



*Randolph County Department
Of
Social Services*

ANNUAL REPORT

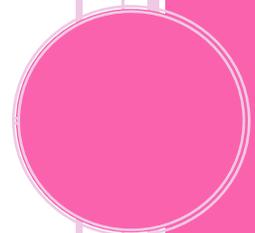
Fiscal Year 2019 - 2020



Serving by empowering, protecting, educating, and promoting stability

Tracie Murphy, Director

August 19, 2020



ANNUAL REPORT for 2019-2020
Randolph County Department of Social Services

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Randolph County Department of Social Services

Serving by empowering, protecting, educating, and promoting stability.



Tracie Murphy, Director

Welcome from the Director

FY 2019-2020 has been a very exciting time in the work life of social services employees. We have been dedicated to our mission of serving the community by empowering, protecting, educating and promoting stability even during the toughest of work environments.

Being mindful of the safety of our employees and citizens is a top priority. Our Board of Commissioners and county leadership upheld that commitment by approving our request for six public safety positions; including additional Child Protective Services (CPS) staff and an addition to the legal team to assist in the management of the sharp incline in cases from court actions needed to protect vulnerable children and adults.

Even before the challenges presented in our work world from the pandemic, we were experiencing the ravishing effects on our community's families from substance abuse. The majority of children coming into care at DSS have substance use/abuse as a primary or contributing factor. Many of our adult abuse, neglect and exploitation cases have a drug related root cause and our adult guardianship cases have exploded in number.

Our shift in service provision in April 2020 to provide more remote and less in person services did not include all service areas. Staff members working in our income maintenance areas were deployed to work from home while we assessed the state of emergency requirements and devised a strong public health informed safety protocol so that our employees could return to a safe work environment. Child welfare and adult protective services workers received no reprieve from their responsibilities in the homes and community. During the height of

the pandemic and even now, they are in the community and in the homes of our citizens conducting their mandatory duties.



**Rookie of the Year
2019
Sean Scott, Eligibility Caseworker**

The Covid-19 pandemic has affected all areas of our work life. Additional Covid-19 related benefits have been provided to our community to supplement food and nutritional benefits and to ensure that citizens have and were able to keep medical benefits for needed medical care. Our income maintenance workers are truly essential, they ensured that our most vulnerable citizens continued to have access to nutritious meals and were able to get quality medical care during a time when medical care is a matter of life and death.

Welcome from the Director

For our Medicaid recipients, this year we experienced a start and stop with Medicaid transformation. Enrollment packets were mailed to citizens, foot traffic and phone calls increased in the agency and many beneficiaries chose and enrolled with a health plan. Despite our best efforts and additional work in order to make implementation of managed care a success for our citizens, managed care was suspended and we continue to operate under our current model. Our Medicaid team expects to have to repeat many of our efforts as Medicaid transformation resurfaces in the coming year.



**Employee of the Year
2019
Yalila Roman, Eligibility Caseworker**

State mandated performance measures were the largest system level change for social

services in recent years. The performance measures are included in our outcomes and annual report. As a whole, Randolph County is meeting and in many cases exceeding the required performance measures. Even with the current barriers our agency performed well and we are well above the scale for any corrective actions relating to performance during FY 2019-20.



**Supervisor of the Year - 2020
Michelle Tompkins, Eligibility Supervisor
Family and Children's Medicaid**

This year's body of work continues our commitment and strong record of investment in support for vulnerable children and families, marginalized citizens and disabled adults. I hope that you will see in the following pages our efforts and dedication to continue to strive for excellence in service delivery.



Mission

Serving by empowering, protecting, educating and promoting stability.

Strategic Objectives

Maximize efficiency through the effective use of funds and by attracting and retaining a positively engaged well-trained team committed to excellence.

Improve the safety and well-being of children, adults, and families by providing focused and timely access to quality services that legally and ethically address the diverse needs of those we serve.

Meet the needs of those in need and promote economic independence by providing timely and accurate determination of eligibility for economic programs.

Enhance credibility within our community through improved communications and by completing our work timely with respect and integrity toward those we encounter...each other, those we serve, our partners, and our leaders.

Randolph County DSS Action Plan

Objective: Improve the safety and well-being of children, adults, and families by providing focused, and timely access to quality services that legally and ethically address the diverse needs of clients.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately meet and/or exceed the baseline number of adoptions set for Randolph County.

Expected Outcome: Completion of all adoption paperwork for children as timely as possible to achieve permanence and meet performance measurement.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
<i>Evaluate eCMS and laserfiche for automation of adoption cases</i>	<i>Adoption Supervisor Adoption Social Workers SWPA IT</i>	<i>December 2020</i>	<i>Change management techniques, Effective Communication, Supervisory oversight eCMS Laserfiche</i>	<i>Confidentiality of Adoptions Training staff Time Management</i>	
<i>Evaluate eCMS and laserfiche for automation of FHL</i>	<i>Adoption Supervisor FHL SW's SWPA IT</i>	<i>December 2020</i>	<i>Change Management Techniques, Effective Communication, Supervisory Oversight</i>	<i>Training Staff Time management Caseload sizes</i>	

Randolph County DSS Action Plan

Objective: Improve the safety and well-being of children, adults, and families by providing focused, and timely access to quality services that legally and ethically address the diverse needs of clients.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately complete 95% of visits face to face visits with foster youth monthly; maintain an 8.3% or less re-entry rate for children discharged to permanency and maintain a rate of 20% of children entering foster care in a 12-month period to be discharged to permanency within 12 months.

Expected Outcome: To ensure foster youth are seen per policy and achieve timely permanence.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
<i>Publish training plan for new hires</i>	<i>SWPA FC Supervisors</i>	<i>May 2021</i>	<i>Child Welfare Manuals</i>	<i>Workload demands</i>	
<i>Implement and monitor new protocol for court ordered family visitation and make safety adjustments in protocol for children, families and DSS staff</i>	<i>SWPA FC Supervisors Visitation Monitors Safety Officer-Julie Gray Security Guard</i>	<i>Current- June 2021</i>	<i>PPE's Visitation Protocol County Protocol Agency Protocol</i>	<i>Court and court orders COVID positive Appropriate # of staff for cleaning visitation rooms, lockers and bathrooms</i>	

Randolph County DSS Action Plan

Objective: Improve the safety and well-being of children, adults, and families by providing focused, and timely access to quality services that legally and ethically address the diverse needs of clients.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately complete and file petitions on 85% of cases open more than 180 days; and do not exceed a maximum of 7 children with repeat maltreatment within 12 months of case closure.

Expected Outcome: Provide specialized services to families to ensure children are safe and protected in their own home.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
<i>Develop and publish In Home Services protocol.</i>	<i>SWPA In Home Supervisors</i>	<i>January 2021</i>	<i>In Home Services Manual Technology</i>	<i>Work load demands</i>	
<i>Develop a training protocol for new hire positions.</i>	<i>SWPA In Home Supervisors</i>	<i>November 2020</i>	<i>In Home Services Manual Training Officer Technology</i>	<i>Time and work load demands</i>	

Randolph County DSS Action Plan

Objective: Improve the safety and well-being of children, adults, and families by providing focused, and timely access to quality services that legally and ethically address the diverse needs of clients.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 95% of APS evaluations 3 days before the maximum allowed timeframe.

Expected Outcome: Consistently meet performance measurement and determinations timely for the disabled adult population to ensure safety and wellbeing are addressed appropriately.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
<i>Hire and train vacant Adult Services positions</i>	<i>Adult Services Supervisor</i>	<i>August 2020-Hired September 2020-Registered for state trainings Ongoing training by direct supervisor</i>	<i>Change management techniques, Technology State training NCSWlearn</i>	<i>State training availability Qualified applicants</i>	
<i>If SW II position is approved for reclassification to SW III, redistribute caseload of guardianship and assign new position to APS rotation and other SW III duties</i>	<i>Adult Services Supervisor</i>	<i>September 2020</i>	<i>Change management techniques Caseload spreadsheets Staff</i>	<i>SW III position not approved</i>	

Randolph County DSS Action Plan

<p><i>Complete all current CAP's from Ault Services review in late 2019</i></p>	<p><i>Adult Services Supervisor Adult Services State Representative (APR)</i></p>	<p><i>Ongoing – June 2021</i></p>	<p><i>Training Adult Services Manuals APR visits and monitoring</i></p>	<p><i>APR lack of monitoring and visits New staff errors Lack of State training</i></p>	
<p><i>Evaluate eCMS for Adult Services. Implement laserfiche on all new AS cases.</i></p>	<p><i>Adult Services Supervisor Adult Services SW's SWPA IT</i></p>	<p><i>December 2020- June 2021</i></p>	<p><i>Change Management Techniques IT training</i></p>	<p><i>Staff vacancies Training</i></p>	

Randolph County DSS Action Plan

Objective: Maximize efficiency through the effective use of funds and by attracting and retaining a positively engaged well-trained team committed to excellence.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately initiate 95% of screened-in Child Protective Services (CPS) investigations/assessments within the maximum required timeframe and complete CPS assessments and investigations in an average of 44 days.

Expected Outcome: Ongoing contact with children and families sufficient to assess safety and risk, reach appropriate timely case decisions and provide consist high quality service. The safety and well-being of children at risk of abuse, neglect or dependency and staff stability.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
Structure child welfare supervisor's process/involvement with on-boarding SWIAT staff.	CPS Supervisors SW Program Administrator	September 2020	Training Officer	Time constraints	
Develop and implement peer reviews.	CPS Supervisors SW Program Administrator	December 2020	Quality Improvement Staff CPS Staff	Virtua/Remote process planning	
Enhance division culture. Create staff survey to assess engagement and provide feedback for staff retention.	CPS Supervisors SW Program Administrator	March 2021	Leadership planning support	N/A	

Randolph County DSS Action Plan

Objective: Enhance credibility within our community by completing operations timely with respect and integrity toward those we encounter, each other, those we serve, our partner and our leaders.

Goal: Complete child care subsidy applications 10 day prior to the maximum allowed timeframe and all recertifications completed on or before the maximum allowed timeframe and use 99.5% of annually allocated funds for eligible children

Expected Outcome: Enhanced relationships with Subsidized Child Care Assistance Providers and quality services delivery to Randolph County citizens.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
Analyze and adjust project priceless fund raising event to meet restricted contact and social distancing standards.	Family Services Supervisor Transportation Coordinator	August 31, 2020	Child Placement Division Community and County Partners	Time restriction for upcoming event.	
Devise and implement plan for Provider virtual visits and training.	Family Services Supervisor	December 31, 2020	Division of Child Development and Early Education, Consultant	Center Technology	
Develop and deliver training for NEMT second party review process for FNS Division	Family Services Supervisor Non-Emergency Medicaid Transportation Staff	May 2021	NEMT Staff	N/A	

Randolph County DSS Action Plan

Objective: Enhance credibility within our community through improved communications and by completing our work timely with respect and integrity toward those we encounter...each other, those we serve, our partners, and our leaders.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 92% of Medicaid applications and recertifications before the maximum allowed timeframe.

Expected Outcome: Track continued eligibility cases to determine the effectiveness of our plan to begin working recertifications in the 10th month.

<i>Action Steps</i>	<i>Responsible</i>	<i>Deadline</i>	<i>Resources</i>	<i>Potential Barriers</i>	<i>Result</i>
<i>Educate staff about the need to track continued eligibility cases.</i>	<i>Medicaid Administrator, Medicaid Supervisors</i>	<i>August 1, 2020</i>	<i>Manual Policy</i>	<i>Staff turnover, COVID 19</i>	
<i>Explain to staff how to record and report data.</i>	<i>Medicaid Administrator, Medicaid Supervisors</i>	<i>August 1, 2020</i>	<i>Excel spreadsheets, Medicaid Statistics Spreadsheet</i>	<i>Staff turnover, large caseloads, multiple tasks, COVID 19.</i>	
<i>Review data monthly.</i>	<i>Caseworkers, Medicaid Administrator, Medicaid Supervisors</i>	<i>September 1, 2020</i>	<i>Medicaid Statistics Spreadsheet</i>	<i>Staff turnover, frequent policy changes, large workload, COVID 19.</i>	

Randolph County DSS Action Plan

Objective: Enhance credibility within our community through improved communications and by completing our work timely with respect and integrity toward those we encounter...each other, those we serve, our partners, and our leaders.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 92% of Medicaid transactions before the maximum allowed timeframe and process 85% of Special Assistance transactions before the maximum allowed timeframe.

Expected Outcome: Ensure staff continue to receive the knowledge, attention, and appropriate guidance they need to be successful in order to meet our agency goals related to timeliness and accuracy.

<i>Action Steps</i>	<i>Responsible</i>	<i>Deadline</i>	<i>Resources</i>	<i>Potential Barriers</i>	<i>Result</i>
<i>Explore training methods that would be effective and appropriate during the COVID 19 Pandemic.</i>	<i>Medicaid Administrator, Training Officer</i>	<i>August 1 2020</i>	<i>Internet, training catalogs, IT staff</i>	<i>Large workload, rapidly changing situations</i>	
<i>Determine which option(s) will work well for the Medicaid team.</i>	<i>Medicaid Administrator, Training Officer, Medicaid Supervisors</i>	<i>September 1 2020</i>	<i>Medicaid Trainer, Supervisory Staff</i>	<i>Technology, funding</i>	
<i>Implement alternate training method as needed.</i>	<i>Medicaid Administrator, Medicaid Trainer, Medicaid Supervisors, Medicaid Caseworkers</i>	<i>October 1 2020</i>	<i>Training Officer</i>	<i>Staff turnover, rapidly changing situations, staff availability</i>	

Randolph County DSS Action Plan

Objective: Enhance credibility within our community through improved communications and by completing our work timely with respect and integrity toward those we encounter...each other, those we serve, our partners, and our leaders.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 96% of Food and Nutrition Services (FNS) applications, recertifications, and fraud referrals before the maximum allowed timeframe.

Expected Outcome: Specialization to build and maintain an application processing timeliness rate that meets or exceeds the 95% state mandated timeliness threshold.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
Continue moving forward with evaluating the effectiveness of Triage processes to ensure a positive impact for both the client being served and the active case/worker/program.	Triage workers, Universal Intake (UI) Supervisors, FNS Supervisors, System's Trainer, UI staff who cover Triage	March 31, 2021	Effective Communication; Triage staff participation; iiReception and staff resources	Staff turnover; Worker and supervisor buy in; COVID impacts on workflows	
With the most effective Triage processes in place, partner with reception staff to ensure a clear understanding of the Triage processes as well as how reception actions impact the overall Triage experience for clients we serve as well as the active case/worker/program.	Reception staff, Reception Supervisor, FNS Supervisors, System's Trainer	April 30, 2021	Effective Communication; Reception supervisor/staff participation; iiReception and staff resources	Staff turnover; Worker and supervisor buy in; COVID impacts on workflows	
Be better prepared for an influx of applications in situations like COVID by having all ongoing FNS workers cross-trained as back-up application workers, processing a determined number of applications each month to retain this skill.	FNS Supervisors; System's Trainer; FNS ongoing workers	February 28, 2021	FNS Supervisors; FNS policy manual; NC FAST; System's Trainer; Learning Gateway;	Staff turnover; Worker and supervisor buy in; COVID impacts on workflows	

Randolph County DSS Action Plan

Objective: Enhance credibility within our community through improved communications and by completing our work timely with respect and integrity toward those we encounter...each other, those we serve, our partners, and our leaders.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 99% of Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP) transactions before the maximum allowed timeframe.

Expected Outcome: All intake staff at Asheboro and Archdale locations proficiently and accurately performing all aspects of the intake process.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
Continue established best practices for accuracy and timeliness of monitoring Pending Application Reports twice daily; issuing reminders to staff as needed for appropriate action(s) to be taken; ensuring workers are compliant with CIP Performance Measures, specific to 1 or 2 day processing requirement.	Universal Intake (UI) Supervisors; Archdale Outstation Supervisor;	Throughout the full year June 30, 2021	NC FAST Pending Application Reports; communication resources of email or chat; Program policy manuals; NC FAST system	NC FAST downtime or slowness; staff turnover or absences; COVID impacts on workflows	
Following determination that the most effective Triage process is in place, ensure all UI workers are properly trained and have a clear understanding of Triage functions including best practices to follow when covering Triage.	All UI staff; Triage staff; System's trainer; UI Supervisors	April 30, 2021	UI Supervisors, Triage and UI staff; NC FAST Learning Gateway and Job Aids; Policy manuals; Staff resources	Staff turnover; worker and supervisor buy in; COVID impacts on workflows	
Upon learning the full details of the state's 2020-2021 plan for CIP and LIEAP funding/processes, ensure staff receive all necessary training for continued success of the programs with the least impact on clients as possible.	State policy staff; UI Supervisors, Archdale Outstation Supervisor;	Within 30 days of receipt of the policy/guidance	UI & Archdale Supervisors, Archdale and UI staff; NC FAST Learning Gateway and Job Aids; Policy manuals; Staff resources	The state delaying making a change; Staff turnover; worker and supervisor buy in; COVID impacts on workflows	

Randolph County DSS Action Plan

Objective: Meet the needs of those in need and promote economic independence by providing timely and accurate determination of eligibility for economic programs.

Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 96% of Work First (WF) applications and recertifications 5 days before the maximum allowed timeframe; Ensure that 50% of single-parent and 90% of two-parent families with work-eligible individuals complete the required number of federally countable hours.

Expected Outcome: Individual evaluation of greatest immediate and long-term needs of each participant will ensure appropriate activities and benefits are provided and that their achievement of self-sufficiency is attainable.

Action Steps	Responsible	Deadline	Resources	Potential Barriers	Result
Ensure compliance of application and recertification processing 5 days before maximum allowed timeframe by monitoring all available reports, open discussions with staff, regular conferences and training as necessary.	Work First Unit Supervisor; Human Services Coordinator (HSC); Income Maintenance Caseworkers (IMC's)	Throughout the goal period, thru June 30, 2021	NC FAST; Learning Gateway; Work First Policy Manual; Pending Application and Recertification Reports in NC FAST; Monthly progress reports in Data Warehouse	Client failure to cooperate in providing needed info; Staff Turnover; NC FAST system issues; Weather events / agency closures; COVID restrictions	
Ensure program accuracy and consistency in both IMC and SW areas by continuing the team's established peer review process with HSC as well as the 2 nd party review process on 25% of cases as mandated by the state.	Work First Unit Supervisor, Human Services Coordinator (HSC), IMC's and Social Workers	Throughout the goal period, thru June 30, 2021	State 2 nd Party Review Tool; Team knowledge of WF policy and NC FAST functionality; OST responses; Admin Letters; Learning Gateway	Staff turnover; Challenging Performance Measures from the state; Staff buy in to the peer review and 2 nd party review processes; policy and procedural changes	
In consideration of COVID limitations, explore innovative and creative ways for clients to meet 50%/90% participation utilizing online or virtual resources, telephone, etc.	Work First Unit Supervisor, Human Services Coordinator (HSC), IMC's and Social Workers	Throughout the COVID and overall goal period, thru June 30, 2021	Team knowledge of WF policy and NC FAST functionality; OST response; Admin Letters; Learning Gateway; available community resources	COVID restrictions; Staff turnover, challenging Performance Measures from the state; Unreliable/unavailable data/reports; staff and client buy in to the new processes; policy and procedural changes; Client's technical abilities	

Income Maintenance Division Division of Social Services Programs

The Income Maintenance Division, Division of Social Services Programs is responsible for administering applications and reviews for Federal and/or State-mandated, means-tested programs in *Food and Nutrition Services*, *Work First*, *Crisis/Energy Programs*, and *Program Integrity*. This division is also responsible for *Universal Intake* and the *Archdale Outstation*.



