tr> </table>				<p>Melissa Hill, Social Work Supervisor III Annie Hickerson, Social Work Supervisor III Crista Ramroop, Social Work Supervisor III</p> <p>Courtney Springer, Social Worker III Carrie Nelson, Social Worker III Aubrey Draughn, Social Worker III Jennifer Mann, Social Worker II Danielle Brown, Social Worker II Suzanne Nestor, Social Worker III Michelle Brake, Social Worker III Kim Brown, Social Worker III Alisha Uribe, Social Worker III Jaimee Lowman, Social Worker II Jaclyn Smith, Social Worker III</p>	<p>Provides Supervisory On-Call on a scheduled, rotating basis, every two weeks to meet the state-required, two-level decision-making in protective services cases.</p> <p>All social work staff identified provides on-call social work service for the Department of Social Services on a scheduled, rotating and weekly basis.</p> <p>* Staff time is reflected in the APS and CPS Activity Justification Reports as workers code their Worker Report of Daily Services to the particular service provided after hours and time spent providing the service(s).</p>
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<p><b>Justify Need for Each Position in Detail (use additional pages if necessary):</b> <u>According to legal mandates issued under 7B of the State's Juvenile Code and Child Protective Services policies and N.C.G.S. 108A, Article 6 pertaining to Adult Protective Services and the state's Adult Protective Services policies, each county in North Carolina must make available and have a twenty-four (24) hour procedure in</u></p>					

On-Call Protective Services

place for receiving, screening, and responding to reports of child abuse, neglect and/or exploitation as well as reports of abuse, neglect and/or exploitation of disabled adults.

- The Child Protective Services manual issued by the N.C. Division of Social Services requires each county to also have supervisory decision-making available twenty-four (24) hours a day to direct child welfare staff.
- The Davie County Department of Social Services provides a 24-hour, 7-day on-call service in the county to On- Call Protective Services respond to Child and Adult Protective Services reports as well as to any general calls the citizens of Davie County may have about social services or child or adult welfare. The on-call Social Worker is available at any time that the Department of Social Services is closed (e.g., after business hours, on weekends and during holidays).
- The Department of Social Services’ Social Work staff provides the on-call service for the department on a weekly-scheduled rotating basis (i.e., a worker will assume on-call coverage from Monday morning to the following Monday morning).
- The Davie County Communications Department is provided with a written on-call schedule that identifies the dates each Social Worker and Social Work Supervisor is scheduled for on-call coverage and the Social Worker’s and Supervisor’s telephone contact numbers. The Director of Social Services’ telephone contact number is also provided in the event the Social Worker and/or Supervisor cannot be reached.
- When Communications receives a call for Social Services, the Communications Dispatcher contacts the on-call Social Worker and communicates the caller’s name, telephone number and reason(s) for the call to the Social Worker to respond.
- The on-call Social Worker responds by contacting the caller to receive, assess and respond to the information provided. Examples of on-call situations include, but are not limited to: taking Child and Adult Protective Services reports; initiating Child and Adult Protective Services reports, which require face-to-face contact with the child or disabled adult to determine safety and arrange for out-of-home placements, when necessary; providing consultation to foster care parents concerning issues related to the foster children in their care or moving a foster child into emergency care; and making face-to-face contact with families receiving Child Protective Services In-Home Services if a change occurs that might impact child safety. Other on-call matters have included general concerns about child custody, requests for home heating assistance during inclement weather, emergency shelter for persons who are transient in the county, etc.
- The on-call Social Worker requests and utilizes local law enforcement for their personal safety and protection while initiating protective services reports when the Social Worker believes there is the need for the assistance.
- The department of social services has not historically tracked the number of “on-calls received” and “on-call responses” because the social work staff is required by the NC Division of Social Services to individually record, using a Worker Daily Report of Services form, the type of social services provided and amount of time each social worker spends providing the specified social service to agency clients. The department has developed a tracking form specific to its on-call duty responsibilities. The following chart reflects the data compiled from the tracking form:

<u>Fiscal Year</u>	<u>CPS Calls &amp; Report Initiations</u>	<u>APS Reports</u>	<u>Non-emergency DSS calls</u>	<u>Foster Care Calls &amp; Responses</u>	<u>Total Hours in Active On-Call Situations</u>
FY 2011-2012	<u>190</u>	<u>16</u>	<u>42</u>	<u>12</u>	<u>322.75</u>
July-Dec 2012	<u>78</u>	<u>6</u>	<u>9</u>	<u>1</u>	<u>120.25</u>



## ACTIVITY JUSTIFICATION

<b>Activity</b> <b>PAYEESHIP CASE</b> <b>MANAGEMENT SERVICES</b> (Provided as part of Adult Protective Services, General Adult Services, Guardianship and Foster Care)	# of Employees: <u>.41</u>	# of Full-time: <u>.41</u> # of Part-time: -0-	Annual Cost: <u>\$ 21,187</u>										
Mandated by: N.C.G.S. 143B-153; N.C.G.S. 108A-104 (APS) N.C.G.S. Chapter 35A (Guardianship) NCGS 108A-48-49 (Foster Care)	County Cost: <u>\$ 15,255</u>	Federal / State Costs: Federal- <u>\$ 5,297</u> State- <u>\$ 636</u>											
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0"> <tr> <td>Crista Ramroop, Social Work Supervisor III</td> <td>5% Payeeship Supervision</td> </tr> <tr> <td>Michelle Brake, Social Worker III</td> <td>5% Payeeship Case Management</td> </tr> <tr> <td>Suzanne Nestor, Social Worker III</td> <td>5% Payeeship Case Management</td> </tr> <tr> <td>Wendy Whitaker, Processing Assistant III</td> <td>1% Clerical Support</td> </tr> <tr> <td>Runella Hayes, Processing Assistant III</td> <td>25% Clerical and Accounting Support (Adult and Child Payeeship Trust Accounts)</td> </tr> </table> <p>* The Department of Social Services also maintains trust accounts for foster children who receive child support and/or disability income, which is applied toward their monthly room and board costs.</p> <p><u>Social Work Supervisor III (spends 5% in this program activity):</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Adult Payeeship Case Management Services Program and assigned program staff, which includes monitoring worker caseloads, workloads, the clients' agency trust accounts and worker job performance to ensure agency compliance with state and agency policies in provision of Representative Payeeship Case Management Services.</li> <li>- Receives, reviews and interprets changes in the state Representative Payeeship Case Management policies and procedures for assigned staff and provides assistance with required case decision-making and problem-solving in complex case situations.</li> <li>- Assists assigned staff with managing some Representative Payeeship Case Management duties in order to allow assigned staff to carry out their duties in other Adult Services programs they administer and still comply with the statutes and policies of the other programs.</li> <li>- Reviews Representative Payeeship Case Management Services records to ensure records contain required program elements and to monitor staff job performance in arranging for and providing representative payeeship case management services.</li> <li>- Works collaboratively with the agency's fiscal staff in the management responsibilities of the clients' individual agency trust accounts.</li> </ul>				Crista Ramroop, Social Work Supervisor III	5% Payeeship Supervision	Michelle Brake, Social Worker III	5% Payeeship Case Management	Suzanne Nestor, Social Worker III	5% Payeeship Case Management	Wendy Whitaker, Processing Assistant III	1% Clerical Support	Runella Hayes, Processing Assistant III	25% Clerical and Accounting Support (Adult and Child Payeeship Trust Accounts)
Crista Ramroop, Social Work Supervisor III	5% Payeeship Supervision												
Michelle Brake, Social Worker III	5% Payeeship Case Management												
Suzanne Nestor, Social Worker III	5% Payeeship Case Management												
Wendy Whitaker, Processing Assistant III	1% Clerical Support												
Runella Hayes, Processing Assistant III	25% Clerical and Accounting Support (Adult and Child Payeeship Trust Accounts)												

Social Worker III (2 positions spend 5% each in program activity):

- Opens an active case record on each client whom the agency has received appointment by various governmental administrative agencies (e.g., Veterans Administration and Social Security Administration) as a legal representative payee.
- Works with the agency's fiscal staff to create an agency trust account for the client to receive and for the department to issue client income checks for their basic personal and medical expenses.
- Identifies, contacts and arranges for vendor payments to meet the client's basic personal and medical needs within the client's monthly allocated benefit amount(s).
- Works closely with fiscal staff weekly to monitor client's accounts, ensure payments for bills, coordinate vouchers and checks, and arrange vendor payments.
- Makes written and required annual accounting for the benefits to the administrative agency and reports any changes in the client's status that affect his/her entitlement to benefits. This can take an average of 120-180 minutes per case to complete.
- Reports any changes in the client's benefit amount(s) to other agency programs (e.g., Medicaid and Food and Nutrition Services) that could affect the client's eligibility for the other services.
- Works to educate assigned clients about money-management concepts and responsibilities on a weekly basis to involve the clients in decisions that affect their personal and medical needs.
- Requests transfer of representative payee appointments to other parties (e.g., facilities where adult is in long-term care or identified responsible family members or support persons) as needed and appropriate.

Processing Assistant (PA) III: one position spends 1% and the second position spends 25% in program activity)

The first PA III position:

- Documents payeeship client visits to the department on visitor log and routes the telephone calls from adult clients receiving payeeship services to the appropriate Adult Services staff.
- Obtains clients' weekly personal spending check from the first PA III and provides check to the adult client with the client signing a receipt for the check.
- Date-stamps the receipt and provides to the second PA III.

The second PA III position:

- Creates and maintains filing system for each individual trust account client.
- Deposits all trust account clients checks as received (e.g., Social Security, SSI, VA Retirement, Low Income Energy Assistance, Special Assistance In-Home, Child Support for Foster Children, etc.) in accordance to agency policies and procedures in managing the agency's cash flow.
- Receives vouchers from the Social Workers to prepare personal expense checks weekly for clients whom the agency is their representative payee.
- Receives invoices from Social Workers to pay clients bills (rent, utilities, insurances, pharmacy, clothing, etc.)
- Maintains (entering all checks written and deposits made) on an Excel spread sheet, on a monthly basis, all client expenses and receipts making sure each client has enough money in their account to cover their expenses.
- Assists the Adult Services Social Workers in researching any billing discrepancies, if discrepancies arise.
- Prepares a summary of expenses for the Adult Services Social Workers for Social Security reporting (yearly accounting).
- Issues monthly payments from the trust accounts of foster care children who receive income to apply toward the child's foster care room and board costs.

Justify Need for Each Position in Detail (use additional pages if necessary):

The primary purpose of Payeeship Case Management Services is to have a local organization to receive and manage Social Security, Supplemental Security Income (SSI) and other types of monthly income (e.g., retirement pension income) for county residents who cannot manage or direct the management of their monthly income(s) to meet their basic human needs, which includes but not limited to housing, utilities, food, medical expenses, personal care items, clothing, etc.

**Payee Cases handled by the Department**

<u>Fiscal Year</u>	<u>Total # of Adult Clients served</u>
<u>2009-2010</u>	<u>21</u>
<u>2010-2011</u>	<u>Between 16-20</u>
<u>2011-2012</u>	<u>8</u>
<u>July-Dec 2012</u>	<u>4</u>

The Davie County Department of Social Services continues to transfer payeeships of clients whose primary need was payee services to The Adult Enrichment Center in Winston-Salem. The Center has a Representative Payee program is able to take on those clients with general and routine payee needs. When the Davie County Department of Social Services becomes an adult's payee, the role currently derives from the agency's prior involvement with the adult in providing Adult Protective Services where financial management and/or Guardianship services have been identified as protective interventions for the disabled adult. Sometimes after 6 months, the agency will transfer the payeeship to The Adult Enrichment Center, the adult care home where the individual is residing, or to a private individual who has been identified by the Adult Services Social Worker as willing and responsible to assume the payeeship role for another. The payee clients that remain with the agency include some of the agency's wards and clients who are open for other case management services such as At-Risk Case Management.

Based on the department's history and experience in providing payeeship services to county residents, likely consequences that could occur if a person needs a protective/representative payee and does not have this assistance include: (1) increase risk of the adult for financial exploitation due to the adult's vulnerability of easily being taken advantage of by others, (2) the adult receiving and immediately spending all their monthly income on such items as cigarettes, alcohol, minutes for their cell phone, etc., in lieu of paying for basic necessities (e.g., rent, utilities, food, clothing, medical expenses, etc) and then going from one person to another and/or one community agency or church to another asking for money or to pay for their basic needs, thus increasing the demand for emergency financial assistance or (3) the Social Security Administration or other appointing entity suspending the adult's monthly benefit based on medical/psychiatric information that the adult cannot manage their own funds and a responsible individual or an organization is needed to help manage the funds. This latter consequence also increases the adult's dependency on emergency financial assistance from local organizations including churches.

The department of social services attempts to seek and identify at least one responsible person/family member when a payeeship request is made before accepting a Social Security payee appointment.

The department of social services does not charge the adult a monthly fee to manage their monthly income as the majority of the clients have little to no money left in their agency trust account after the monthly household bills and personal expenses are paid.





Fiscal Year	Type of Costs	Total	County	State	Federal
2009-2010	Direct Service	\$21,600.00	\$8,250.00	\$13,350.00	\$00.00
	Administrative	\$15,982.72	\$1,997.84	\$ 1,997.84	\$11,987.04
	Total Budget	\$37,582.72	\$10,247.84	\$15,347.84	\$11,987.84
2010-2011	Direct Service	\$21,582.40	\$8,250.00	\$13,332.40	\$00.00
	Administrative	\$16,142.36	\$2,017.79	\$ 2,017.80	\$12,106.77
	Total Budget	\$37,724.76	\$10,267.79	\$15,350.20	\$12,106.77
2011-2012	Administrative	\$16,036.28	\$2,004.53	\$ 2,004.54	\$12,027.21
	Total Budget	\$21,636.28	\$2,629.53	\$ 6,979.54	\$12,027.21
2012-2013	Administrative	\$ 16,701.88	\$ 2,087.73	\$ 2,087.74	\$ 12,526.41
	Total Budget	\$23,301.88	\$ 2,712.73	\$ 8,062.74	\$ 12,526.412

\* The Services for the Blind Social Worker is Alysia Zee Wells, whose main office is located in Forsyth County. Ms. Wells provides services to both Davie County and Forsyth County. Ms. Wells' salary and administrative costs are comprised of the following: salary, longevity, Social Security and retirement, hospitalization / disability, travel and driver service.

\* Annual cost and source of funds for salary and administrative cost are broken down in the below chart:

Fiscal Year	No of Work Days	County	Total	Federal	State	County
2010-2011	209	Forsyth	\$64,879.87	\$48,659.90	\$8,109.99	\$8,109.98
	52	Davie	\$16,142.36	\$12,106.77	\$2,017.80	\$2,017.79
2011-2012	209	Forsyth	\$ 64,453.51	\$48,340.13	\$8,056.69	\$8,056.69
	52	Davie	\$16,036.28	\$12,027.21	\$2,004.54	\$2,004.53
2012-2013	209	Forsyth	\$ 67,128.71	\$ 50,346.53	\$ 8,391.09	\$ 8,391.09
	52	Davie	\$ 16,701.88	\$ 12,526.41	\$ 2,087.74	\$ 2,087.73



### ACTIVITY JUSTIFICATION

Activity <b>TITLE XX GENERAL TRANSPORTATION SERVICES</b>	# of Employees: <u>.08</u>	# of Full-time: <u>.08</u> # of Part-time: <u>-0-</u>	Annual Cost: <u>\$ 4,615</u>
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Mandated by: NCGS 108A-14 (3)(4); Optional under NCAC 71R.	County Cost: <u>\$ 3,323</u>	Federal / State Costs: Federal- <u>\$ 1,154</u> State- <u>\$ 138</u>
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**Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:**

Crista Ramroop, Social Work Supervisor III	2% Title XX Transportation Case Management Supervision
Colleen Bell, Social Worker III	3% Title XX Transportation Case Management
Runella Hayes, Processing Assistant III	1% Clerical Support
Amy Correll, Processing Assistant III	1% Accounts Receivable/Accounts Payable
Kim Hefner, Administrative Assistant I	1% Administrative Support

Social Work Supervisor III (spends 2% in this program activity)

- Plans, organizes and supervises the daily operations of the Title XX General Transportation Case Management Services and assigned program staff, which includes monitoring worker caseloads, workloads and worker job performance to ensure agency compliance with state statutes and state and agency policies in provision of specified case management services.
- Receives, reviews and interprets changes related to Title XX Transportation Case Management policies and procedures for assigned staff.
- Assists assigned staff in identifying possible alternative transportation programs for potential program applicants when applicant/client is not financially eligible to receive Title XX Transportation Services.
- Receives and reviews monthly Title XX Transportation Services vendor billing statements to ensure accuracy of billing before submitting billing to the agency's fiscal staff to process vendor payments.
- Works collaboratively with the community-based transportation providers to develop client transportation service policies that are aimed at efficient and effective client use of the transportation service.

Social Worker III (spends approximately 3% in program activity)

- Conducts face-to-face and telephone interviews with potential applicants requesting Title XX Transportation Services to determine need and income eligibility for the service or to refer persons to other transportation-funded programs (e.g., Medicaid Transportation, Older Americans Act Transportation, Disabled and Handicapped Transportation Program, etc.)
- Informs applicants about the transportation program's policies and procedures, as well as the client's rights and responsibilities in applying for and utilizing the services.

Title XX Transportation Services

- Takes state-required service applications from persons requesting to apply for Title XX Transportation Services.
- Creates or updates an electronic service case for applicants applying or reapplying for Title XX Transportation Services.
- Processes each client-signed application (could be more than one household member who requests or needs transportation services such as a parent with minor children) for the specified service by verifying and documenting client income and need for the service in the record.
- Mails written notification(s) to client and contracted transportation vendor about the agency's determination of client eligibility for Title XX Transportation Services.
- Maintains an electronic master log of clients eligible for the transportation program and includes the eligibility certification period.
- Emails master log of eligible program clients to the contract provider (i.e., YVEDDI).
- Reviews client eligibility for Title XX Transportation Services whenever client income and/or need for transportation changes or at the end of the identified eligibility certification period with written notice of client eligibility mailed to client and transportation provider.

Processing Assistant III (spends 1% in program activity)

- Receives and enters the data from each client service application (DSS-5027) for Title XX Services into the state's Service Information System (SIS system).  
Receives and distributes the turnaround service applications generated by the N.C. Division of Social Services to the Social Worker for case management.

Processing Assistant III (spends 1% in program activity)

- Receives and reviews the monthly YVEDDI transportation billing invoice to reconcile any identified billing discrepancies.
- Processes the billing invoices with appropriate coding to the department's account and provides same invoices to the Director for signatory approval.
- Makes copy of the monthly transportation invoice to retain one copy at the department and provide the original to the Davie County Finance Department for processing of payment to the contractor.
- Enters the processed invoices on the department's Account Balance Worksheet

Administrative Assistant I (spends approximately 1% in Administrative Support)

- The Administrative Assistant I position receives the monthly transportation vendor billing statements and investigates any charges that are not attributable to Title XX Transportation in order to determine if they are valid charges that need to be charged to other accounts. If the charges are not valid, this position contacts the vendor in order to have the charges removed from the statement. Once any issues are resolved, the AA I ensures the statement is signed by the Director and forwarded to the Davie County Finance Office for processing.

**Justify Need for Each Position in Detail (use additional pages if necessary):**

The purpose of Title XX (General) Transportation Services is to assist low income individuals and families with available transportation to access medical and mental health providers, pay household bills and grocery shop. Title XX Transportation must be based on need (i.e., the person or family have no other source of transportation available) and meet a state-set income criteria for family size (e.g., the gross monthly income limit for a family size of 2 is \$689.00). YVEDDI is the contracted provider for all Title XX Transportation Services.

Title XX Transportation Services

<u>FY</u>	<u># of Clients Served</u>	
<u>2009-2010</u>	<u>118</u>	*The Social Worker providing the Title XX Transportation Case Management also is primarily providing Emergency Services Intake and assists with a few Adult Services case management services.
<u>2010-2011</u>	<u>110</u>	
<u>2011-2012</u>	<u>275</u>	
<u>July-Dec 2012</u>	<u>148</u>	

- Title XX Transportation Services continues to be provided to eligible Davie County citizens through an annual agency contract with YVEDDI, Inc. The contract amount for payment of services is capped at \$1,500.00 per month. The cost of the service derives from a combination of Federal Social Services Block Grant funds and county funds.

Social Worker Time administering Title XX Transportation Case management:

- An average of 30 minutes per case is spent in assessing transportation need with potential clients to determine if the individual or family has access to other means of transportation, explaining the transportation policy, receiving the client's service application(s) and verifying client/family income to determine income eligibility for the service. A case may be comprised of husband and wife or mother and one or more children. Separate service applications must be taken on each family member in need of the transportation service.
- An eligible transportation client is certified for one year and client eligibility reviews are conducted annually according to the client's certification period or whenever there is a change in income or family situation that might impact eligibility status.
- To contain costs, clients are required to obtain prior approval for any out-of-county transportation trips. The Social Worker spends about 3% of allotted time working with clients on out-of-county trips, prioritizing trips, and notifying provider and Supervisor of approved trips.
- Supervisor reviews all files of client's that are authorized or discontinues for Title XX Services in order to ensure compliance.



## ACTIVITY JUSTIFICATION

<b>Activity</b> <b>CHILD DAY CARE</b> <b>SUBSIDY PROGRAM</b>	<b># of Employees:</b> <u>1.27</u>	<b># of Full-time:</b> <u>1.27</u> <b># of Part-time:</b> -0-	<b>Annual Cost:</b> <u>\$ 62,649</u>								
<b>Mandated by:</b> Federal Child Care and Development Fund: 45 CFR, Parts 98 and 99; APA; State Law 2007-323 Sec. 10.15-10.17; NC Administrative Rule-10A NCAC 10	<b>County Cost:</b> <u>\$ 13,783</u>	<b>Federal / State Costs:</b> Federal- <u>\$ 48,866</u> State- <u>\$ -0-</u>									
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0"> <tr> <td>Belinda Brewer, Income Maintenance Supervisor II</td> <td>20% Child Day Care Subsidy Supervision</td> </tr> <tr> <td>Terri Hamm, Administrative Assistant I</td> <td>100% Child Day Care Subsidy Case Management</td> </tr> <tr> <td>Susan Prim, Processing Assistant III</td> <td>4% Clerical/Reception Support</td> </tr> <tr> <td>Amy Correll Processing Assistant III</td> <td>3% Clerical/Reception Support</td> </tr> </table> <p><u>Income Maintenance Supervisor II (spends 20% in this program activity)</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Child Day Care Subsidy Program and assigned program staff.</li> <li>- Provides administrative and technical assistance training to assigned staff when federal and state program policies and/or procedures change that affect child day care subsidy service provision or impact program applicants and clients and/or work procedures.</li> <li>- Monitors and evaluates the worker caseload and workload to assist the caseworker in responding to volume changes in program applications and client reviews.</li> <li>- Conducts second-party reviews of client cases through random sampling and evaluation of ongoing cases processed by assigned staff.</li> <li>- Evaluates assigned staff performance to determine any needed additional training and providing such training and/or arranging for training from the State Child Development Program Representative or Division of Child Development workshops pertaining to changes in child day care subsidy work policies and/or procedures.</li> <li>- Consults with the State Child Development Program Representative as needed to clarify program policies and/or for guidance in problem-solving complex client situations related to client eligibility.</li> <li>- Assists assigned program staff with processing complex cases to ensure accuracy.</li> <li>- Monitors monthly expenditures of agency-allocated child day care subsidy funds, including funding allocations from Smart Start of Davie County, and makes spending adjustments as necessary.</li> <li>- Develops and oversees agency use of a child day care subsidy waiting list when and if such a list is implemented by the agency.</li> <li>- Serves as the agency Director's designee on the Smart Start of Davie County Board.</li> <li>- Serves on the County's NC-PREK Advisory Board</li> <li>- Reports and advises agency Director on significant program changes in the Child Day Care Subsidy Program</li> </ul>				Belinda Brewer, Income Maintenance Supervisor II	20% Child Day Care Subsidy Supervision	Terri Hamm, Administrative Assistant I	100% Child Day Care Subsidy Case Management	Susan Prim, Processing Assistant III	4% Clerical/Reception Support	Amy Correll Processing Assistant III	3% Clerical/Reception Support
Belinda Brewer, Income Maintenance Supervisor II	20% Child Day Care Subsidy Supervision										
Terri Hamm, Administrative Assistant I	100% Child Day Care Subsidy Case Management										
Susan Prim, Processing Assistant III	4% Clerical/Reception Support										
Amy Correll Processing Assistant III	3% Clerical/Reception Support										

Child Day Care Subsidy Program

(e.g., number of monthly new applications, number of eligible day care program recipients, anticipated changes in the state's plan in implementing child day care subsidy services, etc), and outcome(s) of state program monitoring results.

- Reviews and monitors assigned staff sick, vacation and compensatory time balances.
- Performs related supervisory duties as assigned.

Administrative Assistant I (100% spent in this program activity)

- Conducts intake interviews with potential recipients to provide verbal and written information on Child Day Care Subsidy program policies and requirements, explains applicant/client rights and responsibilities and obtains required application data for application processing functions.
- Obtains verification documentation from a variety of collateral sources to determine applicant's eligibility or ineligibility for the Child Day Care Subsidy Program.
- Calculates income and family size to determine program eligibility and inform of any monthly parent fee that must be paid to the day care subsidy provider via completion of a Child Day Care Voucher that is sent to both parent and child day care provider.
- Keys applicant data and eligibility status into state's Subsidy Child Care Reimbursement System.
- Maintains client Child Day Care Subsidy case records in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility status, including ineligibility status.
- Runs and prints monthly case management work lists to schedule annual client reviews and update day care provider rates and related information.
- Updates Child Day Care Subsidy waiting list when the agency has implemented such a list.
- Conducts periodic and annual client reviews to re-determine client eligibility and as well as to update any other changes in the client's circumstances. This function also requires obtaining verification of reported client information, keying the data into the Subsidy Child Care Reimbursement System and notifying the client and day care provider of eligibility status resulting from the review.
- Enrolling new and updating existing day care provider information and keying day care provider data into the state's Subsidy Child Care Reimbursement System.
- Receives and reviews monthly day care provider child attendance reports submitted to the agency for processing of day care subsidy reimbursement for each eligible child by keying reimbursement codes and service days in the Subsidy Child Care Reimbursement System.
- Responsible for releasing SEEK (Subsidized Early Education for Kids) cards to parents and responsible adults. This was implemented by the Division of Child Daycare and Early Education in October 2011.

Processing Assistant III (first PA III position spends approximately 4% and second PA III position spends approximately 3% in program activity at DSS Annex)

The 1<sup>st</sup> PA III position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and in telephone calls and directs them to the Administrative Assistant I who administers the Child day Care Subsidy Program or to the program Supervisor; documenting and maintaining the paper log at the Front Office desk of every person who comes into the department at the Annex location to provide supporting documentation of visits made by new and existing program clients; documenting and maintaining the program application log at the Front Office desk, which reflects the date, time, client name and name of the Income Maintenance program(s) the potential client is making application(s) for to provide supporting documentation for federal, state and county

## Child Day Care Subsidy Program

- monitoring and audit purposes, and assisting the 2<sup>nd</sup> PA III with scanning client documents into the document imaging system (Northwoods).
- The 2<sup>nd</sup> PA III position is primarily responsible for creating new client electronic records and updating existing client electronic records within the department's Income Maintenance programs by scanning client documents into the document imaging system, receiving and scanning incoming mail and faxes for the Income Maintenance program staff and preparing outgoing mail for the Main DSS Processing Assistant to apply postage and deliver mail to the Post Office, assisting Income Maintenance staff in preparing (addressing) written program notification letters to be mailed to client, preparing undeliverable and returned client mail to a new or corrected address; and assisting the 1<sup>st</sup> PA III with receiving new and existing clients into the department when the number of clients waiting to be seen increases and documenting their visits on the Front Office client logs.

