

COUNTY OF CHATHAM

CHATHAM COUNTY
DEPARTMENT OF SOCIAL SERVICES

PO Box 489
Pittsboro, NC 27312
Phone: (919) 542-2759
Fax: (919) 542-6355



Jennie Kristiansen, Director

Social Services Board
Richard Edwards
Thomas Droke
Valerie Broadway
Emily Lowrance
Carl Thompson, Sr.

ORGANIZED 1770

707 SQUARE MILES

Chatham County Board of Social Services Meeting Minutes May 20, 2020

The May meeting was conducted by GoToMeeting due to COVID-19. Members in attendance: Richard Edwards, Chair; Tom Droke; Vice Chair; Valerie Broadway, Member; Emily Lowrance, Member; Jennie Kristiansen, Director and Nancy Burgess, Executive Assistant.

Richard Edwards called the meeting to order.

Dr. Carl Thompson, Sr. was officially sworn in as a member of the board, serving a second term.

April Meeting Minutes were approved as amended with a motion by Tom Droke, a second motion from Valerie Broadway; all in favor.

Karen VonCannon, Food and Nutrition Services Supervisor and Donna Gigowski, Economic Services Program Administrator reviewed the results of the Food and Nutrition Services Management Evaluation Review and Program Improvement Plan. The Management Evaluation Review includes a comprehensive monitoring of all program work from information provided by staff over the phone to eligibility and re-eligibility accuracy. The program monitor was complementary of the case workers overall, however, there were several errors identified. None of the errors affected the accuracy of the Food and Nutrition benefits issued. Errors included entering dates of interviews into NCFAST and completing documentation regarding notices and explanations of a recipient's status as an "ABAWD" (Able Bodied Adult Without Dependents) which limits the months of eligibility. Also, the work registration "evidence" was not entered properly and the accompanying notice regarding the requirement to work register was not sent. Finally, there was a finding regarding data matching. This means that information in NCFAST is compared against other state systems (e.g. prisons, death recording, VA benefits) to confirm that benefits are issued correctly. Data matching has never been a part of the management evaluation in prior reviews and a frequently cited error in other counties. NCDSS has not yet issued guidance around the proper process for performing data matching which also likely contributes to the higher error rates in this area.

Economic Services:

Program modification remained in place for economic programs. The waiting area was still closed to the public and planning had begun to reopen gradually, starting with appointments the week of May 25th. A permanent drop box had been installed in front of the building so that clients could drop off items even outside of business hours.

Both Medicaid and Food and Nutrition Services (FNS) programs re-certifications had been extended and an additional waiver was submitted to USDA to extend all re-certifications through the end of July. The

Richard
Chair

[Signature]
Secretary

9/15/2020
Date

9/23/2020
Date