Leah Harris, Administrator



**Misty Martin
Archdale**



**Libby Davis
Intake #1**



**Victoria Dye
Intake #2**



**Jennifer Frazier
FNS**



**Karen Coley
FNS**



**Keisha Springs
Work First**

Energy Assistance Programs

Energy assistance has two major areas; the Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP). Eligibility for both programs is determined using income and resource requirements.

CIP provides assistance to eligible households that are in a heating or cooling related emergency or crisis. The purpose of CIP is to reduce temperature-related health and safety risks for eligible households.

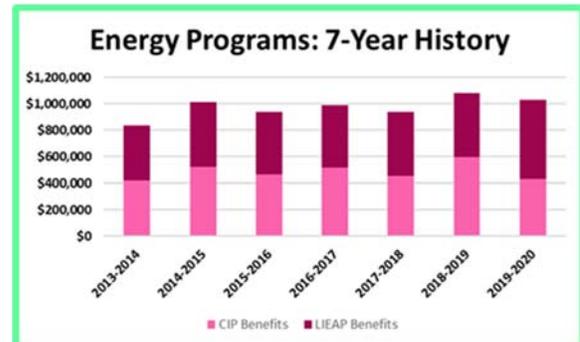
LIEAP provides a one-time vendor payment to help eligible households heat their homes. LIEAP applications begin December 1 for households that contain a member age 60 or older or those with disabled persons receiving services through the Division of Aging and Adult Services. Other households may apply beginning January 1 until the program ends on March 31 (or until funds are exhausted).

Staff are committed to assisting Randolph County residents with their Energy Program needs. The Crisis Intervention Program assisted 2,101 Randolph County families during the State Fiscal Year (SFY) 2019-2020. For these families, \$428,023 in benefits was distributed.

Also during the SFY 2019-2020, staff processed 1,698 Low Income Energy Assistance Program applications for benefit distributions of \$599,700. January saw the highest number of applications, 979, with a \$357,000 distribution of benefits.

Eligibility for both energy programs is determined using income and resource guidelines and all payments are made directly to the energy vendors. Funding is limited, so eligible residents can only receive benefits during the program period or until funds are exhausted.

The combined issuance amounts for CIP and LIEAP for the fiscal year was \$1,027,723.



Randolph County DSS Energy Program goal for SFY 2020-2021 is to organize, equip, train, and lead staff in a manner that enables them to accurately process 99% of CIP and LIEAP transactions before the maximum allowed timeframe.



SOCIAL SERVICES						Department				
Income Maintenance - DSS						Division				
Energy Programs						Service Area				
Performance Measures										
For the Fiscal Year: 2019-2020										
	Prior Years Totals				2019-2020 Fiscal Year					
	2015-2016 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Actual	2019-2020 Actual Year to date Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June
Energy Programs										
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 99% of Crisis Intervention Program (CIP) and Low Income Energy Assistance Program (LIEAP) transactions before the maximum allowed timeframe.</i>										
Percentage of emergency CIP applications processed timely					99.00%	92.41%	84.15%	98.06%	89.23%	100.00%
# of emergency CIP applications taken (has NO heating/cooling source)					1,000	303	82	155	65	1
# of emergency CIP applications processed timely					990	280	69	152	58	1
Percentage of Non-emergency CIP applications processed timely					99.00%	99.22%	99.34%	99.66%	99.40%	95.28%
# of CIP Non-emergency applications taken (has a heating/cooling source)					2,000	1,798	604	586	502	106
# of CIP Non-emergency applications processed timely					1,980	1,784	600	584	499	101
Percentage of LIEAP applications processed timely					99.00%	100.00%	100.00%	100.00%	100.00%	100.00%
# of LIEAP applications taken					2,500	1,698	0	448	1,250	0
# of LIEAP applications processed timely					2,250	1,698	0	448	1,250	0
Percentage of cases determined correct by second party review					99.00%	93.51%	92.54%	90.87%	97.57%	91.30%
# reviewed	4,747	4,644	4,791	4,791	5,000	1,618	563	515	494	46
# correct	4,747	4,640	4,887	4,887	4,950	1,513	521	468	482	42
Comments:										



Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

PRESS RELEASE

Low Income Energy Assistance Program Begins December 1, 2019

Low Income Energy Assistance Program (LIEAP) is a federally funded program that provides a *one-time* annual vendor payment to help eligible families pay their *heating expense* during the cold-weather months. Randolph County Department of Social Services will begin accepting applications for North Carolina's LIEAP on December 1, 2019 for those households containing an elderly person, age 60 and above, or a disabled person who receives services through the Division of Aging and Adult Services (DAAS). Other eligible households, regardless of age or disability, may apply between January 1 until March 31, 2020 or until funds are exhausted.

Energy assistance available through a County Department of Social Services (DSS) consists of two programs. In addition to LIEAP, the Crisis Intervention Program (CIP) is also a federally-funded program that serves individuals and families who are experiencing a heating (or cooling) related crisis. A household is in a crisis if it is currently experiencing or is in danger of experiencing a life-threatening or health-related emergency and sufficient, timely, and appropriate assistance is not available from any other source. Life-threatening is defined as a household which has no heating or cooling source or has a disconnect notice for their primary heating or cooling service and the health or well-being of a household member would be in danger if the heating or cooling crisis was not alleviated. CIP begins in July of each year when funding is allocated and continues until the allocation is exhausted or until the end of the fiscal year the following June, whichever comes first.

Households who need assistance through either program must complete an application. Eligibility is determined using income and resources. If determined eligible, payment is made directly to the service provider. In Randolph County, this year's budget for both LIEAP and CIP is \$1.2 million. Last fiscal year, Randolph County DSS processed 2,099 LIEAP applications and 2,793 CIP applications that paid a total benefit amount of \$1.08 million to vendors/service providers on behalf of Randolph County citizens.

Citizens interested in applying for either LIEAP or CIP may review the application process and eligibility requirements at <http://www.ncdhhs.gov/dss/energy/req.htm>. Applications will be taken in-person at your local DSS. In Randolph County, interested citizens may visit either the Asheboro location of 1512 N. Fayetteville Street, Asheboro, NC or the Archdale Outstation at 402 Balfour Drive, Archdale, NC. For more information, please contact Randolph County Department of Social Services at (336) 683-8000 or visit <http://www.co.randolph.nc.us/dss/>

P.O. Box 3239, Asheboro, North Carolina 27204

www.randolphcountync.gov/Departments/Social-Services

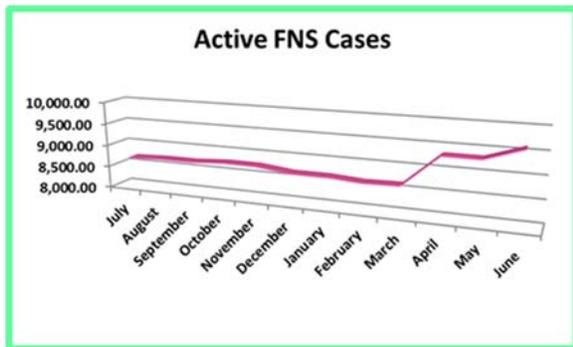
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Food & Nutrition Services

The Food and Nutrition Services (FNS) program promotes the health and well-being of the nation by increasing the purchasing power of low-income households to provide more nutritious food for their families. The entitlement program is federally funded and overseen by US Department of Agriculture (USDA). Allotment amounts are based on household size and income, are made available to families on an Electronic Benefits Transfer (EBT) card each month and must be used for food for the family only. Non-food items may not be purchased with FNS.

Randolph County Department of Social Services has two FNS teams that are committed to serving the citizens of Randolph County helping them through the eligibility determination and re-determination processes.

During State Fiscal Year (SFY) 2019-2020, FNS staff served 19,482 Randolph County citizens with benefits, an average of 8,878 cases, with the greatest increase in April 2020.

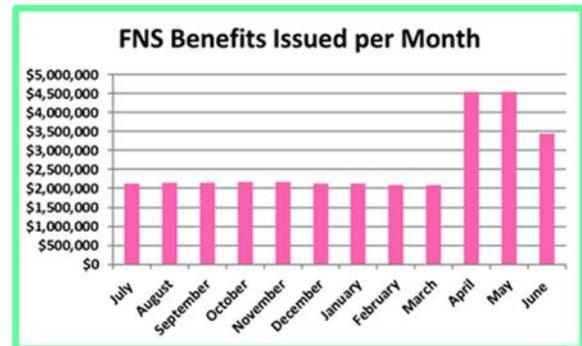


In addition to caseload increases, for the last four months, the FNS program was greatly impacted with changes related to the COVID-19 pandemic.

Impacts include benefits being supplemented to the maximum allotment for the household size causing the total amount authorized per family to almost double. Impacts also included the launching of the Pandemic EBT

(P-EBT) program to assist school children and for the first time in North Carolina, the client's ability to shop online using their FNS benefits with their EBT Card.

This SFY, \$31,746,800 in FNS benefits, representing a 27% increase over last year, as well as a total of \$4,634,532 in P-EBT benefits were received by Randolph County residents.



Staff processed 5,181 applications and 7,176 re-certifications during the year.

Randolph County DSS Food and Nutrition Services program goal for SFY 2020-2021 is to organize, equip, train, and lead staff in a manner that enables them to accurately process 96% of FNS applications and re-certifications before the maximum allowed timeframe.



Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

DSS PRESS RELEASE

“Food and Nutrition Services Help Feed Over 9,000 Families in Randolph County

Food and Nutrition Services (FNS), also known as Food Stamps, assists low-income households with buying the food they need for a nutritionally adequate diet. In Randolph County, the FNS Program provides food assistance to over 9,000 families and more than 19,000 individuals each month. Benefits issued total nearly \$2 million a month and over \$23 million a year. Many of the dollars issued as benefits are spent right here in Randolph County creating a positive impact on businesses in the local area.

FNS is a federal food assistance program and anyone can receive this assistance if they meet eligibility requirements. You may be eligible for Food and Nutrition Services if your total income falls below the appropriate gross income limits for your household size. Eligibility workers at your County DSS determine which income limit applies to your household. DSS accepts applications, collects information, and determines eligibility for the FNS program based on the information collected.

If eligible, monthly allotments of FNS benefits are issued via Electronic Benefit Transfer cards (EBT cards). The amount of the monthly allotment varies from household to household and is based on income and household size. Benefits may be used to purchase most foods at participating stores. Benefits cannot be used to purchase tobacco, pet food, paper products, or alcoholic beverages.

At Randolph County DSS, FNS applications are taken as part of a Universal Intake process which allows customers to apply for FNS and other economic assistance programs at the same time. Customers may file applications in person, by mail, fax, drop off, and online via ePass. North Carolina ePass is a quick and easy way for individuals and families to learn about and apply for available benefits and services. You can access ePass at: <https://epass.nc.gov/CitizenPortal/application.do>

In 2019, Randolph County FNS caseworkers completed 5,482 applications, 10,605 recertification case reviews for continued eligibility, and 11,055 case changes.

For additional information click <http://www.ncdhhs.gov/assistance/low-income-services/food-nutrition-services-food-stamps> or contact your local DSS. In Randolph County call (336) 683-8000 or visit <http://www.randolphcountync.gov/Departments/Social-Services>

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Program Integrity

Program Integrity (PI) is federally mandated and is in place to ensure that payments issued in the economic service programs are accurate and that fraud, waste, and/or program abuse are identified and prevented. PI staff, also known as fraud investigators, are tasked with investigating any suspected Intentional Program Violations (IPV), Inadvertent Household Errors (IHE), and/or Agency Errors (AE), in all economic service programs such as Food and Nutrition Services (FNS), Medicaid, Work First Family Assistance, Child Care Subsidy Assistance, and Energy Assistance.

Randolph County Department of Social Services (DSS) Program Integrity Team works diligently to protect the “integrity” of all programs and is very busy throughout the year accepting referrals from various sources including DSS caseworkers, the community, and other agencies. The DSS Fraud Hotline, (336) 683-8198, also receives approximately 8 to 10 calls per month.

During this fiscal year, 327 referrals were received for economic service programs. Of those referrals, 257 were substantiated and claims were established.

Established claims fall into three categories. The most severe is an intentional program violation or IPV which is the misuse, trading, or selling of benefits or intentionally providing false information to receive benefits. An IPV may result in disqualification from receiving benefits, fines, and/or jail time. The second and third categories are inadvertent household errors and agency errors. These two categories are a result of unintentional, human error and can be made by either client or caseworker. However, all claims must be repaid whether the error is intentional or not and whether the error is made by the client or agency.

Collections for the 2019–2020 fiscal year totaled \$249,188 for FNS and \$19,852 for

other programs, with a single collection month of \$124,342 in April 2020. The larger amount in April mainly results from tax refunds intercepted by the state in cases where payments, based on the repayment agreements, are delinquent.



Program Integrity collections over the past 5 years has totaled \$1,533,113 for a yearly average of \$306,622.

Randolph County DSS Program Integrity goal for SFY 2020 - 2021 is to organize, equip, train, and lead staff in a manner that enables them to accurately establish 90% of claims within 180 days of discovery.



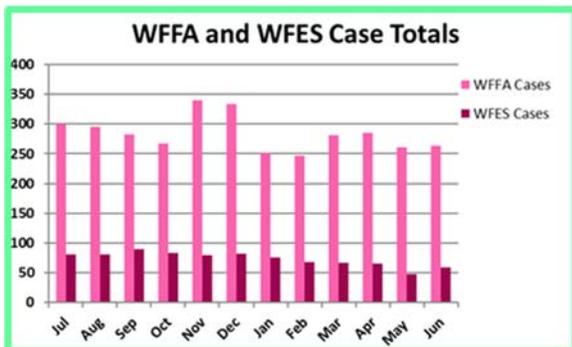
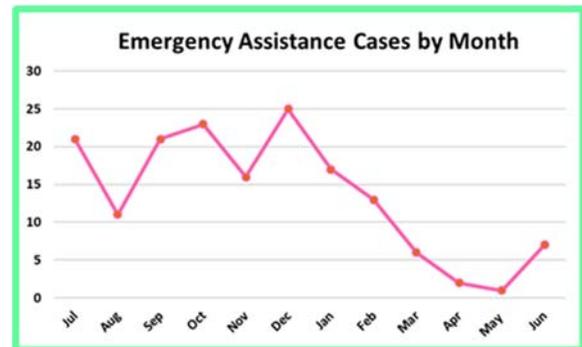
Work First Family Assistance

North Carolina's Temporary Assistance for Needy Families (TANF) program, called Work First (WF) is based on the premise that parents have a responsibility to support themselves and their children. Work First provides parents with short-term training and other services to help them become employed and move toward self-sufficiency. Families in which grandparents and relatives are caring for their relative children and legal guardians can receive services and support that prevent children from unnecessarily entering the foster care system. Work First emphasizes three strategies: Diversion, Work and Retention. Work First aims to shorten the length of time families receive assistance by making work mandatory and limiting how long a family can receive cash assistance. After moving into the work components of the program families can continue receiving benefits for up to 24 months.

For the SFY 2019-2020, caseworkers evaluated an average of 41 families per month for benefits, to include in-person and for the first time ever as a result of the COVID-19 pandemic, telephone and online. An average of 284 families received Work First Family Assistance benefits and services.

Within these, an average of 73 families with work-eligible adults were assigned to Social Workers who assisted them in working toward their employment and self-sufficiency goals through available services and support. For families under the 200% poverty limit, the social workers also assisted them during a transition period from receiving assistance to end of services.

Through the WF Emergency Assistance (WFEA) program, 163 Randolph County families were provided \$43,255, paid to local providers, to alleviate various types of emergencies.



The WF goal is to organize, equip, train, and lead staff in a manner that enables them to accurately process 96% of applications and re-certifications before the maximum allowed timeframe; collect documentation from 50% of single-parent and 90% of two-parent families with work-eligible individuals that demonstrates completion of the required number of hours of federally countable work activities.

SOCIAL SERVICES										
										Department
Income Maintenance - DSS										Division
Work First										Service Area
Performance Measures										
For the Fiscal Year: 2019-2020										
	Prior Years Totals				2019-2020 Fiscal Year					
	2015-16 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Actual	2019-2020 Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June
Work First Family Assistance (WFFA)										
<i>GOAL: Organize, equip, train, and lead staff in a manner that enables them to collect documentation from 50% of all work-eligible individuals (All Families (AF)/single-parent) and 90% of two-parent families with work-eligible individuals that demonstrates completion of the required number of hours of federally countable work activities; Process 96% of Work First applications within 45 days of receipt; and Process 96% of recertifications no later than the last day of the current recertification period.</i>										
Percentage of Work First Employment Services all families/single-parent families meeting work participation for the month	48%	58%	57%	50%	50.00%	19.27%	12.36%	30.13%	14.71%	19.27%
# of SP families with work-eligible individuals (denominator)	227	272	267	300	300	872	178	156	102	436
# of work-eligible individuals participating (numerator)	109	159	153	150	150	168	22	47	15	84
Percentage of Work First Employment Services two-parent families meeting work participation for the month	43%	56%	54%	90%	90.00%	0.00%	0.00%	0.00%	0.00%	0.00%
# of 2P families with work-eligible individuals (denominator)	23	27	87	300	300	20	2	6	2	10
# of work-eligible individuals participating (numerator)	10	15	47	270	270	0	0	0	0	0
Percentage of applications processed timely (within 45 days of receipt)	100%	92%	97%	100%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%
# of applications with due date during the month	259	289	360	400	400	238	82	60	53	43
# of applications (with due date during the month) processed timely	258	264	278	400	380	238	82	60	53	43
Percentage of recertifications processed timely (no later than the last day of the current certification period)	100.00%	98.00%	98.00%	100.00%	95.00%	99.30%	100.00%	100.00%	97.87%	100.00%
# of recertifications with end date during the month	257	248	281	350	350	177	31	65	47	34
# of recertifications (with end date during the month) processed timely	213	191	210	325	333	176	31	65	46	34
Month End count of active WFFA cases	294	280	267	350	350	284	293	313	260	270
# Work First Emergency Assistance (WF EA) applications approved	161	152	149	175	175	163	53	64	36	10
Total WF EA benefits issued during the month	\$39,027	\$38,282	\$36,434	\$36,018	\$50,000	\$43,255	\$13,635	\$17,136	\$9,635	\$2,850
Percentage of cases determined correct by second party review	91.00%	91.34%	93.00%	90.00%	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%
# reviewed	596	589	364	300	300	275	80	79	58	58
# correct	541	538	340	270	270	275	80	79	58	58
Comments										

Income Maintenance Division North Carolina Medicaid Programs

The Income Maintenance Division, North Carolina Medicaid Programs is responsible for administering applications and reviews for Federal and/or State-mandated, means-tested programs in Medicaid including *Adult Medicaid, Family and Children's Medicaid, Long Term Care Medicaid,* and *Special Assistance.*



Michelle Hinshaw, Administrator



Cindy Cody

FCMA



Michelle Tompkins

FCMA



Brandi Aldridge

FCMA



Cathy Moffitt

LTC



Julie Trotter

AMA

SOCIAL SERVICES											Department	
Income Maintenance - DMA											Division	
Medicaid											Service Area	
Performance Measures												
For the Fiscal Year: 2019-2020												
	Prior Years Totals					2019-2020 Fiscal Year						
	2013-14 Actual	2015-16 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Estimated	2019-2020 Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June	
Medicaid and Special Assistance												
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately process 92% of Medicaid transactions before the maximum allowed timeframe and accurately process 85% of Special Assistance applications and recertifications before the maximum allowed timeframe.</i>												
Percent of Medicaid applications processed timely			89%	96%	96%	96%	97%	97%	96%	97%	98%	
# of applications processed		12,851	7,260	9,535	10,000	10,000	10,075	2,360	2,534	2,766	2,415	
# of applications processed timely			6,497	9,193	9,600	9,600	9,765	2,287	2,430	2,678	2,370	
Percent of Special Assistance applications processed timely					95%	95%	98%	94%	100%	100%	100%	
# of application processed					100	100	111	34	36	25	16	
# of applications processed timely					95	95	109	32	36	25	16	
Percent of Medicaid recertifications processed timely		94%	97%	98%	96%	96%	100%	99%	99.9%	99.9%	99%	
# of recertifications due		24,568	20,187	17,242	26,055	26,055	21,682	5,329	6,683	6,627	3,043	
# of recertifications processed timely		23,183	19,592	16,973	27	27	21,597	5,294	6,674	6,621	3,008	
Percent of Special Assistance recertifications processed timely					90%	90%	98%	99%	97%	96%	100%	
# of recertifications due		n/a	n/a	n/a	580	580	238	77	60	57	44	
# of recertifications processed timely		n/a	n/a	n/a	520	520	233	76	58	55	44	
Medicaid caseload		1086	1026	965	963	963	920	873	935	944	926	
# cases		26055	25656	26058	26000	26000	24,833	23,580	25,246	25,495	25,009	
# caseworkers		24	25	27	27	27	27	27	27	27	27	
Special Assistance caseload					54	54	54	58	55	53	51	
# cases					272	272	270	288	274	263	256	
# caseworkers					5	5	5	5	5	5	5	
Percentage of case reviews determined correct by Supervisor Second Party Reviews		95%	89%	95%	92%	92%	99%	98%	97%	99%	99%	
# reviewed		40	677	926	900	900	1,455	369	310	381	395	
# correct		38	605	877	825	825	1,434	363	302	377	392	



Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

PRESS RELEASE

NC Medicaid Managed Care Suspended

On November 19, 2019, the Department of Health and Human Services (DHHS) announced the suspension of Medicaid Managed Care that was scheduled to go live February 1, 2020. The suspension is until further notice.