**Justify Need for Each Position in Detail (use additional pages if necessary):**

The purpose of Child Day Care Subsidy Services is to provide low income families with affordable child care that will, in turn, offer quality early childhood education and increase the chances for children to be healthy and succeed socially and academically. When Title XX of the Social Security Act was implemented in 1975, subsidized child care assistance became available to low income families, including two-parent families, based on their income.

<b>Fiscal Year</b>	<b># of Cases</b>	<b># of Children processed monthly in the State Reimbursement System</b>	<b># of Client Eligibility Reviews conducted monthly</b>	<b># of Children on Waiting List (end of FYs)</b>	<b># of Day Care Providers</b>
2009-2010	219	331	18	103	+ - 27
2010-2011	207	317	17	181	+ - 27
2011-2012	169	270	14	123	+ - 27
July-December 2012	151	203	13	170	+ - 27

\* The decrease in number of cases between Fiscal Year 2010-2011 and 2011-2012 is in response to the estimate released from The N.C. Division of Child Development and Early Education (DCDEE) in February 2011, which showed a decrease of 20% funding to provide subsidy services in Davie County. To prevent significant overspending in Fiscal year 2011-2012, no new children except for Child Protective Services, Child Welfare Services, Foster Children and children whose parents are Work First Family Assistance participants were added to Daycare Subsidy. Final funding was released in August 2011 and the actual decrease in funding was 5%. The Administrative Assistant and the Income Maintenance Supervisor began in October 2011 and continue today to bring in new applicants for Daycare Subsidy. The number of cases and the number of children receiving this service will continue to increase for the remainder of Fiscal Year 2011-2012.

\* The decrease in number of cases between Fiscal Year 2011-2012 and 2012-2013 is in response to the estimate released from the N.C. Division and Early Education in February 2012, which showed a decrease of 20% funding to provide subsidy services in Davie County. To prevent significant overspending in Fiscal year 2012-2013, no new children except for Child Protective Services, Child Welfare Services, Foster Children and children whose parents are Work First Family Assistance participants were added to Daycare Subsidy. However, in early SFY 2011-2012 and currently ongoing, DCDEE began moving forward with the implementation of SEEK attendance system. With the implementation of this system, the clients information must be updated in real time or as close to real time as possible to ensure that the providers have the correct information on each client. Also, SEEK swipe cards have been sent to each recipient of Child Daycare Subsidy for attendance purposes. The worker must update the SEEK AT system when cards need to be issued and/or

## Child Day Care Subsidy Program

anceled, and the worker must also conduct research when problems arise with the swipe cards.

## Administrative Assistant I

<b>% of Monthly Time</b>	<b>Work Function</b>
25%	Entering reimbursement into the State's Child Care Subsidy Reimbursement System to reimburse the County for child care payments made to providers
25%	Application-taking, which can take 25-35 minutes each to complete and 30 days to process each new application.
20%	Responding to client changes that often include re-calculating parent fees when income in the household has changed and sending notices to parent and provider, and updating the state system with any changes.
10%	Release and/or cancel SEEK swipe cards and researching issues that arise with the swipe cards
5%	Working the waiting list to ensure that everyone on the waiting list is still a resident of the county and either working or in school.
15%	Conducting annual client eligibility reviews, which take 25-35 minutes to complete.

Child Daycare Supervisor:

- \* 40% of time is spent staffing cases with the Child Daycare Worker. This includes researching and explaining eligibility requirements on specific cases.
- \* 20% of time consists of second party reviews of applications, reviews and changes.
- \* 20% of time consists of tracking the budgeted allocations provided to the agency from the N.C. Division of Child Development and Smart Start of Davie County to ensure funds are being spent within our allocated amounts.
- \* 10% of time consists of communicating directly with clients and includes explaining denial or termination of Child Daycare Subsidy in relation to the client's situation and program policy. This supervisor also assists the Child Daycare Worker in the event the worker is out of the agency on leave.
- \* 5% spent on monitoring the Child Day Care Waiting List when the agency implements the waiting list to determine how many, if any, children can be moved off the list and program applications taken.
- \* 5% of time consists of meeting with the Child Daycare Representative and attending mandatory meetings required by the N.C. Division of Child Daycare.



### ACTIVITY JUSTIFICATION

<b>ACTIVITY</b> <b>CHILD SUPPORT</b> <b>ENFORCEMENT PROGRAM</b>	<b># OF EMPLOYEES: 4</b>	<b># OF FULL-TIME: 4</b> <b># OF PART-TIME:</b>	<b>ANNUAL COST: \$214,543</b>								
Mandated by: 1975 PL 93-647, Part B (Title IV-D of the Social Security Act) N.C.G.S. Chapter 110, Article 9.	County Cost: \$ 72,945	Federal / State Costs: Federal: \$ 141,598 State: \$ -0-									
<b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b>											
<table border="0"> <tr> <td>Tammy Myers, Lead Child Support Agent</td> <td>25% Supervisory duties/ 75% Agent Case Management</td> </tr> <tr> <td>Jolene Rivers, Child Support Agent II</td> <td>100% Agent Case Management</td> </tr> <tr> <td>Lisa Jordan, Child Support Agent II</td> <td>100% Agent Case Management</td> </tr> <tr> <td>Grayson Goss, Child Support Processing Assistant</td> <td>100% Child Support Clerical Support</td> </tr> </table>				Tammy Myers, Lead Child Support Agent	25% Supervisory duties/ 75% Agent Case Management	Jolene Rivers, Child Support Agent II	100% Agent Case Management	Lisa Jordan, Child Support Agent II	100% Agent Case Management	Grayson Goss, Child Support Processing Assistant	100% Child Support Clerical Support
Tammy Myers, Lead Child Support Agent	25% Supervisory duties/ 75% Agent Case Management										
Jolene Rivers, Child Support Agent II	100% Agent Case Management										
Lisa Jordan, Child Support Agent II	100% Agent Case Management										
Grayson Goss, Child Support Processing Assistant	100% Child Support Clerical Support										
<u>Lead Agent (This position spends 25% in supervising program activity)</u>											
<ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Child Support Program and assigned program staff.</li> <li>- Monitors and evaluates worker caseloads to evaluate worker job performance and effectiveness and accuracy of work processes and to identify program and staffing needs.</li> <li>- Provides and/or arranges for staff training to ensure program compliance with Federal and State statutes, administrative laws, policies and procedures in providing child support services (e.g., required time frames from case initiation to enforcement and distribution of collections).</li> <li>- Assists program staff in handling complex child support cases (e.g., interstate child support services that involve two states; cases with complex legal issues).</li> <li>- Consults with State Child Support staff, as needed, to clarify changes in program policies and to monitor the agency's status in meeting State-set program goals and outcomes.</li> <li>- Reports and advises agency Director on significant program changes and/or trends in the Child Support Program (e.g., number of active cases, program policy changes and reports, program needs and resources, etc.)</li> <li>- Assists assigned staff in working with agency attorney in preparation of court proceedings, which includes legal case consultation and testimony.</li> </ul>											
<u>Child Support Agent duties (1 position-Lead Agent- spends 75% and 3 positions spend 100% each in Child Support case management activities)</u>											
<ul style="list-style-type: none"> <li>- Conducts intake interviews with both public assistance and non-public assistance child support applicants to explain program requirements and establishment/enforcement policies and to obtain pertinent applicant data to open an active Child Support case.</li> <li>- Establishes paternity in cases where paternity has not been already established which includes applying multiple methods such as collection of DNA for testing and obtaining certified birth certificates.</li> </ul>											

Child Support Program

- Conducts searches to locate absent parents of child support cases using all available resources.
- Calculates, using State Child Support guidelines, the monetary child support obligation.
- Establishes court orders with agency attorney assistance that is consistent with Federal and State laws governing child support court order processes.
- Enters all child support data and actions taken on cases into the State's computerized Child Support system called ACTS (Automated Collection and Tracking System) and ensures maintenance of same data in ACTS.
- Enforces child support court orders by all legal means available and includes, but not limited to applying wage withholding, issuing contempt action, pursuing tax intercept certification, liens, etc.
- Staffs child support cases with agency attorney with compilation of child support evidence to present in court hearings and to testify to the facts of each case.
- Maintains financial management of assigned child support cases directly related to arrear balances, reconciliations of financial information when adjustments in child support payments are made, and monitoring child support payment histories in assigned cases.
- Conducts periodic and scheduled child support case reviews with clients, which includes but is not limited to notifying both parents of the review process, gathering and evaluating any updated information and filing any needed legal action resulting from the review.

Child Support Clerical Support (25% reception, 10% courier and 65% clerical support duties)

- Greets potential and existing clients upon their arrival to agency or in telephone conversations, assesses their needs and directs clients to appropriate child support agent.
- Creates initial child support cases in the ACTS system and completes an initial search for each case participant and enters the correct case coding. Also, creates the initial child support case in Northwoods.
- Runs and prints monthly child support reports and distributes same reports to child support agents.
- Assists child support agents in searching for absent parents by using various computer databases that can interface with the ACTS system.
- Enters service of process information into the ACTS system.
- Generates and completes certificates of service on certain documents required by rules of civil procedures and insures original certificates are filed with the Clerk of Court's Office.
- Files legal documents with the Clerk of Court's Office per instructions from the child support agents.
- Responsible for mailing all child support correspondence.
- Responsible for receiving in and organizing daily child support mail to distribute to child support agents.
- Assists child support agents in presenting child support orders before Judges to obtain required signatures.
- Assists child support agents and agency attorney during child support court hearings to prepare purge forms, copy documents, obtain Judge's signature, pull court files directly related to a case, and provide general organization of information as needed in the child support hearings.

## Child Support Program

Justify Need for Each Position in Detail (use additional pages if necessary):

**The purpose of the Child Support Enforcement Unit is to provide Child Support Services to families with one or more parents absent from the home. These services are available to public assistance families and non-public assistance families. These services include location of absent parents, establishment of paternity, establishment of support, and enforcement of child support court orders.**

**The results of the work performed by the Child Support Enforcement Unit directly impacts the families served and the taxpayers. Every child for whom paternity is established can recognize a father figure that they did not have before. Every support obligation that collects money for those receiving public assistance results in a decrease in the amount of taxes used on a local, state, and federal level for those dependents. Support collected for non-recipients of public assistance may make them self-supportive and enable them to avoid seeking public assistance.**

There are numerous Incentive Goals in place which are used to measure the county's performance and result in incentive money being paid to the county to support the ongoing establishment and enforcement of Child Support. The following chart below exemplifies some of the Federal and State Child Support Goals that the program staff must work to achieve in order for the county program to **receive monetary incentives.**

Incentive	Goal FY 2009- 2010	Davie County Results	Goal FY 2010- 2011	Davie County Results	Goal FY 2011- 2012	Davie County Results
% of Cases under Court Order	89%	87%	88%	84%	85%	86%
Collection Rate	70%	69%	70%	69%	69%	69%
Collection on Arrears	68%	68%	69%	70%	71%	68%
Paternity Establishment	104%	101%	101%	108%	105%	113%

#### Overview of Davie County Child Support Program Data

Fiscal Year	Total Collections	Total Cases	Total Paternity Establishments	Medicaid Cost Avoidance*
2009-2010	<b>\$2,338,534.00</b>	1113	747	\$43,289.53
2010-2011	<b>\$2,251,662.00</b>	1229	769	\$52,833.40
2011-2012	<b>\$2,310,614.00</b>	1267	871	\$21,108.56
2012-2013 (Midpoint)	<b>\$1,168,429.00</b>	1273	812	\$48,561.58

**\*Medicaid Cost Avoidance is actual Medicaid costs that were avoided as a result of child support orders that require absent parents to provide health insurance for the minor child(ren).**

- The child support unit receives approximately **25 new applications** for services each month. **Each application can, and often does, result in multiple child support cases** depending upon the number of parents absent from the home. An initial interview with a client can last from **one hour to several hours** depending upon the number of absent parents, the number of children, paternity issues, etc.

Child Support Program

- The child support unit handles approximately **75 contempt/enforcement hearings each month**. This is a legal process in which we ask the court to hold the obligor/absent parent in contempt for failure to pay their support obligation. Each hearing could last from a few minutes to a few hours depending upon the complexity of the evidence.
- The child support unit handles approximately **15 establishment hearings per month**. This is a legal process to establish a court order for support and is necessary in cases when a voluntary agreement cannot be negotiated. Each hearing could last from one half hour to a few hours depending upon the complexity of the evidence. The legal process prior to the hearing being held can be 60-90 days. The legal pleading must be filed with court, the absent parent must be served, the absent parent/defendant must be allowed 30 days to file an answer with the court, and then the hearing is held.
- The child support unit handles approximately **15 modification hearings per month**. This is a legal process to determine if a modification to an existing order needs to be made. This action can be initiated by our agency on behalf of our client if a change is warranted. This action can also be initiated by an obligor/absent parent at anytime that they allege that a change is warranted.
- The child support unit must monitor **all cases** (currently 1273) **continuously** for compliance with the court order **throughout the life of the order**. Child support orders remain in effect until all children reach age 18 and graduate high school or until the court order is stopped for other reasons (reconciliation of the parties, etc.).
- **Each child support agent manages a caseload of approximately 425 cases, which is well above the recommended state standard.**
- The child support unit must staff each case scheduled for hearing with the agency attorney. Evidence for the hearing must be compiled and reviewed. It is critical that all laws and general statutes are adhered to.
- The child support unit also manages interstate cases in accordance with the Uniform Interstate Family Support Act. There are currently approximately **150 interstate cases**. These cases can be extremely complex and time consuming.
- The child support unit receives and responds to approximately **650 incoming phone calls per month** from the public and/or current clients or absent parents concerning services and case status. This is in addition to the approximate 1,000 phone calls per month that are received into the Customer Service Call Center that the state provides.
- **The Child Support program is unique in that it generates funds back into the budget by way of incentive funds earned and it provides income to families to deter or decrease public assistance benefits.**
- **Every dollar collected by Child Support Enforcement equates to \$7.00 into the local economy.**
- **1.8 million people in the state are impacted by the child support program.**

**Incentive funds received by Davie County Child Support Enforcement go back into the budget and reflect direct cost savings to the county. The following chart provides incentive data over the past three State Fiscal Years:**

FY 2009-2010 Incentive Funds Received	\$67,185.00
FY 2010-2011 Incentive Funds Received	\$40,577.00
FY 2011-2012 Incentive Funds Received	\$32,564.06
FY 2012-2013 (Midpoint)	\$ 1,249.48



## ACTIVITY JUSTIFICATION

<b>Activity (FNS)</b> <b>FOOD AND NUTRITION SERVICES PROGRAM</b> <b>(formerly known as Food Stamp Program)</b>	# of Employees: <u>5.08</u>	# of Full-time: <u>5.08</u> # of Part-time: <u>-0-</u>	Annual Cost: <u>\$256,250</u>														
Mandated by: Federal Reg. 7CFR parts, 270-285 PL 105-33 (Title 1-Food Stamps) Food & Nutrition Act of 2008 N.C.G.S. 108A-14 (3) (5) N.C.G.S. 108A-51	County Cost: <u>\$ 128,125</u>	Federal / State Costs: Federal – <u>\$ 128,125</u> State <u>-0-</u>															
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Felecia McSwain, Income Maintenance Supervisor II</td> <td style="width: 50%;">72% FNS Supervision</td> </tr> <tr> <td>Tammy Olson, Income Maintenance Caseworker II</td> <td>100% FNS Case Management</td> </tr> <tr> <td>Rebekah Anderson, Income Maintenance Caseworker II</td> <td>100% FNS Case Management</td> </tr> <tr> <td>Lee Troxell, Income Maintenance Caseworker II</td> <td>100% FNS Case Management</td> </tr> <tr> <td>Pat Gregory, Income Maintenance Caseworker II</td> <td>87% FNS Case Management</td> </tr> <tr> <td>Susan Prim, Processing Assistant III</td> <td>30% Reception/Clerical- Annex Bldg.</td> </tr> <tr> <td>Amy Correll, Processing Assistant III</td> <td>19 % Reception/Clerical- Annex Bldg.</td> </tr> </table> <p><u>Income Maintenance Supervisor II (Supervisor spends 72% spent in program activity)</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Food and Nutrition Services (FNS) program and assigned program staff. With implementation of NCFAST in the FNS Program, this position has increased the planning and organizing time to arrange for caseworker training in NCFAST while maintaining caseworker coverage at the agency, pulling and analyzing NCFAST supervisor program reports and job aids to problem-solve any work issues and reassign worker program tasks, as needed, based on the volume of FNS applications, client changes in circumstances, and scheduled client re-determinations of program eligibility.</li> <li>- Monitors and evaluates worker caseloads and workloads to also assign and reassign work tasks among program caseworkers to address changes in program workload.</li> <li>- Receives, reviews and interprets changes in Federal and State FNS policies, NCFAST work procedures and policy work procedures for assigned staff. This activity is anticipated to increase in volume as Income Maintenance Program policies become streamlined (e.g., alignment of program certification periods and annual reviews between FNS, Work First, and Medicaid) with the policies of other income maintenance programs.</li> </ul>				Felecia McSwain, Income Maintenance Supervisor II	72% FNS Supervision	Tammy Olson, Income Maintenance Caseworker II	100% FNS Case Management	Rebekah Anderson, Income Maintenance Caseworker II	100% FNS Case Management	Lee Troxell, Income Maintenance Caseworker II	100% FNS Case Management	Pat Gregory, Income Maintenance Caseworker II	87% FNS Case Management	Susan Prim, Processing Assistant III	30% Reception/Clerical- Annex Bldg.	Amy Correll, Processing Assistant III	19 % Reception/Clerical- Annex Bldg.
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Amy Correll, Processing Assistant III	19 % Reception/Clerical- Annex Bldg.																

- Serves as NCFAST County Champion to receive county information related to operations of NCFAST in Davie as such operations impact the FNS Program and to submit agency information to NCFAST staff, as requested.
- Conducts second-party reviews of staff's case management functions to evaluate worker job performance and ensure agency compliance with program policies and procedures.
- Reports and advises agency Director on significant program changes, changes and/or resource needs in the FNS program (e.g., program training needs of staff, technical support in NCFAST, service delivery reports, etc).
- Reviews and monitors assigned staff sick, vacation and compensatory time balances.
- Performs related supervisory duties as required.

Income Maintenance Caseworker II (3 staff spend 100% each in program activity and 1 staff spends 87% in program activity)

- Conducts interviews with potential program recipients to provide verbal and written information on program policies and requirements, including applicant/client rights and responsibilities, and obtains required application data for application processing functions.
- Obtains verification documentation from a variety of collateral sources as required by federal and state policies to determine applicant's eligibility or ineligibility for the FNS program, enters the applicant information (e.g., proof of income, utility bills, rent/mortgage payment statements, evidence of child support income, etc) into NCFAST for eligibility check and processing of client data.
- Maintains client FNS case records in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility, ineligibility and benefit amounts for program audit purposes.
- Conducts periodic and Federal/State-set scheduled client reviews to re-determine client eligibility and FNS allotment amounts as well as update any changes in the client's circumstances. This function also requires obtaining verification of reported client information, and keying the data into NCFAST.
- Communicating changes in clients' circumstances to other agency program staff.

Processing Assistant III (one PA III spends approximately 30% and 2<sup>nd</sup> PA approximately 19% in program activity at DSS Annex)

- The 1<sup>st</sup> PA III position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and directing those who call into the agency to the appropriate Food and Nutrition Services (FNS) Income Caseworker or to the FNS Supervisor; documenting and maintaining a master log at the Front Office desk of every person who comes into the department at the Annex location to provide supporting documentation of visits made by new and existing program clients; scanning applicant and existing client information into Northwoods document imaging system and alerting appropriate caseworker of client data to respond either through an intake interview and/or to process a program application or make changes to an existing client's program case; identifying and disseminating monthly State program reports from the various state Health and Human Service Divisions to the Income Maintenance Supervisors, Social Work Supervisors and the Director; and assisting the 2<sup>nd</sup> PA III with scanning mail-in documents into the document imaging system (Northwoods).
- The 2<sup>nd</sup> PA III position is primarily responsible for creating new client electronic records and updating existing client electronic records within the department's Income Maintenance programs by scanning client

documents into the document imaging system; receiving and scanning incoming mail and faxes for the Income Maintenance program staff and preparing outgoing mail for the Main DSS Processing Assistant to apply postage and deliver mail to the Post Office; assisting the Income Maintenance staff in preparing (addressing) written program notification letters to be mailed to clients; preparing paper intake packets and review packets as part of the application and program recertification processes; preparing undeliverable and returned client mail to a new or corrected address; and assisting the 1<sup>st</sup> PA III with receiving new and existing clients into the department when the number of clients waiting to be seen increases and documenting their visits on the Front Office client logs.

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Justify Need for Each Position in Detail (use additional pages if necessary): **The purpose of the Food and Nutrition Services Program is to help meet the nutritional needs among low income households. The Program is authorized by the Federal Food and Nutrition Act of 2008 (Title XIII, as amended through P.L. 110-246). Regulations issued pursuant to the act are contained in 7 CFR, Parts 270-285.**

As of October 1, 2012, as required by the NC Department of Health and Human Services, the department of social services began receiving and processing new Food and Nutrition Services (FNS) applications in the new state database called NCFAST (North Carolina Families Accessing Services through Technology). Because caseworker time had increased by an average of two hours per case while learning the processing of new applications in NCFAST, the department contracted with Vanguard Professing Staffing for one (1) temporary, short-term FNS caseworker to handle the majority of FNS re-certifications and client case changes to continue meeting federal program requirements.

As of January 22, 2013, the department was responsible for carrying out all FNS functions within the NCFAST system with no further working access to the 30-plus year old Food Stamp Information System (FSIS). Automatic conversion of FSIS existing client data into the NCFAST system has been incomplete, resulting in increased staff time to review and key (also referred to as conversion) each FNS case before proceeding with further to make new changes to cases and to process re-certifications of client eligibility. Medicaid and administrative staff of the department have been pulled in to help with conversion of individual FNS cases but they are unable to process eligibility of FNS cases because program policy continues to be attached to the type of client information required for FNS eligibility and the NCFAST system is date-driven to meet FNS program requirements. As of December 2012, the department of social services was managing a total of 2357 FNS cases and each case had client data that needed conversion into NCFAST for subsequent processing of eligibility. During that same month, 76 new FNS applications were also received into the department to process within the new NCFAST system.

The rollout of NCFAST has been and continues to be overwhelming, frustrating, and challenging to staff as the system software is in the Irish language for which there is a period of acclimation to become familiar with the terminology; system operational deficits continue to vary and either were not identified and/or resolved with pilot NCFAST counties; additional caseworker time is being required to not only check initial eligibility after client data has been converted into NCFAST but also to proceed with processing new or changed client information in NCFAST for the purposes of continuing client eligibility or re-determining eligibility; and system errors are continuing to occur in cases with periods of NCFAST system slowing down during the workday that act to hinder the caseworkers from moving forward in entering and/or saving case data. All of these factors working together have the potential of resulting in delayed FNS benefits for eligible households, administrative errors creating FNS eligibility in ineligible households, county fiscal paybacks for not meeting program

processing time frames and the like. Moreover, with all FNS staff, Medicaid and non-exempt administrative staff working many hours overtime with the anticipation of overtime continuing for the next 6 months, the compilation of compensatory time will grow significantly in these groups of staff members who normally do not incur over 15-20 hours compensatory time.

During the latter part of 2013, the department of social services will experience the NCFAST rollout of Medicaid and Work First (TANF) programs and the retirement of another 30-plus year old eligibility system called Eligibility Information System (EIS). While the majority of FNS households are also recipients of Medicaid and Work First, we do anticipate recurring problems of automated conversion of EIS client data into NCFAST for which county staff will continue to be responsible for manually converting data into the new system and continued staff overtime to be worked.

### **Food and Nutrition Services- Applications Taken and Processed**

Fiscal Year	Total Number of Applications	Total Number of FNS Caseworkers	Per Caseworker: Average Monthly Applications
FY 2009-2010	1793	3 Full-time, 1 Part-time	3 Full-time: 40 applications 1 Part-time: 30 applications
FY 2010-2011	1993	3 Full-time, 1 Part-time	3 Full-time: 48 applications 1 Part-time: 21 applications
FY 2011-2012	1750	3 Full-time, 1 Part-time	3 Full-time: 40 applications 1 Part-time: 27 applications
July-Dec 2012	833	3 Full-time, 1 Part-time	3 Full-time: 38 applications 1 Part-time: 26 applications

- Processing of new FNS applications can take from one hour to three or four hours in NCFAST depending on number of household members, identifying relationships of all household members, type of household income, and whether or not system errors are identified and NCFAST Help Desk is involved to assist in remedying system errors or issues.

### **Food and Nutrition Services- Case Management (processing case changes and re-determining eligibility)**

Fiscal Year	Total Number of FNS cases	Worker to Case Ratio	Total Number of Annual Case Redeterminations	Average Number of Monthly Case Re-determinations
FY 2009-2010	1793	3 Full-time: 576 cases 1 Part-time: 200 cases	3159	263
FY 2010-2011	1993	3 Full-time: 750 cases 1 Part-time: 322 cases	3904	325
FY 2011-2012	1750	3 Full-time: 731 cases 1 Part-time: 424 cases	4597	383
July-Dec 2012	833	3 Full-time: 704 cases 1 Part-time: 200 cases	2351 (bi-annual)	392

- Refer to NCFAST Flow Charts in processing FNS Case Re-determinations (also referred to as Recertifications)



## ACTIVITY JUSTIFICATION

<b>Activity</b> <b>LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)</b>	<b># of Employees: <u>.11</u></b>	<b># of Full-time: <u>.11</u></b> <b># of Part-time: -0-</b>	<b>Annual Cost: <u>\$ 5,440</u></b>		
Mandated by: Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (PL 97-35) as amended. N.C.G.S. 108A-14 (3) (5)	County Cost: <u>\$-0-</u>	Federal / State Costs: Federal- <u>\$ 5,440</u> State- <u>\$ -0-</u>			
<b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b>					
<table border="0"> <tr> <td data-bbox="82 961 998 1150"> Felecia McSwain, Income Maintenance Supervisor II  Amy Correll, Processing Assistant III  Pat Gregory, Income Maintenance Caseworker II  Susan Prim, Processing Assistant III  Kimberly Hefner, Administrative Assistant I </td> <td data-bbox="998 961 1539 1192"> 3% LIEAP Supervision  3% LIEAP Application Processing  3% LIEAP Application Processing  1% Front Office Reception-Annex  1% Accounts Receivable/ Accounts Payable </td> </tr> </table>				Felecia McSwain, Income Maintenance Supervisor II Amy Correll, Processing Assistant III Pat Gregory, Income Maintenance Caseworker II Susan Prim, Processing Assistant III Kimberly Hefner, Administrative Assistant I	3% LIEAP Supervision 3% LIEAP Application Processing 3% LIEAP Application Processing 1% Front Office Reception-Annex 1% Accounts Receivable/ Accounts Payable
Felecia McSwain, Income Maintenance Supervisor II Amy Correll, Processing Assistant III Pat Gregory, Income Maintenance Caseworker II Susan Prim, Processing Assistant III Kimberly Hefner, Administrative Assistant I	3% LIEAP Supervision 3% LIEAP Application Processing 3% LIEAP Application Processing 1% Front Office Reception-Annex 1% Accounts Receivable/ Accounts Payable				
<u>Income Maintenance Supervisor II (Supervision- 3% spent on position)</u>					
<ul style="list-style-type: none"> <li>- Plans, organizes and supervises the annual operations of the LIEAP program and assigned program staff.</li> <li>- Develops the agency's annual Energy Program Business Plan for LIEAP and Crisis Intervention Program (CIP) in collaboration with a Social Work Supervisor for required DSS Director submission to the N.C. Division of Social Services.</li> <li>- Conducts informational outreach activities in the county (e.g., submission of newspaper article, distribution of LIEAP flyers to agency staff and community human service groups, giving presentations in the community about LIEAP, etc).</li> <li>- Monitors and evaluates the assigned worker's caseload and workload to assign and reassign other work tasks, as needed, to program caseworkers in the Food and Nutrition Services and Medicaid programs to address any increased work demands on the LIEAP case worker.</li> <li>- Consults with State Energy Program staff, as needed, to clarify changes in program policies and/or to problem-solve complex client situations related to program eligibility or service delivery procedures.</li> <li>- Receives, reviews and interprets changes in Federal and State LIEAP policies and procedures for assigned caseworker.</li> <li>- Reports and advises agency Director on significant program changes, as well as, changes and/or trends in the LIEAP Program (e.g., work process changes in the how LIEAP is administered, number of new LIEAP applications taken and processed, and program funding status).</li> </ul>					

Low Income Energy Assistance Program

Processing Assistant III (1<sup>st</sup> PA position spends approximately 3% in program activity) and Income Maintenance Caseworker II (1 position spends 3% in program activity):

- Conducts face-to-face application interviews with potential program recipients to provide information on LIEAP program policies and requirements, explain applicant/client rights and responsibilities and to obtain required application data for application processing functions.
- Obtains verification documentation from applicant to determine applicant's eligibility or ineligibility for the LIEAP program, keys applicant data and eligibility status into State's Energy Assistance Program (CIP/LIEAP) system, and notifies applicants/clients of eligibility or ineligibility for the LIEAP Program in writing.
- Transmits written invoice to Administrative Assistant I to process invoice for payment to vendor of applicant's energy provider.

