

August 25, 2026

The Alamance County Social Services Board met with its regular monthly meeting on this date. The meeting was held at HSC Building (1st Floor) 319 N. Graham Hopedale Rd., Burlington NC with the following in attendance were: Dr. Darrell Warner, DSS Board Member; Ms. Tyronna Hooker, DSS Vice-Chair; Ms. Candice J. Gobble, DSS Director; Ms. Danae Pickard, DSS Economic Services Division Director; Ms. Lynette Wellons, Assistant Director of Services; Ms. Jamie Hamlett, DSS Attorney; Ms. Whitney Lipscomb, DSS HR Manager; Ms. Jennie Kristianson, DSS Chatham Co. Director and Ms. Sherry Hook, Alamance County Assistant County Manager were present.

Ms. Tyronna Hooker, DSS Vice-Chair, opened the meeting.

Public Comment:

Ms. Lorie Hancock read letter to DSS Board Members.

Consent Agenda: Ms. Tyronna Hooker, DSS Board Vice-Chair

June, July and August 2026 items on the consent agenda will be moved to September Board meeting due to no quorum.

Presentation from NCACDSS: Ms. Jennie Kristiansen

Ms. Jennie Kristiansen, Chatham Co. DSS Director presented Director Candice J. Gobble plaque in honor of completing the Directors Academy in December 2025.

The Director's Academy is a self-guided, self-paced professional development program offered by the NC Association of County Directors of Social Services. It is designed to provide essential and continuous learning opportunities for Directors of Social Services in NC.

It is a six-module training program covering key areas of social services leadership, which consists of:

1. Human Resource Management
2. Budget and Fiscal Management
3. Leadership and Program Administration
4. Working with Governing Board
5. Media Relations and Managing Social Media
6. Legislative Advocacy

Director Kristiansen expressed it was an honor to serve as mentor for Director Gobble. Throughout the program, Candice has shown expectational leadership, patience and genuine commitment to serving others. This is a huge milestone in your journey and one led by service with underlying commitment to Alamance County citizens.

Staff Reports:

Fiscal: Candice J. Gobble

Expenditures – June 2026			
Year to Date through June 30, 2026	Expenditure Target Rate = 100%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
SALARIES & BENEFITS	\$ 18,035,875.00	\$ 17,022,265.00	94%
OPERATIONS	\$ 1,927,898.00	\$ 1,803,346.00	95%
SERVICES	\$ 8,869,156.00	\$ 4,404,266.00	50%
TOTAL EXPENDITURES	\$ 28,832,929.00	\$ 23,229,877.00	81%

Revenues – June 2026			
Year to Date through June 30, 2026	Revenue Target Rate = 100%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
FEDERAL	\$ 12,460,823.00	\$ 12,593,429.00	101%
STATE	\$ 1,397,026.00	\$ 1,434,558.00	103%
COUNTY	\$ 107,596.00	\$ 65,255.00	61%
TOTAL REVENUES	\$ 13,965,445.00	\$ 14,093,242.00	101%

Expenditures – July 2026			
Year to Date through July 31, 2026	Expenditure Target Rate = 8%		
ACCOUNT DESCRIPTION	Budget FY 26-27	Expenditures	Spending %
SALARIES & BENEFITS	\$ 18,311,663.00	\$ 1,504,718.00	8%
OPERATIONS	\$ 1,906,725.00	\$ 102,114.00	5%
SERVICES	\$ 4,869,106.00	\$ 158,997.00	3%
TOTAL EXPENDITURES	\$ 25,087,494.00	\$ 1,765,829.00	7%

Revenues – July 2026			
Year to Date through July 31, 2026	Revenue Target Rate = 0%		
ACCOUNT DESCRIPTION	Budget FY 26-27	Expenditures	Spending %
FEDERAL	\$ 11,131,721.00	\$ 121,965.00	1%
STATE	\$ 1,380,133.00	\$ 16,654.00	1%
COUNTY	\$ 69,646.00	\$ 100.00	0%
TOTAL REVENUES	\$ 12,581,500.00	\$ 138,719.00	1%

Director Candice J. Gobble presented the expenditure/revenues report. The revenues are delayed due to End of Year reports being finalized.

Alamance County DSS did receive additional \$659k in Medicaid revenue due to implementation of work requirements due to House Bill 491. The new work requirement is requiring “able-bodied” Medicaid participants to work, volunteer or attend school at least 80 hours/month is set to take effect January 1, 2027.

Question: Will you be able to hire staff with additional funds?

- *We are looking to the County to discuss hiring additional staff. We can only use these funds for Medicaid. We are pulling together a plan and will go before the County Commissioners to request new positions.*

Question: With semi-annual review – will it stretch these funds?

- *We are looking at AI phone system to assist staff with phone calls that will come with all the new changes.*

Question: How many positions will be ideal?

- *We will need to assess space for any new positions. With these new positions, this is creating a new team that will be able to handle all changes, auto-newborn, etc. With audits, we are trying to avoid any errors. With errors, funding has decreased statewide. We are hopeful we will continue to make deadlines.*

We are projecting the ask to be for (4) IMC I and (1) IMS Supervisor. These positions will be paid for with the supplemental funds from DHHS instead of County Funds. These will be time limited positions.