Medicaid beneficiaries will continue to receive services in the same way that they do now. According to DHHS; *“You do not need to choose a health plan today because the State's move to Managed Care is on hold. The State will tell you when Managed Care restarts and when you will need to choose a health plan. At this time, you will keep getting your Medicaid coverage and health services from the State the way you do now. You will keep the primary care provider (PCP) you have now. You will get a letter in the mail. It will confirm that you will keep the Medicaid coverage you have now.”*

If you have already picked a health plan, you will have to pick a plan again once Managed Care restarts. You will not move to a health plan now and will keep the same Medicaid coverage and health services from the state that you have today.

The beneficiary's primary care provider (PCP) will stay the same and access to behavioral health and intellectually/developmentally disabled (I/DD) services will continue through the current process.

Medicaid beneficiaries will be notified by mail when Managed Care resumes. If an individual's Medicaid coverage period ends before Managed Care resumes, eligibility will go through the same yearly review and recertification process used today.

For questions about Managed Care call the Medicaid Contact Center at 1-888-245-0179. Representatives are available to address questions from beneficiaries and their families Monday through Friday, 8 a.m. to 5 p.m. Eastern Standard Time (EST). To read more, go to: <https://medicaid.ncdhhs.gov/medicaid> .

If you have questions or need information about Medicaid eligibility, contact your local DSS. In Randolph County call (336) 683-8000 or visit <http://www.randolphcountync.gov/Departments/Social-Services> .

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Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

PRESS RELEASE

SOME MEDICARE RECIPIENTS MAY BE ELIGIBLE FOR MEDICAID ASSISTANCE

Medicare beneficiaries enrolled in Medicare Part A or B may be eligible for the state to cover payment of their Medicare premium, deductibles, and co-insurance. The program that covers these expenses is called Medicaid for Qualified Beneficiaries. It is a Medicaid program that will increase the monthly financial benefit received from Social Security for those who qualify.

Currently in Randolph County 4,842 individuals are covered under Medicaid for Qualified Beneficiaries otherwise known as MQB. Some eligible for payment of their Medicare premium, deductibles, and co-insurance will qualify for full coverage Medicaid benefits, which include select dental and vision care services, as well as access to non-emergency medical transportation. Not all beneficiaries will receive a Medicaid card.

Income and financial resources are considered when determining eligibility. Family size is also a consideration, including the beneficiary, spouse (if there is one), and any dependent children under age 18 living in the home. Both earned and unearned income will be reviewed. Financial resources including personal property, real property, and liquid assets will be assessed.

Once approved for this benefit, payment of the Medicare premium will occur automatically. The Medicaid card (if eligible) should be presented at the doctor's office to cover Medicare deductibles and co-insurance.

In North Carolina, the Medicaid program is administered by the Division of Health Benefits (DHB) on behalf of the Department of Health and Human Services (DHHS) as the single-state agency. For more information about Medicaid, visit the North Carolina Department of Health and Human Services (NCDHHS) website at www.ncdhhs.gov/assistance/medicaid-transformation or call your local county Department of Social Services. In Randolph County, call 336-683-8000.

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Adult Medicaid

Adult Medicaid is a health insurance program for low-income, low resource individuals and couples who cannot afford health care costs. Adult Medicaid serves persons who are 65 years of age or older, blind, or deemed disabled by the Social Security Administration or Disability Determination Services. Medicare recipients also receive assistance with Medicare premiums, deductibles, and co-insurance.

Adult Medicaid has various programs including Medicaid for the Aged, Blind, and Disabled, Medicaid for Qualified Medicare Beneficiaries, and Healthcare for Workers with Disabilities.

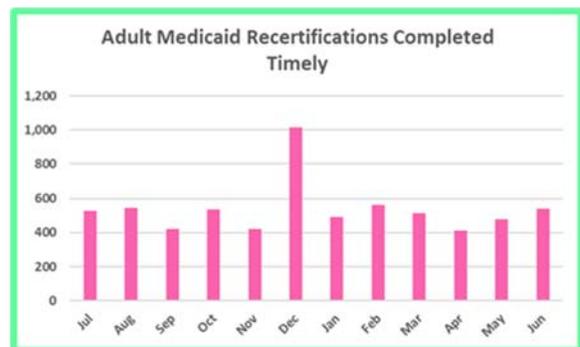
The program categories in Adult Medicaid consider the resources of an individual or couple when determining eligibility. The limits vary from as low as \$2,000 to as high as \$11,800, and the coverage group for Healthcare for Workers with Disabilities has a resource limit of \$25,728.



Countable resources can include cash, bank accounts, certificates of deposit, cash value of life insurance policies, personal property, and real property.

Adult Medicaid policies were adjusted during the COVID 19 Pandemic to reflect changes from the North Carolina Department of Health and Human Services Division of Health Benefits. Cases were automatically extended for their next certification period.

Post eligibility requirements, such as applying for potential unemployment benefits, disability, and veterans benefits, were waived. Applicants were not required to provide proof that they had applied for these additional benefits in order for their Medicaid to continue.



The goal for this program area was to organize, equip, train, and lead staff in a manner that enables them to accurately process 92% of Medicaid transactions before the maximum allowed timeframe.



Family and Children's Medicaid

Family and Children's Medicaid (FCMA) is a health insurance program for low-income individuals and families who cannot afford health care costs. Family and Children's Medicaid serves parents and children. The North Carolina Health Choice program serves children ages 6-18 who are uninsured with low income.

Family and Children's Medicaid (FCMA) includes program categories such as Medicaid for Pregnant Women; Medicaid for Infants, Children, and Families; and North Carolina Health Choice. Each of these programs has various eligibility and policy requirements.

Medicaid for Infants, Children, and Families provides medical coverage for children through age 21, their parents, or other caretaker/relatives who have children age 18 and under. The family size and the age of the child or children who are applying determine the income limits that are used. Resources are only countable for adults who apply for assistance.

North Carolina Health Choice (NCHC) is a health coverage program for uninsured low-income children from birth through age 18. To be eligible for NCHC a child cannot be eligible for full Medicaid benefits or have comprehensive private health insurance. Some families will have to pay an annual enrollment fee of \$50 per child, not to exceed \$100 per family, depending on their income.

During the coronavirus pandemic this year, the Division of Health Benefits (DHB) made the decision to waive the enrollment fees for NCHC. As of March 20, 2020, we have not collected fees for this program. Applicants are automatically enrolled in this type of coverage if they meet all other eligibility criteria.

DHB also made the decision to automatically recertify Medicaid cases as they came due for review for continued benefits due to the pandemic. This began in April of 2020. We have resumed eligibility determinations for these cases, however, Medicaid policy currently specifies that benefits cannot be reduced or terminated unless the beneficiary is deceased, has moved out of state, or requests termination of coverage.

The team is now diligently working cases due to the changes in policy and their own persistence.



The goal for FCMA was to organize, equip, train, and lead staff in a manner that enabled them to accurately process 92% of Medicaid transactions (applications and recertifications) before the maximum allowed timeframe.



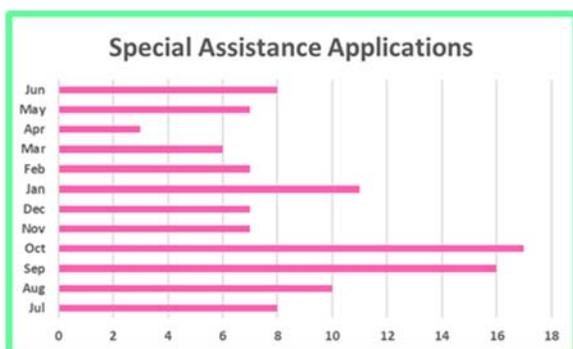
Long Term Care Medicaid & Special Assistance

Long Term Care Medicaid programs assist recipients with paying their cost of extended care in a hospital or medical facility. Special Assistance is a Supplemental Security Income (SSI) state supplement that pays cash benefits to eligible recipients who reside in licensed facilities authorized to accept SA payments. SA recipients are automatically eligible for Medicaid.

Medicaid may help pay for nursing home care and intermediate care facilities, as well as long-term care in the home. There are income limits, resource limits and transfer of asset requirements in these programs.

Long Term Care and Special Assistance (LTC/SA) Medicaid programs have varying eligibility requirements. Each program has a separate manual (or policy) and set of rules that directs its administration.

Randolph County DSS has one Long Term Care Medicaid and Special Assistance Unit that takes applications, processes applications, and completes re-certifications specifically for these programs. This specialization is required due to the complexity of the program area.



During COVID 19, we have been unable to serve the public in person, however applications for assistance are easily available. Medicaid applications can be completed by phone, fax, email and drop box. They can also be completed online.

Applications are available in the agency lobby so that those interested in applying can pick up a packet and return it to us. Typically, Special Assistance applications must be made in person, but at this time, we are able to accept applications electronically or by mail.



The LTC Medicaid Program goal for SFY 2019 – 2020 was to organize, equip, train, and lead staff in a manner that enabled them to accurately process 92% of transactions (applications and re-certifications) before the maximum allowed timeframe.

Our goal for the SA Program in 2019-2020 was to process 85% of Special Assistance applications and recertifications before the maximum allowed timeframe.

Child Placement and Adult Services Division

The Child Placement and Adult Services Division provides social work services that can be non-voluntary, voluntary, or need and income based depending on the program and service being provided. Division services include *Adult Protective Services, Guardianship, Monitoring of Adult Care Homes, Protective Payee Services, CPS In-Home Services, Foster Care, Foster Home Licensing, and Adoptions.*



Toni Welch, Administrator



**Heather Thomas
Adoptions**



**Hope Jenks
Foster Care**



**Lisa Stern
Foster Care**



**Melody Cummings
CPS In-Home SVS**



**Tanya Sheek
Combo: CPS-IHS / FC**



**Wendie Emerson
Adult Services**

Adoptions

The primary purpose of adoption is to help children whose parents are incapable of providing parental care responsibilities to legally become free for adoption through termination of the parents parental rights, or through a voluntary relinquishment of parental rights by the parents.

As our Country faced the COVID-19 pandemic, our child welfare staff were on the front lines keeping children safe and achieving permanency for children who are free for adoption.

The adoptions team consist of three adoption social workers whose primary focus is to facilitate and complete adoptions for children that are free for adoption in Randolph County DSS custody.

Randolph County Department of Social Services carried a monthly average of 33 children who were legally free for adoption and successfully completed 33 adoptions in SFY 2019-2020, an increase of 6 adoptions from the previous fiscal year.



Additionally, our agency received \$17,989 in Adoption Promotion Funds (APP). APP is a one time, year-end, proportional funding allocation for child welfare agencies that exceed a predetermined federal baseline or complete adoptions of teens and/or sibling groups of three or more placed together for adoption.



The recruitment and licensing unit licensed 13 new foster families in Randolph County who will provide temporary love and care for children in the agency's custody. These families are essential in maintaining birth family and home community connections for foster children.

Goals for SFY 2020 – 2021 are to organize, equip, train, and lead staff in a manner that enables them to accurately meet and /or exceed the baseline number of adoptions set for Randolph County; increase the number of licensed foster homes by five (5) additional homes and retain 90% of licensed Randolph County foster families monthly.



Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

RANDOLPH COUNTY DSS PRESS RELEASE: November 2019

“November is National Adoption Month”

National Adoption Month is an initiative sponsored by the Children's Bureau, in partnership with AdoptUSKids and Child Welfare Information Gateway. Each November, National Adoption Month brings awareness to the needs of children and youth waiting for a "forever family."

Randolph County Department of Social Services (DSS) has specific needs for homes that are able to take teenagers, or sibling sets of two or more, or children who have special needs. DSS currently has 140 children in foster care, 31 of those are legally free for adoption.

The Randolph County Board of Commissioners approved a proclamation at their meeting on November 4 declaring November 2019 as Adoption Awareness Month in Randolph County urging citizens to recognize and support this observance.

Randolph County DSS is pleased to be graduating eight new foster/adoptive families this month. However, more are needed. The department desires to train, equip and support enough quality families in our community so that no child in foster care has to be placed outside of their home county.

Randolph County DSS has scheduled an informational session on December 5, 2019 at 6:00 PM at Randolph County Social Services, 1512 North Fayetteville Street, Asheboro, NC to promote awareness and the need for foster and adoptive homes. We hope that those interested will attend the session to find out more about this ever-growing need in the community and eventually accept the challenge of becoming a Randolph County foster/adoptive home.

Adoption awareness ribbons and informational materials are available at Randolph County DSS. Anyone interested in these materials or setting up a display should call 336-683-8036.

Do you want to make a difference in a child's life by becoming a foster and/or adoptive parent? Contact a Foster Care Licensing Social Worker at your local DSS. In Randolph County call 336-683-8062 or email foster.adopt@randolphcountync.gov today. For more information, visit: <https://www.childwelfare.gov/topics/adoption/> or the Randolph County website at: <http://www.randolphcountync.gov/Departments/Social-Services>

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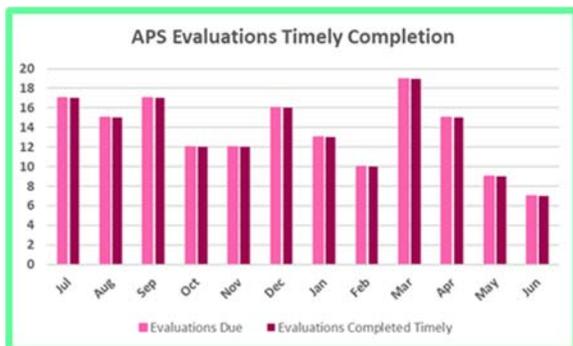
Adult Protective Services

Protective Services for Adults is a multifaceted service developed to assist adults with disabilities which has incapacitated them to the point they are unable to care for themselves, have no one available to assist them in their care, and are subject to abuse, neglect, or exploitation. Article 6, Chapter 108A of North Carolina General Statutes requires that county departments of social services perform certain activities for disabled adults who are alleged to be abused, neglected or exploited and in need of protective services.

In State Fiscal Year (SFY) 2019 – 2020, the Randolph County Department of Social Service (DSS) received 290 Adult Protective Services referrals of which 163 were accepted for evaluation. This is an increase of 19 from the previous fiscal year.

Disabled adults in need of protection are eligible regardless of their income.

All abuse, neglect and exploitation evaluations were completed timely and met agency and State performance measurements.



DSS was representative payee for an average of 41 adults per month, completing paperwork to administer their funds that support their basic needs.

Additionally, DSS was guardian for an average of 42 adults per month in fiscal year 2019-2020. On the last day of the fiscal year DSS was guardian for 47 individuals that are

deemed incompetent by the court and unable to make appropriate decisions for themselves.

The Adult Services Unit monitors licensed Adult Care Homes in Randolph County. Currently, Randolph County has eleven licensed homes being monitored by the agency.

Ongoing quarterly monitoring of the homes was suspended by the State, due to COVID-19, to ensure safety of the residents. Complaint investigations received on those homes have continued to be investigated, however alternative measures to the onsite monitoring have now included phone and virtual interviews and facility records being scanned/mailed/or emailed to DSS for review.

In SFY 2019-2020 the Adult Services area experienced 50% turnover in critical areas of the Adult Services programs; APS, APS intake/adult daycare and adult care home specialist. This impact to the staff created increased work assignments outside their field of expertise and high caseloads.

The Adult Services goal for SFY 2019- 2020 is to organize, equip, train, and lead staff in a manner that enables them to accurately complete 93% of APS evaluations three days before the maximum allowed timeframe.

SOCIAL SERVICES						Department				
Child Placement and Adult Services						Division				
Adult Services						Service Area				
Performance Measures										
For the Fiscal Year: 2019-2020										
	Prior Years Totals				2019-2020 Fiscal Year					
	2015-16 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Estimated	2019-2020 Actual Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June
Adult Services										
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately complete 95% of APS evaluations involving allegations of abuse and neglect within 30 days of the report and complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.</i>										
Percent of abuse/neglect referrals completed within 30 days	93%	91%	85%	95%	95%	100%	100%	100%	100%	100%
Percent of exploitation referrals completed within 45 days	86%	94%	89%	95%	95%	100%	100%	100%	100%	100%
# of referrals accepted for abuse/neglect	99	105	115	90	90	118	32	34	33	19
# of referrals accepted for abuse/neglect completed within days	92	96	98	86	86	118	32	34	33	19
# of referrals accepted for exploitation	44	31	28	20	20	33	6	6	9	12
# of referrals accepted for exploitation completed within 45 days	38	29	25	19	19	33	6	6	9	12
Comments:										

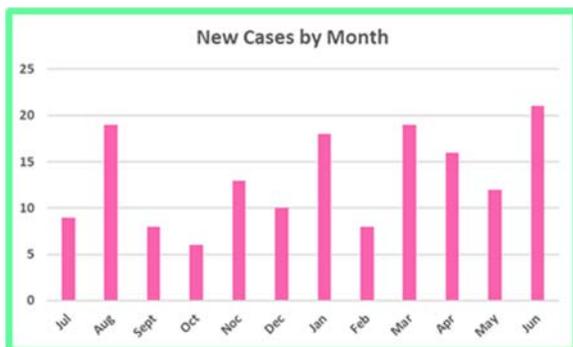
Child Protective Services In-Home Services

Child Protective Services In-Home Services are legally mandated, non-voluntary, non-income based services for families that are geared for children who have been substantiated on or found to be in need of protective services due to abuse, neglect, and/or dependency; and whom are at imminent risk of harm due to the actions of, or lack of protection by their parent, guardian, or caretaker. These specialized services are designed to protect children from future harm or risk associated with abuse, neglect, and/or dependency and helps improve the parent, guardian, or caretaker's ability to provide proper care, supervision and a safe home for the children.

The Child Protective Services (CPS) In-Home program provides services to children and their families when protection and safety issues for children have been substantiated or found to be in need of services. In-Home Services (IHS) staff have an objective to work collaboratively with families to keep children safely in their homes.

Staff worked with an average of 88 families per month. State Fiscal Year (SFY) 2019-2020 started out with 79 open cases and ended with 109 open cases as of June 30, 2020

One hundred fifty-nine (159) new cases were opened for In Home Services. Of those newly opened cases, ten children had previously received In-Home Services.



