

COUNTY OF CHATHAM

CHATHAM COUNTY

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DEPARTMENT OF SOCIAL SERVICES

Social Services Board:
Valerie Broadway, Chair
Cecil Wilson, Vice Chair
Thomas Droke, Member
Sara Welch, Member
Memory Dossenbach, Member

ORGANIZED 1770

707 SQUARE MILES

Chatham County Board of Social Services Session Meeting Minutes May 17, 2023

Members in attendance: Valerie Broadway, Chair; Thomas Droke, Member; Sara Welch, Member; Memory Dossenbach, Member; Jennie Kristiansen, Director; LeAnn McKoy, Evaluator/Planner and Nancy Burgess, Executive Assistant.

Valerie Broadway called the meeting to order.

There was a motion to approve the April Meeting Minutes from Sara Welch with a second motion from Memory Dossenbach, with all in favor.

Economic Services:

Plans for Medicaid expansion continued. A webinar was hosted by the NC Association of County Commissioners on May 5th that provided information on funding opportunities for counties to support expansion. Allocation amounts were scheduled to be released the week of May 5th, and were based on the number of Medicaid beneficiaries in the county. Counties will receive a one-time payment at the end of this fiscal year that is to be used for the next fiscal year. In preparation for expansion, counties have requested that the Division of Health Benefits integrate all policy into one manual instead of relying on a system of following written notices of changes (which means that the policy manual may not have up to date policy information). They have also requested that DHB provide training for employees as a part of the Public Health Emergency unwinding. The DHB indicated that they do not have resources to do either of these currently but are exploring contracts to update the Medicaid manual and reaching to larger counties that have a training team to determine if they could provide training to smaller counties.

The Low-Income Household Water Assistance Program (LIHWAP) program is ending. All applications must be processed, and checks written to providers by June 3rd. Currently, there are approximately \$9,000 remaining and four water providers participating (Chatham County, Towns of Siler City and Pittsboro, and Aqua).

The plan for the FNS Employment and Training Program is due to NC DSS in June for federal fiscal year 2023-2024. The plan outlines what services will be offered through the program and how they will be paid for. It is developed by DSS and shared with CCCC for feedback and then both organizations sign the plan before submission.

As mentioned at the April meeting, there are new telephone system requirements for DSS agencies and counties will be monitored for compliance. These requirements are the result of a lawsuit. Requirements are as follows: avoiding busy signals, rolling over calls to another staff member or an option to leave a message, providing ability to leave a message after hours or on holiday, limiting hold times, avoiding hang ups or messages that no one can take a call without the option to leave a message, and returning messages within a reasonable time. Chatham County DSS is not yet in compliance but working to finalize a new phone message that will meet the requirements. The MIS Department is working to do some system upgrades to stabilize the phone system to avoid the outages that DSS has experienced. It is estimated that these will be complete in the next few months.

Family Services:

The 2022 Community Child Protection Team and 2022-2023 Child Fatality Prevention Team annual reports will be presented to the Board of Health on Monday May 22nd and the Board of Commissioners on Monday June 5th.

The Board of Commissioners passed a resolution this week in honor of Elder Abuse Awareness Month which runs from Mother's Day to Father's Day. There are two events, one for DSS employees on Wednesday, May 24, 2023, and a second event at the Western Senior Center in Siler City on Wednesday, June 7, 2023 between 10 am and 1 pm.

Agency:

The survey period has closed for the DSS 360 survey. More details will be shared at the June Board meeting but overall, the results look very positive.

DSS Orientation was held last week in the ground floor conference room with nine new employees attending. The day started with a donut hole and coffee time to welcome new employees. The economic services team had a panel discussion that included similarities and differences between program requirements. Angie Stalker and Elizabeth Kressman both provided overviews of children and adult service programs, respectively. Shelter training and record retention training are both included in orientation.

Chatham County finished the Harris Plant drill with FEMA in early May. FEMA requires an exercise at both a school/shelter location and at the Emergency Operations Center. The exercise went very well, and FEMA was complimentary of how well the teams worked together and communicated. During these exercises, DSS is responsible for preparing to open and operate a shelter for people who may be evacuated.

The Homelessness Prevention Program is anticipated to launch in June to serve households who are at risk of losing their housing and/or being evicted. Ms. Felton reviewed the program requirements last month at the board meeting. Applications will be accepted for two weeks of the month and can be done online, at the office, or mailed in. DSS will be using the Homeless Management Information System (HMIS) to manage data and share information across other housing agencies. This is a requirement of HUD for agencies who receive federal housing funding. Both Central Piedmont Community Action and Salvation Army use the HMIS system currently. Clients must sign a release before they can be entered into the system.

Next Meeting:

With no further items to discuss there was a motion to adjourn from Memory Dossenbach, with a second motion from Sara Welch, with all in favor.

The next meeting will be held June 21st in the ground conference room of CCDSS at 3:00.

Valeri Broadway
Chair

6/21/23
Date

[Signature]
Secretary

6/21/23
Date