Processing Assistant III (2<sup>nd</sup> PA position spends about 1% in program activity)

- This position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and directs them to the appropriate agency staff taking the LIEAP applications, documenting and maintaining the LIEAP program application log at the Front Office desk, which reflects the date, time, applicant name, address, and program type to provide supporting documentation for federal, state and county monitoring and audit purposes.

Administrative Assistant I (spends 1% in program activity):

- The Administrative Assistant I processes each approved LIEAP billing invoice, identifying appropriate coding to the department's account and provides same invoice to the Director for signatory approval, copies monthly transportation invoice to retain one copy at the department and provide the original to the Davie County Finance Department for processing of payments to the clients' energy providers, and enters the processed invoices on the department's Account Balance Worksheet

Justify Need for Each Position in Detail (use additional pages if necessary): The Low Income Energy Assistance Program (LIEAP) is a Federally-funded program that provides for a one-time monetary payment to the primary energy providers of eligible clients to supplement the cost of their home heating expenses. The LIEAP allocation is a capped funding source to counties so that once funds are exhausted by eligible clients, the application process ends for the year.

- This program underwent significant Federal and State policy changes and work procedures in FY 2011-2012. The program now has identified target populations it must serve as priority (i.e., senior population age 60 and older and disabled adult population receiving Division of Aging and Adult Services) within a specified time frame of December 1, 2012 through January 31, 2013. Effective February 1, 2013, if any LIEAP funds are remaining, all households may apply for the energy program and have eligibility determined according to program policy.
- LIEAP payments for eligible households are made directly to the household's account of their primary energy provider instead of the household receiving the payment directly.
- Due to NCFASST rollout in Food and Nutrition Services (FNS) in FY 2012-2013, the Low Income Energy Assistance program for this fiscal year was administered by a Processing Assistant III and the Social Services Technician with supervisory oversight by the Services Intake Social Work Supervisor.

## Low Income Energy Assistance Program

**LOW INCOME ENERGY ASSISTANCE (LIEAP) APPLICATIONS**

<b>Fiscal Year</b>	<b>Funding Allocation</b>	<b>Total # of Applications</b>	<b>Total # of Approved Applications</b>	<b>Total # of Denied Applications</b>
2009-2010	Data not available	1460	817	643
2010-2011	Data not available	1770	1152	618
2011-2012	\$52,533	240	215	25
2012-2013	\$ 82,368	*189	*179	*10

\* Data for FY 2012-2013 reflects applications taken between December 3, 2012 to February 1, 2013



## ACTIVITY JUSTIFICATION

Activity <b>ADULT MEDICAID PROGRAM</b>	# of Employees: <u>2.15</u>	# of Full-time: <u>2.15</u> # of Part-time: -0-	Annual Cost: <u>\$ 109,747</u>										
Mandated by: Title XIX, Section 1900 of the Social Security Act; Federal Statute 42 U.S.C. 2000d; N.C.G.S. 108A-54- 70.9	County Cost: <u>\$ 54,874</u>	Federal / State Costs: Federal- <u>\$ 54,874</u> State- <u>\$ -0-</u>											
Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:													
<table> <tr> <td data-bbox="82 911 889 945">Felecia McSwain, Income Maintenance Supervisor II</td> <td data-bbox="889 911 1539 945">20% Adult Medicaid Supervision</td> </tr> <tr> <td data-bbox="82 945 889 978">Julie Phelps, Income Maintenance Caseworker III</td> <td data-bbox="889 945 1539 978">80% Adult Medicaid Case Management</td> </tr> <tr> <td data-bbox="82 978 889 1012">Karen McCulloh, Income Maintenance Caseworker III</td> <td data-bbox="889 978 1539 1012">80% Adult Medicaid Case Management</td> </tr> <tr> <td data-bbox="82 1012 889 1045">Susan Prim, Processing Assistant III</td> <td data-bbox="889 1012 1539 1045">25% Reception and Clerical Support (Annex)</td> </tr> <tr> <td data-bbox="82 1045 889 1079">Amy Correll, Processing Assistant III</td> <td data-bbox="889 1045 1539 1079">10% Clerical/Reception Support (Annex)</td> </tr> </table>				Felecia McSwain, Income Maintenance Supervisor II	20% Adult Medicaid Supervision	Julie Phelps, Income Maintenance Caseworker III	80% Adult Medicaid Case Management	Karen McCulloh, Income Maintenance Caseworker III	80% Adult Medicaid Case Management	Susan Prim, Processing Assistant III	25% Reception and Clerical Support (Annex)	Amy Correll, Processing Assistant III	10% Clerical/Reception Support (Annex)
Felecia McSwain, Income Maintenance Supervisor II	20% Adult Medicaid Supervision												
Julie Phelps, Income Maintenance Caseworker III	80% Adult Medicaid Case Management												
Karen McCulloh, Income Maintenance Caseworker III	80% Adult Medicaid Case Management												
Susan Prim, Processing Assistant III	25% Reception and Clerical Support (Annex)												
Amy Correll, Processing Assistant III	10% Clerical/Reception Support (Annex)												
<u>Income Maintenance Supervisor II (20% spent in this position activity)</u>													
<ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Adult Medicaid Program and assigned program staff.</li> <li>- Monitors and evaluates worker caseloads and workloads to evaluate worker job performance and effectiveness and accuracy of work processes and to identify program and staffing needs.</li> <li>- Assists program staff, as needed, in processing Medicaid in long-term care cases due to high risk for administrative errors.</li> <li>- Consults with State Medicaid Program staff, as needed, to clarify changes in program policies and/or to problem-solve complex client situations related to program eligibility or service delivery procedures.</li> <li>- Receives, reviews and interprets changes in Federal and State Adult Medicaid policies and procedures for assigned program caseworkers.</li> <li>- Conducts second-party reviews of staff's case management functions to evaluate worker job performance and ensure agency compliance with program policies and procedures.</li> <li>- Reports and advises agency Director on significant program changes, changes and/or trends in the Adult Medicaid Program (e.g., number of monthly new applications, number of active cases, problems/concerns related to Medicaid applications originating from other entities such as Social Security Administration and hospital staff), and outcome(s) of State program monitoring results.</li> <li>- Provides informational presentations about Adult Medicaid Program eligibility to various entities such as Social Security Administration staff, Senior Health Insurance Information Program (SHIIP) volunteers.</li> <li>- Reviews and monitors assigned staff sick, vacation and compensatory time balances.</li> <li>- Performs related supervisory duties as required.</li> </ul>													

Adult Medicaid Program

Income Maintenance Caseworkers III (2 positions spend 80% in program activity)

- Conducts intake interviews with potential recipients and/or their legal representatives to provide verbal and written information on program policies and requirements, explain applicant/client rights and responsibilities and to obtain required application data for application processing functions.
- Obtains verification documentation from a variety of collateral sources to determine applicant's eligibility or ineligibility for the Adult Medicaid Program, calculates monthly patient liability if any for long-term care costs and computes client Medicaid deductibles based on State-required formula.
- Keys applicant data and eligibility status into State's computerized Eligibility Information System (EIS) and notifies applicants/clients of eligibility or ineligibility for the Adult Medicaid Program in writing.
- Maintains client Adult Medicaid case records in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility, ineligibility and any recipient liability or deductible amounts.
- Evaluates applicants for State-County Special Assistance Program eligibility when such applicants are in or will be placed in adult care home facilities for long-term care.
- Conducts periodic and Federal/State-set scheduled client reviews to re-determine client eligibility and Adult Medicaid patient liability or deductible amounts as well as update any other changes in the client's circumstances. This function also requires obtaining verification of reported client information, keying the data into EIS and notifying the client of eligibility status resulting from the review.

Processing Assistant III (one PA III spends approximately 25% and second PA spends approximately 10% in program activity at DSS Annex):

- The 1<sup>st</sup> PA III position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and in telephone calls to direct them to the appropriate Adult Medicaid Income Caseworker or to the Medicaid Supervisor; documenting and maintaining a master log at the Front Office desk of every person who comes into the department at the Annex location to provide supporting documentation of visits made by new and existing program clients; documenting and maintaining the program application log at the Front Office desk, which reflects the date, time, client name, and name of the Income Maintenance program(s) the potential client is making application(s) for to provide supporting documentation for federal, state and county monitoring and audit purposes; identifying and printing monthly State program reports from the various state Health and Human Service Divisions and distributing the reports to the Income Maintenance Supervisors, Social Work Supervisors and the Director; and assisting the 2<sup>nd</sup> PA III with scanning client documents into the document imaging system (Northwoods).
- The 2<sup>nd</sup> PA III position is primarily responsible for creating new client electronic records and updating existing client electronic records within the department's Income Maintenance programs by scanning client documents into the document imaging system; receiving and scanning incoming mail and faxes for the Income Maintenance program staff and preparing outgoing mail for the Main DSS Processing Assistant to apply postage and deliver mail to the Post Office; assisting the Income Maintenance staff in preparing (addressing) written program notification letters to be mailed to clients; preparing paper intake packets and review packets as part of the application and program recertification processes; preparing undeliverable and returned client mail to a new or corrected address; and assisting the 1<sup>st</sup> PA III with receiving new and existing clients into the department when the number of clients waiting to be seen increases and documenting their visits on the Front Office client logs.

Justify Need for Each Position in Detail (use additional pages if necessary): **Title XIX of the Social Security Act requires states to establish Medicaid programs to provide medical assistance to low-income individuals and families. Each state decides eligible coverage groups, eligibility criteria, covered services, payment levels, and administrative and operating procedures.**

### Adult Medicaid Applications Taken and Processed

Fiscal Year	Total # of Applications	Total # of Caseworkers	Per Caseworker:	
			Average # of Yearly-	Average # of Monthly
2009-2010	508	2	254 yearly –	21 applications monthly
2010-2011	632	2	316 yearly –	26 applications monthly
2011-2012	640	2	320 yearly-	27 applications monthly
July - December 2012	257	2	129 bi-annual-	21 applications monthly

- There are two (2) fulltime Adult Medicaid Caseworkers who administer all work processes of the Adult Medicaid and State/County Special Assistance Program (SA) from initial interview of the program applicant, to verifying and processing the applications to scheduled re-determinations of eligibility and program terminations.
- An intake interview for a Private Living Application (PLA) with disability already established averages approximately 60 minutes, while a disability application without a disability determination from Social Security Administration (SSA) or a Long Term Care (LTC) application can take approximately 90 minutes.
- Policy requires all applications be registered within three work days from the time the application was signed. MA-2301, V.D.
- Within the Adult Medicaid program there are many subcategories. The application processing time standard for all Adult aid program/categories is 45 calendar days with the exception of Medicaid for the Disabled, which has a 90 day processing time standard. MA-2304, II.B.
- Processing times are affected by the type of application and the requirements for each of those applications. (i.e. for a LTC application the county is required to evaluate for a transfer of resources and must explore all assets on all applications, redeterminations, and changes in situations for individuals requesting or receiving LTC services. This process includes requesting and reviewing all bank statements, investment accounts and other financial documents that can verify the client's assets for the entire lookback period. MA-2240, VI.) An application for the Aged with no assets may take 30 minutes to process, while LTC applications may take 8 hours or longer.
- In addition to the Adult Medicaid Program the caseworkers complete all aspects of the Special Assistance program.

### Case Management ( Maintaining Active Adult Medicaid Cases)

Fiscal Year	Total # of Cases	Worker to Case Ratio	Total # of Case Reviews Annually	Total # of Reviews Monthly
2009-2010	1253	2 workers: 627 cases	873	73
2010-2011	1312	2 workers: 656 cases	919	77
2011-2012	1406	2 workers: 703 cases	957	80
July - December 2012	1402	2 workers: 702 cases	568	95

Adult Medicaid Program

- The case must be maintained by the Medicaid worker and a redetermination of eligibility must be completed based on the type of case either annually or semi-annually, which includes but, is not limited to notifying the client of upcoming review to re-determine eligibility, meeting with the client or their authorized representative to review any changes in the client's situation, collecting and verifying evidence of client medical expenses to calculate and/or re-calculate Medicaid deductibles (this process also occurs whenever Social Security implements costs-of-living ), and keying all review data into the State's Eligibility Information System.
- In addition to a redetermination, any change in situation by the client must be reviewed promptly and appropriate action must be completed within 30 calendar days. MA-2340, I.A., C.
- Each worker responds to an average of 30 changes per month by receipt and keying of change data.
- If the client request assistance in obtaining required verifications to determine eligibility or a fee is involved in obtaining the verification, the worker must obtain the information for the client. MA-2303, II.H.
- Due to the complexity of Adult Medicaid as it relates directly to processing eligibility for long-term care, this part of Medicaid may be delayed in converting over to the NCFAST system. No definitive has yet been made.
- The majority of the Adult Medicaid Supervisor's time in this program activity is dedicated to staffing complex Adult Medicaid applications and re-determinations with assigned staff to ensure accuracy and timeliness of application-processing and re-determinations. Because there is a high risk for administrative errors in processing Medicaid in Long-term cases, the supervisor conducts second-party reviews of Long-term Medicaid applications. Also, this same supervisory position spends time completing Estate Recovery Claims.



### ACTIVITY JUSTIFICATION

<b>Activity</b> <b>FAMILY AND CHILDREN'S MEDICAID PROGRAM (includes HEALTH CHOICE PROGRAM)</b>	<b># of Employees:</b> <u>4.63</u>	<b># of Full-time:</b> <u>4.63</u> <b># of Part-time:</b> -0-	<b>Annual Cost:</b> <u>\$ 221,540</u>														
<b>Mandated by: Federal Delegated Authority-</b> Title XIX and Section 1634 of the Social Security Act; 42 CFR 430-460; Title XXI of the Social Security Act; 42CFR .457; <b>State Statutes-</b> G.S. 108A Part 6; G.S. 108A-79; G.S. 108A-80; G.S. 108A, Part 8; G.S. 108A-79, 108A-80; <b>Administrative Rule-</b> 10A NCAC 21; 10A NCAC 22F	<b>County Cost:</b> <u>\$ 104,124</u>	<b>Federal / State Costs:</b> Federal- <u>\$ 112,985</u> State- <u>\$ 4,431</u>															
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Belinda Brewer, Income Maintenance Supervisor II</td> <td style="width: 50%;">50% Family &amp; Children's Medicaid Supervision</td> </tr> <tr> <td>Wendy Foster, Income Maintenance Caseworker II</td> <td>100% Family &amp; Children's Medicaid Case Management</td> </tr> <tr> <td>Christy Forrest, Income Maintenance Caseworker II</td> <td>100% Family &amp; Children's Medicaid Case Management</td> </tr> <tr> <td>Tonya Hutchens, Income Maintenance Caseworker I</td> <td>100% Family &amp; Children's Medicaid Case Management</td> </tr> <tr> <td>Lorie Walter, Income Maintenance Caseworker II</td> <td>65% Family &amp; Children's Medicaid Case Management</td> </tr> <tr> <td>Susan Prim, Processing Assistant III</td> <td>23% Clerical/Reception Support</td> </tr> <tr> <td>Amy Correll, Processing Assistant III</td> <td>25% Clerical/NCFast Case Conversion Support</td> </tr> </table> <p><u>Family &amp; Children's Medicaid Supervisor II (50% spent in this program activity)</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Family and Children's Medicaid Program and assigned program staff.</li> <li>- Provides administrative and technical assistance training to newly assigned staff and experienced staff when federal and state program policies and/or procedures change that affect Medicaid service provision to program applicants and clients and/or impact work procedures.</li> <li>- Monitors and evaluates worker caseloads and workloads to assign and reassign work tasks among assigned caseworkers to address any volume changes in program applications and client reviews.</li> <li>- Conducts second-party reviews of client cases through random sampling and evaluation of ongoing cases processed by assigned staff.</li> <li>- Evaluates and monitors assigned staff performance to determine any additional training needed and to provide such training and/or arrange for training from the state Medicaid Program Representative or through required Division of Medical Assistance workshops.</li> </ul>				Belinda Brewer, Income Maintenance Supervisor II	50% Family & Children's Medicaid Supervision	Wendy Foster, Income Maintenance Caseworker II	100% Family & Children's Medicaid Case Management	Christy Forrest, Income Maintenance Caseworker II	100% Family & Children's Medicaid Case Management	Tonya Hutchens, Income Maintenance Caseworker I	100% Family & Children's Medicaid Case Management	Lorie Walter, Income Maintenance Caseworker II	65% Family & Children's Medicaid Case Management	Susan Prim, Processing Assistant III	23% Clerical/Reception Support	Amy Correll, Processing Assistant III	25% Clerical/NCFast Case Conversion Support
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Family and Children's Medicaid Program

- Consults with the state Medicaid Program Representative as needed to clarify program policies and/or for guidance in problem-solving complex client situations related to client eligibility.
- Assists assigned program staff with processing complex cases to ensure accuracy.
- Responds to client concerns/complaints about Medicaid eligibility.
- Advises other agency staff and health care professionals about program requirements and eligibility criteria.
- Reports and advises agency Director on significant program changes, trends that may occur in the Medicaid program (e.g., number of monthly new applications and number of eligible Medicaid recipients), and outcome(s) of state program monitoring results.
- Reviews and monitors assigned staff sick, vacation and compensatory time balances.
- Performs related supervisory duties as assigned.

Income Maintenance Caseworker II (3 Caseworkers spend 100% in program activities and 1 Caseworker spends 65% in program activities)

- Conducts intake interviews with potential recipients and/or their legal representatives to provide verbal and written information on Medicaid program policies and requirements, explain applicant/client rights and responsibilities and to obtain required application data for application processing functions.
- Obtains verification documentation from a variety of collateral sources to determine applicant's eligibility or ineligibility for the various Family and Children's Programs (e.g., Medicaid for Infants and Children, Foster Care and Adoption Medicaid, Medicaid for Pregnant Women, etc).
- Keys applicant data and eligibility status into state's computerized Eligibility Information System (EIS) and notifies applicants/clients of eligibility or ineligibility for the Family and Children's Medicaid Program, in writing.
- Maintains client Family and Children's Medicaid case records in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility status, including ineligibility status.
- Evaluates applicants for all Family and Children's Medicaid programs to identify and determine which categorical program is most advantageous to address client's medical insurance coverage needs.
- Conducts periodic and federal/state-set scheduled client reviews to redetermine client eligibility and update any other changes in the client's circumstances. This function also requires obtaining verification of reported client information, keying the data into EIS and notifying the client of eligibility status resulting from the review.

Processing Assistant III (1<sup>st</sup> PA III spend approximately 23% in program activity and 2<sup>nd</sup> PA III spends 25% in program activity at DSS Annex)

- The 1<sup>st</sup> PA III position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and in telephone calls to direct them to the appropriate Family and Children's Medicaid Income Caseworker or to the Medicaid Supervisor; documenting and maintaining the master log at the Front Office desk of every person who comes into the department at the Annex location to provide supporting documentation of visits made by new and existing program clients; documenting and maintaining the program application log at the Front Office desk, which reflects the date, time, client name, and name of the Income Maintenance program(s) the potential client is making

## Family and Children's Medicaid Program

application(s) for to provide supporting documentation for federal, state and county monitoring and audit purposes; identifying and printing monthly State program reports from the various state Health and Human Service Divisions and distributing the reports to the Income Maintenance Supervisors, Social Work Supervisors and the Director; and assisting the 2<sup>nd</sup> PA III with scanning client documents into the document imaging system (Northwoods).

- The 2<sup>nd</sup> PA III position is primarily responsible for creating new client electronic records and updating existing client electronic records within the department's Income Maintenance programs by scanning client documents into the document imaging system; receiving and scanning incoming mail and faxes for the Income Maintenance program staff and preparing outgoing mail for the Main DSS Processing Assistant to apply postage and deliver mail to the Post Office; assisting the Income Maintenance staff in preparing (addressing) written program notification letters to be mailed to clients; preparing paper intake packets and review packets as part of the application and program recertification processes; preparing undeliverable and returned client mail to a new or corrected address; and assisting the 1<sup>st</sup> PA III with receiving new and existing clients into the department when the number of clients waiting to be seen increases and documenting their visits on the Front Office client logs. \* This position will also be assigned to assist this program unit in case conversion duties of client Medicaid information from the state's Eligibility Information System to NCFAST the latter part of 2013.

**Justify Need for Each Position in Detail (use additional pages if necessary):**

Title XIX of the Social Security Act requires States to establish Medicaid Programs to provide medical assistance to low income individuals and families. The purpose of the Family and Children's Medicaid is to assist families and/or children with the cost of medical care. The program also provides medical coverage for low income pregnant women. Health Choice is a health insurance program administered by the Family and Children's Medicaid Program for uninsured children under the age of 19 years who do not qualify for Medicaid but has family income under 200% of the Federal Poverty Limit.

**Applications**

<b>Fiscal Year</b>	<b>Total # of Applications</b>	<b>Total # of Caseworkers</b>	<b>Applications Per Caseworker: Average # of Yearly- Average # of Monthly</b>
2009-2010	1690	5	338 yearly – 28 applications monthly
2010-2011	1655	5	331 yearly – 28 applications monthly
2011-2012	1417	4.5	382 yearly – 32 applications monthly
July-December 2012	610	4	153 yearly – 13 applications monthly

**Case Management**

<b>Fiscal Year</b>	<b>Total # of Cases</b>	<b>Worker to Case Ratio</b>	<b>Total # of Case Reviews Annually</b>	<b>Total # of Reviews Monthly</b>
2009-2010	3027	5 workers; 605 cases	336	67
2010-2011	3062	5 workers; 612 cases	337	67
2011-2012	2924	4.5 workers; 650 cases	358	80
July – December 2012	3121	4 workers; 775 cases	426	107

- \* On January 1, 2012, new Medicaid Transportation policy and procedures went into effect. The changes in Medicaid Transportation added more responsibility onto the county which resulted in moving other responsibilities off of one Family and Children's Medicaid Caseworker so that the agency could achieve and maintain program compliance with the Medicaid Transportation Program. In turn, the Family and Children's Medicaid cases were redistributed to the other program caseworkers. Because of the workload volume of Medicaid Transportation as well, the responsibility for taking and receiving new Family and Children's Medicaid Applications were placed on the four remaining program staff. As a result, the workload has increased for the entire Family and Children's Medicaid unit.
- \* At the Intake Interview, an application for Family and Children's Medicaid takes an estimated 45 to 75 minutes to obtain all pertinent information for verification and processing of the application. Taking applications where the parent/caretaker reports self-employment can last up to 4 hours because the caseworker must look at 6 months of income and expenses. The agency averages 1-2 applications per month where the parent/caretaker is self-employed.
- \* Most Family and Children's Medicaid applications must be processed within 45 days from receipt and notified of eligibility or ineligibility as required by the N.C. Division of Medical Assistance.
- \* In each Medicaid application taken, the caseworker taking the application must maintain the case and respond to any client changes during the eligibility certification period. Each caseworker responds to an average of 15-25 client changes per month.
- \* Family and Children's Medicaid Program Reviews comprise re-determining client eligibility in the program category in which they are receiving medical assistance. There are 6 subcategories under the Family and Children's Medicaid Program with different eligibility criteria and/or additional data to collect, thus creating different estimated times of review completions (e.g., A Medicaid for Infant and Children case review can take an average of 30 minutes to complete whereas a Medicaid for Families with Children case review can take 40 minutes to complete). In addition, if a client is found ineligible for the program under which they have been receiving, the caseworker must evaluate client eligibility for the other Medicaid programs as required by the N.C. Division of Medical Assistance, which can expend another 15-20 minutes of caseworker time. Moreover, if a client has a Medicaid deductible (i.e., must incur a monetary amount in medical expenses in a given period of time), the caseworker must keep the application open for a period of 6 months to receive in all incurred medical bills and receipts to determine if the deductible can be met.
- \* Significant changes in Family and Children's Medicaid policy effective August 1, 2011 has caused a noticeable increase in active Medicaid cases. This change comes from Section 203 of The Children's Health Insurance Reauthorization Act of 2009 or Public Law 111-3, which places all of the responsibility of the re-enrollment process on the Income Maintenance Caseworker to prevent or decrease the amount of "churning" (i.e., clients experiencing a lapse in Medicaid benefits for reasons other than eligibility and continuously making new Medicaid applications). As a result, the total amount of applications taken per month has decreased due to less cases terminating for failure to complete the review.

#### Family and Children's Medicaid Supervisor:

- \* 25% of time is spent staffing cases with the caseworkers. This includes researching and explaining eligibility requirements on specific cases. This time also includes helping to key approvals, denials and any changes into the Eligibility Information System in which problems arise.
- \* 15% of time consists of second party reviews of applications, reviews and changes. All application denials are reviewed to ensure that the denials are in compliance with policies set forth by the N.C. Division of

Family and Children's Medicaid Program

Medical Assistance. Also, all applications and reviews are completed in the time frame set by the N.C. Division of Medical Assistance.

\*5% maintaining required logs (i.e. Mail in Application Log), reviewing required reports for accuracy and timeliness of caseworker performance.

\* 5% of time consists of providing direct services to the clients when assigned caseworkers are on leave (e.g., vacation leave, sick leave, maternity leave). This also includes explaining to clients who contact the agency about their denial or termination of Medicaid benefits and how it relates to their particular situation.