The agency faced challenges with filing noncompliance petitions for cases opened for

services more than 180 days, with little to no progress towards case closure. This step is important in achieving safety and permanency for these children, a requirement of closure for In-Home Services cases. One barrier to new petitions being filed was the impact of COVID-19 pandemic on the judicial system and the priority requirements set forth by the Chief Justice during the State of Emergency.

Additional areas of the COVID-19 pandemic impacts to In-Home Services included social work service delivery, available identified services for families in the community, and assistance from other NC DSS agencies when families and children resided out of county.

CPS In-Home Goals for SFY 2019-2020 are to organize, equip, train, and lead staff in a manner that enables them to accurately:

- Complete and file petitions on 85% of open cases open more than 180 days
- Do not exceed a maximum of seven (7) children with repeat maltreatment within 12 months of case closure

Foster Care

Foster Care is temporary substitute care provided to a child who must be separated from their parent(s), guardian(s), or caretaker(s) due to abuse, neglect, or dependency. A child placed in foster care is in the legal custody of the county Department of Social Service whom is acting as the parent on behalf of the minor child. A child may be placed in the county Department of Social Services custody by way of a court order or voluntary relinquishment of parental rights by the child's parents.

In State Fiscal Year (SFY) 2019-2020, the Randolph County Department of Social Services (DSS) saw an overall increase of children who entered foster care. On average, 149 children per month were in legal custody placed in various licensed and court approved placements.

Of these 149 children, an average of 33 children per month were free for adoption, and an average of 114 children per month were managed by the foster care social workers.

The COVID-19 pandemic presented vast challenges and changes to conducting foster care services to families. Three major impacts of COVID-19 in this area have been wearing Personal Protective Equipment (PPE) during face to face contact to include court hearings, limited court proceedings being held virtually and the suspension of court ordered face-to-face family visitations.

Additionally, supervisors and staff have incorporated virtual conferencing and meetings to ensure social distancing requirements and supervisory oversight of casework, maintaining family connections and monitoring placements for children in care are met.

Licensed placement providers received an additional \$100 per child in COVID funds for April-June 2020 enacted by the General

Assembly through Session Law 2020-4, the 2020 COVID-19 Recovery Act.

For SFY 2019-2020, the foster care staff's percentage of face-to face visitation with foster children was 99%. In addition, Randolph County DSS met the Federal and State performance measurement, 95% of face-to-face visits held in the child's placement. Randolph County has met this performance measurement each year.

Foster children who do not achieve permanence by the age of eighteen can decide to enter the 18-21 Program. This program provides social work support to the young adult to assist with achieving self sufficiency.

At the conclusion of SFY 2019-2020 10 young adults were in the 18-21 program. Receiptents of the 18-21 program were also eligible for Cares Act funding.

The Foster Care Goals for SFY 2020 – 2021 is to organize, equip, train, and lead staff in a manner that enables them to accurately complete 95% of visits face to face with foster youth monthly; maintain 20% of foster youth placements in relative or fictive kin placements; and not exceed a maximum of seven (7) foster youth re-entries within 12 months of prior case closure

SOCIAL SERVICES					Department					
Child Placement and Adult Services					Division					
Foster Care					Service Area					
Performance Measures										
For the Fiscal Year: 2019-2020										
	Prior Years Totals				2019-2020 Fiscal Year					
	2015-16 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Estimated	2019-2020 Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June
Foster Care										
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately complete 95% of visits face to face visits with foster youth monthly; no more than 8.3% re-enter foster care within 12 months of their discharge;</i>										
Percent of face to face monthly visits with foster youth	58%	87%	87%	80%	95%	99%	100%	100%	100%	99%
# of foster youth in care	75	80	80	85	120	135	106	114	119	135
# of foster youth experiencing face to face visits	7	13	6	85	114	134	106	114	119	134
Percentage of foster youth re-entries					7%	1%	0%	10%	0%	0%
# of foster youth entering care					15	74	7	10	37	20
# of foster youth who re-entered care within 12 months of their discharge					1	1	0	1	0	0%
Comments:										

Child Protection and Family Services Division

The Child Protection and Family Services Division provides social work services that can be non-voluntary, voluntary, or need and income based depending on the program and service being provided. Division services include *Child Protective Services Intake, Investigations, and Assessments; Child Care Subsidy; and Agency Transportation Coordination and Volunteer Services.*



Jaynetta Butler, Administrator



Jennifer Evans
CPS Intake



Michael LaBorde
CPS Assessments



Stephanie Issac-Fields
CPS Assessments



Walker Brown
CPS Assessments



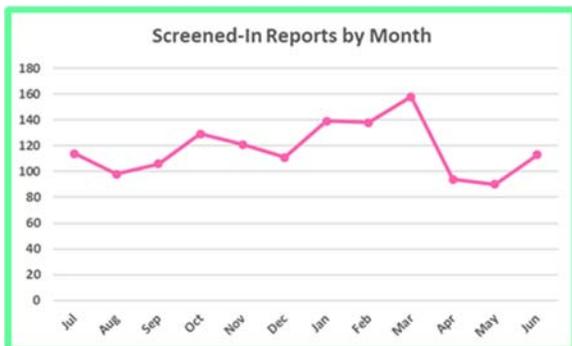
Cheryl Benford
Family Services

Child Protective Services - Assessments

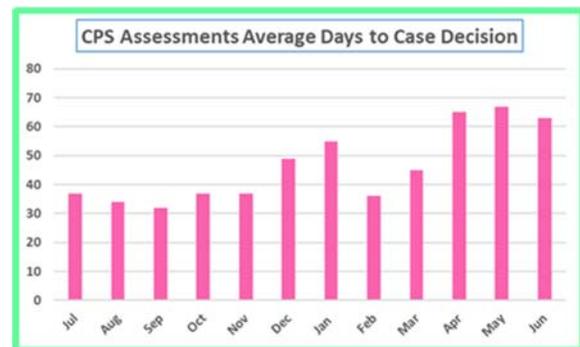
Child Protective Services (CPS) is mandated to conduct assessments of reports of suspected child maltreatment as defined in Chapter 7B of the North Carolina General Statutes. DSS receives reports of alleged abuse, neglect, or dependency from individuals within the community. In North Carolina, any person who has cause to suspect that a child is being abused or neglected, or is dependent is required by law to report their concerns to DSS. CPS has a choice of two tracks for completing CPS assessments: an investigative assessment and a family assessment track. DSS is required to provide protective services 24 hours a day, 7 days a week.

The child protective services intake social workers staffing the CPS Hot Line at 336-683-8200 receive reports of possible child abuse, neglect and/or dependency. After hours, these reports come into the 911 system. Should a report be screened-in (accepted), a case is established and assigned to a CPS social worker for an assessment.

In SFY 2019-2020, Randolph County Department of Social Services (DSS) accepted 1,411 reports for investigation or assessment. DSS has averaged 60 screened-in reports a year for sexual abuse.



In both Investigative and Family assessments, the social worker completes a safety assessment and safety plan when they first make contact with the family. Also in both assessments tracks, social workers are required to make a case decision within 45 calendar days.



Retention and recruitment efforts for CPS staff included approval of a retention bonus plan that requires staff to work a specified number of years to meet bonus eligibility.

COVID-19 had a direct impact on CPS work practices and outcomes. The staff are required to make face-to-face contact with children and family as well as home visits to assess safety. The staff were prepared with personal protection equipment and modified processes to ensure safety of children was maintained despite pandemic threats.

CPS Goals for SFY 2020-2021 are to organize, equip, train, and lead staff in a manner that enables them to accurately initiate 95% of all screened-in reports within the required timeframe and complete Child Protective Services Family and Investigative Assessment within an average of 44 days.

SOCIAL SERVICES										Department	
Child Protection and Family Services										Division	
Child Protective Services										Service Area	
Performance Measures											
For the Fiscal Year: 2019-2020											
	Prior Years Totals				2019-2020 Fiscal Year						
	2015-16	2016-2017	2017-2018	2018-2019	2019-2020	2019-2020	Actual for the Quarter Ended				
	Actual	Actual	Actual	Estimated	Estimated	Actual to date	September	December	March	June	
Child Protective Services											
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately complete Child Protective Services assessments an average of 1 day before the maximum allowed timeframe and initiate 95% of screened in CPS reports within maximum allowed timeframe</i>											
Average # days to complete investigation/assessment	66	101	64	44	44	40	34	41	45	63	
% of CPS Assessments initiated within the maximum					95%	90%	89%	95%	85%	93%	
Comments:											

Family Services

Child Care

Subsidized child care services assist families with poverty level incomes so they can afford child care services which offer a quality early childhood education and therefore, will increase the chances for children to be healthy and succeed socially and academically.

Transportation

Transportation is a combination of staff and volunteers that schedule Medicaid transportation and transportation for Child Welfare. Child Welfare transportation includes transport to/from court ordered supervised visitation and/or medical appointments. Staff also assist in the supervision of court ordered visits.

An average of 905 children in Randolph County received subsidized child care during the year including 113 Smart Start children for which DSS provided administrative services. Non-Smart Start child care spending supported 792 children totaling \$5,286,857. By year's end 99% of the amount allocated was spent.



The COVID-19 Pandemic significantly impacted subsidized child care, resulting in the establishment of Emergency Subsidy child care for essential workers, those with emergency child care needs and families under the 300% poverty level. Child Care Providers who remained open were required to submit to application to The Department of Child Development and Early Education (DCDEE) to be determined as an Emergency Provider and receive funding. DSS was not responsible for handling these applications or funds. DCDEE handled this process directly.

All Randolph County providers participated. Providers were paid from March to May for services at the rate they reported in the month of

February regardless of the number of children in the center.

Further in March child care teachers received a monthly bonus of \$300 and \$150 for part time teachers. Non-teaching full time staff received \$150 and part time non-teaching staff received \$100. During the months of April and May the monthly bonus increased to \$950 for full time teachers and \$475 for part time teachers. Non-teaching full time staff increased \$525 and part time staff received \$262.

Other support for families included parent fees being waived April – July 2020 and paid to providers through DCDEE direct payments.

The Family Services Supervisor served as a Feeding Program Coordinator in conjunction with the Public Health Emergency Operations Center beginning in April 2020 to address the community's challenge of food supply for citizens under quarantined or stay at home orders. As a part of that work a Randolph County Food Assistance Resource Guide was created and share with community agencies.

The Family Services SFY 2019–2020 goal is to organize, equip, train, and lead staff in a manner that enables them to accurately complete child care subsidy applications within 10 days of receipt of required client documents and process 98% of recertifications within 10 days of receipt of required client documents and use 99.5% of annually allocated funds for eligible children.

SOCIAL SERVICES					Department					
Child Protection and Family Services					Division					
Child Care and Family Services					Service Area					
Performance Measures For the Fiscal Year: 2019-2020										
	Prior Years Totals				2019-2020 Fiscal Year					
	2015-16 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Estimated	2019-2020 Actual Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June
Child Care & Family Services										
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately complete child care subsidy applications 10 days prior to the maximum allowed timeframe and all recertification's completed on or before the maximum allowed timeframe and use 99.5% of annually allocated funds for eligible children.</i>										
Percent of childcare subsidy applications completed in 10 days.	100%	100%	100%	100%	98%	96%	96%	96%	95%	100%
# of childcare subsidy applications taken	515	434	310	450		491	193	125	173	35
# of childcare applications completed in 20 days	515	434	310	450		470	185	120	165	35
Percent of childcare subsidy recertifications completed on or before the maximum allowed timeframe.	83%	100%	100%	98%	98%	96%	96%	95%	96%	100%
# of childcare recertifications due	656	536	527	550		591	284	167	140	24
# of childcare recertifications processed on or before the last day of the certification end date	543	536	527	539		566	272	159	135	24
Percent of annual allocated funds used for eligible children.	98%	99%	91%	100%	99.5%	92%	95%	90%	92%	107%
Target dollars	\$4,084,557	\$4,350,961	\$4,320,326	\$4,297,011	4,443,203	\$4,043,792	\$1,299,411	\$1,285,435	\$1,458,946	\$1,455,660
Actual Spent	\$4,009,512	\$4,297,475	\$3,933,027	\$4,275,526	4,420,987	\$3,731,714	\$1,232,400	\$1,158,803	\$1,340,511	\$1,555,143
Comments:										



Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

PRESS RELEASE

“\$5.2 MILLION SPENT ON CHILD CARE SUBSIDY IN RANDOLPH COUNTY”

Randolph County Department of Social Services (DSS) administers childcare subsidy funds for the citizens of Randolph County using a combination of state and federal funds allocated by the North Carolina Division of Child Development. North Carolina has one of the highest rated of working parents with young children and across the state 82% of the children receiving services are because their parents are working. North Carolina currently provides subsidized child care to 69,133 children of which 1,054 live in Randolph County.

The goal is to serve as many eligible children as possible with the funds available. As of July 2019, Randolph County had 5,741 children potentially eligible for child care subsidy services. The \$5.2 million spent on child care last fiscal year only served about 18% of the potentially eligible population in Randolph County. Funding for the current fiscal year is expected to be a little over \$5 million.

The provision of subsidized child care services means that some families with poverty-level incomes can afford child care services which offer a high quality early childhood education while the parent or caregiver continues to work. This critical support increases the chances for children to be healthy and succeed socially and academically while allowing the parents to be more focused on the job and become better employees.

To qualify for the child care subsidy program, a family must meet both situational and financial criteria. Parents are required to pay a portion of the child care cost based on the income that the family earns.

NC Child Care Subsidy Policy changes during fiscal Year-2018-2019 are aimed at increasing the continuity of child care for families. Some of those changes will affect the length of time children can remain eligible for care which will impact the number of children on waiting lists across the state. As children receive care for longer periods of time the number of children that can be serviced decreases.

If you have questions about the Child Care Subsidy Program, call or visit your local county DSS. In Randolph County call 336-683-8010. You can also visit: <http://www.co.randolph.nc.us/dss/> or the state web site at: <http://ncchildcare.dhhs.state.nc.us>.

P.O. Box 3239, Asheboro, North Carolina 27204

www.randolphcountync.gov/Departments/Social-Services

Serving by empowering, protecting, educating, and promoting stability.

Legal and Support



Melissa Livesay

Attorneys



Chrystal Kay



**Training Officer
Meghan Kology**



**Quality Improvement
Stephanie Grabusky**



**Administrative Support
Julie Gray**



**IT
Patrick Skelly**

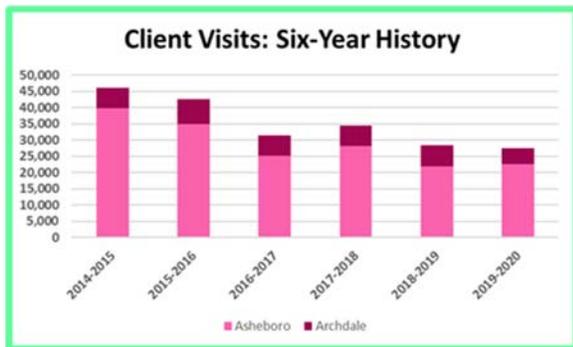
Administrative Support

The Administrative Support Unit manages ancillary programs and provides administrative support to the operational divisions within Randolph County Department of Social Services (DSS). Support areas include initial public contact for programs, CPS and APS background checks, records management, information storage, mail processing and preparation, physical and operational security, and housekeeping.

By the close of SFY 2019-2020 on June 30, 2020, reception at both the Asheboro main office and the Archdale outpost recorded a total of 27,427 client visits entering the workflow.

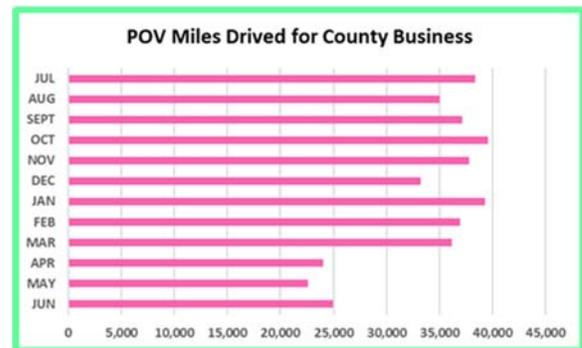


Another 14,685 clients contacts were recorded. These contacts did not enter the workflow and were assisted by reception only.



A total of \$42,075 was spent on postage for out-going mail and there was a total of 37,005 pieces of in-bound mail scanned and distributed to staff.

Staff logged 405,003 privately owned vehicle miles driven on official county business.



The annual personnel turnover rate decreased by 6% to 13%. Twenty-four people of the 187 positions departed during the year. The turnover rate for the past two years was 25% in SFY 2017-2018 and 19% in SFY 2018-2019.

Turnover and time taken to hire replacements resulted in a work-hour capacity ratio of 97% for the year missing the goal of 98% but a full percentage point above the previous year.

For the sixteenth consecutive year Randolph County Department of Social Services received the Safety Gold Award from the North Carolina Department of Labor.

The 2020-2021 goal for the Administrative Support Unit is to answer 95% of the calls from the public on the agency operator phone line.

SOCIAL SERVICES						Department				
Administrative						Division				
Support						Service Area				
Performance Measures										
For the Fiscal Year: 2019-2020										
	Prior Years Totals				2019-2020 Fiscal Year					
	2015-16 Actual	2016-2017 Actual	2017-2018 Actual	2018-2019 Actual	2019-2020 Estimated	2019-2020 Actual Year to date	Actual for the Quarter Ended September	Actual for the Quarter Ended December	Actual for the Quarter Ended March	Actual for the Quarter Ended June
Support										
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately answer 95% of calls from the public on the agency operator phone line before the call is abandoned.</i>										
Answer Rate (calls answered / calls offered)				89%	95%	93%	91%	93%	89%	98%
# of operator calls answered (before abandoned)				21,742	23,275	22,903	5,844	6,023	5,761	5,275
# of operator calls offered				24,406	24,500	24,732	6,421	6,449	6,477	5,385
<i>Goal: Organize, equip, train, and lead staff in a manner that enables them to accurately conduct staff development so that 95% of child welfare staff successfully complete a competency based on-boarding and training program within 9 months of hire date.</i>										
Development Percentage (# completed /# due completion)				38%	95%	80%	75%			100%
# staff completed within nine months				5	18	4	3	0	0	1
# staff due completion (hired nine months)				13	19	5	4	0	0	1
Comments:										

Information Technology Administration

The DSS IT staff gives immediate assistance to DSS workers with whatever technological problems they may be having, and helps workers use the technological resources that are available to them, to allow them to work more efficiently and securely. In addition to maintaining the many systems already in place, the IT staff is continually developing and implementing new technologies, systems and procedures for DSS staff and administration to increase efficiency and accuracy.

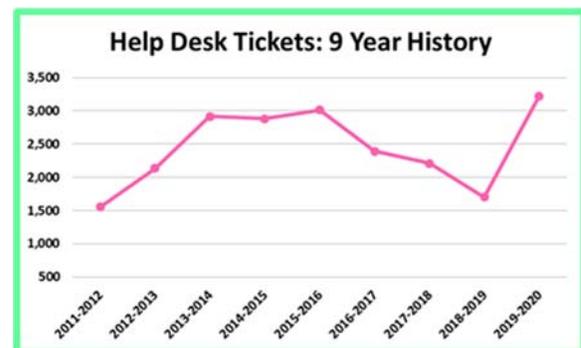
A major focus of the work of Information Technology is, in the most simplest of terms, keeping staff connected; connected to each other, the internet, and most importantly to the state's NC FAST and mainframe data systems.

The 1st and 2nd quarters of the fiscal year saw the completion of our video system upgrade to a network-based IP camera system. The new system allows access for designated users to see agency cameras based on their needs and has a much more responsive and easy-to-use playback and export interface. The County also migrated to a new help-desk software that DSS IT uses to manage user requests for help, and tasks assigned to us.

