



**RANDOLPH COUNTY**  
**Department of Social Services**

**Beth W. Duncan**  
Director

**Samuel R. Frazier**  
Board Chair

**PRESS RELEASE**

**“Randolph County Social Services is at the Head of the Class”**

“I have heard lots of good reports about you and your staff at Randolph County Social Services and wanted to stop by and meet you,” Department of Health and Human Services (DHHS) Secretary Aldona Wos, M.D. told DSS Director Beth Duncan on Wednesday. “Your agency is at the head of the class, and the success you are having is likely to bring more success in the future,” she told a group of Randolph County leaders that included County Manager, Hal Johnson; DSS Board Member and County Commissioner, Arnold Lanier and DSS Board Vice-Chair, Curtis Farlow.

Randolph County DSS, like most other agencies in North Carolina have been challenged with the implementation of a new eligibility system, called North Carolina Families Accessing Services through Technology ( NC FAST); last year in the Food and Nutrition Services (FNS) program and this year in the Medicaid programs. Medicaid offered additional challenges because of the complexity of the programs and the additional workload from the Affordable Care Act (ACA). “We were not adequately staffed for the existing workload. When the challenges of NC FAST and the additional workload from the ACA were added to the Medicaid eligibility staff, we were pushed to the breaking point,” said Beth Duncan, DSS Director. County Commissioners authorized the addition of 14 new staff positions in January, most were for the Medicaid program. “The hiring and training of the new staff has been on-going since January and now success can be visualized,” said Sonja King, DSS Income Maintenance Administrator. Secretary Wos thanked county leadership for the approval of new staff stating that: “success is determined both by having the right amount of staff and by the qualifications of those staff,” reiterating the importance of the use of technology in DSS operations. During the visit, Secretary Wos witnessed the use of modern technology tools used by Randolph County DSS in both Child Welfare for tracking and reporting case status in Child Protective Services and in Eligibility Determination operations where NC FAST processes were being taught to new workers in a fully equipped training room.

When asked about the future, Secretary Wos advised: “You need to get to your steady state as soon as possible so you can be ready and adapt for what the future may bring.”

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