

# WARREN COUNTY BOARD OF SOCIAL SERVICES GENERAL SESSION MINUTES

February 17, 2020

The Warren County Board of Social Services met in General Session at 10:00 a.m. on this date at the John Graham Center, in the 3<sup>rd</sup> Floor Conference Room. Ms. Arconstar Powell, Chair, Ms. Betty O'Neal, Ms. Stella Rideout, Ms. Robin Williams and Ms. Emma Perry, Board Secretary, were present. Ms. Bertadean Baker was unable to attend.

Also in attendance were Ms. Mary Ann Roberson, Administrative Officer and Brenda Abbott, taking the DSS Board Minutes.

Chairperson welcomed everyone and opened the meeting.

Chairperson called for a moment of silence.

The minutes from the January 23, 2020 Social Services Board meeting was reviewed. The Chairperson called for a motion to approve minutes. Ms. Rideout made a motion to approve the minutes, seconded by Ms. O'Neal. Motion carried.

The minutes from the Closed Session Board Meeting: Per General Statute NCGS 143-318.11 for the month of November and December were reviewed. Chairperson called for a motion to approve minutes. Ms. Williams made a motion to approve minutes, 2<sup>nd</sup> by Ms. Rideout. Motion carried.

Ms. Perry briefed on her Director's Report which was included in the Board packet. When asked if anyone had any questions, there were none.

**Financial Update:** Ms. Roberson passed out a copy of the DSS Revised Budget spreadsheet and gave an overall explanation of the amount for revenues and spending expenditures for both DSS and the Child Support Office, indicating the figures were for the last seven months. Ms. Roberson asked if there were any questions, there were none.

**Medicaid:** At this time Warren County Medicaid programs are in corrective action. Ms. Perry stated she met with our Operational State Representative (OST) and her supervisor last week to discuss and develop Medicaid's Corrective Action Plan (CAP). Ms. Perry, the County Manager, and the State have agreed to have an all-staff meeting to address the severity and possible implications of corrective action. If after 18 months, and we are still in corrective action, the State can take over. This will not be good for Warren County. The mandatory all-staff meeting has been set for the 18<sup>th</sup> of this month. Warren County failed the Medicaid report card October, November, December 2018 and January 2019. Warren County also failed the report card August, September, October, and November 2019. This has caused the State and County to come together as partners and develop a corrective action plan for the agency to come out of corrective action.

**Customer Service Concerns:** Ms. Perry has received complaints about Customer Service. She has asked for additional money for training. Some of the wait time is too long and the way some of the procedures are done is not customer-friendly and efficient.

**Maintenance:** All of the heating units have been installed, starting in the Director's office. Because of the intensity of the work, some people had to move to a different office and some people opted to take a day of vacation.

**KARTS:** Ms. Perry will represent Warren County on the KARTS Board, once a month in Henderson. Her time started January 2, 2020 through 2023. Lora Edwards was a Board Member for many years and has now resigned.

**Child Welfare Update:** Ms. Perry is pleased with the CPS Supervisor, Felicia Gupton's work. She has received positive remarks from the CPS Unit. Foster Care Unit still have the same 5 children and there has been no change since last month's update.

**Adult Services Update:** Ms. Perry informed the Board that a State Representative was here on January 30<sup>th</sup>. The Rep stated that the reports they received for the APS Unit was showing a 45% decline in the number of reports received in the agency over a two year period, which was not good statistically. Ms. Perry stated that she asked the representative to review a report called in directly to her office. The representative stated APS social workers are not completing reports as is recommended but are given the discretion to complete the report in its entirety or to write an inquiry on all reports made to the agency. The Representative was not pleased with her visit and will be working with Ms. Perry and the supervisor on ways to improve our practices.

**Personnel Update:** Ms. Perry informed the Board that the Adult Medicaid Supervisor's position has not been filled yet. The position was advertised in the newspaper twice. 6 applications were received and reviewed. Three of people will be interviewed in March.

**Closed Session per General Statute NCGS 143-318.111 (6):** Ms. Powell called for a motion to go out of General Session and go into Closed Session. Ms. O'Neal made a motion to go out of General Session and go into Closed Session NCGS 143-318.11 (6) at 10:29 a.m., 2<sup>nd</sup> by Ms. Williams. Motion carried.

A motion was made to reconvene back into General Session by Ms. Rideout at 11:10 a.m., 2<sup>nd</sup> by Ms. Williams. Motion carried.

**Suggestion Box:** It was decided the agency's suggestion box will be placed in the 2<sup>nd</sup> floor break room at the beginning of March. The Board Members will review the content of the box monthly after the Board meeting. Ms. Perry locked the box and gave the keys to access the box to Ms. Powell and Mrs. Williams at the end of the meeting.

**Closing Comments:** Ms. Perry thanked everyone for their support. Ms. Powell thanked Ms. Perry for her good work at DSS.

The meeting was adjourned at 11:13 a.m.

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Date

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Chairperson

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Secretary