The major focus of the 3rd and 4th quarters of this fiscal year was implementing a workforce shift from in the office to working from home, and then returning that workforce back to the office. Data security is always of paramount importance, and configuring remote worker connectivity through the County Virtual Private Network (VPN) was a major undertaking. Eighty to 85 DSS Staff members have laptops on docking stations, and had prior experience working remotely. Another 80-85 staff members have desktop PCs that needed to be configured to "work from home," and after a measured but swift-paced transition, DSS IT supported up to 170 remote workers in April and May.

In June, we began the transition of workers back to the office, and also into the County's Business Continuity Center in a manner that allows workers more spacing to avoid spreading COVID-19. All those PC users "working from home" have returned to the office, and the movement to, and configuration of new workspaces within county buildings will continue for the foreseeable future.

In fiscal year 2019-2020, a total of 2,671 helpdesk tickets were closed successfully and 88% were closed within 8 business hours. 74% were closed within 1 hour or less.



Other technology-related projects already underway this coming fiscal year involve the use of iPads and FaceTime to communicate with clients "one-on-one" instead of "face-to-face" at the agency to prevent transmission of COVID-19.

Legal

The DSS Legal Unit provides the highest quality legal services to the staff in Child Welfare, Adult Services, and Income Maintenance Programs.

The legal team strives to further the agency's goal of protecting and promoting the safety and welfare of our community's most vulnerable citizens via effective advocacy inside and outside of the courtroom. This requires coordination and effective communication with the social work staff, administration, the Court, the Clerk of Court's office, the Parents' Bar, the Guardian ad Litem Program, and Foster Parents.



At the close of State Fiscal Year (SFY) 2019-2020 the DSS Legal Unit had prepared 761 court orders, which represents a 34% increase from the number of orders prepared in SFY 2018-2019. The Legal Unit attributes this in part to the increased number of hearings made possible by the addition of one new court date per month, which began at the end of SFY 2018-2019.

In SFY 2019-2020, the Legal Unit also filed 129 motions (34% increase from the number filed in SFY 18-19); prepared 34 Termination of Parental Rights (TPRs) motions (26% increase from the number prepared in SFY 18-19), filed 83 child protection petitions (15% increase from the number filed in SFY 18-19), and performed 20 adult service hearings.

Between March and June 2020, the North Carolina Supreme Court entered an order that limited the hearings which could proceed in Juvenile Court due to the COVID-19 pandemic. During this time, the Legal Unit collaborated with District Court Judges, the Randolph County Clerk's Office, and other court partners to promote the safety of families, children, and staff by creating a plan for remote participation in court hearings. The Information Technology Unit provided substantial assistance to the Legal Unit in the execution of this plan.

The Legal Unit was pleased to offer trainings for social work staff related to court and legal issues, to include a training on court fundamentals and on how legal proceedings in child welfare cases are initiated.

At the conclusion of SFY 2019-2020, the Legal Unit was grateful to receive approval for the addition of a Paralegal position. The Paralegal will provide much needed support in the areas of legal drafting and trial preparation during the coming year.



Quality and Training Unit

The Quality and Training Unit's purpose is to design, implement, monitor and evaluate a coherent and effective quality improvement and staff development system. The primary focus of the unit is to do things better and meet the training needs of the staff in order to continuously improve the delivery of government social services while being more efficient, more cost effective, more timely, and more professional..."being GREAT, whatever it ethically takes."

Individuals in the Social Worker Trainee program continue to learn and apply the elements of child welfare services while under the direction of the Training Officer. During State Fiscal Year (SFY) 2019-2020, the agency hired two of the social worker trainees to be full-time social workers.

Approximately seven new CPS social workers completed the onboarding process during the SFY 2019-2020. This process has been essential with equipping staff to provide quality, efficient and effective services to the citizens of Randolph County.

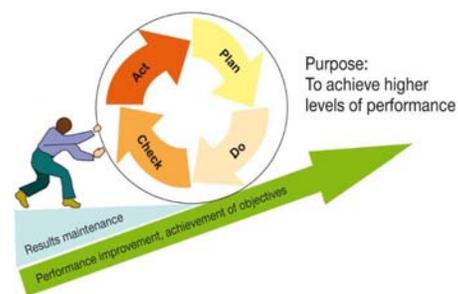


The Medicaid training program provided training to three new employees and facilitated in-service training for seasoned staff. The trainer provided support to the staff by answering questions related to policy and NC FAST. Additionally, the trainer began developing a training program for the long-term care Medicaid program.

During SYF 2019-2020, the Systems Trainer continued to facilitate training in the areas of Work First, Food and Nutrition Services and Energy Assistance. The trainer serves as a liaison between the caseworkers and NC FAST. The systems trainer reviewed 885

Medicaid and FNS cases due to processing issues within NC FAST. Of those 885 cases, the trainer fixed 585 or 66% of the cases without needing assistance from the NC FAST Helpdesk. This decreased the length of time individuals waited for their cases to be processed.

The Quality Improvement program has made great strides this year. The process of requesting and tracking background checks goes through the Quality Improvement team. The average number of background checks completed for child welfare is 390 per month. By having one centralized point of contact, the social workers receive the checks in a timely manner. This improves the quality of assessments made by our social workers.



The goals for the Quality and Training Unit are to conduct staff development so that 95% of child welfare staff successfully complete a competency-based onboarding a training program within nine months and expand the Quality Improvement program to all areas of Child Welfare.

Budget Performance



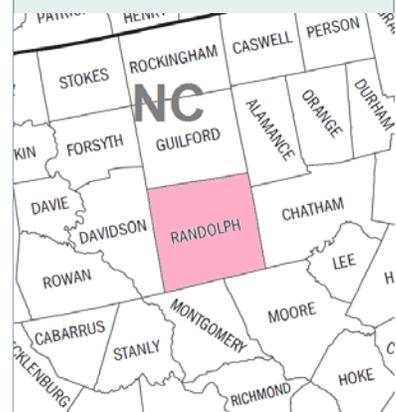
Budget Performance Report

Budget Report.

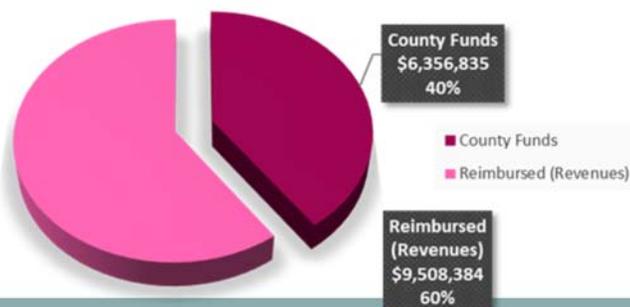


2019—2020 Budget Performance

County Contribution to DSS Budget (as Amended):	\$8,977,708
Revenues	\$8,611,526
Revenues to be posted (as of 8/10/2020)	\$896,859
Total Revenues	\$9,508,385
Expenses	\$15,864,927
Expenses to be posted (as of 8/10/2020)	\$293
Total Expenses	\$15,865,220
Revenues minus Expenses	(\$6,356,835)
Funds Carried Forward to 2020 - 2021	(\$403,003)
Adoption Enhancement Funds:	(\$39,745)
Adoption Fees:	(\$15,698)
SaaS - State and County	(\$18,932)
Staff Recruitment	(\$5,000)
Buildings	(\$37,000)
Attorney Services - DSS	(\$9,000)
P Card Encumbrance	(\$15,500)
Furniture and Fixtures	(\$15,000)
Scanning/Shreding of Paper Files	(\$10,000)
Legal Hold: Medicaid Professional Services	(\$80,000)
Attorney Services - CPS In-Home Services	(\$15,000)
Child Welfare Part Time Salaries for Services	(\$103,128)
Purchase of Vehicle	(\$39,000)
DSS Contribution to County Fund Balance for 2019-2020:	\$2,217,870



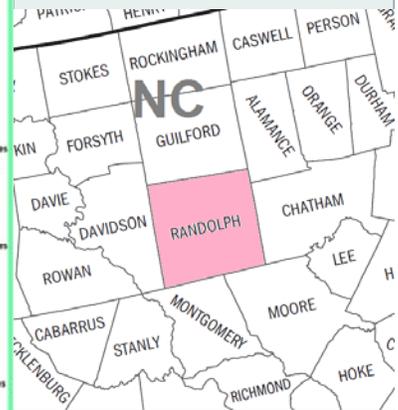
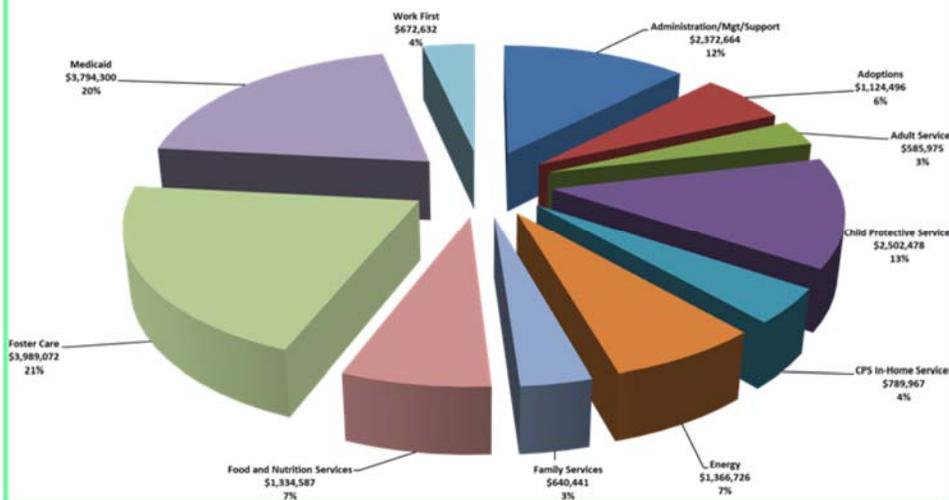
Source of Revenue 2019-2020





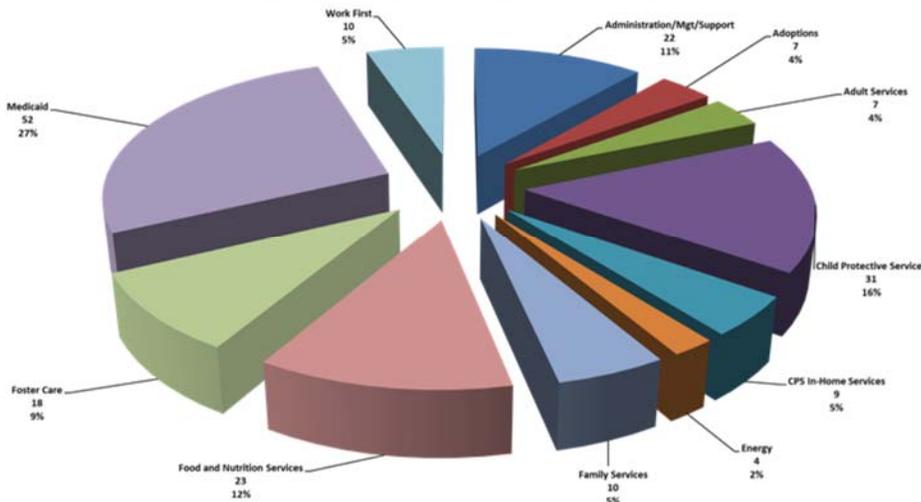
2020—2021 Financials

DSS Budget: FY 2020 - 2021: \$19,173,338



**Carry Forward \$403,003 from 2019-2020.
\$19,173,338 Amended Budget as of August 10, 2020**

DSS PEOPLE: FY 2020 - 2021: 193 Funded Positions



Budget Performance Report

Date Range 07/01/19 - 06/30/20

Include Rollup Account and Rollup to Account

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
Fund 10 - General Fund									
REVENUE									
Department 72 - Social Services									
Division/Service 7201 - Managerial									
340									
340-001	County Welfare Administration	7,262,219.00	20,828.00	7,283,047.00	929,710.56	.00	7,130,132.19	152,914.81	98
340-007	CSE Shares- AFDC, IV-E, & SFHF	20,000.00	.00	20,000.00	5,687.87	.00	23,340.67	(3,340.67)	117
340 - Totals		\$7,282,219.00	\$20,828.00	\$7,303,047.00	\$935,398.43	\$0.00	\$7,153,472.86	\$149,574.14	98%
380									
380-001	Miscellaneous Revenue	.00	.00	.00	2,547.50	.00	31,782.35	(31,782.35)	+++
380 - Totals		\$0.00	\$0.00	\$0.00	\$2,547.50	\$0.00	\$31,782.35	(\$31,782.35)	+++
Division/Service 7201 - Managerial Totals		\$7,282,219.00	\$20,828.00	\$7,303,047.00	\$937,945.93	\$0.00	\$7,185,255.21	\$117,791.79	98%
Division/Service 7231 - Medicaid									
362									
362-601	NC Health Choice Fees	45,000.00	.00	45,000.00	(100.00)	.00	31,355.00	13,645.00	70
362 - Totals		\$45,000.00	\$0.00	\$45,000.00	(\$100.00)	\$0.00	\$31,355.00	\$13,645.00	70%
Division/Service 7231 - Medicaid Totals		\$45,000.00	\$0.00	\$45,000.00	(\$100.00)	\$0.00	\$31,355.00	\$13,645.00	70%
Division/Service 7241 - Child Care and Family Services									
340									
340-049	Child Care - United Way	.00	30,550.00	30,550.00	6,975.00	.00	27,434.00	3,116.00	90
340-052	Title XIX Transportation	240,000.00	.00	240,000.00	7,360.54	.00	104,026.67	135,973.33	43
340 - Totals		\$240,000.00	\$30,550.00	\$270,550.00	\$14,335.54	\$0.00	\$131,460.67	\$139,089.33	49%
380									
380-334	Miscellaneous - Child Day Care Fraud	2,400.00	.00	2,400.00	100.00	.00	2,364.00	36.00	98

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
380 - Totals		\$2,400.00	\$0.00	\$2,400.00	\$100.00	\$0.00	\$2,364.00	\$36.00	98%
Division/Service 7241 - Child Care and Family Services Totals		\$242,400.00	\$30,550.00	\$272,950.00	\$14,435.54	\$0.00	\$133,824.67	\$139,125.33	49%
Division/Service 7251 - Adoption and Home Finding									
340									
340-062	Adoption Vendor Payments	93,750.00	.00	93,750.00	9,596.25	.00	34,568.35	59,181.65	37
340 - Totals		\$93,750.00	\$0.00	\$93,750.00	\$9,596.25	\$0.00	\$34,568.35	\$59,181.65	37%
360									
360-061	Adoption Enhancement Rewards	.00	.00	.00	17,989.00	.00	17,989.00	(17,989.00)	+++
360-063	Adoption Fees	.00	.00	.00	.00	.00	7,200.00	(7,200.00)	+++
360 - Totals		\$0.00	\$0.00	\$0.00	\$17,989.00	\$0.00	\$25,189.00	(\$25,189.00)	+++
Division/Service 7251 - Adoption and Home Finding Totals		\$93,750.00	\$0.00	\$93,750.00	\$27,585.25	\$0.00	\$59,757.35	\$33,992.65	64%
Division/Service 7253 - Foster Care									
340									
340-054	IV-E Max - Admin	484,389.00	.00	484,389.00	31,621.64	.00	269,738.99	214,650.01	56
340-057	SFHF Max	113,694.00	.00	113,694.00	14,640.25	.00	149,454.61	(35,760.61)	131
340-058	IV-E Max	304,329.00	.00	304,329.00	8,855.02	.00	116,714.01	187,614.99	38
340-059	SFHF SBR	91,578.00	.00	91,578.00	8,266.82	.00	91,408.92	169.08	100
340-060	IV-E SBR	572,630.00	.00	572,630.00	38,997.62	.00	419,279.99	153,350.01	73
340-066	Links - Special Revenue	25,000.00	.00	25,000.00	.00	.00	2,715.24	22,284.76	11
340-069	SFHF & IV-E Max	21,192.00	.00	21,192.00	284.86	.00	10,605.18	10,586.82	50
340-070	Extended Foster Care	125,000.00	.00	125,000.00	13,279.80	.00	141,416.72	(16,416.72)	113
340 - Totals		\$1,737,812.00	\$0.00	\$1,737,812.00	\$115,946.01	\$0.00	\$1,201,333.66	\$536,478.34	69%
Division/Service 7253 - Foster Care Totals		\$1,737,812.00	\$0.00	\$1,737,812.00	\$115,946.01	\$0.00	\$1,201,333.66	\$536,478.34	69%
Department 72 - Social Services Totals		\$9,401,181.00	\$51,378.00	\$9,452,559.00	\$1,095,812.73	\$0.00	\$8,611,525.89	\$841,033.11	91%
REVENUE TOTALS		\$9,401,181.00	\$51,378.00	\$9,452,559.00	\$1,095,812.73	\$0.00	\$8,611,525.89	\$841,033.11	91%
EXPENSE									
Department 72 - Social Services									
Division/Service 7201 - Managerial									
401									
401-000	Salaries and Wages	652,704.00	5,414.00	658,118.00	55,051.04	.00	656,968.54	1,149.46	100

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
401	Totals	\$652,704.00	\$5,414.00	\$658,118.00	\$55,051.04	\$0.00	\$656,968.54	\$1,149.46	100%
415									
415-000	Other Taxable Compensation	50.00	.00	50.00	.00	.00	17.00	33.00	34
415	Totals	\$50.00	\$0.00	\$50.00	\$0.00	\$0.00	\$17.00	\$33.00	34%
421									
421-000	FICA Expense	49,942.00	261.00	50,203.00	4,005.22	.00	47,729.11	2,473.89	95
421	Totals	\$49,942.00	\$261.00	\$50,203.00	\$4,005.22	\$0.00	\$47,729.11	\$2,473.89	95%
431									
431-000	Health Insurance	88,440.00	(3,300.00)	85,140.00	6,800.00	.00	81,600.00	3,540.00	96
431	Totals	\$88,440.00	(\$3,300.00)	\$85,140.00	\$6,800.00	\$0.00	\$81,600.00	\$3,540.00	96%
432									
432-601	Health Insurance-DSS	72,775.00	.00	72,775.00	3,400.00	.00	52,530.00	20,245.00	72
432	Totals	\$72,775.00	\$0.00	\$72,775.00	\$3,400.00	\$0.00	\$52,530.00	\$20,245.00	72%
441									
441-000	Retirement-Local	57,629.00	1,608.00	59,237.00	4,960.08	.00	59,192.81	44.19	100
441	Totals	\$57,629.00	\$1,608.00	\$59,237.00	\$4,960.08	\$0.00	\$59,192.81	\$44.19	100%
442									
442-000	401K Local Retirement	11,525.00	68.00	11,593.00	968.44	.00	11,573.43	19.57	100
442	Totals	\$11,525.00	\$68.00	\$11,593.00	\$968.44	\$0.00	\$11,573.43	\$19.57	100%
501									
501-620	Finger Printing	350.00	.00	350.00	.00	.00	.00	350.00	0
501-621	Interpretation Fees	5,000.00	.00	5,000.00	120.65	.00	486.88	4,513.12	10
501-624	Prof. Witness Fees	8,500.00	.00	8,500.00	.00	.00	400.00	8,100.00	5
501-628	Paternity Testing	3,200.00	.00	3,200.00	174.00	1,431.00	1,769.00	.00	100
501-629	Drug & Alcohol Testing-Client-County	48,000.00	8,000.00	56,000.00	5,954.00	.00	53,264.00	2,736.00	95
501-630	Psychological Evaluations	7,500.00	2,250.00	9,750.00	1,687.50	675.00	9,075.00	.00	100
501-663	Shredding	12,500.00	.00	12,500.00	150.00	.00	1,030.00	11,470.00	8
501	Totals	\$85,050.00	\$10,250.00	\$95,300.00	\$8,086.15	\$2,106.00	\$66,024.88	\$27,169.12	71%
503									
503-607	Attorney Services-DSS	4,000.00	21,949.00	25,949.00	1,512.21	3,017.79	10,305.66	12,625.55	51