### ACTIVITY JUSTIFICATION

<b>Activity</b> <b>ADULT AND CHILD MEDICAID TRANSPORTATION PROGRAM</b>	# of Employees: <u>1.27</u>	# of Full-time: <u>1.27</u> # of Part-time: -0-	Annual Cost: <u>\$ 62,938</u>										
Mandated by: Federal Regulation 42 C.F.R. 431.53 N.C. G.S. 108A-14 (3) (5)	County Cost: <u>\$ 31,469</u>	Federal / State Costs: Federal: <u>\$ 31,469</u> State: \$ -0-											
<b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b>													
<table border="0"> <tr> <td>Belinda Brewer, Income Maintenance Supervisor II</td> <td>20% Medicaid Transportation Supervision</td> </tr> <tr> <td>Jessica Lowe, Income Maintenance Caseworker II</td> <td>100% Medicaid Transportation Case Management</td> </tr> <tr> <td>Susan Prim, Processing Assistant III</td> <td>1% Clerical/Reception Support</td> </tr> <tr> <td>Amy Correll, Processing Assistant I</td> <td>1% Clerical/Reception Support</td> </tr> <tr> <td>Kim Hefner, Administrative Assistant I</td> <td>5% Administrative Support</td> </tr> </table>				Belinda Brewer, Income Maintenance Supervisor II	20% Medicaid Transportation Supervision	Jessica Lowe, Income Maintenance Caseworker II	100% Medicaid Transportation Case Management	Susan Prim, Processing Assistant III	1% Clerical/Reception Support	Amy Correll, Processing Assistant I	1% Clerical/Reception Support	Kim Hefner, Administrative Assistant I	5% Administrative Support
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Kim Hefner, Administrative Assistant I	5% Administrative Support												
<u>Income Maintenance Supervisor II (20% spent in supervising program activity)</u>													
<ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Medicaid Transportation Program and assigned program staff.</li> <li>- Provides administrative and technical assistance training to assigned program staff when federal and state program policies and/or procedures change that affect Medicaid Transportation service provision to program applicants and clients and/or work procedures.</li> <li>- Monitors and evaluates worker caseload and workload to assign and reassign work tasks to other Family and Children’s Medicaid Caseworkers to address any volume changes in Medicaid Transportation Program referrals and client reviews and arranging for same transportation service via the agency’s contracted vendors.</li> <li>- Conducts second-party reviews of client cases through random sampling and evaluation of ongoing cases processed by assigned program staff to ensure compliance with federal regulations and state policies governing Medicaid Transportation.</li> <li>- Consults with the state Medicaid program representative as needed to clarify program policies and/or for guidance in problem-solving complex client situations related to client eligibility for Medicaid Transportation.</li> <li>- Responds to client concerns/complaints about Medicaid Transportation eligibility.</li> <li>- Assists agency Director in responding to contracted transportation vendor issues related to service rates and/or client eligibility issues related to the medical assistance transportation.</li> <li>- Advises other agency staff and health care professionals on program requirements and eligibility criteria.</li> <li>- Reports and advises agency Director on significant program changes, changes in the Medicaid</li> </ul>													

Medicaid Transportation Program

Transportation Program (e.g., outcome(s) of state program monitoring).

- Completes monthly bill reconciliation between agency records and YVEDDI.
- Serves on a State Transportation Stakeholders Committee concerning the future of Medicaid Transportation.
- Reviews and monitors assigned staff sick, vacation and compensatory time balances.
- Performs related supervisory duties as required.

Income Maintenance Caseworker I (spends 100% in program activity)

- Receives and reviews Medicaid Transportation requests from clients, other agency staff (e.g., Income Maintenance and Social Work staff), and community human service providers for Medicaid-eligible recipients who identify a need for medical transportation assistance.
- Conducts intake interviews with Medicaid-eligible clients to provide verbal and written information on Medicaid Transportation program policies and requirements, explain applicant/client rights and responsibilities in utilizing the service, and to obtain required client and medical provider data for medical transportation processing functions.
- Receives all requests for Medicaid Transportation for all dates transportation is required.
- Contacts Medical providers for each transportation request to ensure that the appointment is a Medicaid covered service prior to approval/denial of each transportation request.
- Contacts Medical providers after each transport to medical appointment to ensure the client did attend the appointment and that it was a Medicaid Covered Service if Medical note was not received from transportation vendor.
- Maintains client Medicaid Transportation documentation as well as Transportation Logs in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility status and need for medical transportation assistance.
- Sends appropriate paperwork and related program data to the client and contracted transportation vendor for each appointment in which transportation is requested.
- Conducts client reviews to redetermine client eligibility for the Medicaid Transportation Program and as well as update any other changes in the client's circumstances for each transportation request.
- Maintains daily log of all Medicaid Transportation requests with the outcome and cost of each request.
- Notifies client and transportation vendor whenever client is no longer eligible for the Medicaid Transportation Program.

Processing Assistant III (two PA III spend approximately 1% each in program activity at DSS Annex)

- The 1<sup>st</sup> PA III position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and in telephone calls and directs them to the Medicaid Income Caseworker handling the Medicaid Transportation Caseload or to the Medicaid Supervisor, documenting and maintaining the paper log at the Front Office desk of every person who comes into the department at the Annex location to provide supporting documentation of visits made by new and existing program clients, and assisting the 2<sup>nd</sup> PA III with scanning client documents into the document imaging system (Northwoods).
- The 2<sup>nd</sup> PA III position is primarily responsible for creating new client electronic records and updating existing client electronic records within the department's Income Maintenance programs by scanning client documents into the document imaging system, receiving and scanning incoming mail and faxes for the Income Maintenance program staff and preparing outgoing mail for the Main DSS Processing Assistant to

Medicaid Transportation Program

apply postage and deliver mail to the Post Office, assisting Income Maintenance staff in preparing (addressing) written program notification letters to be mailed to client, and assisting the 1<sup>st</sup> PA III with receiving new and existing clients into the department when the number of clients waiting to be seen in the other Income Maintenance programs increases and documenting their visits on the Front Office client logs.

Administrative Assistant I (spends approximately 5% in Administrative Support)

- The Administrative Assistant I position receives the monthly transportation vendor billing statements after the Medicaid Transportation Caseworker has reviewed them. The AA I investigates any charges that are not attributable to Medicaid Transportation to determine if they are valid charges that need to be charged to other accounts. If the charges are not valid, this position contacts the vendor in order to have the charges removed from the statement. Once any issues are resolved, the AA I ensures the statement is signed by the Director and forwarded to the Davie County Finance Office for processing.
- After payment is issued by the Davie County Finance Office, the AA I position prepares Form DMA-2055 to request reimbursement for the amount paid from the North Carolina Division of Medical Assistance. The AA I receives a report from the state each month and reconciles this report to the amount submitted to ensure proper reimbursement is received.

Justify Need for Each Position in Detail (use additional pages if necessary):

Although the Title XIX of the Social Security Act does not specifically mandate provision of transportation as a Medicaid service, Federal regulations pertaining to the administration of the Medicaid Program require assurance of necessary transportation for recipients to and from medical providers (42.CFR 431.53). North Carolina has Federal approval to claim transportation as an administrative service reimbursement that is to be arranged by the County Departments of Social Services as an agent for the State.

**MEDICAID TRANSPORTATION CASELOAD**

<b>Fiscal Year</b>	<b>Total # of Cases</b>	<b>Total # of Caseworkers</b>
<u>2009-2010</u>	<u>311</u> (not all in cases were active users)	<u>1</u>
<u>2010-2011</u>	<u>415</u> (not all in cases were active users)	<u>1</u>
<u>2011-2012*</u>	<u>81 ACTIVE USERS</u>	<u>1</u>
<u>July- December 2012</u>	<u>115 ACTIVE USERS</u>	<u>1</u>

- Effective January 1, 2012\*, the NC Division of Medical Assistance issued new Medicaid Transportation policy to the county departments of social services. The new policy required eligible Medicaid Transportation clients to begin contacting their County DSS to schedule and to cancel their individual non-emergency medical transportation trips instead of contacting the agency's contracted provider (e.g., YVEDDI). To manage all the additional responsibilities of the Medicaid Transportation Program and comply with the new Medicaid policies and procedures, which is described below, a Family and Children's Medicaid Income Maintenance Caseworker position was utilized. As a result, this position's Medicaid

Medicaid Transportation Program

Income Maintenance cases were redistributed among the other Family and Children’s Medicaid Income Maintenance Caseworkers and Family and Children’s Medicaid Supervisor.

**Average Caseworker time spent per day in administering the Medicaid Transportation Program Activities**

<u>Activity</u>	<u>Average Time per Workday</u>
Determining and re-determining client Medicaid Transportation eligibility	<ul style="list-style-type: none"> <li>• 30 minutes per client case (January 2013: 14 new Medicaid Transportation cases and 7 re-determinations of eligibility)</li> </ul>
Retrieval of client voice mail messages related to scheduling and cancelling Medicaid Transportation. This also includes caseworker being notified of “no shows” to appointments and documenting same in client record.	<ul style="list-style-type: none"> <li>• 1.50 hours</li> <li>• (Number of cancellations for Medicaid Transportation vary from 1 to 11 per month. Each cancellation averages 15 minutes each to retrieve the client message, email YVEDDI to cancel the Medicaid trip and document the cancellation in the client record).</li> <li>• (January: Caseworker handled 358 telephone calls)</li> </ul>
Caseworker calls to medical providers to verify Medicaid-eligible provider and Medicaid-covered service for each client requesting Medicaid Transportation.	<ul style="list-style-type: none"> <li>• 1.50 hours</li> </ul>
Caseworker calls to medical facilities to verify client attended their appointment	<ul style="list-style-type: none"> <li>• 45 minutes verifying client’s medical appointment attendance only if the required DMA form (DMA-5118) was not turned into the agency.</li> </ul>
Caseworker calls to YVEDDI to coordinate van transportation for clients eligible for Medicaid Transportation and working on gas vouchers for mileage reimbursement	<ul style="list-style-type: none"> <li>• 1.50 hours (As of January 2013, 21 Medicaid-eligible clients receive the gas voucher)</li> </ul>
Caseworker works on resolving various Medicaid transportation issues whether such issues derive from YVEDDI, the client, and/or medical provider.	<ul style="list-style-type: none"> <li>• 45 minutes</li> </ul>
Caseworker administrative time (i.e., documents all Medicaid Transportation activity for each client in the client’s case record, adds client trip data to spreadsheet for billing, completes worker day sheet for agency reimbursement of worker administrative time)	<ul style="list-style-type: none"> <li>• 1 hour</li> </ul>

- The Medicaid Transportation Supervisor spends the majority of program time in direct support. The supervisor also serves as back-up to the Medicaid Transportation Worker in situations where the worker is out of the office and the backup Medicaid Caseworker is unavailable due to regular caseload duties. The supervisor also checks all mileage reimbursement sheets for accuracy. The supervisor will also answer any questions that may arise from the clients.

Medicaid Transportation Program

\* The Administrative Assistant I spends approximately 2-3 hours per month investigating and resolving any charges on the billing statements that are not chargeable to Medicaid Transportation and getting the finalized statement signed, copied, and delivered to the Davie County Finance Office for processing. The AA I spends approximately 1 hour per month preparing, submitting and reconciling the reimbursement request.



## ACTIVITY JUSTIFICATION

<b>Activity</b> <b>PROGRAM INTEGRITY</b> <b>(formerly known as</b> <b>the Public Assistance</b> <b>Fraud Program)</b>	<b># of Employees: <u>.16</u></b>	<b># of Full-time: <u>.16</u></b> <b># of Part-time: -0-</b>	<b>Annual Cost: <u>\$ 8,431</u></b>												
Mandated by: 7 C.F.R. 273.18; N.C.G.S. 14-100; N.C.G.S. 105A; N.C.G.S. 108A-25.3, 27, 39, 53 and 64.	County Cost: <u>\$ 4,131</u>	Federal / State Costs: Federal- <u>\$ 4,300</u> State- <u>-0-</u>													
<b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b>															
<table> <tr> <td>Felecia McSwain, Income Maintenance Supervisor II</td> <td>2% Program Integrity Supervision</td> </tr> <tr> <td>Pat Gregory, Income Maintenance Caseworker II</td> <td>10 % Program Integrity</td> </tr> <tr> <td>Susan Prim, Processing Assistant III</td> <td>1% DSS Annex Front Office Clerical</td> </tr> <tr> <td>Wendy Whitaker, Processing Assistant III</td> <td>1% Clerical Support-Main DSS Bldg</td> </tr> <tr> <td>Runella Hayes, Processing Assistant III</td> <td>1% Clerical Support</td> </tr> <tr> <td>Kimberly Hefner, Administrative Assistant I</td> <td>1% Accounts Receivable</td> </tr> </table>				Felecia McSwain, Income Maintenance Supervisor II	2% Program Integrity Supervision	Pat Gregory, Income Maintenance Caseworker II	10 % Program Integrity	Susan Prim, Processing Assistant III	1% DSS Annex Front Office Clerical	Wendy Whitaker, Processing Assistant III	1% Clerical Support-Main DSS Bldg	Runella Hayes, Processing Assistant III	1% Clerical Support	Kimberly Hefner, Administrative Assistant I	1% Accounts Receivable
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<u>Income Maintenance Supervisor II (Supervisor spends 2 % in program activity)</u>															
<ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of Program Integrity and assigned program staff.</li> <li>- Monitors and evaluates the assigned worker's caseload and workload to assign and reassign other work tasks, as needed, to program caseworkers in the Food and Nutrition Services and Medicaid programs to address any increased work demands on the Program Integrity case worker.</li> <li>- Consults with State Program Integrity staff, as needed, to clarify changes in program policies and/or to problem-solve complex client situations related to program eligibility or service delivery procedures.</li> <li>- Receives, reviews and interprets changes in Federal and State Program Integrity policies and procedures for assigned caseworker.</li> <li>- Conducts second-party reviews of caseworker's Program Integrity functions to evaluate worker job performance and ensure agency compliance with program policies and procedures.</li> <li>- Reports and advises agency Director on significant program changes, as well as, changes and/or trends in Program Integrity claims and collections (e.g., number of monthly new investigations and number of repayment claims).</li> <li>- Reviews and monitors assigned caseworker sick, vacation and compensatory time balances.</li> <li>- Assists the assigned program caseworker preparing for and participating in local and state appeal hearings as requested by the client.</li> <li>- Performs related supervisory duties as required.</li> </ul>															

Program Integrity

Income Maintenance Caseworker II (spends 10% in program activity)

- Receives and reviews written referrals from any source that alleges a client or household has received and used public assistance benefits (e.g., Food and Nutrition, Medicaid, Work First, etc) inappropriately or provided questionable information to the agency during the application process.
- Keys referral information into the State's computerized Program Integrity Control System (EPICS) system.
- Conducts an investigation using face-to-face interviews with the client/household members under investigation, informing the client/household of their rights and collecting information through third-party verification methods.
- Evaluates all evidence obtained in the investigation and reviews specific program policies and regulations to determine if a public assistance benefit over issuance and/or an intentional program violation occurred.
- Establishes repayment of a substantiated claim with the client/household and enters repayment agreement plan data into EPICS.
- Works with the agency's fiscal staff to receipt in and document the collections of repayments.
- Monitors collection of claim repayments and balance of claims.

Processing Assistant (PA) III (first PA position spends 1% in reception activity for the program at the Annex Front Office and second and third positions spend 1% in program activity at Main DSS with Administrative Assistant I spending 1% in program activity at Main DSS)

- The first Processing Assistant is responsible for greeting clients upon their arrival to the department or in telephone calls and directing them to the Program Integrity Caseworker. This same PA is also responsible for documenting client visits in a log at the Front Office with date, time, client name and name of the Program Integrity Caseworker.
- Based on the department of social services' payment collection procedures, all monetary re-payments of public assistance are receipted in by the second PA III who is located at the main Social Services building. This position uses a receipt book to document the receipt of payment, which is usually made in cash or by cashier's check, and 2 copies of the receipt are made. The original receipt is given to the individual making the re-payment, one receipt copy and the actual payment is given to the second PA III, and one receipt copy is provided to the Program Integrity Caseworker.
- If re-payment is mailed into the department, the second PA III position receipts the payment in on the receipt book and makes two copies of the receipts. One receipt copy with the actual payment is given to the third PA III and the original receipt plus second receipt copy is provided to the Program Integrity Caseworker. The caseworker then prepares the original receipt for the mail to the individual making the re-payment.
- The third PA III prepares the departmental bank deposit slip with signatory approval from the Administrative Officer or another Supervisor/Director and makes the deposit at a local bank into the department's account. This same PA III provides the deposit receipt to the Administrative Assistant I at the department to record as funds received and to report to the Davie County Finance Office on the monthly revenue report.

**Justify Need for Each Position in Detail (use additional pages if necessary):** The primary purposes of Program Integrity are to investigate reports of fraudulent public assistance and to recoup any fraudulent payments as authorized under N.C.G.S. 108A-25.3, 27, 39, 53 and 64.

- The State/County Special Assistance and Medicaid policies advise that the county has a legal obligation to assure the proper administration of public funds and to take necessary legal steps in cases of fraud and/or program assistance overpayments (SA-3410, MA-2900).
- According to the State/County Special Assistance Program, at least one staff member should be designated to be responsible for suspected fraud investigation (SA-3410, II.A).
- In Medicaid policy, North Carolina Administrative Code 10 NCAC 22F.01103 sets forth the procedures to prevent, detect, investigate, report identify and collect all improper payments, and to impose administrative measures for the control of fraud, abuse and over-utilization practices by providers and clients (MA-2900, II.B).
- Per Medicaid policy, North Carolina Administrative Code 10 NCAC 22F.01103 sets forth the procedures to prevent, detect, investigate, report identify and collect all improper payments, and to impose administrative measures for the control of fraud, abuse and over-utilization practices by providers and clients. MA-2900, II.B
- The Program Integrity Caseworker must be knowledgeable about each income maintenance program and the specific guidelines for each program as Food and Nutrition Services (FNS), Medicaid (Child and Adult Medicaid) and Special Assistance (SA) all have specific and different guidelines pertaining to recipient fraud.
- The Food and Nutrition Services (FNS) Program policy states that **all** agency error claims for FNS are federal debts and **must** be collected. The issue is not who made the mistake, but rather who used the benefits (FNS 810.01).
- While it is important to see the collection amounts, it is also important to see the savings that resulted from a disqualification or savings from a front end investigation by the PI staff.
- Once the PI has established a claim and keyed it into EPICS there is the potential for an income tax recoupment, as well as a garnishment from SSA if the client receives income from the SSA.

Program Investigator:

- An investigation can be a simple investigation that takes approximately one week to a more complicated investigation that could take two months or longer depending on the type of abuse or the program t being investigated.
- Medicaid cases typically take longer to investigate than a FNS case (obtaining information from a facility, or the required information from the state can slow down an investigation).
- Policy in Adult Medicaid states the investigator should enter a pending claim in EPICS within seven days for the referral. MA-2900, VI.A.
- FNS Policy requires an investigation to be concluded (open and accept, hold an investigative interview, all collaterals contacted, evidence gathered, calculate overpayments, final determination) and keyed no later than 180 days from the date of discovery. FNS 815.
- The investigator is required to balance the collections received monthly with a report from the state to ensure all monies are accounted for.
- The investigator must maintain a log of all cases and record the status of payments and balances (to identify delinquencies).
- PI is required to mail out demand letters quarterly based on the status/delinquencies of payments.

## Program Integrity

Supervision:

-40% of time is spent staffing with the investigator, reviewing timeliness of referrals, clarification, training and interpretation of policy.

-25% of time is spent reviewing reports, reviewing hearing summaries, reviewing evidence with investigator of a case.

-20% of time is direct client contact. This time is spent accompanying the investigator to home visits of concern, meeting with the clients at the agency, and being party to PI hearings.

-15% of time is attending trainings, meeting with State Program Representatives to review any policy changes, reviewing any program errors, acting on behalf of an Investigator in their absence.

**Fraud Referrals and Collections**

<b>Fiscal Year</b>	<b>Total # of Referrals</b>	<b>Total of established claims</b>	<b>Total # of investigators</b>	<b>Collections Annually</b>	<b>Collections Monthly</b>	<b>Amount of Federal and State Recoupment</b>	<b>Amount of County Recoupment</b>
2009-2010	76	\$37,718	1 Part time	\$35,744.76	\$2,979	\$29,836	\$5,909
2010-2011	70	\$51,674	1 Part time	\$32,559.21	\$2,713	\$25,310	\$7,233
2011-2012	58	\$ 20,110.20	1 Part time	\$ 20,776.31	\$ 1,731.36	\$ 11,353.55	\$ 2,468.57
July-Dec 2012	20	\$ 906.00	1 Part time	\$ 9,705.07	\$1,617.51	\$ 12,731.00	\$ 3,226.70

**Savings from Disqualification and Front End Referrals**

<b>Fiscal Year</b>	<b>Disqualification Savings</b>	<b>Front End Savings</b>
2009-2010	\$36,036	0.00
2010-2011	\$24,410	\$4,404
2011-2012	\$ 9,891.00	\$1,548.00
July-Dec 2012	\$1,310.00	\$ 0.00



### ACTIVITY JUSTIFICATION

<b>Activity</b> <b>STATE-COUNTY</b> <b>SPECIAL ASSISTANCE</b> <b>PROGRAM (SA</b> <b>Program)</b>	# of Employees: <u>.48</u>	# of Full-time: <u>.48</u> # of Part-time: -0-	Annual Cost: <u>\$ 24,774</u>		
Mandated by: <b>Federal Law-</b> P.L. 92-603; 93-66; 95-565; & 95-585 <b>State Statute-</b> G.S. 108A-25, 40, 41- 45, 47 & 139.5 <b>Administrative Rule-</b> 10A NCAC 71P	County Cost: <u>\$ 12,387</u>	Federal / State Costs: Federal- <u>\$ 12,387</u> State- -0-			
<b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b>					
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">                     Felecia McSwain, Income Maintenance Supervisor II                      Julie Phelps, Income Maintenance Caseworker III                      Karen McCulloh, Income Maintenance Caseworker III                      Susan Prim, Processing Assistant III                 </td> <td style="width: 50%; border: none;">                     3% SA Program Supervision                      20% Special Assistance Case Management                      20% Special Assistance Case Management                      5% Clerical/Reception Support                 </td> </tr> </table>				Felecia McSwain, Income Maintenance Supervisor II Julie Phelps, Income Maintenance Caseworker III Karen McCulloh, Income Maintenance Caseworker III Susan Prim, Processing Assistant III	3% SA Program Supervision 20% Special Assistance Case Management 20% Special Assistance Case Management 5% Clerical/Reception Support
Felecia McSwain, Income Maintenance Supervisor II Julie Phelps, Income Maintenance Caseworker III Karen McCulloh, Income Maintenance Caseworker III Susan Prim, Processing Assistant III	3% SA Program Supervision 20% Special Assistance Case Management 20% Special Assistance Case Management 5% Clerical/Reception Support				
<u>Income Maintenance Supervisor II (3% spent in this position activity)</u>					
<ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the State-County Special Assistance Program and assigned program staff.</li> <li>- Monitors and evaluates worker caseloads and workloads to assess worker job performance and effectiveness and oversee accuracy of work processes, and to identify program and staffing needs.</li> <li>- Consults with state Special Assistance and Medicaid Program staff, as needed, to clarify changes in program policies and/or to problem-solve complex client situations related to program eligibility or service delivery procedures.</li> <li>- Receives, reviews and interprets changes in State-County Special Assistance policies and procedures for assigned program caseworkers.</li> <li>- Conducts second-party reviews of staff's case management functions to evaluate worker job performance and ensure agency compliance with program policies and procedures.</li> <li>- Reports and advises agency Director on significant program changes or trends in the State-County SA program (e.g., number of monthly new applications and number of active cases), as well as, outcome(s) of state program monitoring results.</li> <li>- Responds to State-County SA recipients or their legal representatives, adult care home administrators and other health care professionals to help clarify program policies and requirements.</li> </ul>					

- Works collaboratively with the Adult Services Supervisor to administer the Special Assistance In-Home Service Program.
- Reviews and monitors assigned staff sick, vacation and compensatory time balances.
- Performs related supervisory duties as assigned.

Income Maintenance Caseworkers III (2 positions spend 20% each in program activity):

- Conducts intake interviews with potential recipients and/or their legal representatives to provide verbal and written information on program policies and requirements, explains applicant/client rights and responsibilities, and obtains required application data for processing and determining client program eligibility.
- Obtains verification documentation from a variety of collateral sources to determine client eligibility or ineligibility for the State-County Special Assistance Program.
- Keys applicant data and eligibility status into state's computerized Eligibility Information System (EIS) and notifies applicants/clients of eligibility or ineligibility for the SA Program, in writing.
- Maintains client SA case records in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility, ineligibility and benefit amount.
- Evaluates applicants for Adult Medicaid Program eligibility at the same time.
- Conducts periodic and state-set scheduled client reviews to re-determine client eligibility for the SA Program and benefit amount as well as to update any other changes in the client's circumstances. This function also requires obtaining verification of reported client information, keying the data into EIS and notifying the client of eligibility status resulting from the review.
- Works collaboratively with the agency's Adult Services Social Work staff in determining SA eligibility for the Special Assistance In-Home Services.

Processing Assistant III (position spends approximately 5% in program activity)

- The 1<sup>st</sup> PA III position is primarily responsible for the following program tasks: greeting potential and existing clients upon their arrival to the department and in telephone calls and directs them to the appropriate Special Assistance Program Caseworker or to the program Supervisor; documenting and maintaining the paper log at the Front Office desk of every person who comes into the department at the Annex location to provide supporting documentation of visits made by new and existing program clients; documenting and maintaining the program application log at the Front Office desk, which reflects the date, time, client name and name of the Income Maintenance program(s) the potential client is making application(s) for to provide supporting documentation for Federal, State and County monitoring and audit purposes; and assisting the 2<sup>nd</sup> PA III with scanning client documents into the document imaging system (Northwoods).

Justify Need for Each Position in Detail (use additional pages if necessary):

The purpose of the State/County Special Assistance (SA) Program is to provide financial support to aged and disabled adults who need out-of-home residential care or who can remain safely in their own homes with support services but are unable to afford the cost of such care. Adult residential care facilities must be licensed by the State of North Carolina and authorized to receive SA payments. Examples of SA eligible facilities include assisted living (formerly known as rest homes or domiciliary

homes), group homes for adults with developmentally disabilities or mental retardation, and licensed residential hospice facilities. N.C.G.S. 108A-40-47 (Part 3) authorizes the SA Program, which is funded 50% Federal and 50% County.

### **Special Assistance (SA) Applications**

<b>Fiscal Year</b>	<b>Total Number of Applications</b>	<b>Total Number of SA Caseworkers</b>	<b>Applications per Caseworker: Average # of Yearly- Average # of Monthly</b>
2009-2010	41	2	21 yearly – 2 applications monthly
2010-2011	49	2	25 yearly- 2 applications monthly
2011-2012	34	2	17 yearly- 2 applications monthly
July-Dec 2012	15	2	8 bi-annually- 1 application monthly

### **Special Assistance (SA) Case Management**

<b>Fiscal Year</b>	<b>Total # of Cases</b>	<b>Worker to Case Ratio</b>	<b>Total # of Case Reviews Annually</b>	<b>Total # of Reviews Monthly</b>
2009-2010	119	2 workers: 60 cases	119	10
2010-2011	116	2 workers: 58 cases	116	10
2011-2012	113	2 workers: 57 cases	113	9
July-Dec 2012	112	2 workers: 56 cases	51	9

- The rollout of the Special Assistance (SA) Program in NCFAS is scheduled for the latter part of 2013.

#### **Income Maintenance Caseworker:**

- An intake interview averages approximately 60 minutes. Processing the application varies based on documentation provided by client and the need for the caseworker to obtain the information, and review all bank or financial information for time specified in look-back period, etc.
- Policy requires Special Assistance for the Aged (SAA) applications to be processed within 45 days from the date of application (SA-3110 VII.A).
- Policy requires Special Assistance for the Disabled (SAD) applications to be processed within 60 days from the date of application, unless the case is pending for a disability determination and in that situation the worker may hold the application 12 months while awaiting a disability determination from the Social Security Administration. (SA-3110 VII.B.,C.)
- For clients in a Special Care Unit (e.g., Alzheimer's Special Care Unit), a visit to the facility is required by the DSS to verify placement (SA-3100 V.C.3).
- Policy requires the caseworker at every application and re-determination to assess for a transfer of resources (SA-3205 IV.A).
- The Income Maintenance Caseworkers who administer the State-County Special Assistance Program are the same caseworkers who also administer the agency's Adult Medicaid Program.
- The case must be maintained by the Special Assistance Caseworker and a re-determination of eligibility must be completed annually.

- The caseworker must respond within 30 days to any changes by the client. The caseworker reacts to approximately 10 changes per month in this program.

-If required information to determine eligibility is not provided by the client or their representative, the caseworker is responsible for using collateral sources to substantiate or verify all necessary information to establish eligibility (SA-3110 IV. C).

Supervision:

-40% of time is spent staffing with the caseworkers, reviewing timeliness of applications, timeliness of re-determinations, caseload problems or concerns, clarification of policy, training and interpretation of policy.

-25% of time is spent reviewing reports, (i.e. Pending Applications) to ensure timeliness of application entry into EIS (Eligibility Information System), reviewing application logs, other reports to determine even distribution of caseloads, timeliness of re-determination and changes.

-20% of time is direct client contact or contact with client's facility. This time is spent giving explanation of denials, terminations, policy, procedure and how it pertains to the client's case.

-15% of time is attending trainings, meeting with state Program Representative to review any policy changes, reviewing any errors found by Program Representative or Quality Control, acting on behalf of a caseworker in their absence.



**ACTIVITY JUSTIFICATION**

<b>Activity</b> <b>WORK FIRST PROGRAM</b>	# of Employees: <u>1.63</u>	# of Full-time: <u>1.63</u> # of Part-time: -0-	Annual Cost: <u>\$ 90,167</u>																				
Mandated by: <b>Federal Delegated Authority-TANF BG</b> Plan; Title IV-A of the Social Security Act; Deficit Reduction Act of 2005; 42 USC 601 et. seq. P.L. 104-193 State Statute- G.S. 108A-27	County Cost: <u>\$ 90,167</u>  *This cost is in the Maintenance of Effort (MOE) amount to draw down Federal TANF funds	Federal / State Costs: Federal- \$ <u>-0-</u> State- \$ <u>-0-</u>																					
<p><b>Each Employee, Job Title, Duties / Responsibilities of Position in the Activity:</b></p> <table border="0"> <tr> <td>Belinda Brewer, Income Maintenance Supervisor II</td> <td>10% Work First Cash &amp; Child Only Supervision</td> </tr> <tr> <td>Lorie Walter, Income Maintenance Caseworker II</td> <td>35% Work First Cash &amp; Child Only Case Management</td> </tr> <tr> <td>Melissa Hill, Social Work Supervisor III</td> <td>5% Work First Employment Services Supervision</td> </tr> <tr> <td>Pamela Davis, Social Worker II</td> <td>-55% Work First Employment Case Management</td> </tr> <tr> <td></td> <td>-40% Work First Cash Case Management-Employment</td> </tr> <tr> <td></td> <td>-2% TANF/Emergency Assistance Case Management &amp; DOT/Employment Intake and Screening for referrals to YVEDDI</td> </tr> <tr> <td></td> <td>-3% Work First Support Services (150% cases)</td> </tr> <tr> <td>Susan Prim, Processing Assistant III</td> <td>10% DSS Annex-Front Office Reception</td> </tr> <tr> <td>Wendy Whitaker, Processing Assistant III</td> <td>1% DSS Main Building-Front Office Reception</td> </tr> <tr> <td>Amy Correll, Processing Assistant III</td> <td>2% Accounts Receivable/Accounts Payable</td> </tr> </table> <p><u>Income Maintenance Supervisor II (spends 10% supervising Cash and Child Only program components)</u></p> <ul style="list-style-type: none"> <li>- Plans, organizes and supervises the daily operations of the Cash assistance and Child-only components of the Work First Program.</li> <li>- Provides administrative and technical assistance training to assigned staff when federal and state program policies and/or procedures change that affect cash assistance provision to program applicants and clients and/or work procedures.</li> <li>- Monitors and evaluates the Child Only caseload and workload to assign and reassign work tasks to other Family and Children's Medicaid program caseworkers to address any volume increases in Work First Child-Only program applications and client reviews.</li> <li>- Evaluates agency program performance as well as worker program performance using second-party reviews of Cash and Child-only cases through random sampling.</li> <li>- Evaluates assigned staff performance to determine any needed additional training and providing such training and/or arranging for training from the N.C. Division of Social Services' Work First Program Representative.</li> <li>- Consults with the State Work First Program Representative as needed to clarify program policies and/or for guidance in problem-solving complex client situations related to client eligibility.</li> </ul>				Belinda Brewer, Income Maintenance Supervisor II	10% Work First Cash & Child Only Supervision	Lorie Walter, Income Maintenance Caseworker II	35% Work First Cash & Child Only Case Management	Melissa Hill, Social Work Supervisor III	5% Work First Employment Services Supervision	Pamela Davis, Social Worker II	-55% Work First Employment Case Management		-40% Work First Cash Case Management-Employment		-2% TANF/Emergency Assistance Case Management & DOT/Employment Intake and Screening for referrals to YVEDDI		-3% Work First Support Services (150% cases)	Susan Prim, Processing Assistant III	10% DSS Annex-Front Office Reception	Wendy Whitaker, Processing Assistant III	1% DSS Main Building-Front Office Reception	Amy Correll, Processing Assistant III	2% Accounts Receivable/Accounts Payable
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Work First Program

- Assists assigned program staff with processing complex cases to ensure accuracy.
- Advises other agency staff and community human service professionals on program requirements and eligibility criteria.
- Reports and advises agency Director on significant program changes, changes and/or trends in the Work First Child-Only program (e.g., number of monthly new applications and number of eligible recipients), and outcome(s) of State program monitoring results.
- Works collaboratively with the Social Work Supervisor assigned to the Employment and Support Services components of the Work First Program in meeting with State Program Representative and arranging for training for the Work First Social Worker in relation to program eligibility matters.

Income Maintenance Caseworker II (spends 35% in the Program's Cash assistance of Child-Only cases)

- Conducts intake interviews with the primary caretakers of minor children in which the child(ren) is only to be considered as the budget recipient of Work First cash and medical assistance. Worker provides verbal and written information on the program policies and requirements, assesses child(ren)'s need for the cash and medical assistance, explains applicant/client rights and responsibilities and to obtains required application data for application processing functions.
- Obtains verification documentation from a variety of collateral sources to determine the child(ren)'s eligibility or ineligibility for the Work First Child-Only program.
- Keys applicant data and eligibility status into State's computerized Eligibility Information System (EIS) and notifies the child(ren)'s caretaker(s) of eligibility or ineligibility for the Work First Child Only Program, in writing.
- Maintains client Work First Child Only case records in the agency's document imaging system (Northwoods) and includes documentary evidence to support client eligibility status, including ineligibility status.
- Links children of Work First Child Only cases with Family and Children's Medicaid to address clients' medical insurance coverage needs.
- Refers the child(ren)'s caretaker to the Child Support Program to pursue and obtain monetary and health insurance coverage for the child(ren) as a requirement of the Work First Program. If successful in obtaining adequate child support benefits, the child(ren)'s need for Work First assistance is usually no longer needed.
- Conducts periodic and annual eligibility reviews in program area to ensure continuing eligibility status and primary caretaker(s) compliance with core program components (e.g., children must have regular health screenings, attend school according to school attendance policy, pursue child support for medical and/or income support of the children).

Social Work Supervisor II (5% spent in program activity)

- Plans, organizes and supervises the daily operations of the Employment services and related support services of the Work First Program and assigned program staff.
- Provides and/or arranges Work First Employment training, utilizing the State Work First Program Representative to help train assigned Work First program staff.
- Reviews Employment Services client case records, TANF Emergency Assistance client case records and 150% Support Services client case records to ensure agency program compliance with the state-set policies that govern the eligibility criteria and work processes of the respective service programs and to monitor and evaluate worker performance.

Identify ways to remove/address systemic obstacles that prevent clients from moving toward achievement of

Work First Program

- Provides case consultation with the assigned program staff to problem-solve complex client cases as well as self-sufficiency.
- Oversees the tracking and reporting of program expenditures with the TANF/Emergency Assistance and 150% Support Services program funding.
- Receives and reviews the program's monthly program reports to monitor, evaluate and plan for ongoing efforts to achieve state-set program goals.
- Assists program staff to identify, develop and maintain "work experience" sites and activities for employment services clients to acquire work experience to lead to paid employment.
- Communicates program information to the agency Director and fiscal staff in the tracking of Work First Program allocations and services expenditures, as well as, agency program compliance and identified areas needing improvement.
- Provides for the personnel management of assigned program staff.
- Performs related supervisory duties as required.

Social Worker II (spends 40% in determining Cash assistance in Employment Services cases, 55% in providing Employment Services, 3% in delivering Work First Support Services to families with incomes at or less than 150% of the Federal Poverty Level, and 2% providing TANF/Emergency Assistance Case Management and DOT/Employment intake, screening and referral functions.

- Conducts in-depth telephone conversations with potential program applicants to identify client need for assistance to determine which service or program is most appropriate to address the need(s) and scheduling face-to-face interviews or referring persons to other agency programs or community services (e.g., agency's Emergency Services Intake, Job Link, Advocacy Center, Storehouse for Jesus, etc).
- Conducts face-to-face intake interviews with potential clients of Work First Program, TANF Emergency Assistance and Work First Support Services to further explain specific program policies and requirements and to obtain all pertinent application data.
- Processes client applications for program assistance by verifying information obtained via collateral contacts, establishing eligibility or ineligibility based on specific program criteria and entering the eligibility status and pertinent data into one or more state-computer information systems (e.g., Eligibility Information System and Work First Employment Information System).
- Develops service plans with clients in the respective assigned programs to monitor, evaluate and assists assigned clients in achieving identified goals that promote economic independence and family safety. An example of a Work First Employment Service Plan, which is a written mutual agreement between the client and social worker, could include such items as registering for work at the Employment Security Commission, seeking and documenting job searches during the month, obtaining a GED or Adult High School diploma from the local community college, etc.
- Meets with each Employment Service client once a month to verify demonstration of work-related activities as identified on the Work First Employment Service Plan in order to key information into the state's Eligibility Information System for a Work First cash assistance check to be released to the client. If client does not demonstrate progress on their service plan each month, the client does not receive a Work First check.
- Provides ongoing assessment and scheduled reassessments of client eligibility in the respective and assigned programs by communicating with clients and updating progress or lack of progress in meeting goals of service plan(s).
- Responds to client changes such as in new or terminated paid employment by assessing client's eligibility status for Work First.

Work First Family Assistance (WFFA)

- Serves as a team member of the local Share Team (formerly Job Link) as a means to coordinate and link assigned clients to a variety of work-related resources (e.g., CSBG, WIA, Davie Campus of DCCC, etc).
- Works collaboratively with other agency staff and community human services professionals to gain working knowledge of agency and community resources that may adequately address client needs and therefore, facilitate clients moving or deterring potential clients from public cash assistance.

Processing Assistants III (1 PA III spends 10% in program activity as clerical/reception support to the Income Maintenance Supervisor II and Income Maintenance Caseworker II in the DSS Annex Building and 2<sup>nd</sup> PA III spends 1% as clerical/reception support to the Social Work Supervisor and Social Worker II assigned to Work First in the Main DSS Building.

- Greets potential and existing clients upon their arrival to the department or in telephone calls and directs them to the appropriate staff assigned to the Work First Program.
- Documents and maintains a log at the Front Office of every person who comes to the department. The log reflects the date, time, client name and reason for department office visit.
- Prepares client intake packets specific to the Work First Program (i.e., Child Only and Work First-Employment) and provides packets to potential clients.
- Creates new client electronic records and updates existing Work First client electronic records by scanning client documents into the document imaging system (Northwoods). Also, receives and scans incoming mail and faxes for the Work First program staff.

Processing Assistant III (This 3<sup>rd</sup> PA position spends 2% in program activity to receive and process program-related invoices for payment)

- Processes program invoices related to client expenditures that often includes, but is not limited to: employment-related mileage reimbursement, vehicle repairs, YVEDDI transportation billing for employment travel, work uniforms, etc. This task area also includes reconciling any differences between agency authorized costs and billing invoices to ensure accuracy of payments.
- Applying appropriate coding to the department's account and provides same invoices to the Director for signatory approval.
- Makes copies of all invoices to retain the copies at the department and provide the originals to the Davie County Finance Department for processing of payments.
- Enters the processed invoices on the department's Account Balance Worksheet
- Provides a copy of the billing invoice to the department's Administrative Officer to enter into the state's Fiscal Reimbursement System for county reimbursement of service provision.

Justify Need for Each Position in Detail (use additional pages if necessary):

**In 1996, the Federal Government reformed the public welfare system by enacting the Temporary Assistance to Needy Families (TANF) Block Grant. The TANF Block Grant replaced the Aid to Families with Dependent Children (AFDC) Program. Under the Federal TANF structure, block grants were provided to states to operate their own program. North Carolina implemented its' TANF Program under the name of the Work First Program. The purposes of the Work First Program are to (1) provide short-term training and other services to caretakers of minor children to help them become employed and move off public assistance and (2) provide temporary monthly assistance to eligible children whose caretaker is not eligible for benefits themselves.**

**Overview of Davie County Work First Program Cases**

<b>State Fiscal Year</b>	<b>Total Caseload</b>	<b>Child Only Cases</b>	<b>Employment Services Cases</b>	<b>1-Parent Cases (Average)</b>	<b>2-Parent Cases (Average)</b>	<b>Average Monthly Cash Benefit Amount</b>
FY 2009-2010	60	44	16	10	5	\$230
FY 2010-2011	63	52	11	14	1	\$198
FY 2011-2012	84	61	23	18	2	\$236
July-Nov 2012	83	59	24	17	3	\$236

- Child only cases are families where only the child(ren) receives services in the form of monthly financial support. Usually, the children come from low-income families and are living with a relative. For instance, an absent parent may leave the child(ren) with a grandparent. Currently, Work First places no time limits or work requirements on these cases. However, state policy is considering placing time limits on Child only cases where a non-SSI parent lives in the same household with the child(ren). The number of child only cases has remained fairly constant over time.
- Work First Employment Services are families where the child(ren) has at least one parent in the household. These families receive monthly financial support after the parent has completed specific work-related activities identified on a Mutual Responsibility Plan of Action, unless there is good cause. The intent of Work First benefits is to mirror the working world, where individuals work first and receive payment for employment afterwards. In addition to the Federal 60-month lifetime limit to receiving Work First, North Carolina includes a 24-month time clock that begins to tick for each month which a family receives Work First cash assistance. After receiving 24 cumulative months of Work First assistance, which includes Employment Services, these families are ineligible for 36 consecutive months to receive Work First benefits.
- Work First includes a Family Cap, which means if a child is born to a woman who has been receiving Work First payments for at least ten (10) months, the Work First payment amount does not increase. The chart below reflects standard payment amount according to the number in the family.

<b>Number In Family</b>	1	2	3	4	5	6
<b>Payment Standard</b>	\$181	\$236	\$272	\$297	\$324	\$349
<b>Number In Family</b>	7	8	9	10	11	12
<b>Payment Standard</b>	\$373	\$386	\$406	\$430	\$448	\$473

- Funding of the Work First Program derives from a combination of federal and county funding. In order for the county to draw down the Federal TANF (Temporary Assistance to Needy Families) funds, the county must meet an MOE (Maintenance of Effort) requirement. Davie County's Federal TANF funding allocation as of July 2012 was \$271,205 with its MOE set at \$278,540. Davie County continues to meet its annual MOE requirement for the Federal TANF Block Grant by using short-term (not to exceed 3 months) funding of some of the support services for recipients who have transitioned off Work First into paid employment, and to help fund some of the child welfare social work positions in the agency to meet its legal mandate to protect children from abuse and neglect.
- Although Congress did not extend its yearly TANF Supplemental Grant in Fiscal Year 2012-2013, North Carolina did receive, via application, TANF Contingency Funds which, in turn, funded all of Davie County's Federal portion of the TANF Block Grant. Although the Contingency Fund remedied the anticipated reduction in federal funding, the staff of the Davie County's Work First Program continued to spend much time upfront informing potential recipients of program requirements and consequences of non-compliance (e.g., no cash assistance until the Work First parent cooperated with Child Support and the work requirements were met and verified) and identifying possible alternatives to receiving Work First (e.g., pursuing employment via the area employment offices or Vocational Rehabilitation Services, or applying for disability benefits with the Social Security Administration if a medical disability prevented participation in work activities, etc.).
- NCFAST implementation of the Work First Program for Davie County is scheduled for the latter part of 2013 along with Medicaid and the Special Assistance programs.

**ESTIMATED CASEWORKER TIME IN ADMINISTERING THE WORK FIRST PROGRAM**

Average time to complete Cash & Child-Only initial Application	Average time to complete a Child-Only Review	Average time to complete Cash & Employment initial Application	Average time to complete Employment Services Review	Average time to complete Support Services applications & reviews
<u>20-30 minutes for pre-screening via telephone call.</u> <u>90-120 minutes</u> -Includes required referral to Child Support & data entry into 1 State system.	<u>60-75 minutes</u> -Verification of required data and data entry into 1 State system.	<u>-20-30 minutes for pre-screening via telephone call.</u> <u>- 105-135 for actual intake application,</u> referrals to ESC, Child Support, and Drug & Alcohol Screening Appointment plus data entry into 2 State systems.	<u>60-90 minutes</u> -Verification of required data and data entry into 2 State systems.	<u>60-90 minutes</u> -Includes application-taking, verification of data, arranging for payment(s) to vendors depending on service need.

- \* Child-only Work First cases are reviewed annually with the caseworker unless there are changes that have occurred to affect client continued eligibility for cash assistance.
- \* The Work First Social Worker meets with each Employment Services client once a month as required by the Work First Family Assistance Program to verify that the client has met work program requirements before authorizing the release of the monthly Work First cash check. These monthly client contacts can last

between 30-120 minutes depending on client performance and needs to achieve work goals.

Overview of Income Maintenance Supervisor Percentage of Time in program Activity:

- \* 90% spent staffing Child-only and Cash Assistance cases with both Income Maintenance Caseworker and Employment Services Social Worker.
- \* 5% spent on second party reviews of Work First cases that are being terminated or denied Work First Family Assistance Benefits to ensure agency compliance with State policies that govern terminated and denied applications/existing client cases.
- \* 5% time spent with communicating with Work First State Program Representative via agency visit, telephone calls and/or emails.

Overview of Social Work Supervisor's Percentage of Time in Program Activity:

- \* 70% spent in staffing client cases with Social Worker and in relation to Employment Services for clients currently receiving cash assistance, 150% Support Services for clients to maintain employment and review and approval of Domestic Violence and Emergency Assistance funds for clients in crises.
- \* 20% spent in client case reviews of Employment Services and related support services.
- \* 5% reviewing and tracking the Domestic Violence and Emergency Assistance program expenditures.
- \* 5% communicating with Work First State Program Representative via agency visit, telephone calls and/or emails.



**COUNTY OF DAVIE BUDGET  
2013-2014 FISCAL YEAR**

		<b>PRIOR YR ACT</b>	<b>CURR ACTUAL</b>	<b>CURR REVISED</b>	<b>REQUESTED</b>	<b>MANAGER</b>
		<b>JUNE 2012</b>	<b>2012-2013</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2013-2014</b>
<b>SOCIAL SERVICES - ADMINISTRATI</b>						
45310	420002	FOOD STAMP FRAUD COLLECTION	0.00	0.00	0.00	0.00
45310	420005	FEDERAL GRANT-SACWIS	0.00	0.00	0.00	0.00
45310	420007	MEDICAID AT RISK-REIMBURSEMENT	0.00	-5,596.34	-2,000.00	-5,000.00
45310	420032	FNS CONTINGENCY ALLOCATION	0.00	0.00	0.00	0.00
45310	430056	STATE AID TO COUNTY ADMINISTRA	0.00	0.00	0.00	0.00
45310	430058	PROGRAM STAFF OPERATION ADMIN	-1,512,316.15	-591,460.80	-1,575,000.00	-1,400,000.00
45310	430063	PROGRAM INTEGRITY	0.00	0.00	0.00	0.00
45310	430064	WORK FIRST TRANSPORT OPERAT AS	-5,644.00	0.00	0.00	0.00
45310	430066	GASOLINE TAX REFUND	0.00	0.00	0.00	0.00
45310	430067	SALES TAX REFUND FOOD STAMPS	0.00	0.00	0.00	0.00
45310	430068	FOOD STAMP ISSUE RECOVY	0.00	0.00	0.00	0.00
45310	430069	CONTRIBUTION DAVIE COUNTY HOSP	0.00	0.00	0.00	0.00
45310	430070	HEALTH CHOICE	-12,200.00	-4,700.00	-8,000.00	-8,000.00
45310	440066	IV-D BLOOD TEST FEES RECEIVED	0.00	0.00	0.00	0.00
45310	440067	LEGAL FEES RECEIVED	-640.00	0.00	0.00	0.00
45310	480042	MISCELLANEOUS REVENUE SOC SVC	17.42	0.00	0.00	0.00
45310	490004	SOCIAL SERVICE PILOT BRWT FWD	0.00	0.00	0.00	0.00
<b>TOTAL SOCIAL SERVICES - ADMINISTRATI</b>		<b>-1,530,782.73</b>	<b>-601,757.14</b>	<b>-1,585,000.00</b>	<b>-1,413,000.00</b>	
<b>IDA GRANTS</b>						
45310300	430112	STATE CDBG GRANT	0.00	0.00	0.00	0.00
45310300	430140	ASSETS FOR INDEPENDENCE GRANT	0.00	0.00	0.00	0.00
<b>TOTAL IDA GRANTS</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
<b>PUBLIC ASSISTANCE</b>						
45320	420002	FOOD STAMP FRAUD COLLECTION	-628.00	-180.00	-3,000.00	-3,000.00
45320	420007	MEDICAID AT RISK-REIMBURSEMENT	0.00	0.00	0.00	0.00
45320	421004	TITLE IV D INCENTIVES	747.39	0.00	-35,000.00	-21,866.00
45320	421005	RETURNS-IV-D COLLECTION	-41,863.71	-4,961.98	0.00	0.00
45320	421008	ADOPT ASSISTANCE IV-B	-29,074.61	-11,768.02	-40,000.00	-35,000.00
45320	421009	ADOPT ASSISTANCE IV-E	-4,693.50	-1,965.00	0.00	-5,000.00
45320	421010	MAXIMATION IV-E	-30,613.98	-32,757.23	-46,500.00	-46,500.00
45320	421018	MEDICAID TRANSPORTATION	-161,977.34	-14,124.23	-180,000.00	-180,000.00
45320	421065	FEDERAL ADOPTION INCENT FUND	0.00	0.00	0.00	0.00
45320	421066	ADOPTIN PROMOTION FUND	-50,200.00	-14,400.00	0.00	0.00
45320	430041	FAMILY VIOLENCE PREV SERVICE	0.00	0.00	0.00	0.00
45320	430051	INDEPENDENT LIVING SERVICES	-16,043.63	-2,993.60	-10,425.00	-10,425.00
45320	430052	ADULT PROTECTIVE SERVICE GRANT	0.00	0.00	0.00	0.00
45320	430053	SOCIAL SERVICE PLAN PILOT GT	0.00	0.00	0.00	0.00
45320	430054	AFDC FOSTER CARE	-77,558.32	-31,824.24	-139,500.00	-139,500.00
45320	430055	STATE FOSTER HOME FUND	-34,228.31	-9,128.54	-110,000.00	-110,000.00
45320	430057	AFDC EQUALIZING	0.00	0.00	0.00	0.00
45320	430059	AFDC - EMERGENCY ASSISTANCE	0.00	0.00	0.00	0.00
45320	430060	AFDC TRANS DAY CARE	-1,265,758.85	-224,439.65	-990,786.00	-990,786.00
45320	430061	FOOD STAMP CLAIM COLLECTIONS	0.00	0.00	0.00	0.00
45320	430062	ARC DAY CARE	0.00	0.00	0.00	0.00
45320	430064	WORK FIRST TRANSPORT OPERAT AS	-10,956.00	-6,858.50	-12,000.00	0.00
45320	430065	SPECIAL CHILD ADOPTION	-200.00	0.00	0.00	0.00
45320	430098	SMART START FUNDS	0.00	0.00	-140,000.00	-140,000.00
45320	430122	FOSTER CARE -TEA	0.00	0.00	0.00	0.00

**COUNTY OF DAVIE BUDGET  
2013-2014 FISCAL YEAR**

		<b>PRIOR YR ACT</b>	<b>CURR ACTUAL</b>	<b>CURR REVISED</b>	<b>REQUESTED</b>	<b>MANAGER</b>
		<b>JUNE 2012</b>	<b>2012-2013</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2013-2014</b>
45320	430124 DSS-DOMESTIC VIOLENCE	-9,225.96	0.00	-12,186.00	0.00	
45320	430125 TANF/AFDC INCENTIVES	0.00	-64.00	0.00	0.00	
45320	430134 CRISIS INTERVENTION	-120,428.53	0.00	-111,031.00	-59,183.00	
45320	430137 MEDICAID FRAUD COLLECTION	-8,311.33	-935.00	-6,000.00	-6,000.00	
45320	430138 TANF FRAUD COLLECTION	0.00	0.00	0.00	0.00	
45320	430139 WORK FIRST FRAUD COLLECTION	-522.00	-125.00	-500.00	-500.00	
45320	430144 LINKS TRUST FUNDS	0.00	0.00	-30,000.00	-30,000.00	
45320	430149 LOW INCOME HOME ENERGY ASSIST	-52,200.00	0.00	-49,044.00	-35,000.00	
45320	430182 ARRA FUNDS DSS	0.00	0.00	0.00	0.00	
45320	440066 IV-D BLOOD TEST FEES RECEIVED	0.00	0.00	0.00	0.00	
45320	440067 LEGAL FEES RECEIVED	0.00	-243.00	-500.00	-500.00	
45320	480042 MISCELLANEOUS REVENUE SOC SVC	-17,214.24	-75,660.96	-74,087.00	-10,000.00	
	<b>TOTAL PUBLIC ASSISTANCE</b>	<b>-1,930,950.92</b>	<b>-432,428.95</b>	<b>-1,990,559.00</b>	<b>-1,823,260.00</b>	