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
	503 - Totals	\$4,000.00	\$21,949.00	\$25,949.00	\$1,512.21	\$3,017.79	\$10,305.66	\$12,625.55	51%
504									
504-600	Board Expenses	3,400.00	.00	3,400.00	532.64	.00	1,814.75	1,585.25	53
	504 - Totals	\$3,400.00	\$0.00	\$3,400.00	\$532.64	\$0.00	\$1,814.75	\$1,585.25	53%
521									
521-010	Travel - County	1,668.00	.00	1,668.00	177.55	.00	1,192.70	475.30	72
521-631	Travel - DSS	12,400.00	(250.00)	12,150.00	223.91	.00	11,167.43	982.57	92
	521 - Totals	\$14,068.00	(\$250.00)	\$13,818.00	\$401.46	\$0.00	\$12,360.13	\$1,457.87	89%
524									
524-618	Training Costs - DSS	100.00	.00	100.00	.00	.00	.00	100.00	0
	524 - Totals	\$100.00	\$0.00	\$100.00	\$0.00	\$0.00	\$0.00	\$100.00	0%
531									
531-613	Office Supplies - DSS	70,000.00	(50,019.00)	19,981.00	1,054.44	.00	14,195.23	5,785.77	71
	531 - Totals	\$70,000.00	(\$50,019.00)	\$19,981.00	\$1,054.44	\$0.00	\$14,195.23	\$5,785.77	71%
533									
533-608	Hepatitis B Inoculations	500.00	.00	500.00	.00	.00	.00	500.00	0
	533 - Totals	\$500.00	\$0.00	\$500.00	\$0.00	\$0.00	\$0.00	\$500.00	0%
535									
535-010	Automotive supplies - gasoline / diesel	6,000.00	2,250.00	8,250.00	478.61	.00	6,593.78	1,656.22	80
535-619	Automotive Supplies - DSS	5,041.00	2,635.00	7,676.00	1,100.48	.00	7,084.19	591.81	92
	535 - Totals	\$11,041.00	\$4,885.00	\$15,926.00	\$1,579.09	\$0.00	\$13,677.97	\$2,248.03	86%
536									
536-661	Janitorial Supplies - DSS	1,200.00	158.00	1,358.00	(1,177.29)	.00	180.27	1,177.73	13
	536 - Totals	\$1,200.00	\$158.00	\$1,358.00	(\$1,177.29)	\$0.00	\$180.27	\$1,177.73	13%
539									
539-657	Uniforms & Laundry - DSS	500.00	.00	500.00	40.00	.00	478.68	21.32	96
	539 - Totals	\$500.00	\$0.00	\$500.00	\$40.00	\$0.00	\$478.68	\$21.32	96%
540									
540-614	Building Supplies - DSS	1,500.00	2,767.00	4,267.00	.00	.00	3,691.87	575.13	87
	540 - Totals	\$1,500.00	\$2,767.00	\$4,267.00	\$0.00	\$0.00	\$3,691.87	\$575.13	87%

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
552									
552-615	Subscriptions & Publications	16,000.00	.00	16,000.00	405.00	.00	6,137.55	9,862.45	38
	552 - Totals	\$16,000.00	\$0.00	\$16,000.00	\$405.00	\$0.00	\$6,137.55	\$9,862.45	38%
561									
561-626	Advertising - DSS	4,100.00	21,066.00	25,166.00	350.88	.00	8,518.43	16,647.57	34
	561 - Totals	\$4,100.00	\$21,066.00	\$25,166.00	\$350.88	\$0.00	\$8,518.43	\$16,647.57	34%
562									
562-617	Printing - DSS	6,356.00	.00	6,356.00	1,442.00	.00	4,443.43	1,912.57	70
	562 - Totals	\$6,356.00	\$0.00	\$6,356.00	\$1,442.00	\$0.00	\$4,443.43	\$1,912.57	70%
563									
563-616	Postage and Shipping - DSS	73,000.00	.00	73,000.00	54.35	.00	49,939.46	23,060.54	68
	563 - Totals	\$73,000.00	\$0.00	\$73,000.00	\$54.35	\$0.00	\$49,939.46	\$23,060.54	68%
581									
581-011	Miscellaneous - County	6,725.00	.00	6,725.00	966.48	225.00	4,078.98	2,421.02	64
581-012	Miscellaneous - Reimbursement	200.00	.00	200.00	.00	.00	.00	200.00	0
	581 - Totals	\$6,925.00	\$0.00	\$6,925.00	\$966.48	\$225.00	\$4,078.98	\$2,621.02	62%
582									
582-027	Services to the Blind - County	8,700.00	962.00	9,662.00	.00	.00	9,661.15	.85	100
	582 - Totals	\$8,700.00	\$962.00	\$9,662.00	\$0.00	\$0.00	\$9,661.15	\$0.85	100%
583									
583-627	Legal-Related Copies/Verifications	1,500.00	.00	1,500.00	194.00	.00	1,183.27	316.73	79
	583 - Totals	\$1,500.00	\$0.00	\$1,500.00	\$194.00	\$0.00	\$1,183.27	\$316.73	79%
584									
584-622	Bank Research Fees	3,000.00	.00	3,000.00	.00	.00	215.00	2,785.00	7
	584 - Totals	\$3,000.00	\$0.00	\$3,000.00	\$0.00	\$0.00	\$215.00	\$2,785.00	7%
586									
586-033	Burial Services - County	6,000.00	.00	6,000.00	1,500.00	.00	3,050.00	2,950.00	51
	586 - Totals	\$6,000.00	\$0.00	\$6,000.00	\$1,500.00	\$0.00	\$3,050.00	\$2,950.00	51%
588									
588-027	Work Number Draft - County	16,524.00	.00	16,524.00	.00	.00	4,614.00	11,910.00	28

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
	588 - Totals	\$16,524.00	\$0.00	\$16,524.00	\$0.00	\$0.00	\$4,614.00	\$11,910.00	28%
599									
599-653	Drug Testing & Background Check Fees - Emp	3,150.00	.00	3,150.00	309.50	.00	2,988.00	162.00	95
	599 - Totals	\$3,150.00	\$0.00	\$3,150.00	\$309.50	\$0.00	\$2,988.00	\$162.00	95%
603									
603-654	Telephone	2,000.00	.00	2,000.00	.00	.00	.00	2,000.00	0
	603 - Totals	\$2,000.00	\$0.00	\$2,000.00	\$0.00	\$0.00	\$0.00	\$2,000.00	0%
604									
604-000	Cellular Telephone	42,500.00	10,492.00	52,992.00	8,483.54	.00	48,593.03	4,398.97	92
	604 - Totals	\$42,500.00	\$10,492.00	\$52,992.00	\$8,483.54	\$0.00	\$48,593.03	\$4,398.97	92%
631									
631-032	Equipment Lease - County	500.00	.00	500.00	.00	.00	.00	500.00	0
631-612	Equipment Lease - Copier	13,582.00	.00	13,582.00	619.11	.00	5,730.74	7,851.26	42
	631 - Totals	\$14,082.00	\$0.00	\$14,082.00	\$619.11	\$0.00	\$5,730.74	\$8,351.26	41%
632									
632-611	Equipment Lease	35,500.00	(27,559.00)	7,941.00	.00	.00	3,612.00	4,329.00	45
	632 - Totals	\$35,500.00	(\$27,559.00)	\$7,941.00	\$0.00	\$0.00	\$3,612.00	\$4,329.00	45%
651									
651-610	Equipment Repairs	1,000.00	.00	1,000.00	.00	.00	34.00	966.00	3
	651 - Totals	\$1,000.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$34.00	\$966.00	3%
661									
661-660	Noncapitalized Equipment	.00	5,805.00	5,805.00	.00	.00	5,577.32	227.68	96
	661 - Totals	\$0.00	\$5,805.00	\$5,805.00	\$0.00	\$0.00	\$5,577.32	\$227.68	96%
662									
662-000	Furniture and fixtures	21,000.00	21,854.00	42,854.00	5,209.18	.00	27,695.96	15,158.04	65
	662 - Totals	\$21,000.00	\$21,854.00	\$42,854.00	\$5,209.18	\$0.00	\$27,695.96	\$15,158.04	65%
663									
663-612	Computer Equipment Lease	10,000.00	.00	10,000.00	2,021.88	.00	8,087.52	1,912.48	81
663-664	Computer Hardware & Software - State Approved	54,000.00	24,076.00	78,076.00	1,465.40	.00	68,343.92	9,732.08	88
663-665	Computer and Technology Supplies	10,000.00	.00	10,000.00	.00	.00	8,726.42	1,273.58	87

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
663-667	SaaS - State Approved	20,000.00	(2,678.00)	17,322.00	695.58	.00	3,774.99	13,547.01	22
663-668	SaaS - County	6,000.00	5,385.00	11,385.00	.00	.00	5,547.12	5,837.88	49
663	- Totals	\$100,000.00	\$26,783.00	\$126,783.00	\$4,182.86	\$0.00	\$94,479.97	\$32,303.03	75%
710									
710-623	Capital Outlay - Equipment	.00	43,554.00	43,554.00	.00	.00	43,131.29	422.71	99
710	- Totals	\$0.00	\$43,554.00	\$43,554.00	\$0.00	\$0.00	\$43,131.29	\$422.71	99%
720									
720-000	Capital Outlay - Vehicles	.00	70,974.00	70,974.00	.00	.00	31,973.26	39,000.74	45
720	- Totals	\$0.00	\$70,974.00	\$70,974.00	\$0.00	\$0.00	\$31,973.26	\$39,000.74	45%
740									
740-000	Buildings	.00	37,000.00	37,000.00	.00	.00	.00	37,000.00	0
740	- Totals	\$0.00	\$37,000.00	\$37,000.00	\$0.00	\$0.00	\$0.00	\$37,000.00	0%
987									
987-000	Budget Reserve Account	.00	95,500.00	95,500.00	.00	.00	.00	95,500.00	0
987	- Totals	\$0.00	\$95,500.00	\$95,500.00	\$0.00	\$0.00	\$0.00	\$95,500.00	0%
	Division/Service 7201 - Managerial Totals	\$1,485,761.00	\$300,222.00	\$1,785,983.00	\$110,930.38	\$5,348.79	\$1,387,997.17	\$392,637.04	78%
	Division/Service 7202 - Support								
401									
401-000	Salaries and Wages	364,601.00	.00	364,601.00	24,430.62	.00	353,126.36	11,474.64	97
401	- Totals	\$364,601.00	\$0.00	\$364,601.00	\$24,430.62	\$0.00	\$353,126.36	\$11,474.64	97%
402									
402-019	Salaries - COVID	.00	.00	.00	3,241.38	.00	3,241.38	(3,241.38)	+++
402	- Totals	\$0.00	\$0.00	\$0.00	\$3,241.38	\$0.00	\$3,241.38	(\$3,241.38)	+++
415									
415-000	Other Taxable Compensation	50.00	.00	50.00	.00	.00	.00	50.00	0
415	- Totals	\$50.00	\$0.00	\$50.00	\$0.00	\$0.00	\$0.00	\$50.00	0%
421									
421-000	FICA Expense	27,906.00	.00	27,906.00	2,041.55	.00	26,384.48	1,521.52	95
421	- Totals	\$27,906.00	\$0.00	\$27,906.00	\$2,041.55	\$0.00	\$26,384.48	\$1,521.52	95%
431									

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
431-000	Health Insurance	97,920.00	.00	97,920.00	7,480.00	.00	95,200.00	2,720.00	97
	431 - Totals	\$97,920.00	\$0.00	\$97,920.00	\$7,480.00	\$0.00	\$95,200.00	\$2,720.00	97%
441									
441-000	Retirement-Local	32,857.00	.00	32,857.00	2,303.32	.00	31,159.14	1,697.86	95
	441 - Totals	\$32,857.00	\$0.00	\$32,857.00	\$2,303.32	\$0.00	\$31,159.14	\$1,697.86	95%
442									
442-000	401K Local Retirement	5,541.00	.00	5,541.00	362.96	.00	5,132.74	408.26	93
	442 - Totals	\$5,541.00	\$0.00	\$5,541.00	\$362.96	\$0.00	\$5,132.74	\$408.26	93%
521									
521-631	Travel - DSS	4,050.00	700.00	4,750.00	434.71	.00	4,636.30	113.70	98
	521 - Totals	\$4,050.00	\$700.00	\$4,750.00	\$434.71	\$0.00	\$4,636.30	\$113.70	98%
	Division/Service 7202 - Support Totals	\$532,925.00	\$700.00	\$533,625.00	\$40,294.54	\$0.00	\$518,880.40	\$14,744.60	97%
	Division/Service 7211 - Food Assistance								
401									
401-000	Salaries and Wages	931,691.00	(15,900.00)	915,791.00	74,371.18	.00	883,767.88	32,023.12	97
	401 - Totals	\$931,691.00	(\$15,900.00)	\$915,791.00	\$74,371.18	\$0.00	\$883,767.88	\$32,023.12	97%
415									
415-000	Other Taxable Compensation	100.00	.00	100.00	.00	.00	101.95	(1.95)	102
	415 - Totals	\$100.00	\$0.00	\$100.00	\$0.00	\$0.00	\$101.95	(\$1.95)	102%
421									
421-000	FICA Expense	71,310.00	(554.00)	70,756.00	5,381.61	.00	63,854.90	6,901.10	90
	421 - Totals	\$71,310.00	(\$554.00)	\$70,756.00	\$5,381.61	\$0.00	\$63,854.90	\$6,901.10	90%
431									
431-000	Health Insurance	191,088.00	(3,750.00)	187,338.00	14,586.00	.00	179,656.00	7,682.00	96
	431 - Totals	\$191,088.00	(\$3,750.00)	\$187,338.00	\$14,586.00	\$0.00	\$179,656.00	\$7,682.00	96%
441									
441-000	Retirement-Local	83,962.00	(1,398.00)	82,564.00	6,470.17	.00	79,425.02	3,138.98	96
	441 - Totals	\$83,962.00	(\$1,398.00)	\$82,564.00	\$6,470.17	\$0.00	\$79,425.02	\$3,138.98	96%
442									
442-000	401K Local Retirement	16,603.00	45.00	16,648.00	1,256.03	.00	16,032.13	615.87	96

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/Rec'd
	442 - Totals	\$16,603.00	\$45.00	\$16,648.00	\$1,256.03	\$0.00	\$16,032.13	\$615.87	96%
521									
521-632	Travel - DSS	3,200.00	.00	3,200.00	.00	.00	1,753.42	1,446.58	55
	521 - Totals	\$3,200.00	\$0.00	\$3,200.00	\$0.00	\$0.00	\$1,753.42	\$1,446.58	55%
817									
817-029	Food Assistance Issuance - County	45,000.00	.00	45,000.00	5,121.71	.00	25,094.19	19,905.81	56
	817 - Totals	\$45,000.00	\$0.00	\$45,000.00	\$5,121.71	\$0.00	\$25,094.19	\$19,905.81	56%
	Division/Service 7211 - Food Assistance Totals	\$1,342,954.00	(\$21,557.00)	\$1,321,397.00	\$107,186.70	\$0.00	\$1,249,685.49	\$71,711.51	95%
	Division/Service 7213 - Energy Programs								
401									
401-000	Salaries and Wages	136,672.00	18,463.00	155,135.00	13,404.36	.00	155,039.75	95.25	100
	401 - Totals	\$136,672.00	\$18,463.00	\$155,135.00	\$13,404.36	\$0.00	\$155,039.75	\$95.25	100%
415									
415-000	Other Taxable Compensation	50.00	.00	50.00	.00	.00	22.85	27.15	46
	415 - Totals	\$50.00	\$0.00	\$50.00	\$0.00	\$0.00	\$22.85	\$27.15	46%
421									
421-000	FICA Expense	10,471.00	749.00	11,220.00	966.31	.00	11,210.70	9.30	100
	421 - Totals	\$10,471.00	\$749.00	\$11,220.00	\$966.31	\$0.00	\$11,210.70	\$9.30	100%
431									
431-000	Health Insurance	27,612.00	3,100.00	30,712.00	2,686.00	.00	30,770.00	(58.00)	100
	431 - Totals	\$27,612.00	\$3,100.00	\$30,712.00	\$2,686.00	\$0.00	\$30,770.00	(\$58.00)	100%
441									
441-000	Retirement-Local	12,324.00	1,629.00	13,953.00	1,207.70	.00	13,884.09	68.91	100
	441 - Totals	\$12,324.00	\$1,629.00	\$13,953.00	\$1,207.70	\$0.00	\$13,884.09	\$68.91	100%
442									
442-000	401K Local Retirement	2,117.00	656.00	2,773.00	239.30	.00	2,739.69	33.31	99
	442 - Totals	\$2,117.00	\$656.00	\$2,773.00	\$239.30	\$0.00	\$2,739.69	\$33.31	99%
515									
515-634	Crisis Intervention	599,573.00	(500.00)	599,073.00	6,554.38	.00	417,121.56	181,951.44	70
515-635	Energy Neighbor Fund	7,292.00	500.00	7,792.00	378.68	.00	7,392.16	399.84	95

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
515-638	Low Income Energy Assistance Program (LIEAP)	599,573.00	20,828.00	620,401.00	.00	.00	620,100.22	300.78	100
	515 - Totals	\$1,206,438.00	\$20,828.00	\$1,227,266.00	\$6,933.06	\$0.00	\$1,044,613.94	\$182,652.06	85%
521									
521-632	Travel - DSS	850.00	.00	850.00	.00	.00	448.30	401.70	53
	521 - Totals	\$850.00	\$0.00	\$850.00	\$0.00	\$0.00	\$448.30	\$401.70	53%
	Division/Service 7213 - Energy Programs Totals	\$1,396,534.00	\$45,425.00	\$1,441,959.00	\$25,436.73	\$0.00	\$1,258,729.32	\$183,229.68	87%
	Division/Service 7214 - Work First								
401									
401-000	Salaries and Wages	343,283.00	(30,000.00)	313,283.00	22,336.06	.00	303,939.87	9,343.13	97
	401 - Totals	\$343,283.00	(\$30,000.00)	\$313,283.00	\$22,336.06	\$0.00	\$303,939.87	\$9,343.13	97%
402									
402-019	Salaries - COVID	.00	.00	.00	945.28	.00	945.28	(945.28)	+++
	402 - Totals	\$0.00	\$0.00	\$0.00	\$945.28	\$0.00	\$945.28	(\$945.28)	+++
415									
415-000	Other Taxable Compensation	100.00	.00	100.00	.00	.00	73.50	26.50	74
	415 - Totals	\$100.00	\$0.00	\$100.00	\$0.00	\$0.00	\$73.50	\$26.50	74%
421									
421-000	FICA Expense	26,271.00	.00	26,271.00	1,705.61	.00	22,468.98	3,802.02	86
	421 - Totals	\$26,271.00	\$0.00	\$26,271.00	\$1,705.61	\$0.00	\$22,468.98	\$3,802.02	86%
431									
431-000	Health Insurance	63,552.00	.00	63,552.00	4,148.00	.00	49,062.00	14,490.00	77
	431 - Totals	\$63,552.00	\$0.00	\$63,552.00	\$4,148.00	\$0.00	\$49,062.00	\$14,490.00	77%
441									
441-000	Retirement-Local	30,933.00	.00	30,933.00	2,097.66	.00	27,555.19	3,377.81	89
	441 - Totals	\$30,933.00	\$0.00	\$30,933.00	\$2,097.66	\$0.00	\$27,555.19	\$3,377.81	89%
442									
442-000	401K Local Retirement	4,911.00	.00	4,911.00	414.22	.00	5,499.81	(588.81)	112
	442 - Totals	\$4,911.00	\$0.00	\$4,911.00	\$414.22	\$0.00	\$5,499.81	(\$588.81)	112%
513									
513-647	Transportation-Other SC532	21,000.00	.00	21,000.00	487.50	.00	9,384.00	11,616.00	45