**COUNTY OF DAVIE BUDGET  
2013-2014 FISCAL YEAR**

		<b>PRIOR YR ACT</b>	<b>CURR ACTUAL</b>	<b>CURR REVISED</b>	<b>REQUESTED</b>	<b>MANAGER</b>	<b>BOARD</b>
		<b>JUNE 2012</b>	<b>2012-2013</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2013-2014</b>	<b>2013-2014</b>
<b>SOCIAL SERVICES - ADMINISTRATI</b>							
55310	510010	SALARIES AND WAGES	1,596,430.17	717,884.51	1,682,736.00	1,701,046.00	
55310	510020	PART-TIME SALARIES	3,182.50	0.00	0.00	0.00	
55310	510030	PERDIEM PAYMENTS	1,075.00	350.00	1,500.00	1,500.00	
55310	510040	LONGEVITY	10,950.00	11,050.00	12,110.00	12,260.00	
55310	520050	FICA	119,403.84	53,969.46	131,568.00	131,069.00	
55310	520060	GROUP HOSPITAL INSURANCE	299,760.49	126,857.50	371,490.00	383,775.00	
55310	520070	RETIREMENT	111,712.68	49,130.25	119,529.00	115,477.00	
55310	520080	WORKMENS COMPENSATION	17,159.27	21,849.27	21,302.00	21,850.00	
55310	520100	ECS UNEMPLOYMENT INSURANCE	0.00	0.00	0.00	0.00	
55310	520110	GROUP LIFE INSURANCE	1,664.47	684.25	0.00	0.00	
55310	520120	401K-EMPLOYER SUPPLEMENT	48,092.30	21,547.12	50,602.00	51,037.00	
55310	520130	YMCA MEMBERSHIP	0.00	0.00	0.00	0.00	
55310	520250	EMPLOYEE MEDICAL EXPENSE	0.00	0.00	0.00	0.00	
55310	520260	EMPLOYEE EDUCATION REIMBURSEME	0.00	0.00	0.00	0.00	
55310	521090	INDIRECT COST	0.00	0.00	0.00	0.00	
55310	530120	POSTAGE	13,569.83	3,548.16	16,000.00	16,000.00	
55310	530250	PRINTING & BINDING	0.00	0.00	0.00	0.00	
55310	530300	VEHICLE TIRES	0.00	300.00	1,000.00	1,000.00	
55310	530310	VEHICLE GAS & OIL	5,925.87	2,576.69	6,000.00	6,500.00	
55310	530320	OFFICE SUPPLIES	11,983.47	5,021.87	15,000.00	15,000.00	
55310	530330	DEPARTMENT SUPPLIES	3,868.99	1,869.17	6,000.00	6,000.00	
55310	530380	SPECIAL PROGRAM SUPPLIES	1,474.68	403.44	3,000.00	3,000.00	
55310	540100	EDUCATION & TRAINING	2,541.00	811.00	3,000.00	3,000.00	
55310	540110	TELEPHONE	11,484.03	5,004.49	14,000.00	14,000.00	
55310	540130	UTILITIES	19,370.57	6,583.24	22,000.00	22,000.00	
55310	540140	TRAVEL	22,234.97	6,927.70	22,500.00	22,500.00	
55310	540150	TRANSPORTATION CONTRACT	0.00	0.00	0.00	0.00	
55310	540160	TRANSPORTATION AUTO LEASE	0.00	0.00	0.00	0.00	
55310	540170	JOBS TRANSPORTATION	0.00	0.00	0.00	0.00	
55310	540210	BUILDING & EQUIPMENT RENTAL	2,570.00	1,365.00	2,900.00	2,900.00	
55310	540410	JOBS SUPPORTIVE SERVICE	0.00	0.00	0.00	0.00	
55310	540450	PURCHASED SERVICES	12,228.93	9,347.81	30,000.00	5,000.00	
55310	540550	JOBS PURCHASED COMPONENT	0.00	0.00	0.00	0.00	
55310	540560	WORKFARE EXPENSES	0.00	0.00	0.00	0.00	
55310	540570	WORK FIRST TRANSP OP ASSIST	0.00	0.00	0.00	0.00	
55310	540580	WORK FIRST DRUG TEST	0.00	0.00	0.00	0.00	
55310	540590	WHEELS TO WORK	0.00	0.00	0.00	0.00	
55310	540690	EBT EXPENSE (FOOD STAMP)	0.00	0.00	0.00	0.00	
55310	540910	FNS CONTINGENCY ADMIN FUNDS	0.00	0.00	0.00	0.00	
55310	541540	COMPUTER SERVICES	0.00	0.00	0.00	0.00	
55310	541550	CONSULTANTS	0.00	0.00	0.00	0.00	
55310	541600	IV-D BLOOD TESTS	0.00	0.00	0.00	0.00	
55310	541620	IV-D FILING FEES & BIRTH CERTI	0.00	0.00	0.00	0.00	
55310	541700	ATTORNEYS - RETAINER	0.00	0.00	0.00	0.00	
55310	541710	LEGAL FEES	0.00	0.00	0.00	0.00	
55310	550150	BUILDING & GROUNDS MAINTENANCE	31,422.94	9,676.45	32,000.00	32,000.00	
55310	550160	EQUIPMENT MAINTENANCE	29,733.79	5,169.00	36,000.00	65,000.00	
55310	550170	VEHICLE MAINTENANCE	1,426.50	321.68	1,500.00	1,500.00	

**COUNTY OF DAVIE BUDGET  
2013-2014 FISCAL YEAR**

			<b>PRIOR YR ACT</b>	<b>CURR ACTUAL</b>	<b>CURR REVISED</b>	<b>REQUESTED</b>	<b>MANAGER</b>	<b>BOARD</b>
			<b>JUNE 2012</b>	<b>2012-2013</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2013-2014</b>	<b>2013-2014</b>
55310	560120	SPECIAL EVENTS	0.00	0.00	0.00	0.00		
55310	560200	SPECIAL EDUCATION EXPENSE	0.00	0.00	0.00	0.00		
55310	560260	ADVERTISING	0.00	0.00	200.00	200.00		
55310	560530	DUES & SUBSCRIPTIONS	1,124.00	1,162.50	1,200.00	1,200.00		
55310	560540	INSURANCE & BONDS	0.00	0.00	0.00	0.00		
55310	560570	MISCELLANEOUS	0.00	0.00	0.00	0.00		
55310	560600	BUILDING INSURANCE	0.00	0.00	0.00	0.00		
55310	560960	PAY BACK STATE INTERMEDIARY	0.00	0.00	0.00	0.00		
55310	580600	EQUIPMENT & FURNITURE	0.00	20,798.00	22,000.00	500.00		
55310	580610	COMPUTER SOFTWARE	0.00	94,205.00	180,963.00	0.00		
55310	580620	COMPUTER HARDWARE	0.00	54,998.10	80,500.00	0.00		
55310	580640	BUILDING IMPROVEMENTS	0.00	0.00	0.00	1,500.00		
55310	580650	BUILDING CONSTRUCTION	0.00	0.00	0.00	0.00		
<b>TOTAL SOCIAL SERVICES - ADMINISTRATI</b>			<b>2,380,390.29</b>	<b>1,233,411.66</b>	<b>2,886,600.00</b>	<b>2,636,814.00</b>		
<b>IDA GRANTS</b>								
55310300	540450	PURCHASED SERVICES	0.00	0.00	0.00	0.00		
55310300	580610	COMPUTER SOFTWARE	0.00	0.00	0.00	0.00		
55310300	580620	COMPUTER HARDWARE	0.00	0.00	0.00	0.00		
<b>TOTAL IDA GRANTS</b>			<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>		
<b>PUBLIC ASSISTANCE</b>								
55320	530149	LOW INCOME HOME ENERGY ASSISTA	52,000.00	0.00	49,044.00	35,000.00		
55320	540150	TRANSPORTATION CONTRACT	17,947.16	6,000.00	18,000.00	18,000.00		
55320	540170	JOBS TRANSPORTATION	19,010.37	3,675.96	12,000.00	12,000.00		
55320	540410	JOBS SUPPORTIVE SERVICE	1,392.77	0.00	10,000.00	10,000.00		
55320	540450	PURCHASED SERVICES	11,039.67	2,005.75	26,500.00	25,000.00		
55320	540550	JOBS PURCHASED COMPONENT	50.00	75.00	2,000.00	2,000.00		
55320	540560	WORKFARE EXPENSES	0.00	0.00	0.00	0.00		
55320	540570	WORK FIRST TRANSP OP ASSIST	24,863.70	0.00	12,000.00	0.00		
55320	540571	WORK FIRST FUNCTIONAL ASSESS	670.00	52.65	2,000.00	2,000.00		
55320	540580	WORK FIRST DRUG TEST	0.00	0.00	0.00	0.00		
55320	540590	WHEELS TO WORK	0.00	0.00	0.00	0.00		
55320	540591	FOOD ASSISTANCE EMPLOY TRAINING	0.00	0.00	0.00	0.00		
55320	540610	MEDICAID (COUNTY)	6,692.69	393.46	15,000.00	15,000.00		
55320	540620	AFDC (COUNTY)	-336.48	-69.03	0.00	0.00		
55320	540630	AFDC (FOSTER CARE)	131,937.02	61,347.00	300,000.00	300,000.00		
55320	540640	FAMILY PLANNING	0.00	0.00	0.00	0.00		
55320	540650	STATE BOARDING HOME	85,894.31	16,316.22	250,000.00	250,000.00		
55320	540660	GENERAL ASSISTANCE	41,827.92	39,703.40	99,087.00	35,000.00		
55320	540670	SPECIAL ASSISTANCE - ADULTS	311,431.50	123,708.00	330,000.00	330,000.00		
55320	540680	AID TO BLIND (COUNTY)	2,769.47	2,712.73	10,268.00	10,268.00		
55320	540690	EBT EXPENSE (FOOD STAMP)	9,523.44	3,893.11	10,500.00	10,500.00		
55320	540691	FOOD STAMP ISSUANCE	0.00	0.00	0.00	0.00		
55320	540700	CRISIS INTERVENTION	159,943.77	44,903.48	111,031.00	59,183.00		
55320	540720	CHORE SERVICES	9,821.97	3,157.01	11,328.00	11,328.00		
55320	540730	ADOPTION ASSIST IV-B	51,859.75	22,014.25	60,000.00	60,000.00		
55320	540740	ADOPTION ASSIST IV-E	61,862.78	36,081.82	75,000.00	75,000.00		
55320	540750	ADULT PROTECTIVE SERVICES	328.16	122.64	2,000.00	2,000.00		
55320	540751	CHILD PROTECTIVE SERVICES	4,435.09	1,365.48	10,000.00	10,000.00		
55320	540760	AFDC - EMERGENCY ASSISTANCE	8,000.00	3,520.50	8,000.00	8,000.00		

**COUNTY OF DAVIE BUDGET  
2013-2014 FISCAL YEAR**

		<b>PRIOR YR ACT</b>	<b>CURR ACTUAL</b>	<b>CURR REVISED</b>	<b>REQUESTED</b>	<b>MANAGER</b>	<b>BOARD</b>
		<b>JUNE 2012</b>	<b>2012-2013</b>	<b>2012-2013</b>	<b>2013-2014</b>	<b>2013-2014</b>	<b>2013-2014</b>
55320	540770	AFDC TRANS DAY CARE	1,107,136.70	332,714.45	990,786.00	990,786.00	
55320	540780	INDIGENT BURIALS	0.00	0.00	2,000.00	2,000.00	
55320	540790	INDEPENDENT LIVING SERVICES	961.59	0.00	10,425.00	10,425.00	
55320	540810	MEDICAID TRANSPORTATION	164,637.99	6,966.00	180,000.00	180,000.00	
55320	540820	AFDC-EA FOSTER CARE	0.00	0.00	0.00	0.00	
55320	540830	ARC DAY CARE	0.00	0.00	0.00	0.00	
55320	540840	ADOPTION ASSISTANCE (VENDOR)	47,432.65	14,586.63	70,000.00	70,000.00	
55320	540850	REIMBURSE/TAX INTER FSTM	0.00	0.00	0.00	0.00	
55320	540860	ADOPTION EXPENSES	31,249.69	4,699.34	37,823.00	0.00	
55320	540870	SMART START DAY CARE FUNDING	158,622.15	40,951.15	140,000.00	140,000.00	
55320	540880	DSS-DOMESTIC VIOLENCE	12,369.59	0.00	12,186.00	0.00	
55320	540890	FOSTER CARE - TEA	0.00	0.00	0.00	0.00	
55320	540900	LINKS TRUST FUNDS	7,712.03	2,867.90	30,000.00	30,000.00	
55320	540920	ADOPTION PROMOTION FUND	0.00	0.00	50,400.00	0.00	
55320	541600	IV-D BLOOD TESTS	375.00	1,094.00	2,000.00	2,500.00	
55320	541620	IV-D FILING FEES & BIRTH CERTI	14,394.00	3,444.00	16,000.00	16,000.00	
55320	570600	FAMILY VIOLENCE PREVENTION	1,840.00	0.00	0.00	0.00	
55320	580620	COMPUTER HARDWARE	0.00	0.00	0.00	0.00	
<b>TOTAL PUBLIC ASSISTANCE</b>			<b>2,559,696.45</b>	<b>778,302.90</b>	<b>2,965,378.00</b>	<b>2,721,990.00</b>	

	<u>Administrative</u>	<u>Public Assistance</u>	<u>Total Cost</u>
Revenues	-1,413,000.00	-1,823,260.00	-3,236,260.00
Expenses	2,636,814.00	2,721,990.00	5,358,804.00
	<u>1,223,814.00</u>	<u>898,730.00</u>	<u>2,122,544.00</u>

Org	Emp #	Last	First	Job Desc	Service Date	Yrs Svc		Grade	Hourly	Annual	Request	Grd	Mgr	Grd	Board	Grd
						Jul 13 - Jun 14	14									
55310	777	ANDERSON	REBEKAH	INCOME MAINTENANCE CASEWRK II	10/01/2007	6	63			33,455	33,455	63				
55310	812	BELL	COLLEEN	SOCIAL WORKER III	03/24/2008	6	69			41,508	45,659	69				
55310		BRAKE	MICHELLE	SOCIAL WORKER III	01/22/1998	16	69			49,430	49,430	69				
55310	449	BREWER	BELINDA	INCOME MAINT SUPERVISOR II	11/01/2001	12	67			39,757	39,757	67				
55310	986	BROWN	DANIELLE	SOCIAL WORKER II	10/29/2012	1	67			35,209	40,758	69				
55310	789	BROWN	KIMBERLY	SOCIAL WORKER III	11/26/2007	6	69			45,659	45,659	69				
55310	969	CORRELL	AMY	PROCESSING ASSISTANT III	05/29/2012	2	58			23,830	23,830	58				
55310	573	DAVIS	PAMELA	SOCIAL WORKER II	07/12/2004	9	67			41,504	41,504	67				
55310	950	DRAUGHN	AUBREY	SOCIAL WORKER III	01/09/2012	2	69			40,758	40,758	69				
55310	162	FINNEY	REBECCA	COUNTY DSS DIRECTOR	09/18/1995	18	78			80,642	80,642	78				
55310	697	FORREST	CHRISTY	INCOME MAINTENANCE CASEWRK II	07/31/2006	7	63			33,592	33,592	63				
55310	813	FOSTER	WENDY	INCOME MAINTENANCE CASEWRK II	04/14/2008	6	63			30,414	33,455	63				
55310	814	GOSS	GRAYSON	PROCESSING ASSISTANT 4	04/14/2008	6	60			27,105	29,816	60				
55310	174	GREGORY	DONNA	INCOME MAINTENANCE CASEWRK II	06/08/1998	16	63			38,727	38,727	63				
55310	782	HAMM	TERRI	ADMIN ASSISTANT I SOC SVC	01/15/2008	6	63			30,414	33,455	63				
55310	710	HAYES	RUNELLA	WORD PROCESSOR III	10/13/2006	7	58			26,932	26,932	58				
55310	672	HEFNER	KIMBERLY	ADMIN ASSISTANT I SOC SVC	03/29/2006	8	63			34,006	34,006	63				
55310	677	HICKERSON	ANNIE	SOCIAL WORK SUPERVISOR III	11/30/2006	7	73			47,183	49,542	73				
55310	362	HILL	MELISSA	SOCIAL WORK SUPERVISOR III	11/01/1994	19	73			54,497	54,497	73				
55310	941	HUTCHENS	TONYA	INCOME MAINTENANCE CASEWRK I	09/22/2011	2	61			26,273	30,414	63				
55310	967	JIMERSON	KIMBERLY	SOCIAL WORK TECHNICIAN	05/14/2012	2	58			23,830	23,830	58				
55310	741	JORDAN	LISA	CHILD SUPPORT AGENT II	03/15/2007	7	65			36,885	36,885	65				
55310	787	LOWE	JESSICA	INCOME MAINTENANCE CASEWRK I	07/07/2008	5	61			27,587	33,456	63				
55310	989	LOWMAN	JAIMEE	SOCIAL WORKER II	11/06/2012	1	69			35,209	40,758	69				
55310	981	MANN	JENNIFER	SOCIAL WORKER II	10/01/2012	1	67			35,209	40,758	69				
55310	822	MCCULLOH	KAREN	INCOME MAINTENANCE CASEWRK III	05/30/2008	6	65			33,532	36,885	65				
55310	183	MCKNIGHT	SHERRY	SOCIAL WORKER III	05/01/1995	19	69			49,430	0	0				
55310	466	MCSWAIN	FELECIA	INCOME MAINT SUPERVISOR II	01/22/2002	12	67			40,666	40,666	67				
55310	164	MYERS	TAMMY	LEAD CHILD SUPPORT AGENT	09/01/1987	26	66			47,077	47,077	66				
55310	912	NELSON	CARRIE	SOCIAL WORKER III	05/24/2010	4	69			40,758	40,758	69				
55310	184	NESTOR	SUZANNE	SOCIAL WORKER III	12/01/1993	20	69			49,430	51,902	69				
55310	612	OLSON	TAMERA	INCOME MAINTENANCE CASEWRK II	01/24/2005	9	63			33,950	33,950	63				
55310	252	PHELPS	JULIE	INCOME MAINTENANCE CASEWRK III	02/01/1996	18	65			35,243	35,243	65				
55310	15	PRIM	SUSAN	PROCESSING ASSISTANT III	06/20/1988	26	58			32,218	32,218	58				
55310	808	RAMROOP	SANGEETA	SOCIAL WORK SUPERVISOR III	02/29/2008	6	73			49,542	54,496	73				
55310	42	RIVERS	HELEN	CHILD SUPPORT AGENT II	07/01/1999	14	65			36,885	36,885	65				
55310	388	ROBERTSON	CHARLES	ADMIN OFFICER I	02/15/2001	13	67			45,875	45,875	67				
55310		SMITH	JACLYN	SOCIAL WORKER III	01/04/2013	1	69			40,758	40,758	69				
55310	853	SPRINGER	COURTNEY	SOCIAL WORKER III	10/27/2008	5	69			40,758	44,834	69				
55310	840	TROXELL	LEE	INCOME MAINTENANCE CASEWRK II	09/15/2008	5	63			30,414	33,455	63				
55310	929	URIBE	ALISHA	SOCIAL WORKER III	04/01/2011	3	69			40,758	40,758	69				
55310	786	WALTER	JAYNE	INCOME MAINTENANCE CASEWRK II	11/07/2007	6	63			33,455	33,455	63				
55310	316	WHITAKER	WENDY	PROCESSING ASSISTANT III	05/15/2000	14	58			27,524	27,524	58				

55310 REQUESTED POSITION CHILD SUPPORT AGENT II 0 65 33,532 65

ON-CALL PAYMENTS

9,200

TOTAL FULL TIME

1,701,046

TOTAL PART TIME

0

TOTAL

1,701,046

LONGEVITY

12,260

FICA

131,069

HOSPITAL

383,775

RETIREMENT

115,477

401K

51,037

TOTAL SALARIES AND BENEFITS

2,394,664

TOTAL AUTHORIZED POSITIONS 42 FULL TIME, PART-TIME AS NEEDED

SALARY AND BENEFIT COST WORKSHEET

County Position Number	Emp. No.	First Name	Last Name	Date of Hire	Years of Service Y 13 - 1	Position	Description	Account Prefix	Account Number	Salary Grade	FY 12 - 13 Salary at #####	FY 13 - 14 Cost of Living Adj. 0.00% No COLA Increase	FY 13 - 14 Unadjusted Starting Salary	Prob. or Sched. Increase on 7/1/2013	FY 13 - 14 Starting Salary, Adj. for Prob. or Sched. Increases	Adj. to match FY 13 - 14 Proposed Salary Schedule (if needed)	Adj. For Range Revision by the NC Office of State Personnel 7/1/2013	FY 13 - 14 Salary at 7/1/2013	Prob. or Sched. Increase(s) During FY 13 - 14	FY 13 - 14 Salary, Adj. for Prob. or Sched. Increases	FY 13 - 14 Salary Requested	Longevity	7.65% FICA	Hospital Insurance - 8,925 Per Employee	6.74% Retirement	3.00% 401(k) Use requested salary only, not longevity	YMCA Use 0 per year	FY 13 - 14 Total of Salaries and Benefits
531004	777	Rebekah S.	Anderson	10/01/2007	6	IMC-II		55310	510010	63	33,455	0	33,455	1.00	33,455	0	0	33,455	1.00	33,455	33,455	230	2,577	8,925	2,270	1,004	0	48,461
531013	812	Colleen	Bell	03/24/2008	6	SW-III		55310	510010	69	45,659	0	45,659	1.00	45,659	0	0	45,659	1.00	45,659	45,659	200	3,508	8,925	3,091	1,370	0	62,753
531017		Michelle	Brake	01/22/1998	16	SW-III	Probationary period scheduled to end on 7/1/13, but no salary increase	55310	510010	69	49,430	0	49,430	1.00	49,430	0	0	49,430	1.00	49,430	49,430	500	3,820	8,925	3,365	1,483	0	67,523
530003	449	Belinda E.	Brewer	11/01/2001	12	IM Sup. II		55310	510010	67	39,757	0	39,757	1.00	39,757	0	0	39,757	1.00	39,757	39,757	380	3,070	8,925	2,705	1,193	0	56,030
531036		Danielle E.	Brown	10/29/2012	1	SW-II	2 Increases: Ms. Brown is scheduled to complete her SW-III Work-Against situation on 11/1/13 (Grade 69 Entry Level). She is scheduled to complete her SW-III (Grade 69) Probationary Period on 5/1/14 (5% salary increase).	55310	510010	67	36,969	0	36,969	1.00	36,969	0	0	36,969	1.1025	40,758	40,758	80	3,124	8,925	2,752	1,223	0	56,862
531033	789	Kimberly M.	Brown	11/26/2007	6	SW-III		55310	510010	69	45,659	0	45,659	1.00	45,659	0	0	45,659	1.00	45,659	45,659	200	3,508	8,925	3,091	1,370	0	62,753
531029	969	Amy B.	Correll	05/29/2012	2	PA-III		55310	510010	58	23,830	0	23,830	1.00	23,830	0	0	23,830	1.00	23,830	23,830	80	1,829	8,925	1,612	715	0	36,991
531003	573	Pamela	Davis	07/12/2004	9	SW-II		55310	510010	67	41,504	0	41,504	1.00	41,504	0	0	41,504	1.00	41,504	41,504	320	3,200	8,925	2,819	1,245	0	58,013
531016	950	Aubrey B.	Draughn	01/09/2012	2	SW-III		55310	510010	69	40,758	0	40,758	1.00	40,758	0	0	40,758	1.00	40,758	40,758	80	3,124	8,925	2,752	1,223	0	56,862
530004	162	Rebecca	Finney	09/18/1995	18	Director II		55310	510010	78	80,642	0	80,642	1.00	80,642	0	0	80,642	1.00	80,642	80,642	590	6,214	8,925	5,475	2,419	0	104,265
531023	697	Christy	Forrest	07/31/2006	7	IMC-II		55310	510010	63	33,592	0	33,592	1.00	33,592	0	0	33,592	1.00	33,592	33,592	260	2,590	8,925	2,282	1,008	0	48,657
531011	813	Wendy	Foster	04/14/2008	6	IMC-II		55310	510010	63	33,455	0	33,455	1.00	33,455	0	0	33,455	1.00	33,455	33,455	200	2,575	8,925	2,268	1,004	0	48,427
531024	814	Grayson	Goss	04/14/2008	6	PA-IV		55310	510010	60	29,816	0	29,816	1.00	29,816	0	0	29,816	1.00	29,816	29,816	200	2,296	8,925	2,023	894	0	44,154
531008	174	Pat	Gregory	06/08/1998	16	IMC-II	15-Year anniversary occurred on 6/8/13, but her salary exceeds the Grade 63 15-Year Level. No salary increase.	55310	510010	63	38,727	0	38,727	1.00	38,727	0	0	38,727	1.00	38,727	38,727	500	3,001	8,925	2,644	1,162	0	54,959
531014	782	Terri	Hamm	01/15/2008	6	Admin. Asst. I		55310	510010	63	33,455	0	33,455	1.00	33,455	0	0	33,455	1.00	33,455	33,455	200	2,575	8,925	2,268	1,004	0	48,427
531006	710	Runella	Hayes	10/13/2006	7	PA-III		55310	510010	58	26,932	0	26,932	1.00	26,932	0	0	26,932	1.00	26,932	26,932	260	2,080	8,925	1,833	808	0	40,838
531034	672	Kimberly	Hefner	03/29/2006	8	Admin. Asst. I		55310	510010	63	34,006	0	34,006	1.00	34,006	0	0	34,006	1.00	34,006	34,006	260	2,621	8,925	2,310	1,020	0	49,142
530005	677	Annie	Hickerson	11/30/2006	7	SW Sup.III		55310	510010	73	49,542	0	49,542	1.00	49,542	0	0	49,542	1.00	49,542	49,542	230	3,808	8,925	3,355	1,486	0	67,346
531040	362	Melissa	Hill	11/01/1994	19	SW Sup.III		55310	510010	73	54,497	0	54,497	1.00	54,497	0	0	54,497	1.00	54,497	54,497	590	4,214	8,925	3,713	1,635	0	73,574
531007	941	Tonya	Hutchens	09/22/2011	2	IMC-II	Ms. Hutchens is scheduled to complete her IMC-II, Grade 63 Probationary Period on 11/1/13 (5% salary increase).	55310	510010	63	28,966	0	28,966	1.00	28,966	0	0	28,966	1.05	30,414	30,414	110	2,335	8,925	2,057	912	0	44,753