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
	513 - Totals	\$21,000.00	\$0.00	\$21,000.00	\$487.50	\$0.00	\$9,384.00	\$11,616.00	45%
516									
516-641	Participation Exp SC537	64,356.00	.00	64,356.00	710.00	.00	41,065.16	23,290.84	64
516-656	Child & Family Enrich Svcs #561	8,000.00	.00	8,000.00	.00	.00	.00	8,000.00	0
516-673	Under 200% Poverty #541,542,543,574	71,405.00	.00	71,405.00	2,600.00	.00	15,172.34	56,232.66	21
	516 - Totals	\$143,761.00	\$0.00	\$143,761.00	\$3,310.00	\$0.00	\$56,237.50	\$87,523.50	39%
517									
517-652	Emergency Assistance	48,000.00	.00	48,000.00	2,256.82	.00	42,155.86	5,844.14	88
	517 - Totals	\$48,000.00	\$0.00	\$48,000.00	\$2,256.82	\$0.00	\$42,155.86	\$5,844.14	88%
521									
521-633	Travel - DSS	1,500.00	2,000.00	3,500.00	.00	.00	2,250.33	1,249.67	64
	521 - Totals	\$1,500.00	\$2,000.00	\$3,500.00	\$0.00	\$0.00	\$2,250.33	\$1,249.67	64%
813									
813-028	Wffa Cash Assis Adj - Draft	500.00	3,173.00	3,673.00	.00	.00	3,408.10	264.90	93
	813 - Totals	\$500.00	\$3,173.00	\$3,673.00	\$0.00	\$0.00	\$3,408.10	\$264.90	93%
	Division/Service 7214 - Work First Totals	\$683,811.00	(\$24,827.00)	\$658,984.00	\$37,701.15	\$0.00	\$522,980.42	\$136,003.58	79%
	Division/Service 7231 - Medicaid								
401									
401-000	Salaries and Wages	2,050,869.00	6,294.00	2,057,163.00	166,123.02	.00	2,036,470.56	20,692.44	99
	401 - Totals	\$2,050,869.00	\$6,294.00	\$2,057,163.00	\$166,123.02	\$0.00	\$2,036,470.56	\$20,692.44	99%
402									
402-019	Salaries - COVID	.00	.00	.00	1,432.08	.00	1,432.08	(1,432.08)	+++
	402 - Totals	\$0.00	\$0.00	\$0.00	\$1,432.08	\$0.00	\$1,432.08	(\$1,432.08)	+++
415									
415-000	Other Taxable Compensation	130.00	.00	130.00	.00	.00	168.70	(38.70)	130
	415 - Totals	\$130.00	\$0.00	\$130.00	\$0.00	\$0.00	\$168.70	(\$38.70)	130%
421									
421-000	FICA Expense	156,955.00	480.00	157,435.00	12,090.55	.00	147,583.22	9,851.78	94
	421 - Totals	\$156,955.00	\$480.00	\$157,435.00	\$12,090.55	\$0.00	\$147,583.22	\$9,851.78	94%
431									

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/Rec'd
431-000	Health Insurance	417,528.00	.00	417,528.00	33,150.00	.00	405,382.00	12,146.00	97
	431 - Totals	\$417,528.00	\$0.00	\$417,528.00	\$33,150.00	\$0.00	\$405,382.00	\$12,146.00	97%
441									
441-000	Retirement-Local	184,814.00	569.00	185,383.00	15,096.62	.00	182,011.70	3,371.30	98
	441 - Totals	\$184,814.00	\$569.00	\$185,383.00	\$15,096.62	\$0.00	\$182,011.70	\$3,371.30	98%
442									
442-000	401K Local Retirement	31,329.00	126.00	31,455.00	2,856.23	.00	33,378.66	(1,923.66)	106
	442 - Totals	\$31,329.00	\$126.00	\$31,455.00	\$2,856.23	\$0.00	\$33,378.66	(\$1,923.66)	106%
521									
521-632	Travel - DSS	5,141.00	.00	5,141.00	469.00	.00	4,135.34	1,005.66	80
	521 - Totals	\$5,141.00	\$0.00	\$5,141.00	\$469.00	\$0.00	\$4,135.34	\$1,005.66	80%
811									
811-014	Medicaid Draft - County	5,000.00	.00	5,000.00	(749.03)	.00	(2,931.06)	7,931.06	-59
	811 - Totals	\$5,000.00	\$0.00	\$5,000.00	(\$749.03)	\$0.00	(\$2,931.06)	\$7,931.06	-59%
812									
812-013	Special Assist to Adults - County	900,000.00	(36,362.00)	863,638.00	52,806.00	.00	618,255.92	245,382.08	72
	812 - Totals	\$900,000.00	(\$36,362.00)	\$863,638.00	\$52,806.00	\$0.00	\$618,255.92	\$245,382.08	72%
	Division/Service 7231 - Medicaid Totals	\$3,751,766.00	(\$28,893.00)	\$3,722,873.00	\$283,274.47	\$0.00	\$3,425,887.12	\$296,985.88	92%
	Division/Service 7241 - Child Care and Family Services								
401									
401-000	Salaries and Wages	320,343.00	(85,000.00)	235,343.00	18,115.06	.00	214,330.82	21,012.18	91
	401 - Totals	\$320,343.00	(\$85,000.00)	\$235,343.00	\$18,115.06	\$0.00	\$214,330.82	\$21,012.18	91%
415									
415-000	Other Taxable Compensation	50.00	.00	50.00	.00	.00	9.20	40.80	18
	415 - Totals	\$50.00	\$0.00	\$50.00	\$0.00	\$0.00	\$9.20	\$40.80	18%
421									
421-000	FICA Expense	24,515.00	.00	24,515.00	1,345.27	.00	15,953.87	8,561.13	65
	421 - Totals	\$24,515.00	\$0.00	\$24,515.00	\$1,345.27	\$0.00	\$15,953.87	\$8,561.13	65%
431									
431-000	Health Insurance	69,360.00	.00	69,360.00	3,536.00	.00	43,996.00	25,364.00	63

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
431 - Totals		\$69,360.00	\$0.00	\$69,360.00	\$3,536.00	\$0.00	\$43,996.00	\$25,364.00	63%
441									
441-000	Retirement-Local	28,868.00	.00	28,868.00	1,632.16	.00	18,924.47	9,943.53	66
441 - Totals		\$28,868.00	\$0.00	\$28,868.00	\$1,632.16	\$0.00	\$18,924.47	\$9,943.53	66%
442									
442-000	401K Local Retirement	5,004.00	.00	5,004.00	305.80	.00	3,695.64	1,308.36	74
442 - Totals		\$5,004.00	\$0.00	\$5,004.00	\$305.80	\$0.00	\$3,695.64	\$1,308.36	74%
501									
501-049	Child Care - United Way	.00	33,539.00	33,539.00	7,313.00	.00	30,291.00	3,248.00	90
501-050	Smart Start Child Day Care	.00	41.00	41.00	.00	.00	41.00	.00	100
501-053	Child Day Care Fraud	100,000.00	.00	100,000.00	.00	.00	638.00	99,362.00	1
501 - Totals		\$100,000.00	\$33,580.00	\$133,580.00	\$7,313.00	\$0.00	\$30,970.00	\$102,610.00	23%
513									
513-015	Transportation - Non Reimb - County	8,000.00	(41.00)	7,959.00	337.60	.00	4,886.30	3,072.70	61
513-052	Title XIX Transportation	220,000.00	(2,989.00)	217,011.00	13,371.01	.00	76,923.37	140,087.63	35
513-671	Non MA Transportation - Reimb	75,000.00	.00	75,000.00	193.20	.00	20,581.83	54,418.17	27
513 - Totals		\$303,000.00	(\$3,030.00)	\$299,970.00	\$13,901.81	\$0.00	\$102,391.50	\$197,578.50	34%
521									
521-633	Travel - DSS	2,350.00	.00	2,350.00	36.80	.00	1,839.60	510.40	78
521 - Totals		\$2,350.00	\$0.00	\$2,350.00	\$36.80	\$0.00	\$1,839.60	\$510.40	78%
587									
587-024	County Financial Assistance - County	10,000.00	.00	10,000.00	.00	.00	10,000.00	.00	100
587 - Totals		\$10,000.00	\$0.00	\$10,000.00	\$0.00	\$0.00	\$10,000.00	\$0.00	100%
Division/Service 7241 - Child Care and Family Services Totals		\$863,490.00	(\$54,450.00)	\$809,040.00	\$46,185.90	\$0.00	\$442,111.10	\$366,928.90	55%
Division/Service 7242 - Child Protective Services									
401									
401-000	Salaries and Wages	1,490,520.00	(166,484.00)	1,324,036.00	111,768.94	.00	1,256,546.52	67,489.48	95
401 - Totals		\$1,490,520.00	(\$166,484.00)	\$1,324,036.00	\$111,768.94	\$0.00	\$1,256,546.52	\$67,489.48	95%
402									
402-019	Salaries - COVID	.00	.00	.00	1,838.40	.00	1,838.40	(1,838.40)	+++

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
	402 - Totals	\$0.00	\$0.00	\$0.00	\$1,838.40	\$0.00	\$1,838.40	(\$1,838.40)	+++
403									
403-000	Salaries - Parttime	.00	74,139.00	74,139.00	3,161.60	.00	23,281.20	50,857.80	31
	403 - Totals	\$0.00	\$74,139.00	\$74,139.00	\$3,161.60	\$0.00	\$23,281.20	\$50,857.80	31%
406									
406-000	Salaries - On Call	11,000.00	.00	11,000.00	2,066.00	.00	14,206.00	(3,206.00)	129
	406 - Totals	\$11,000.00	\$0.00	\$11,000.00	\$2,066.00	\$0.00	\$14,206.00	(\$3,206.00)	129%
415									
415-000	Other Taxable Compensation	1,000.00	.00	1,000.00	.00	.00	783.75	216.25	78
	415 - Totals	\$1,000.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$783.75	\$216.25	78%
421									
421-000	FICA Expense	114,058.00	(12,215.00)	101,843.00	8,638.18	.00	95,514.60	6,328.40	94
	421 - Totals	\$114,058.00	(\$12,215.00)	\$101,843.00	\$8,638.18	\$0.00	\$95,514.60	\$6,328.40	94%
431									
431-000	Health Insurance	239,556.00	(22,168.00)	217,388.00	18,632.00	.00	193,800.00	23,588.00	89
	431 - Totals	\$239,556.00	(\$22,168.00)	\$217,388.00	\$18,632.00	\$0.00	\$193,800.00	\$23,588.00	89%
441									
441-000	Retirement-Local	133,722.00	(10,882.00)	122,840.00	9,240.89	.00	99,783.55	23,056.45	81
	441 - Totals	\$133,722.00	(\$10,882.00)	\$122,840.00	\$9,240.89	\$0.00	\$99,783.55	\$23,056.45	81%
442									
442-000	401K Local Retirement	19,305.00	(3,757.00)	15,548.00	1,400.63	.00	16,135.86	(587.86)	104
	442 - Totals	\$19,305.00	(\$3,757.00)	\$15,548.00	\$1,400.63	\$0.00	\$16,135.86	(\$587.86)	104%
501									
501-000	Professional Services	3,000.00	12,300.00	15,300.00	.00	.00	550.00	14,750.00	4
	501 - Totals	\$3,000.00	\$12,300.00	\$15,300.00	\$0.00	\$0.00	\$550.00	\$14,750.00	4%
521									
521-633	Travel - DSS	98,400.00	(10,000.00)	88,400.00	12,150.12	.00	86,798.81	1,601.19	98
	521 - Totals	\$98,400.00	(\$10,000.00)	\$88,400.00	\$12,150.12	\$0.00	\$86,798.81	\$1,601.19	98%
588									
588-026	Child Protective Services - County	2,000.00	.00	2,000.00	.00	.00	652.35	1,347.65	33

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/Rec'd
588 - Totals		\$2,000.00	\$0.00	\$2,000.00	\$0.00	\$0.00	\$652.35	\$1,347.65	33%
Division/Service 7242 - Child Protective Services Totals		\$2,112,561.00	(\$139,067.00)	\$1,973,494.00	\$168,896.76	\$0.00	\$1,789,891.04	\$183,602.96	91%
Division/Service 7251 - Adoption and Home Finding									
401									
401-000	Salaries and Wages	382,413.00	947.00	383,360.00	31,601.54	.00	377,905.30	5,454.70	99
401 - Totals		\$382,413.00	\$947.00	\$383,360.00	\$31,601.54	\$0.00	\$377,905.30	\$5,454.70	99%
406									
406-000	Salaries - On Call	300.00	.00	300.00	.00	.00	.00	300.00	0
406 - Totals		\$300.00	\$0.00	\$300.00	\$0.00	\$0.00	\$0.00	\$300.00	0%
415									
415-000	Other Taxable Compensation	700.00	.00	700.00	.00	.00	800.35	(100.35)	114
415 - Totals		\$700.00	\$0.00	\$700.00	\$0.00	\$0.00	\$800.35	(\$100.35)	114%
421									
421-000	FICA Expense	29,262.00	72.00	29,334.00	2,354.05	.00	27,942.60	1,391.40	95
421 - Totals		\$29,262.00	\$72.00	\$29,334.00	\$2,354.05	\$0.00	\$27,942.60	\$1,391.40	95%
431									
431-000	Health Insurance	61,608.00	.00	61,608.00	4,386.00	.00	54,740.00	6,868.00	89
431 - Totals		\$61,608.00	\$0.00	\$61,608.00	\$4,386.00	\$0.00	\$54,740.00	\$6,868.00	89%
441									
441-000	Retirement-Local	34,461.00	86.00	34,547.00	2,847.28	.00	34,072.42	474.58	99
441 - Totals		\$34,461.00	\$86.00	\$34,547.00	\$2,847.28	\$0.00	\$34,072.42	\$474.58	99%
442									
442-000	401K Local Retirement	7,438.00	19.00	7,457.00	625.66	.00	7,488.50	(31.50)	100
442 - Totals		\$7,438.00	\$19.00	\$7,457.00	\$625.66	\$0.00	\$7,488.50	(\$31.50)	100%
501									
501-063	Adoption Fees	.00	22,737.00	22,737.00	4,400.00	1,200.00	5,838.50	15,698.50	31
501-665	TPR Contracts-Adoptions	2,500.00	.00	2,500.00	.00	.00	.00	2,500.00	0
501 - Totals		\$2,500.00	\$22,737.00	\$25,237.00	\$4,400.00	\$1,200.00	\$5,838.50	\$18,198.50	28%
514									
514-062	Adoption Asst - Vendor Payments	125,000.00	.00	125,000.00	20,908.00	.00	66,803.35	58,196.65	53

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/Rec'd
514 - Totals		\$125,000.00	\$0.00	\$125,000.00	\$20,908.00	\$0.00	\$66,803.35	\$58,196.65	53%
521									
521-633	Travel - DSS	46,500.00	(10,000.00)	36,500.00	687.71	.00	26,502.71	9,997.29	73
521 - Totals		\$46,500.00	(\$10,000.00)	\$36,500.00	\$687.71	\$0.00	\$26,502.71	\$9,997.29	73%
594									
594-061	Adoption Enhancement Rewards	.00	60,928.00	60,928.00	9,559.55	880.00	18,793.05	41,254.95	32
594 - Totals		\$0.00	\$60,928.00	\$60,928.00	\$9,559.55	\$880.00	\$18,793.05	\$41,254.95	32%
814									
814-021	Extended Care Adoption Draft - County	1,260.00	6,050.00	7,310.00	502.04	.00	6,871.41	438.59	94
814 - Totals		\$1,260.00	\$6,050.00	\$7,310.00	\$502.04	\$0.00	\$6,871.41	\$438.59	94%
815									
815-022	IV-B Draft - County	136,767.00	(10,250.00)	126,517.00	8,016.75	.00	102,565.00	23,952.00	81
815 - Totals		\$136,767.00	(\$10,250.00)	\$126,517.00	\$8,016.75	\$0.00	\$102,565.00	\$23,952.00	81%
816									
816-023	IV-E Draft - County	226,721.00	.00	226,721.00	12,109.95	.00	206,724.67	19,996.33	91
816 - Totals		\$226,721.00	\$0.00	\$226,721.00	\$12,109.95	\$0.00	\$206,724.67	\$19,996.33	91%
817									
817-024	Adoption Special Incentive Fund - County	2,400.00	4,200.00	6,600.00	1,600.00	.00	6,200.00	400.00	94
817 - Totals		\$2,400.00	\$4,200.00	\$6,600.00	\$1,600.00	\$0.00	\$6,200.00	\$400.00	94%
Division/Service 7251 - Adoption and Home Finding Totals		\$1,057,330.00	\$74,789.00	\$1,132,119.00	\$99,598.53	\$2,080.00	\$943,247.86	\$186,791.14	84%
Division/Service 7252 - Adult Services									
401									
401-000	Salaries and Wages	366,696.00	435.00	367,131.00	29,090.80	.00	350,114.44	17,016.56	95
401 - Totals		\$366,696.00	\$435.00	\$367,131.00	\$29,090.80	\$0.00	\$350,114.44	\$17,016.56	95%
403									
403-000	Salaries - Parttime	.00	.00	.00	1,447.60	.00	8,374.16	(8,374.16)	+++
403 - Totals		\$0.00	\$0.00	\$0.00	\$1,447.60	\$0.00	\$8,374.16	(\$8,374.16)	+++
415									
415-000	Other Taxable Compensation	600.00	.00	600.00	.00	.00	59.00	541.00	10
415 - Totals		\$600.00	\$0.00	\$600.00	\$0.00	\$0.00	\$59.00	\$541.00	10%

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/Rec'd
421									
421-000	FICA Expense	28,061.00	33.00	28,094.00	2,196.84	.00	26,213.49	1,880.51	93
421-602	FICA Expense-Prof/Contracted	.00	.00	.00	110.74	.00	640.62	(640.62)	+++
	421 - Totals	\$28,061.00	\$33.00	\$28,094.00	\$2,307.58	\$0.00	\$26,854.11	\$1,239.89	96%
431									
431-000	Health Insurance	59,160.00	.00	59,160.00	4,250.00	.00	56,440.00	2,720.00	95
	431 - Totals	\$59,160.00	\$0.00	\$59,160.00	\$4,250.00	\$0.00	\$56,440.00	\$2,720.00	95%
441									
441-000	Retirement-Local	33,045.00	40.00	33,085.00	2,280.43	.00	30,415.96	2,669.04	92
	441 - Totals	\$33,045.00	\$40.00	\$33,085.00	\$2,280.43	\$0.00	\$30,415.96	\$2,669.04	92%
442									
442-000	401K Local Retirement	6,399.00	9.00	6,408.00	289.37	.00	4,921.21	1,486.79	77
	442 - Totals	\$6,399.00	\$9.00	\$6,408.00	\$289.37	\$0.00	\$4,921.21	\$1,486.79	77%
501									
501-670	Adult Day Care	27,271.00	.00	27,271.00	.00	14,791.06	12,479.94	.00	100
	501 - Totals	\$27,271.00	\$0.00	\$27,271.00	\$0.00	\$14,791.06	\$12,479.94	\$0.00	100%
521									
521-633	Travel - DSS	33,090.00	(7,000.00)	26,090.00	1,868.21	.00	20,701.44	5,388.56	79
	521 - Totals	\$33,090.00	(\$7,000.00)	\$26,090.00	\$1,868.21	\$0.00	\$20,701.44	\$5,388.56	79%
586									
586-025	Adult Protective Services - County	1,500.00	.00	1,500.00	.00	.00	594.05	905.95	40
	586 - Totals	\$1,500.00	\$0.00	\$1,500.00	\$0.00	\$0.00	\$594.05	\$905.95	40%
	Division/Service 7252 - Adult Services Totals	\$555,822.00	(\$6,483.00)	\$549,339.00	\$41,533.99	\$14,791.06	\$510,954.31	\$23,593.63	96%
	Division/Service 7253 - Foster Care								
401									
401-000	Salaries and Wages	780,091.00	160,253.00	940,344.00	76,863.56	.00	920,349.15	19,994.85	98
	401 - Totals	\$780,091.00	\$160,253.00	\$940,344.00	\$76,863.56	\$0.00	\$920,349.15	\$19,994.85	98%
402									
402-019	Salaries - COVID	.00	.00	.00	259.12	.00	259.12	(259.12)	+++
	402 - Totals	\$0.00	\$0.00	\$0.00	\$259.12	\$0.00	\$259.12	(\$259.12)	+++