SALARY AND BENEFIT COST WORKSHEET

County Position Number	Emp. No.	First Name	Last Name	Date of Hire	Years of Service Y 13 - 1	Position	Description	Account Prefix	Account Number	Salary Grade	FY 12 - 13 Salary at #####	FY 13 - 14 Cost of Living Adj. 0.00% No COLA Increase	FY 13 - 14 Unadjusted Starting Salary	Prob. or Sched. Increase on 7/1/2013	FY 13 - 14 Starting Salary, Adj. for Prob. or Sched. Increases	Adj. to match FY 13 - 14 Proposed Salary Schedule (if needed)	Adj. For Range Revision by the NC Office of State Personnel 7/1/2013	FY 13 - 14 Salary at 7/1/2013	Prob. or Sched. Increase(s) During FY 13 - 14	FY 13 - 14 Salary, Adj. for Prob. or Sched. Increases	FY 13 - 14 Salary Requested	Longevity	7.65% FICA	Hospital Insurance - 8.925 Per Employee	6.74% Retirement	3.00% 401(k) Use requested salary only, not longevity	YMCA Use 0 per year	FY 13 - 14 Total of Salaries and Benefits
531037	967	Kimberly A.	Jimerson	05/14/2012	2	Community Social Services Technician		55310	510010	58	23,830	0	23,830	1.00	23,830	0	0	23,830	1.00	23,830	23,830	80	1,829	8,925	1,612	715	0	36,991
531031	741	Lisa G.	Jordan	03/15/2007	7	CS Agent II		55310	510010	65	36,885	0	36,885	1.00	36,885	0	0	36,885	1.00	36,885	36,885	230	2,839	8,925	2,502	1,107	0	52,488
531020	787	Jessica	Lowe	10/29/2007	6	IMC-II	2 Increases: Ms. Lowe was part-time from 10/29/07 - 7/7/08. She began full-time employment on 7/7/08, so she will be eligible for her 5 year increase on 8/1/13. She will be eligible for a 5% salary increase upon successful completion of her IMC-II Grade 63 Probationary Period on 11/1/13.	55310	510010	63	28,966	0	28,966	1.00	28,966	0	0	28,966	1.1550	33,456	33,456	200	2,575	8,925	2,268	1,004	0	48,428
531026		Jaimie H.	Lowman	11/06/2012	1	SW-II	2 Increases: Ms. Lowman is scheduled to complete her SW-III Work-Against situation on 12/1/13. She is scheduled to complete her SW-III, Grade 69 Probationary Period on 6/1/14 (5% salary increase)	55310	510010	67	36,969	0	36,969	1.00	36,969	0	0	36,969	1.1025	40,758	40,758	50	3,122	8,925	2,750	1,223	0	56,828
531030		Jennifer U.	Mann	10/01/2012	1	SW-II	2 Increases: Ms. Mann is scheduled to complete her SW-III Work-Against situation on 10/1/13 (Grade 69 Entry Level). She is scheduled to complete her Grade 69 probationary period on 4/1/14 (5% salary increase).	55310	510010	67	36,969	0	36,969	1.00	36,969	0	0	36,969	1.1025	40,758	40,758	80	3,124	8,925	2,752	1,223	0	56,862
531009	822	Karen	McCulloh	05/30/2008	6	IMC-III		55310	510010	65	36,885	0	36,885	1.00	36,885	0	0	36,885	1.00	36,885	36,885	200	2,837	8,925	2,500	1,107	0	52,454
530002	466	Felecia	McSwain	01/22/2002	12	IM Sup. II		55310	510010	67	40,666	0	40,666	1.00	40,666	0	0	40,666	1.00	40,666	40,666	380	3,140	8,925	2,767	1,220	0	57,098
531021	164	Tammy	Myers	09/01/1987	26	Lead CS Agent		55310	510010	66	47,077	0	47,077	1.00	47,077	0	0	47,077	1.00	47,077	47,077	830	3,665	8,925	3,229	1,412	0	65,138
531035	912	Carrie L.	Nelson	05/24/2010	4	SW-III		55310	510010	69	40,758	0	40,758	1.00	40,758	0	0	40,758	1.00	40,758	40,758	140	3,129	8,925	2,757	1,223	0	56,932



F.Y. 2013-2014

Department: **Social Services**Division: **Child Support Enforcement****REQUEST TO FUND NEW POSITION**

<b>Title:</b> Child Support Agent II	<b>Number:</b>	<b>Full-time</b> <input checked="" type="checkbox"/> <b>Part-time</b> <input type="checkbox"/>	<b>Annual Salary:</b> <u>\$33,532</u> <b>Federal-</b> <u>\$ 22,131</u> <b>State-</b> <u>\$ -0-</u> <b>County-</b> <u>\$ 11,401</u>
<b>Hiring Date:</b>	<b>1<sup>st</sup> Year Cost:</b> <u>\$ 48,345</u> <b>Federal-</b> <u>\$ 31,908</u> <b>State-</b> <u>\$ -0-</u> <b>County-</b> <u>\$ 16,437</u>	<b>2<sup>nd</sup> Year Cost:</b> <u>\$ 48,345</u> <b>Federal-</b> <u>\$ 31,908</u> <b>State-</b> <u>\$ -0-</u> <b>County-</b> <u>\$ 16,437</u>	
<b>Duties/Responsibilities of Position:</b> This position would be responsible for providing all Child Support Program services for public assistance and non-public assistance cases. These services include, but are not limited to initiating the set up of the cases, locating the absent parents to establish paternity and support and enforcing the voluntary and involuntary child support orders for monetary child support collections and distributions. More specifically, this position will conduct initial interviews with custodial parents, as program applicants, who are seeking to establish paternity and monetary child support and/or health insurance coverage from absent parents; perform in-depth investigations to locate absent parents and to verify their sources of income and/or health insurance; track necessary information from collaterals along with determining their creditability in preparation of child support cases to present in court if the absent parents do not voluntarily sign payment agreements; assist the agency attorney in the courtroom in presenting the child support cases and reviewing the evidence as well as testifying in court as needed. Monitoring court-ordered payments, including determining proper action(s) to take when the absent parents are in arrearages (e.g., negotiate out of court, initiate court action for contempt, wage garnishment, etc.).			
<b>Justify Need for Position in Detail:</b> The Davie County Department of Social Services' Child Support program currently carries a total caseload of 1,273 Child Support cases per January 2013 NC Child Support Report. The Child Support Unit is staffed with one (1) Lead Child Support Agent whose assigned duties include 25% supervisory responsibilities for training the Child Support Unit staff on new program policies and work procedures, assigning client cases and reviewing the casework of the two (2) Fulltime Child Support Agents, consulting on a monthly schedule with the NC Child Support Office to obtain understanding of new and changed program policies and acquire the technical assistance to work on program areas needing improvement, and problem-solving complex Child Support situations that frequently involve communications related to interstate Child Support matters and addressing any concerns that arise between a parent in a case and a Child support staff member. The remaining 75% of the Lead Agent's work time is spent managing around 425 child support enforcement cases. The other two (2) fulltime Child Support Agents carry approximately 425 cases each with one agent's work directed on Establishment and Interstate Child Support cases and the other agent administering the Child Support Enforcement cases. The one (1) Fulltime Processing Assistant IV in the Child Support Unit assumes job duties beyond reception and clerical tasks to administer "Location Services", which involves conducting multiple and time-consuming searches for absent parents as part of the process of helping to pursue and establish child support. These caseload numbers per agent exceeds the State's recommended caseload standard for the Child Support Program of 300-325 cases per Child Support Agent.			

While many Child Support Programs in North Carolina counties do exceed the recommended Child Support cases per Child Support Agent, many counties have more staffing within their program unit to assign, reassign and supervise Child Support cases to try and manage the workload volume. For example, Anson County (county population 26,609) has a total Child Support caseload of 2,363 and is staffed with one (1) Fulltime Child Support Supervisor, five (5) Fulltime Child Support Agents and one (1) Fulltime Processing Assistant. Duplin County (county population of 59,542) has a Child Support caseload of 3300 and one (1) Fulltime Child Support Supervisor, eight (8) Fulltime Child Support Agents, and one (1) Fulltime Processing Assistant. Unlike these counties, Davie's Child Support Program is absent a Fulltime Supervisor. However, the need of our county's Child Support Program is more weighted toward having a third fulltime Child Support Agent who can administer the daily agent casework and allow the Lead Child Support Agent to assist the staff in remedying program errors and strengthening the agency's and county's ability to generate increased child support incentive payments as such incentive payments are now based on the Child Support's data reliability and agent work performance in the following areas: paternity establishment, percentage of cases with support orders, percentage of child support collections as well as collection of support towards arrears. With regard to program errors, in a January 2013 NC Child Support Review of a sample of Child Support cases monitored, there were program performance errors identified that could act adversely on individual cases and monetary program incentives if not corrected. These errors and likely others can be easily corrected with adequate Child Support Agent staffing and supervisory review and ongoing Child Support training in place by the Lead Child Support Agent. Moreover, the agency's ability to increase child support collections along with the amount of incentive money from the State's Child Support Program for the county can help defray program costs associated with not having a fulltime Child Support Supervisor.

The Child Support Unit is continuing to work to hard in its daily work activities to take the proper courses of action(s) but the staff needs an additional Child Support Agent to help administer the daily functions on cases to ensure that families receive the support needed to meet their daily needs. In addition, with supervisory support and "hands on" assistance with complex and controversial cases, the Child Support Agents will be better able to concentrate on those cases that could act to deter custodial parents of minor children from being determined eligible for such public assistance programs as Medicaid, Food Stamps, Work First Family Assistance and having to experience recurrent crises as utility disconnections and/or eviction from their living situations.

The County of Davie receives **66% federal reimbursement** for each child support staff position.

**Facts related to the Child Support Enforcement Program:**

- Every dollar collected by Child Support Enforcement equates to approx. \$7.00 into the local economy.
- 1.8 million people in the state are impacted by the child support program.
- Davie County Child Support Enforcement collected over \$2.3 million last year alone.
- North Carolina Child Support Enforcement collected over \$700 million last year.

**Cost of New Equipment/ Furniture for Position:**

**Furniture currently exists in a vacant office in the Child Support Building. A work PC is also available for use and can be set up for this position to use.**

\_\_\_\_\_  
Director, Davie County Department of Social Services

\_\_\_\_\_  
Date

## REQUEST TO RECLASSIFY POSITION

Present Classification of Position: <b><u>Processing Assistant III</u></b>	Number:	Full-time <input type="checkbox"/> Temporary <input type="checkbox"/>	Present Annual Salary: \$ <u>23,830</u>
Requested Classification of Position: <b><u>Processing Assistant IV</u></b>	Name of Employee: <u>Amy Correll</u>		Requested Annual Salary: \$ <u>26,273</u>

**Duties /Responsibilities of Reclassified Position:** This position would be responsible for assuming additional and more complex job responsibilities beyond clerical support in order to manage the agency's Medicaid Transportation Program and ensure that program audit provisions are met. The duties to administer the Medicaid Transportation Program include, but are not limited to:

- \* Receiving and screening Medicaid Transportation requests from clients, other agency staff (e.g., Social Work staff), community human service providers and staff of medical facilities for Medicaid-eligible recipients who identify a need for non-emergency medical transportation assistance. Not all Medicaid-eligible clients are eligible for the Medicaid Transportation Service as some categories of Medicaid (e.g., MQB, NC Health Choice, etc) do not cover the non-emergency medical transportation service.
- \* Conducting interviews with the Medicaid Transportation eligible clients via telephone calls and office visits to determine their need and the least costly means of medical transportation (i.e., using YVEDDI if the client does not have a vehicle or access to a vehicle or issuing a gas voucher using Horn Oil Company as the contracted vendor for gas vouchers).The interviews also include explaining the Medicaid Transportation program policies in utilizing the service and obtaining required client and medical provider data for Medicaid Transportation processing functions.
- \* Creating and maintaining a separate Medicaid Transportation case file on each Medicaid Transportation eligible client with all the state-required client notices and eligibility documentation contained within.
- \* Receiving all individual client requests for transportation to medical appointments, including retrieval of client messages on the agency's 24-hour answering service (state required) for Medicaid transportation requests and cancellations.
- \* Contacting medical providers after receiving each individual Medicaid Transportation request and prior to the provision of transportation to verify that the medical provider(s) is/are Medicaid certified and the service(s) to be provided by the medical provider(s) is/are covered by Medicaid to approve or deny each transportation request. Caseworker then notified each client of the outcome of their request.
- \* Contacting the medical provider(s) after each transportation trip to a medical appointment to ensure the client attended the appointment and the service the client received was a Medicaid-covered service if a medical note (DMA-5118) was not received into the agency from the contracted transportation provider or client.
- \* Maintaining a written daily log of all Medicaid transportation requests with identified outcome of each request and the cost associated with each request.

Request to Reclassify Position

- \* Maintaining and updating a master Medicaid Transportation log of Medicaid Transportation eligible clients and transmitting same log to the contracted Medicaid Transportation providers.
- \* Notifying clients and the Medicaid transportation provider whenever the client is no longer eligible for the Medicaid Transportation Program.

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**Justify Need for Position in Detail:** In January 2012, the N.C. Division of Medical Assistance (DMA) issued required changes in the work procedures of the Non-emergency Medicaid Transportation (NEMT) program in the county departments of social services in order to comply with a Federal Corrective Action Plan to remedy program findings from the 2007 Quality Assurance Audit and 2008 CMS (Center for Medicare/Medicaid Services) Compliance Review. In order to implement and manage the new work processes and the agency's Medicaid Transportation caseload within a short period of time, 600 Family and Children's Medicaid cases were removed from one (1) full-time Income Maintenance Caseworker position with 300 cases reassigned between the other 3 Family and Children's Medicaid Income Maintenance Caseworkers and 300 cases divided between another program caseworker and the program supervisor. In January 2012, there was a total of 3,231 Family and Children's Medicaid cases and 16 new client applications. One of the Family and Children's Medicaid Caseworkers that assumed additional cases also carried and continues to carry the Child-only cases in the Work First Program. The program supervisor for Family and Children's Medicaid also continued and is still responsible for the supervision of the agency's Child-only and cash assistance components of the Work First Program and Child Day Care Subsidy in addition to the Medicaid Transportation Program. Moreover, this same supervisor served as the caseworker for the Medicaid Transportation Program when the Medicaid Transportation Caseworker position was temporarily vacated at the end of March 2012 and until mid April 2012. In a January 2013, a NC Division of Medical Assistance (DMA) compliance review of the agency's Medicaid Transportation program was conducted and the agency incurred several non-fiscal findings in a draft report that included missing DMA forms from client files and absent administrative information. Most of the findings likely resulted from the program supervisor supervising multiple programs and carrying out program casework duties simultaneously. The Medicaid Transportation Caseworker position, which is currently a Family and Children's Medicaid Income Maintenance Caseworker position, was filled mid-April of 2012 by an internal employee with no prior Medicaid Transportation Program training, which meant the supervisor continued to carry out some of the Medicaid Transportation program duties until the staff person could be fully trained.

As documented in the agency proposed budget and under the Medicaid Transportation Program Activity Justification report, there was an average number of 115 individuals actively participating in the Medicaid Transportation Program. In January 2013, 14 new clients were determined eligible for Medicaid Transportation. Moreover, a breakdown average of the Medicaid Transportation Caseworker's daily time that was included in the report is attached at the end to this written request.

In a statewide Social Services fiscal conference call on February 7, 2013 with state divisions under the NC Department of Health and Human Services, directors of county departments of social services learned that Medicaid transportation for Medicaid-eligible residents of adult care homes is to be coordinated by staff of the county departments of social services and that such policy was effective on January 1, 2013. Although written policy concerning this matter has not, as of this writing, been issued to the county DSSs, the agencies do anticipate an increased volume of work in the Medicaid Transportation Program.

Request to Reclassify Position

Also, with the upcoming implementation of NCFAST for the Medicaid, Special Assistance and Work First programs, which is scheduled for Davie County the latter part of calendar year 2013, it is reasonable to expect that some of the client information that currently exists in the state’s 30-plus Eligibility Information System (EIS) will not automatically convert over to the NCFAST system based on the agency’s current experiences of converting client information from the Food Stamp Information System (FSIS) into NCFAST. Because the NCFAST system will require formal NCFAST training for all of the Medicaid staff and more Family and Children’s Medicaid Caseworker time to enter and process client data accurately, the Family and Children’s Income Maintenance position needs to resume its caseload of approximately 600 cases or more and increase the resources needed upfront to handle the workload associated with moving the Family and Children’s Medicaid Program over into NCFAST. At the same time, the Processing Assistant position that is being requested for an upgrade to a Processing Assistant VI will be assuming additional and more complex job responsibilities beyond clerical support in order to manage the Medicaid Transportation Program and ensure that future program audit provisions are met. Supervision of the proposed position will remain under the agency’s Administrative Officer who supervises Processing Assistant staff.

The projected cost of reclassifying the Processing Assistant position from a III to IV level is a 10% salary increase, which will involve an initial 5% increase as part of a probationary period. Also, the agency will be able to file for a 50% Medicaid administrative reimbursement to support salary cost.

**Average Caseworker time spent per day in administering the Medicaid Transportation Program Activities**

<u>Activity</u>	<u>Average Time per Workday</u>
Determining and re-determining client Medicaid Transportation eligibility	<ul style="list-style-type: none"> <li>• 30 minutes per client case (January 2013: 14 new Medicaid Transportation cases and 7 re-determinations of eligibility)</li> </ul>
Retrieval of client voice mail messages related to scheduling and cancelling Medicaid Transportation. This also includes caseworker being notified of “no shows” to appointments and documenting same in client record.	<ul style="list-style-type: none"> <li>• 1.50 hours</li> <li>• (Number of cancellations for Medicaid Transportation varies from 1 to 11 per month. Each cancellation averages 15 minutes each to retrieve the client message, email YVEDDI to cancel the Medicaid trip and document the cancellation in the client record).</li> <li>• (January: Caseworker handled 358 telephone calls)</li> </ul>
Caseworker calls to medical providers to verify Medicaid-eligible provider and Medicaid-covered service for each client requesting Medicaid Transportation.	<ul style="list-style-type: none"> <li>• 1.50 hours</li> </ul>
Caseworker calls to medical facilities to verify client attended their appointment	<ul style="list-style-type: none"> <li>• 45 minutes verifying client’s medical appointment attendance only if the required DMA form (DMA-5118) was not turned into the agency.</li> </ul>

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Request to Reclassify Position

Caseworker calls to YVEDDI to coordinate van transportation for clients eligible for Medicaid Transportation and working on gas vouchers for mileage reimbursement	<ul style="list-style-type: none"><li>• 1.50 hours (As of January 2013, 21 Medicaid-eligible clients receive the gas voucher)</li></ul>
Caseworker works on resolving various Medicaid transportation issues whether such issues derive from YVEDDI, the client, and/or medical provider.	<ul style="list-style-type: none"><li>• 45 minutes</li><li>•</li></ul>
Caseworker administrative time (i.e., documents all Medicaid Transportation activity for each client in the client's case record, adds client trip data to spreadsheet for billing, completes worker day sheet for agency reimbursement of worker administrative time)	<ul style="list-style-type: none"><li>• 1 hour</li></ul>

Department: Social Services

Item	Remarks	Account No.	Requested			Recommended		
			Quantity	Total Cost	Local Cost	Non-Local Cost	Quantity	Cost
<b>Equipment and Furniture</b>								
Desk Chairs (2)	Two desk chairs are needed to replace chairs that will not last through June, 2014.	55310-580600	2	\$ 500	\$ 260	\$ 240		
<b>Building Improvements</b>								
Child Support Building - Main Door Replacement	Please see Capital Outlay Detail Form	55310-580640	1	\$ 1,500	\$ 510	\$ 990		
<b>Totals</b>				\$ 2,000	\$ 770	\$ 1,230		

**Budget Sheet #5**

**DAVIE COUNTY, NORTH CAROLINA**

F.Y. 2013 2014

Department Social Services

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Division \_\_\_\_\_

**CAPITAL OUTLAY DETAIL**

Name of Project or Equipment:

2 Desk Chairs

Description:

Desk chair for workers to use in their office.

Justification:

Two chairs are being requested to replace chairs that are worn and may not last through the next fiscal year.

Estimated Cost:

\$250.00 each for a total estimated cost of \$500.00

Estimated Annual Operation/Maintenance Cost:

None

**Budget Sheet #5**

**DAVIE COUNTY, NORTH CAROLINA**

F.Y. 2013 2014

Department Social Services

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**CAPITAL OUTLAY DETAIL**

Name of Project or Equipment:

Child Support Building – Main Entrance Door Replacement

Description:

The Main Entrance Door at the Child Support Building is extremely heavy and difficult to open.

Justification:

Numerous clients and visiting professionals have mentioned the difficulty they have had in opening the door, and it could be a safety concern if it were to close on someone. Chris Nuckolls with Davie Development Services had a professional look at the door to see if it could be adjusted or if parts could be replaced, but we were told there was no way to improve the performance of the door. Replacement is the only option to improve accessibility to the building.

Estimated Cost:

\$1,500.00

Estimated Annual Operation/Maintenance Cost:

None

**CONFERENCE & TRAINING DETAIL**

No. Attending	Purpose, Estimated Date & Location	Mode of Travel	Estimated Cost			
			Travel	Fees	Lodging	Total
	We do not have any meetings scheduled at this particular time; however, there will be meetings and required training sessions for the staff to attend during FY 2013-2014. Staff will attend meetings and conferences related to their areas of work. Efforts will be made by staff to coordinate travel plans. The agency vehicles are utilized, when available, to attend meetings and training sessions. Overnight stays are limited as much as possible.					

DAVIE COUNTY DEPARTMENT OF SOCIAL SERVICES  
 PRIOR YEAR EXPENSES FROM 13TH MONTH REPORTS  
 February 14, 2013

**ADMINISTRATIVE EXPENSES:**

Account Number		Description	FY 2009 - 2010	FY 2010 - 2011	FY 2011 - 2012
Organization	Object				
55310	510010	Salaries & Wages	1,628,918.19	1,590,183.85	1,596,430.17
55310	510020	Part-Time Salaries	10,334.68	11,147.50	3,182.50
55310	510030	Perdiem Payments	925.00	950.00	1,075.00
55310	510040	Longevity	10,550.00	10,810.00	10,950.00
55310	520050	FICA	123,397.37	119,587.05	119,403.84
55310	520060	Group Hospital Insurance	274,523.36	275,403.76	299,760.49
55310	520070	Retirement	80,169.94	102,943.72	111,712.68
55310	520080	Workmens Compensation	14,298.13	17,031.56	17,159.27
55310	520100	ECS Unemployment Insurance	0.00	0.00	0.00
55310	520110	Group Life Insurance	1,833.40	1,672.80	1,664.47
55310	520120	401K-Employer Supplement	48,535.32	47,567.87	48,092.30
55310	520130	YMCA Membership	2,252.00	2,735.50	0.00
55310	520250	Employee Medical Expense	0.00	0.00	0.00
55310	520260	Employee Education Reimbursement	0.00	0.00	0.00
55310	521090	Indirect Cost	0.00	0.00	0.00
55310	530120	Postage	13,016.16	14,784.53	13,569.83
55310	530250	Printing and Binding	0.00	0.00	0.00
55310	530300	Vehicle Tires	0.00	414.56	0.00
55310	530310	Vehicle Gas & Oil	2,977.50	3,893.49	5,925.87
55310	530320	Office Supplies	15,000.00	12,879.06	11,983.47
55310	530330	Department Supplies	6,096.53	5,032.75	3,868.99
55310	530380	Special Program Supplies	2,703.38	2,613.29	1,474.68
55310	540100	Education & Training	2,058.00	913.00	2,541.00
55310	540110	Telephone	20,071.99	11,342.65	11,484.03
55310	540130	Utilities	20,766.77	19,267.41	19,370.57
55310	540140	Travel	19,348.19	18,838.63	22,234.97
55310	540150	Transportation Contract	15,397.18	17,247.04	0.00
55310	540160	Transportation Auto Lease	0.00	0.00	0.00
55310	540170	Jobs Transportation	6,852.71	10,011.74	0.00
55310	540210	Building & Equipment Rental	2,768.00	2,648.00	2,570.00
55310	540410	Jobs Supportive Service	7,927.89	2,458.09	0.00
55310	540450	Purchased Services	48,932.98	23,544.23	12,228.93
55310	540550	Jobs Purchased Component	2,274.37	0.00	0.00
55310	540560	Workfare Expenses	0.00	0.00	0.00
55310	540570	Work First Transp Op Assist	10,596.40	4,560.69	0.00
55310	540580	Work First Drug Test	0.00	0.00	0.00
55310	540590	Wheels to Work	0.00	0.00	0.00
55310	540690	EBT Expense (Food Stamp)	7,102.78	9,262.40	0.00
55310	540910	FNS Contingency Admin	5,240.00	0.00	0.00
55310	541540	Computer Services	0.00	0.00	0.00
55310	541550	Consultants	0.00	0.00	0.00
55310	541600	IV-D Blood Tests	217.00	212.00	0.00

55310	541620	IV-D Filing Fees & Birth Certificates	4,392.00	9,921.00	0.00
55310	541700	Attorneys - Retainer	0.00	0.00	0.00
55310	541710	Legal Fees	0.00	0.00	0.00
55310	550150	Building & Grounds Maintenance	31,145.08	28,456.34	31,422.94
55310	550160	Equipment Maintenance	30,973.33	27,844.29	29,733.79
55310	550170	Vehicle Maintenance	1,386.27	1,319.78	1,426.50
55310	560120	Special Events	0.00	0.00	0.00
55310	560200	Special Education Expense	0.00	0.00	0.00
55310	560260	Advertising	0.00	0.00	0.00
55310	560530	Dues & Subscriptions	701.82	882.00	1,124.00
55310	560540	Insurance and Bonds	0.00	0.00	0.00
55310	560570	Miscellaneous	0.00	0.00	0.00
55310	560600	Building Insurance	0.00	0.00	0.00
55310	560960	Pay Back State Intermediary	0.00	0.00	0.00
55310	580600	Equipment & Furniture	4,409.94	0.00	0.00
55310	580610	Computer Software	2,080.00	0.00	0.00
55310	580620	Computer Hardware	0.00	0.00	0.00
55310	580640	Building Improvements	0.00	6,750.00	0.00
55310	580650	Building Construction	0.00	0.00	0.00
		Totals - Administrative Expenses	2,480,173.66	2,415,130.58	2,380,390.29

FY 2009 - 2010

FY 2010 - 2011

FY 2011 - 2012

**IDA GRANTS**

Account Number		Description	FY 2009 - 2010	FY 2010 - 2011	FY 2011 - 2012
Organization	Object				
55310300	540450	Purchased Services	0.00	0.00	0.00
55310300	580610	Computer Software	0.00	0.00	0.00
55310300	580620	Computer Hardware	0.00	0.00	0.00
		Totals - IDA Grants	0.00	0.00	0.00

FY 2009 - 2010      FY 2010 - 2011      FY 2011 - 2012

**PUBLIC ASSISTANCE EXPENSES:**

Account Number		Description	FY 2009 - 2010	FY 2010 - 2011	FY 2011 - 2012
Organization	Object				
55320	530149	Low Income Home Energy Assistance Program	0.00	0.00	52,000.00
55320	540150	Transportation Contract	0.00	0.00	17,947.16
55320	540170	Jobs Transportation	0.00	0.00	19,010.37
55320	540410	Jobs Supportive Service	0.00	0.00	1,392.77
55320	540450	Purchased Services	0.00	0.00	11,039.67
55320	540550	Jobs Purchased Component	0.00	0.00	50.00
55320	540560	Workfare Expenses	0.00	0.00	0.00
55320	540570	Work First Transp Op Assist	0.00	0.00	24,863.70
55320	540571	Work First Functional Assess	0.00	0.00	670.00
55320	540580	Work First Drug Test	0.00	0.00	0.00
55320	540590	Wheels To Work	0.00	0.00	0.00
55320	540591	Food Assistance Employment Training	0.00	0.00	0.00
55320	540610	Medicaid (County)	0.00	1,069.61	6,692.69
55320	540620	AFDC (County)	108.78	(156.51)	-336.48
55320	540630	AFDC (Foster Care)	126,533.95	169,663.90	131,937.02
55320	540640	Family Planning	0.00	0.00	0.00
55320	540650	State Boarding Home	137,241.78	74,694.60	85,894.31
55320	540660	General Assistance	42,469.33	38,666.58	41,827.92
55320	540670	Special Assistance - Adults	327,822.94	317,892.00	311,431.50
55320	540680	Aid To Blind (County)	1,897.08	1,927.77	2,769.47
55320	540690	EBT Expense (Food Stamp)	0.00	0.00	9,523.44
55320	540691	Food Stamp Issuance	0.00	0.00	0.00
55320	540700	Crisis Intervention	121,354.86	143,494.61	159,943.77
55320	540720	Chore Services	7,068.56	6,748.10	9,821.97
55320	540730	Adoption Assistance IV-B	47,302.50	51,554.50	51,859.75
55320	540740	Adoption Assistance IV-D	56,065.50	57,741.68	61,862.78
55320	540750	Adult Protective Services	715.00	230.00	328.16
55320	540751	Child Protective Services	5,103.41	1,654.32	4,435.09
55320	540760	AFDC (Emergency Assistance)	9,994.68	9,753.49	8,000.00
55320	540770	AFDC Trans Day Care	1,290,740.25	1,116,579.65	1,107,136.70
55320	540780	Indigent Burials	850.00	850.00	0.00
55320	540790	Independent Living Services	4,612.66	6,160.43	961.59

55320	540810	Medicaid Transportation	152,172.73	152,609.95	164,637.99
55320	540820	AFDC-EA Foster Care	0.00	0.00	0.00
55320	540830	ARC Day Care	0.00	0.00	0.00
55320	540840	Adoption Assistance (Vendor)	57,460.00	43,607.32	47,432.65
55320	540850	Reimburse/Tax Inter FSTM	0.00	0.00	0.00
55320	540860	Adoption Expenses	6,229.48	14,132.71	31,249.69
55320	540870	Smart Start Day Care Funding	177,308.95	177,188.00	158,622.15
55320	540880	DSS - Domestic Violence	7,801.46	7,740.22	12,369.59
55320	540890	Foster Care - TEA	19,959.01	0.00	0.00
55320	540900	LINKS Trust Funds	582.52	7,156.43	7,712.03
55320	540920	Adoption Promotion Fund	0.00	0.00	0.00
55320	541600	IV-D Blood Tests	0.00	0.00	375.00
55320	541620	IV-D Filing Fees & Birth Certificates	0.00	0.00	14,394.00
55320	570600	Family Violence Prevention	0.00	0.00	1,840.00
55320	580620	Computer Hardware	0.00	0.00	0.00
		Totals - Public Assistance	2,601,395.43	2,400,959.36	2,559,696.45

FY 2009 - 2010

FY 2010 - 2011

FY 2011 - 2012

2,415,130.58	2,415,130.58
2,400,959.36	2,400,959.36
<u>4,816,089.94</u>	<u>4,816,089.94</u>

State Totals	ESTIMATED RESOURCES				ESTIMATED PERCENT		
	Total	Federal	State	County	Federal	State	County
<b>1. Public Assistance Programs</b>							
<b>A. Division of Social Services</b>							
1 Work First Family Assistance	5,931,158	5,931,158	0	0	100.00%	0.00%	0.00%
2 Food and Nutrition Benefits	2,743,328,810	2,743,328,810	0	0	100.00%	0.00%	0.00%
3 Title IV-B Adoption Assistance Payments	33,504,157	0	25,128,111	8,376,046	0.00%	75.00%	25.00%
4 Title IV-B Adoption Vendor Payments	2,024,340	0	1,518,265	506,075	0.00%	75.00%	25.00%
5 State Adoption Assistance Payments	6,240,941	0	6,240,941	0	0.00%	100.00%	0.00%
6 State Adoption Vendor Payments	200,340	0	200,340	0	0.00%	100.00%	0.00%
7 Title IV-E Adoption Assistance Payments	68,619,546	45,091,624	11,763,964	11,763,958	65.71%	17.14%	17.14%
8 Title IV-E Adoption Vendor Paymts Non-Recurring	714,031	357,029	178,517	178,485	50.00%	25.00%	25.00%
9 Title IV-E Foster Care - Standard Board Rate	18,559,001	12,195,587	3,181,706	3,181,708	65.71%	17.14%	17.14%
10 Title IV-E Foster Care Maximization	17,553,166	11,534,623	3,009,270	3,009,273	65.71%	17.14%	17.14%
11 State Foster Care Benefits Program	11,976,975	0	5,988,511	5,988,464	0.00%	50.00%	50.00%
12 Low Income Energy Assistance Payments	50,799,293	50,799,293	0	0	100.00%	0.00%	0.00%
13 Crisis Intervention Program	33,866,195	33,866,195	0	0	100.00%	0.00%	0.00%
14 Progress Energy - Energy Neighbor Fund	1,025,500	0	1,025,500	0	0.00%	100.00%	0.00%
15 Haywood Electrical - Helping Each Member Cope	127,769	0	127,769	0	0.00%	100.00%	0.00%
16 Wake Electric Membership Corp. - W.E. Roundup	15,152	0	15,152	0	0.00%	100.00%	0.00%
17 Piedmont Natural Gas - Share the Warmth	104,740	0	104,740	0	0.00%	100.00%	0.00%
18 Refugee Assistance Payments	517,340	517,340	0	0	100.00%	0.00%	0.00%
<b>B. Division of Aging and Adult Services</b>							
19 State/County Special Assistance for Adults	140,427,088	0	70,213,544	70,213,544	0.00%	50.00%	50.00%
<b>C. Division of Child Development and Early Education</b>							
20 Subsidized Child Care Program - Direct Services	329,265,003	265,667,464	63,597,539	0	80.68%	19.32%	0.00%
<b>Total Cost For 1. Public Assistance Programs</b>	<b>3,464,800,544</b>	<b>3,169,289,123</b>	<b>192,293,868</b>	<b>103,217,553</b>	<b>91.47%</b>	<b>5.55%</b>	<b>2.98%</b>
Note that the totals may be off due to rounding.							
<b>2. Public Assistance Administration</b>							
<b>A. Division of Social Services</b>							
21 LIEAP & CIP Administration	6,757,731	6,757,731	0	0	100.00%	0.00%	0.00%

State Totals	ESTIMATED RESOURCES				ESTIMATED PERCENT		
	Total	Federal	State	County	Federal	State	County
22 Food/Nutrition Services Program Administration	159,817,550	80,101,732	192,957	79,908,775	50.12%	0.12%	50.00%
23 Food & Nutrition Incentive Fraud Collections	2,413,001	2,413,001	0	0	100.00%	0.00%	0.00%
24 Electronic Benefit Transfer E-Funds Cost	4,804,942	2,402,471	0	2,402,471	50.00%	0.00%	50.00%
25 Food and Nutrition Services EBT Call Center	1,263,042	631,521	0	631,521	50.00%	0.00%	50.00%
26 Refugee Assistance Administration	27,354	27,354	0	0	100.00%	0.00%	0.00%
<b>B. Division of Aging and Adult Services</b>							
27 State/County Special Assistance Administration	5,600,000	2,800,000	0	2,800,000	50.00%	0.00%	50.00%
<b>C. Division of Child Development and Early Education</b>							
28 Subsidized Child Care Program - Service Support	15,868,515	15,868,515	0	0	100.00%	0.00%	0.00%
<b>D. Division of Medical Assistance</b>							
29 Medicaid Expansion	3,365,612	1,682,806	1,682,806	0	50.00%	50.00%	0.00%
30 Medicaid (Title XIX) Admin	214,001,778	107,000,889	119,741	106,881,149	50.00%	0.06%	49.94%
<b>Total Cost For 2. Public Assistance Administration</b>							
	413,919,525	219,686,019	1,995,503	192,623,916	53.07%	0.48%	46.54%

Note that the totals may be off due to rounding.

<b>3. Services Programs</b>							
<b>A. Division of Social Services</b>							
31 SSBG Services - Federal & State	33,244,495	21,935,361	3,000,000	8,309,134	65.98%	9.02%	24.99%
32 TANF Transferred to SSBG	5,530,217	4,148,001	0	1,382,216	75.01%	0.00%	24.99%
33 Chafee Foster Care Independence (NC LINKS)	2,020,375	1,616,300	404,075	0	80.00%	20.00%	0.00%
34 Child Protective Services - IV-E	22,475,716	11,259,908	5,629,954	5,585,854	50.10%	25.05%	24.85%
35 Child Protective Services - SSBG	5,040,000	5,040,000	0	0	100.00%	0.00%	0.00%
36 Permanency Planning	3,510,769	2,633,080	25,000	852,689	75.00%	0.71%	24.29%
37 Foster Care/Adoptions - State	3,764,558	1,882,279	1,882,279	0	50.00%	50.00%	0.00%
38 IV-E Admin Foster Care 50%Fed-50%Co	42,435,272	21,217,661	23,630	21,193,981	50.00%	0.06%	49.94%
39 TANF Child Welfare Workers for Local DSS	14,452,391	14,452,391	0	0	100.00%	0.00%	0.00%
40 IV-E Foster Care Parent Trng 75%Fed-25%Co	902,712	677,039	0	225,673	75.00%	0.00%	25.00%
41 IV-E Admin Adoption 50%Fed-50%Co	4,659,434	2,329,736	0	2,329,698	50.00%	0.00%	50.00%
42 IV-E Adoption Parent Training 75%Fed-25%Co	52,275	39,211	0	13,064	75.01%	0.00%	24.99%
43 Child Support Enforcement Services (IV-D)	115,888,384	76,486,332	0	39,402,052	66.00%	0.00%	34.00%

**State Totals**

	ESTIMATED RESOURCES				ESTIMATED PERCENT		
	Total	Federal	State	County	Federal	State	County
44 Offset -- IV-D Incentive	7,000,000	7,000,000	0	0	100.00%	0.00%	0.00%
45 Food and Nutrition - Employment & Training	65,070	32,535	0	32,535	50.00%	0.00%	50.00%
46 Work First County Block Grant	181,987,404	85,764,543	0	96,222,861	47.13%	0.00%	52.87%
<b>B. Division of Aging and Adult Services</b>							
47 State In-Home Services Fund	2,401,271	2,101,113	0	300,158	87.50%	0.00%	12.50%
48 Adult Day Care Federal & State	4,540,262	2,155,301	1,817,431	567,530	47.47%	40.03%	12.50%
49 Adult Protective Services - SSBG	1,794,728	1,346,047	0	448,681	75.00%	0.00%	25.00%
50 Adult Homes Specialist	3,500,000	1,750,000	875,000	875,000	50.00%	25.00%	25.00%
<b>Total Cost For 3. Services Programs</b>	<b>455,265,333</b>	<b>263,866,838</b>	<b>13,657,369</b>	<b>177,741,126</b>	<b>57.96%</b>	<b>3.00%</b>	<b>39.04%</b>
Note that the totals may be off due to rounding.							
<b>Grand Total All Programs And Administration</b>	<b>4,333,985,403</b>	<b>3,652,841,980</b>	<b>207,946,740</b>	<b>473,582,595</b>	<b>84.28%</b>	<b>4.80%</b>	<b>10.93%</b>

**Davie County**

	ESTIMATED RESOURCES				ESTIMATED PERCENT		
	Total	Federal	State	County	Federal	State	County
<b>1. Public Assistance Programs</b>							
<b>A. Division of Social Services</b>							
1 Work First Family Assistance	0	0	0	0	0.00%	0.00%	0.00%
2 Food and Nutrition Benefits	9,869,444	9,869,444	0	0	100.00%	0.00%	0.00%
3 Title IV-B Adoption Assistance Payments	218,630	0	163,972	54,658	0.00%	75.00%	25.00%
4 Title IV-B Adoption Vendor Payments	38,766	0	29,075	9,691	0.00%	75.00%	25.00%
5 State Adoption Assistance Payments	6,712	0	6,712	0	0.00%	100.00%	0.00%
6 State Adoption Vendor Payments	0	0	0	0	0.00%	0.00%	0.00%
7 Title IV-E Adoption Assistance Payments	359,319	236,117	61,601	61,601	65.71%	17.14%	17.14%
8 Title IV-E Adoption Vendor Paymts Non-Recurring	6,258	3,129	1,565	1,564	50.00%	25.01%	24.99%
9 Title IV-E Foster Care - Standard Board Rate	93,941	61,731	16,105	16,105	65.71%	17.14%	17.14%
10 Title IV-E Foster Care Maximization	31,185	20,492	5,347	5,346	65.71%	17.15%	17.14%
11 State Foster Care Benefits Program	28,197	0	14,099	14,098	0.00%	50.00%	50.00%
12 Low Income Energy Assistance Payments	159,309	159,309	0	0	100.00%	0.00%	0.00%
13 Crisis Intervention Program	106,191	106,191	0	0	100.00%	0.00%	0.00%
14 Progress Energy - Energy Neighbor Fund	0	0	0	0	0.00%	0.00%	0.00%
15 Haywood Electrical - Helping Each Member Cope	0	0	0	0	0.00%	0.00%	0.00%
16 Wake Electric Membership Corp. - W.E. Roundup	0	0	0	0	0.00%	0.00%	0.00%
17 Piedmont Natural Gas - Share the Warmth	0	0	0	0	0.00%	0.00%	0.00%
18 Refugee Assistance Payments	0	0	0	0	0.00%	0.00%	0.00%
<b>B. Division of Aging and Adult Services</b>							
19 State/County Special Assistance for Adults	594,662	0	297,331	297,331	0.00%	50.00%	50.00%
<b>C. Division of Child Development and Early Education</b>							
20 Subsidized Child Care Program - Direct Services	937,027	756,040	180,987	0	80.68%	19.32%	0.00%
<b>Total Cost For 1. Public Assistance Programs</b>	<b>12,449,641</b>	<b>11,212,453</b>	<b>776,794</b>	<b>460,394</b>	<b>90.06%</b>	<b>6.24%</b>	<b>3.70%</b>
Note that the totals may be off due to rounding.							
<b>2. Public Assistance Administration</b>							
<b>A. Division of Social Services</b>							
21 LIEAP & CIP Administration	21,191	21,191	0	0	100.00%	0.00%	0.00%

**Davie County**

	ESTIMATED RESOURCES				ESTIMATED PERCENT		
	Total	Federal	State	County	Federal	State	County
22 Food/Nutrition Services Program Administration	447,378	223,689	0	223,689	50.00%	0.00%	50.00%
23 Food & Nutrition Incentive Fraud Collections	6,335	6,335	0	0	100.00%	0.00%	0.00%
24 Electronic Benefit Transfer E-Funds Cost	16,180	8,090	0	8,090	50.00%	0.00%	50.00%
25 Food and Nutrition Services EBT Call Center	4,253	2,127	0	2,127	50.00%	0.00%	50.00%
26 Refugee Assistance Administration	0	0	0	0	0.00%	0.00%	0.00%
<b>B. Division of Aging and Adult Services</b>							
27 State/County Special Assistance Administration	18,864	9,432	0	9,432	50.00%	0.00%	50.00%
<b>C. Division of Child Development and Early Education</b>							
28 Subsidized Child Care Program - Service Support	80,000	80,000	0	0	100.00%	0.00%	0.00%
<b>D. Division of Medical Assistance</b>							
29 Medicaid Expansion	15,418	7,709	7,709	0	50.00%	50.00%	0.00%
30 Medicaid (Title XIX) Admin	515,007	257,503	0	257,503	50.00%	0.00%	50.00%
<b>Total Cost For 2. Public Assistance Administration</b>	<b>1,124,625</b>	<b>616,076</b>	<b>7,709</b>	<b>500,841</b>	<b>54.78%</b>	<b>0.69%</b>	<b>44.53%</b>

Note that the totals may be off due to rounding.

**3. Services Programs**

**A. Division of Social Services**

31 SSBG Services - Federal & State	108,269	71,179	10,023	27,067	65.74%	9.26%	25.00%
32 TANF Transferred to SSBG	18,479	13,859	0	4,620	75.00%	0.00%	25.00%
33 Chafee Foster Care Independence (NC LINKS)	10,850	8,680	2,170	0	80.00%	20.00%	0.00%
34 Child Protective Services - IV-E	53,988	26,994	13,497	13,497	50.00%	25.00%	25.00%
35 Child Protective Services - SSBG	0	0	0	0	0.00%	0.00%	0.00%
36 Permanency Planning	15,097	11,323	0	3,774	75.00%	0.00%	25.00%
37 Foster Care/Adoptions - State	0	0	0	0	0.00%	0.00%	0.00%
38 IV-E Admin Foster Care 50%Fed-50%Co	216,582	108,291	0	108,291	50.00%	0.00%	50.00%
39 TANF Child Welfare Workers for Local DSS	20,201	20,201	0	0	100.00%	0.00%	0.00%
40 IV-E Foster Care Parent Trng 75%Fed-25%Co	0	0	0	0	0.00%	0.00%	0.00%
41 IV-E Admin Adoption 50%Fed-50%Co	8,901	4,451	0	4,450	50.01%	0.00%	49.99%
42 IV-E Adoption Parent Training 75%Fed-25%Co	0	0	0	0	0.00%	0.00%	0.00%
43 Child Support Enforcement Services (IV-D)	362,649	239,348	0	123,301	66.00%	0.00%	34.00%

**Davie County**

	ESTIMATED RESOURCES				ESTIMATED PERCENT		
	Total	Federal	State	County	Federal	State	County
44 Offset -- IV-D Incentive	21,866	21,866	0	0	100.00%	0.00%	0.00%
45 Food and Nutrition - Employment & Training	0	0	0	0	0.00%	0.00%	0.00%
46 Work First County Block Grant	518,749	240,209	0	278,540	46.31%	0.00%	53.69%
<b>B. Division of Aging and Adult Services</b>							
47 State In-Home Services Fund	11,982	10,484	0	1,498	87.50%	0.00%	12.50%
48 Adult Day Care Federal & State	0	0	0	0	0.00%	0.00%	0.00%
49 Adult Protective Services - SSBG	0	0	0	0	0.00%	0.00%	0.00%
50 Adult Homes Specialist	11,384	5,692	2,846	2,846	50.00%	25.00%	25.00%
<b>Total Cost For 3. Services Programs</b>	<b>1,378,997</b>	<b>782,577</b>	<b>28,536</b>	<b>567,884</b>	<b>56.75%</b>	<b>2.07%</b>	<b>41.18%</b>
Note that the totals may be off due to rounding.							
<b>Grand Total</b>							
<b>All Programs and Administration</b>	14,953,263	12,611,105	813,039	1,529,119	84.34%	5.44%	10.23%

## Budget Request Amendment

**Name of Project:** Contracted Temporary Staffing Services

**Description:** This Budget Request Amendment is to allow for the Davie County Department of Social Services to contract for temporary staffing in its Income Maintenance and Social Work programs, as needed and where needed, to increase staff support during periods of the fiscal year when workload volumes significantly increase and the demand on direct service staff's time is required to deliver social services within federally and state-required time frames. Contracts for temporary staffing will be carried out with individuals who possess state-qualified credentials to administer specific social services programs and/or a contract with a temporary human services staffing agency that can supply staff that meet state-qualified credentials to administer specific social services programs, whichever is of lesser cost to the County and can accurately deliver the services needed. The following are current needs for DSS temporary staffing services:

1. Social Worker III in Child Protective Services (CPS)- One (1) position at 30 hours per week, up to 26 weeks during the fiscal year to assist full-time CPS social work staff conduct and complete child abuse and neglect assessments to ascertain and document the facts of the CPS reports and extent of child maltreatment to determine the intervention(s) to prevent a recurrence of maltreatment.
2. Social Worker I in Emergency Services Intake- One (1) position at 30 hours per week during the months of January, February and March and again in July, August and September to conduct emergency intake interviews for financial assistance with rent/mortgage, power, water, medicine, food, etc. The position would then, in turn, provide emergency assistance using agency funds and/or referring clients to other community services (e.g., The Advocacy Center, Salvation Army, Storehouse for Jesus, etc).
3. Social Work Assistant in Foster Care- One (1) position at 20-30 hours per week up to 26 weeks to assist the Foster Care Social Work staff and the Community Social Services Technician in conducting supervised, court-ordered visitations between the agency's foster care children and the children's parents/legal caretakers. The position would use an agency vehicle to assist with transportation of the foster children to and from the visitation site(s) and document their observations of child(ren)-parent(s) interactions for required court reports.
4. Virtual Income Maintenance Caseworkers (IMCs)- Up to three (3) IMC temporary positions needed at 30 hours per week for up to 26 weeks to assist the full-time, permanent DSS Income Maintenance Caseworkers in converting client eligibility data from the current Medicaid/Work First/ Special Assistance computer system into the state-required NCFASST system. These temporary IMC positions would also be responsible for assisting the staff to process eligibility of new income maintenance program applications and re-determine eligibility for active, on-going income maintenance cases within the federal and state-required time frames attached to the specific programs.

**Justification:**

1. Social Worker III in Child Protective Services (CPS): There is currently five (5) full-time Child Protective Services Social Work staff. The average monthly caseload for each CPS Social Worker is 12 cases, which is 2 cases above the state-recommended maximum of 10 cases per social worker. Compensatory time (overtime worked) of the CPS social work staff, based on reported overtime worked during calendar year 2012, demonstrates higher volume of CPS activity during the months January and February, April and May, and July and August. These peak months tend to coincide with higher number of CPS reports accepted for investigations/assessments and likely related to various factors such as children returning to school from spending more time with family/legal caretakers during holiday seasons and the extent of interactions with family members during the coldest and hottest weather months of the years coupled with issues of substance abuse, mental health problems and domestic violence, etc. During non-peak months of the year, the CPS social work staff still work active and complex case situations that often require more overtime and less time to take off work due to the daily demands of their job responsibilities. There are Federal and State requirements that CPS staff must adhere to and include report initiation time of immediate, 24-hour and 72-hour depending on the information in a CPS report, completion of an investigation/assessment for a case decision to be made in 30 days from the date of initiation or justify an extension, making face-to-face contact with the child(ren) and their family members depending on the risk level of the case, etc. Child Protective Services Social Workers are frequently placed in volatile situations in working with families and tend to experience “burn out” more than any other Social Services staff, which, in turn, can act to create serious errors in child protective services work that adversely affect child safety. Moreover, when a CPS social worker leaves the agency, other CPS staff must assume the workload of the vacant position until a qualified person can be recruited, hired and trained to work CPS cases. Having a qualified, temporary social worker to assist the CPS unit during high volume months of the year can serve as a support to the social work staff to manage an increased workload and produce positive outcomes for children and families while simultaneously reducing the liability associated with jeopardizing child safety. Moreover, the temporary support can serve to decrease worker overtime and increase worker retention.
2. Social Worker I in Emergency Services Intake- The department of social services (DSS) is responsible for administering the Crisis Intervention Program, which is a 100% Federally-funded heating and cooling assistance program for low-income individuals and families. This program is administered during the winter and summer months of the calendar year, which increases the volume of clients seen on emergency services intake at the agency. Agency social work staff assume emergency services intake duties (e.g., conducting interviews to assess client need, identify and provide agency and/or other community resources to meet the client needs, and document client- service activities, etc) on a scheduled, rotating basis each month. Each worker averages 2-3 days of intake duty per month, which removes the social worker from their primary program work (e.g., Child Protective Services, Adult Protective Services, Guardianship, etc). The DSS usually accepts human services student interns from nearby universities to help handle the emergency services intake duties with exception of receiving and documenting protective services reports. Only state-qualified and trained social workers can receive and document reports of child and adult maltreatment. Many of the schools that provide opportunities for internships require their students to carry a small number of cases, which are usually general social services outreach cases. This requirement though often reduces the time an intern can carry out emergency services intake activities. Also, the interns are generally at the agency only 2-3 days per week for 3-4 months and the first month of the internship is spent orienting and training the student to carry out the assigned work. It is the future plan of the agency to transfer general emergency intake duties with exception of receiving and documenting protective services reports to Income Maintenance Caseworkers. However, because of continuing operational issues with the state-required computer system identified as NCFAST, the agency’s Income Maintenance staff is unable at present to assume administration of additional social services programs. The DSS will continue to accept school internships, if available, from human services fields of study to assist with

emergency services intake but there are no guarantee this support resource will be available during the high volume intake months. Therefore, the agency is requesting the ability to contract with an individual with at least a Social Worker I (which would be same pay grade of 63 as an IMC II) qualification or temporary human services agency that can provide the appropriate and qualified staff. Because other emergency funding sources (e.g., Share the Warmth and County General Assistance fund) are also considered in helping individuals and families in financial crisis situations, the agency will need a temporary staff person who is trained in crisis assessments and determining what and how much emergency funds are appropriate to meet the client needs.

3. Social Work Assistant in Foster Care- Since January 2012, the Davie County Department has experienced an increase in the number of children who have come into foster care through the court. When minor children come into the legal custody and care of DSS, the agency is also court-ordered to provide supervised visitation with the foster children's parents and possibly other family members. The visits occur, on average, 2-4 times per week and between 2-8 hours a week. Each supervised visit requires an agency staff person to be present to observe the interactions between the child(ren) and others to ensure child safety and to document the interactions for written reports to the court. The familial visits may occur together with the child(ren) or separately depending on the circumstances of the child(ren) and family and cause the number of visits to vary. Many of the children in the care of Davie DSS are school-aged so their visits must occur after school, which often carries over past 5:00 pm and when transportation assistance of the foster child(ren) to and from their visits is included. Some supervised visitations also occur on the weekends depending on the court-order and/or family schedules. As a result the current Community Social Services Technician (informally known as a Social Work Assistant) whose primary job duties are to provide foster care transportation and supervised visitations, incurs considerable compensatory time and such time of this staff position can range from an average of 20 comp time hours to nearly 40 hours per month. In order to help this position manage the compensatory time, the Foster Care Social Work staff must assist and even help with the transportation and visitation when more than one foster child visit needs to occur at the same time and on the same day. This, in turn, reduces the amount of time the Foster Care staff can actively coordinate services to the child and their family members with professionals in the areas of counseling, medical treatment, mental health care, and securing therapeutic care and prepare their scheduled court reports. Also, the Foster Care staff time becomes more unavailable to assume any cross-over child welfare work in Child Protective Services. Even more, limiting visits between foster children and their families to what may be convenient to the agency can cause the agency to become out of compliance with court orders and limit the agency's and court's knowledge of the parents' abilities to safely demonstrate how to care for their children. By having a temporary Social Work Assistant position in place for about 20 hours per week for 3-6 months could provide the agency with a support service to "fill in the visitation gaps" that cannot be met by the full-time Community Social Services Technician because this position is already providing the services. The agency is open to volunteers and student internships to help provide this service without a contract; however, the individual in the temporary position must be able to have some knowledge of child development or human services experience to understand and document the behavioral interactions between foster children and their family members. The individual filling the temporary position must also be able to operate an agency vehicle (i.e., have a valid N.C. Driver's License and good driving record).

4. Virtual Income Maintenance Caseworkers (IMCs)- With the state-required implementation of NCFAST replacing the legacy computer system in the Medicaid, Work First and Special Assistance Programs in the Income Maintenance program areas the latter part of 2013, the agency will require additional temporary staff to assist the full-time Income Maintenance Caseworkers in converting client case data from the antiquated Eligibility Information System (EIS) into NCFAST and to help process new program applications, as well as, recertifying the eligibility of active program cases. When combining application and active case data from the period July 2012 through December 2012, the agency can anticipate over 1,000 new Income Maintenance program applications and over 4700 active cases in the program areas identified in this section and in a six-month period that will need to be processed within NCFAST. The NCFAST system is not deficient-free as the agency and county have learned from the Food and Nutrition Services Program experiences. The State

Department of Health and Human Services (DHHS) is also encouraging counties to continue to provide for the temporary staffing support needed to carry out the work of NCFAST and service delivery of social services.

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Estimated Cost: Total estimated cost of all positions is \$105,000. The Davie County Department of Social Services can file for county reimbursement to recoup some of the cost. The reimbursement breakdown for the contracted services is as follows: Federal \$43,357 and State \$933, resulting in the County cost of \$60,710.

To breakdown this further, the percentages of reimbursement are:

Child Protective Services Temp Position: 45% Federal- 1% State-54% County,  
Services Intake Temp Position: 25% Federal-3% State-72% County,  
Social Work Assistant Temp Position: 47% Federal- 53% County  
Income Maintenance Temp Positions: 50% Federal- 50% County