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
403									
403-000	Salaries - Parttime	.00	56,138.00	56,138.00	2,949.60	.00	23,738.33	32,399.67	42
	403 - Totals	\$0.00	\$56,138.00	\$56,138.00	\$2,949.60	\$0.00	\$23,738.33	\$32,399.67	42%
406									
406-000	Salaries - On Call	7,080.00	.00	7,080.00	140.00	.00	6,313.00	767.00	89
	406 - Totals	\$7,080.00	\$0.00	\$7,080.00	\$140.00	\$0.00	\$6,313.00	\$767.00	89%
415									
415-000	Other Taxable Compensation	1,300.00	.00	1,300.00	38.00	.00	1,421.35	(121.35)	109
	415 - Totals	\$1,300.00	\$0.00	\$1,300.00	\$38.00	\$0.00	\$1,421.35	(\$121.35)	109%
421									
421-000	FICA Expense	59,694.00	12,524.00	72,218.00	5,915.89	.00	70,660.84	1,557.16	98
	421 - Totals	\$59,694.00	\$12,524.00	\$72,218.00	\$5,915.89	\$0.00	\$70,660.84	\$1,557.16	98%
431									
431-000	Health Insurance	129,744.00	22,168.00	151,912.00	12,580.00	.00	151,232.00	680.00	100
	431 - Totals	\$129,744.00	\$22,168.00	\$151,912.00	\$12,580.00	\$0.00	\$151,232.00	\$680.00	100%
441									
441-000	Retirement-Local	70,296.00	11,246.00	81,542.00	6,537.22	.00	79,671.34	1,870.66	98
	441 - Totals	\$70,296.00	\$11,246.00	\$81,542.00	\$6,537.22	\$0.00	\$79,671.34	\$1,870.66	98%
442									
442-000	401K Local Retirement	10,962.00	3,838.00	14,800.00	1,101.18	.00	14,389.52	410.48	97
	442 - Totals	\$10,962.00	\$3,838.00	\$14,800.00	\$1,101.18	\$0.00	\$14,389.52	\$410.48	97%
501									
501-030	Therapy/Counsel-Court Ordered - County	2,000.00	.00	2,000.00	.00	.00	.00	2,000.00	0
501-031	Family Crisis-Parenting Classes - County	1,300.00	.00	1,300.00	.00	.00	128.78	1,171.22	10
501-032	ESSA Transportation	16,000.00	.00	16,000.00	.00	.00	3,467.36	12,532.64	22
	501 - Totals	\$19,300.00	\$0.00	\$19,300.00	\$0.00	\$0.00	\$3,596.14	\$15,703.86	19%
512									
512-066	LINKS - Special	25,000.00	.00	25,000.00	819.00	.00	14,266.79	10,733.21	57
	512 - Totals	\$25,000.00	\$0.00	\$25,000.00	\$819.00	\$0.00	\$14,266.79	\$10,733.21	57%
518									

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/Rec'd
518-016	FC Board - County	7,000.00	.00	7,000.00	712.50	.00	1,163.26	5,836.74	17
518-017	FC Board - Institutional - County	23,000.00	.00	23,000.00	1,212.06	.00	19,034.61	3,965.39	83
518-021	FC Board - Specialized - County	2,500.00	.00	2,500.00	.00	.00	.00	2,500.00	0
518-054	IV-E Max - Admin	645,852.00	(198,217.00)	447,635.00	85,052.98	.00	402,884.45	44,750.55	90
518-057	SFHF Max	227,388.00	107,000.00	334,388.00	54,166.28	.00	323,503.34	10,884.66	97
518-058	IV-E Max	364,116.00	.00	364,116.00	18,864.82	.00	153,496.27	210,619.73	42
518-059	SFHF SBR	183,156.00	14,104.00	197,260.00	34,089.97	.00	197,259.07	.93	100
518-060	IV-E SBR	685,128.00	.00	685,128.00	89,465.50	.00	520,895.40	164,232.60	76
518-069	SFHF & IV-E Max	31,992.00	.00	31,992.00	1,379.13	.00	2,256.46	29,735.54	7
518-070	Extended Foster Care	125,000.00	32,113.00	157,113.00	28,532.13	.00	157,112.86	.14	100
518 - Totals		\$2,295,132.00	(\$45,000.00)	\$2,250,132.00	\$313,475.37	\$0.00	\$1,777,605.72	\$472,526.28	79%
521									
521-633	Travel - DSS	43,800.00	38,000.00	81,800.00	8,163.93	.00	77,415.34	4,384.66	95
521 - Totals		\$43,800.00	\$38,000.00	\$81,800.00	\$8,163.93	\$0.00	\$77,415.34	\$4,384.66	95%
589									
589-020	Foster Care - Clothing - County	13,000.00	.00	13,000.00	.00	.00	630.49	12,369.51	5
589-056	Foster Care -Clothing (IV-E Max)	5,000.00	.00	5,000.00	.00	.00	115.46	4,884.54	2
589 - Totals		\$18,000.00	\$0.00	\$18,000.00	\$0.00	\$0.00	\$745.95	\$17,254.05	4%
590									
590-018	Foster Care Medical Exp - County	10,000.00	.00	10,000.00	.00	.00	5.74	9,994.26	0
590 - Totals		\$10,000.00	\$0.00	\$10,000.00	\$0.00	\$0.00	\$5.74	\$9,994.26	0%
593									
593-019	Foster Care Benefits - County	5,000.00	.00	5,000.00	.00	.00	300.00	4,700.00	6
593-055	Foster Care Benefits (IV-E Max)	1,000.00	.00	1,000.00	.00	.00	.00	1,000.00	0
593 - Totals		\$6,000.00	\$0.00	\$6,000.00	\$0.00	\$0.00	\$300.00	\$5,700.00	5%
594									
594-065	FC – COVID 19	.00	45,000.00	45,000.00	42,600.00	.00	42,600.00	2,400.00	95
594 - Totals		\$0.00	\$45,000.00	\$45,000.00	\$42,600.00	\$0.00	\$42,600.00	\$2,400.00	95%
Division/Service 7253 - Foster Care Totals		\$3,476,399.00	\$304,167.00	\$3,780,566.00	\$471,442.87	\$0.00	\$3,184,570.33	\$595,995.67	84%

Division/Service **7254 - In Home Services**

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
401									
401-000	Salaries and Wages	468,428.00	(29,893.00)	438,535.00	33,072.30	.00	431,427.39	7,107.61	98
	401 - Totals	\$468,428.00	(\$29,893.00)	\$438,535.00	\$33,072.30	\$0.00	\$431,427.39	\$7,107.61	98%
403									
403-000	Salaries - Parttime	.00	44,000.00	44,000.00	3,047.92	.00	18,496.00	25,504.00	42
	403 - Totals	\$0.00	\$44,000.00	\$44,000.00	\$3,047.92	\$0.00	\$18,496.00	\$25,504.00	42%
406									
406-000	Salaries - On Call	2,931.00	.00	2,931.00	60.00	.00	2,626.00	305.00	90
	406 - Totals	\$2,931.00	\$0.00	\$2,931.00	\$60.00	\$0.00	\$2,626.00	\$305.00	90%
415									
415-000	Other Taxable Compensation	200.00	.00	200.00	.00	.00	168.35	31.65	84
	415 - Totals	\$200.00	\$0.00	\$200.00	\$0.00	\$0.00	\$168.35	\$31.65	84%
421									
421-000	FICA Expense	35,842.00	8.00	35,850.00	2,678.46	.00	33,604.36	2,245.64	94
	421 - Totals	\$35,842.00	\$8.00	\$35,850.00	\$2,678.46	\$0.00	\$33,604.36	\$2,245.64	94%
431									
431-000	Health Insurance	75,072.00	.00	75,072.00	5,406.00	.00	65,722.00	9,350.00	88
	431 - Totals	\$75,072.00	\$0.00	\$75,072.00	\$5,406.00	\$0.00	\$65,722.00	\$9,350.00	88%
441									
441-000	Retirement-Local	42,211.00	10.00	42,221.00	2,830.69	.00	29,354.95	12,866.05	70
	441 - Totals	\$42,211.00	\$10.00	\$42,221.00	\$2,830.69	\$0.00	\$29,354.95	\$12,866.05	70%
442									
442-000	401K Local Retirement	6,077.00	2.00	6,079.00	530.27	.00	5,477.04	601.96	90
	442 - Totals	\$6,077.00	\$2.00	\$6,079.00	\$530.27	\$0.00	\$5,477.04	\$601.96	90%
521									
521-633	Travel - DSS	18,000.00	24,000.00	42,000.00	4,226.84	.00	38,556.19	3,443.81	92
	521 - Totals	\$18,000.00	\$24,000.00	\$42,000.00	\$4,226.84	\$0.00	\$38,556.19	\$3,443.81	92%
588									
588-028	In Home Services - County	2,000.00	32,000.00	34,000.00	.00	.00	4,560.00	29,440.00	13
	588 - Totals	\$2,000.00	\$32,000.00	\$34,000.00	\$0.00	\$0.00	\$4,560.00	\$29,440.00	13%

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
	Division/Service 7254 - In Home Services Totals	\$650,761.00	\$70,127.00	\$720,888.00	\$51,852.48	\$0.00	\$629,992.28	\$90,895.72	87%
	Department 72 - Social Services Totals	\$17,910,114.00	\$520,153.00	\$18,430,267.00	\$1,484,334.50	\$22,219.85	\$15,864,926.84	\$2,543,120.31	86%
	EXPENSE TOTALS	\$17,910,114.00	\$520,153.00	\$18,430,267.00	\$1,484,334.50	\$22,219.85	\$15,864,926.84	\$2,543,120.31	86%
	Fund 10 - General Fund Totals								
	REVENUE TOTALS	9,401,181.00	51,378.00	9,452,559.00	1,095,812.73	.00	8,611,525.89	841,033.11	91%
	EXPENSE TOTALS	17,910,114.00	520,153.00	18,430,267.00	1,484,334.50	22,219.85	15,864,926.84	2,543,120.31	86%
	Fund 10 - General Fund Totals	(\$8,508,933.00)	(\$468,775.00)	(\$8,977,708.00)	(\$388,521.77)	(\$22,219.85)	(\$7,253,400.95)	(\$1,702,087.20)	
	Grand Totals								
	REVENUE TOTALS	9,401,181.00	51,378.00	9,452,559.00	1,095,812.73	.00	8,611,525.89	841,033.11	91%
	EXPENSE TOTALS	17,910,114.00	520,153.00	18,430,267.00	1,484,334.50	22,219.85	15,864,926.84	2,543,120.31	86%
	Grand Totals	(\$8,508,933.00)	(\$468,775.00)	(\$8,977,708.00)	(\$388,521.77)	(\$22,219.85)	(\$7,253,400.95)	(\$1,702,087.20)	

Organizational Chart





Randolph County Department of Social Services Organizational Chart

August 2020

Director
Tracie Murphy

Attorneys/Legal Team
Melissa Livesay – Attorney
Chrystal Kay – Attorney
Susan Allen – Assistant
Ginny Lewis – Paralegal

Administrative Secretary
Tasha Dakoulis

Asst. Dir. / Business Officer
Richard D. Park

Computer Sys/Technology Unit
Patrick Skelly – Administrator

Nicholas Duggins – CST
Benjamin Baldwin – CST

Administrative Support Unit
Julie Gray – Supervisor

Sandra Garcia – PA
Monica Chairez – PA
Sonia Cortez – PA
Jane Kennedy – PA
Laura Sandoval – PA
Betty Skipper – PA
Vac A RCarrillo 8/1/20 – PA
Karen Routh – PA
Katie Bequette – PA
Takirah Maye – Security Officer
Alesia Cranford-Housekeeper

Quality & Training
Meghan Kology – Training Officer

Stephanie Grabusky – Quality
Kiara Ortiz – Info Tech
Alison Hedrick – SW Trainer
Chrystal Harris – IMC Trainer
Janna Shofe – IMC Trainer
Ja'Nita Russell – SW Trainee
Quanisha Andrews – SW Trainee
Ana Carrillo-Reyes – SW Trainee
Elizabeth Aviles – SW Trainee
New Position – SW Trainee

Accounting/Timesheets/Travel
Wendy Garner – Acct. Tech

Income Maintenance DMA
Michelle Hinshaw – Administrator

Income Maintenance DSS
Leah Harris – Administrator

193 Permanent Full-Time Positions
1 - Permanent Full-Time – Unfunded
2 - Permanent Part-Time (4 hrs) – Unfunded
3 – Temporary Part-Time – Unfunded
1 - State Aid to Blind -- State Position

Long Term Care
Catherine Moffitt

Renee Sharpe – IMC-LTC
Doodie Harvell – IMC-LTC
Julia Parks – IMC-LTC
Mary Casey – IMC-LTC
Holly Dwyer – IMC-LTC

Adult Medicaid
Julie Trotter

Josselyn Lopez – IMC-AMA
Gina Brady – IMC-AMA
Tinia Duty – IMC-AMA
LaTanya Godwin – IMC-AMA
Leigh Casaus – IMC-AMA
Kim Rotenberry – IMC-AMA

Family and Children MA #1
Brandi Aldridge

Crystal Bennett – IMC-FCMA
Tina Varner – IMC-FCMA
Vera Williams – IMC-FCMA
Amanda Hendrix – IMC-FCMA
Kelly Collins – IMC-FCMA
Portia Warren – IMC-FCMA
Rebecca Bell – IMC-FCMA

Family and Children MA #2
Cindy Cody

Kristy Thompson – IMC-FCMA
Brandy Swaney – IMC-FCMA
Gigi Rogers – IMC-FCMA
Candy Strider – IMC-FCMA
Amanda Canham – IMC-FCMA
Amy Luck – IMC-FCMA
Tammy Haynes – IMC-FCMA

Family and Children MA #3
Michelle Tompkins

Tammie Taylor – IMC-FCMA
Lisa Nance – IMC-FCMA
Elizabeth Schoeppler – FCMA
Crystal T. Trogdon – IMC-UI
Beth Bryant – IMC-UI
Sheryl York – IMC-UI
Christina Brechbiel – (Triage)
Debbie Bowman – IMC-NEMT

Universal Intake #1
Libby Davis

Robin Alford – IMC – UI
Patricia Matthews – IMC-UI
Crystal T. Trogdon – IMC-UI
Beth Bryant – IMC-UI
Sheryl York – IMC-UI
Christina Brechbiel – (Triage)
Debbie Bowman – IMC-NEMT

Universal Intake #2
Victoria Dye

Teresa Stinson – IMC-UI
Sherri Jarrett – IMC-UI
Crystal D. Trogdon – IMC-UI
Loriz Aguirre – IMC-UI
Tracy Routh – IMC-UI
Angie Reynolds – IMC-UI
Adriana Nunez – (Triage)

Food and Nutrition SVS #1
Jennifer Frazier

Tammy Gordon – IMC-FNS
Amanda Ferrell – IMC-FNS
Elena Hernandez – IMC-FNS
Theresa Mitchell – IMC-FNS
Angelica Villagomez – IMC-FNS
Elaine Roberson – IMI
Cecilia Valdes – IMI

Food and Nutrition SVS #2
Karen Coley

Jessica Hogan – IMC-FNS
Jennifer Hinesley – IMC-FNS
Kristin Anderson – IMC-FNS
Celena Fleming – IMC-FNS
Jennifer Frachuer – IMC-FNS
Yesenia Rincon – IMC-FNS

Economic Services Archdale
Misty Martin

Rachelle Salisbury – IMC-UI
Ashley Honeycutt – IMC-AMA
Loretta Atkins – IMC-UI
Sean Scott – IMC-UI
Kathleen Strickland – PA

Work First
Keisha Springs

Stephanie Davis – HSC
Breanna Davis – HSC
Elizabeth Parson – SW
Alma Mulles – SW
Teresita R Arellano – IMC-WF
Elizabeth Nolan – IMC-WF

Child Protection/Family SVS
Jaynetta Butler – Administrator

Family Services
Cheryl Benford

Katee Michael – IMC
Tracy Meier – IMC
Yalila Roman – IMC
Sebrina Maynard – Admin Asst

Child Protective Services #1
Jennifer Evans

Laura Clegg – SW
Stacie Hazelwood – SW
Karen Lopez-Benitez – SW
Cheyenne McMahan – SW/OC
Angela Turner-Cox – SW/OC
Lizeth Perez – Interpreter

Child Protective Services #2
Michael LaBorde

Shamondy Dunbar – SW
Thomas Munoz – SW
Sandra Torres – SW
Demetria Buie – SW
Amanda Rico Carbonell – SW

Child Protective Services #3
Stephanie Fields

Vac EFoley 8/7/20 – SW
Hannah Watts – SW
Stephanie Cruthis – SW
Thomasina Stallings – SW
Ebony McNeil – SW

Child Protective Services #4
Walker Brown

Mariah Smith – SW
Vac CRiddick 8/25/20 – SW
Carla Bastic – SW
Tiffany Kirby – SW
Stacey Stanley – SW

Child Placement/Adult SVS
Toni Welch – Administrator

Adult Services
Wendie Emerson

Cecilia Nwosu – SW
Sarabeth Craven – SW
Bailey Rebert – SW
Ann Councilman – SW
Kaitlyn Russell – SW
Rebecca Stewart – SW
Chore Providers 50% (5 Pos.)

Adoptions
Heather Thomas

Trina Fraley – SW
Kim Scruggs – SW
Dana Nance – SW
Laura Davis – SW
Samantha Renzi – SW
Elizabeth Binkley – SW
Abby Jenkins – PA

Foster Care #1
Hope Jenks

Sandra Casso – SW
Jeketha Enoch – SW
Elizabeth Guzman – SW
Courtney Quinn – SW
Vac JCuller 6/1/20 – SW
Juquasia Robinson – SW

Foster Care #2
Lisa Stern

Vac AHedrick 8/1/20 – SW
Paige Piper – SW
Marlee Caudill – SW
Shayla Cassidy – SW
Kenya Brown – SW LINKS
Karyh Maturina – SW (PT)

In-Home Services
Melody Cummings

Bria Bethea – SW
Lori Peirce – SW
Dasha Herbin – SW
Carla Hinton – SW
Cristen Bailey – SW
Tanya Haire – SW (PT)
Jackie Russell – SW (PT)

Combo Services
Tanya Sheek

Chiquita Striblin – SW
Monet Johnson – SW
Roxanna Vargas – SW
Allana Jackson – SW
Karen Arnold – PA
Alison McGee – PA
Jessica Vancannon – PA
Angel Webster – SW (PT)