Fraud: See report –

Unit	July 2026	July 2025	Current YTD	Prior Fiscal Year
Fraud	\$10,478.42	\$19,310.10	\$10,478.42	\$19,310.10
Fraud Referrals Received	50	15	50	15

Services: Lynette Wellons, Assistant Director of Services-

Assistant Director Wellons reported Alamance County DSS will host Hiring Event on-site for Child Welfare Assessments on August 31, 2026. The time for event is from 2-6pm – we are hopeful to interview 3 applications per hour. So far, we have filled the first hour with applicants. We continue to post on social media.

Child Welfare:

- The Foster Care unit underwent IV-E audit and there were no findings or paybacks.
- We continue to recruit for Foster Care Fall class
- We continue to address CPS workload and backlog through support staff and intensive supervisory engagement.
- We are rolling into Child Welfare Workforce Month with hosting training for staff
- With school back in session – we are now receiving more reports. On the first day of school, we received the first report by 9am.

Child Support:

Unit	July 2026	July 2025	Current YTD	Prior Fiscal Year
Child Support Collections	\$905,758.18	\$957,436.09	\$905,758.18	\$957,436.09

- August is Child Support Awareness month – we want to recognize the important role child support plays in promoting the well-being of children.
- Child Support Unit continues to collect for Back-to-School Drive for Eastlawn Elementary School – DSS staff are donating school items.

Adult Services:

- Increasing complexity of APS reports with marked significance which require intervention
- Beginning transition of individuals under guardianship to Generations to support the workload for staff – funded by VAYA funding now being accessible.

Economic Support: Danae Pickard, Economic Services Division Director

- Economic Services continues to actively prepare for the upcoming Medicaid changes by providing staff training and conducting outreach to community partners and clients to help ensure a smooth transition. We are also evaluating capacity across Economic Services to identify opportunities for additional staff support as Medicaid caseloads and workloads are expected to increase beginning October 1.
- Ms. Pickard shared we learned a lot at Social Services Institute as we approach all these changes with Economic Services programs. Thank you to the association for all the presentations.

Question: Is there any news about the error rate?

- *DHHS continues to host meetings and continues to assess monthly. At this point, it could go either way with the 6% threshold.*

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Whitney Lipscomb

Metric	Current Month
Total Filled Positions	207
Total Vacancies	27
New Hires	5
Separations	8
Internal Transfers	0

Ms. Lipscomb reported we will participate in the on-site job fair. We hope to get the initial paperwork completed at the job fair on-site to cut the time frames down once hired.

Question: Can you share about the 8 separations?

- *They are mainly resignations for many reasons.*

Director's Report – Candice J. Gobble, Director–

Director Gobble provided the following updates:

- Director Gobble announced we are in the process of testing a new AI phone system for DSS. We are in the process of creating workflow for how calls will be routed, etc. The system will create work tickets for customers. The system will help with the enormous call volume and will feature an internal “chat box” for staff to be able to ask questions about services to accommodate customers. We have a kickoff meeting scheduled for 9/2/2026 to sign contract and will have some identified policies for staff surrounding the system. This month alone we received 11,401 phone calls and the top reasons for contact were FNS Triage, Adult Medicaid Triage and FNS Intake. This was a part of our strategic plan.
- Director Gobble reported the new Social Services Board Policy and Procedure Manual for DSS Board has been emailed to all board members. I have only received feedback from Dr. Warner. Director Gobble proposed using the October DSS Board Meeting as a work session to go over policies and procedures.

New Business: Adult Protection Multidisciplinary Team

Director Candice J. Gobble presented the Adult MDT Team for Alamance County.

What is a Multidisciplinary Team (MDT)?

A Multidisciplinary Team is a group of professionals from different agencies who work together to review cases involving:

- Abuse
- Neglect
- Exploitation of vulnerable adults

Purpose:

- Improve coordination between agencies
- Identify service gaps in the community
- Strengthen the response to Adult Protective Services cases

Adult Protection Multidisciplinary Team:

- Currently 74 counties in North Carolina have Adult Protective MDT's – Alamance County is one of the 74.

- Prior to S.L. 2025-23, counties operated one of three models:
 - Systemic Review
 - Limited Case Review
 - Hybrid MDT
- Establishing a Statutory Review Team model allows for Adult Protective Cases to be reviewed with the appointed members set forth by S.L. 2025-23.
- Identify and address gaps in the county's response to adult, neglect, and exploitation of vulnerable adults, while maximizing the effective use of limited community resources.
- Review active cases in which abuse, neglect or exploitation is found
- Report annually on the activities of the Multidisciplinary Team.

§G.S. 108, Article 6B:

Statutory Case Review MDT model is authorized by S.L. 2025-23 and established through G.S. 108A, Article 6B. Counties may elect to form this type of MDT following the requirements outlined in the general statute.

Statutory Case Review MDT model authorizes all MDT members to share confidential information with each other to extend permitted by federal law.

Local Level:

- Shifts responsibility of Adult Protection MDT to Alamance County Social Services.
- The law requires County Commissioners to determine whether the local team will proceed as a single county team or a multi-county team.

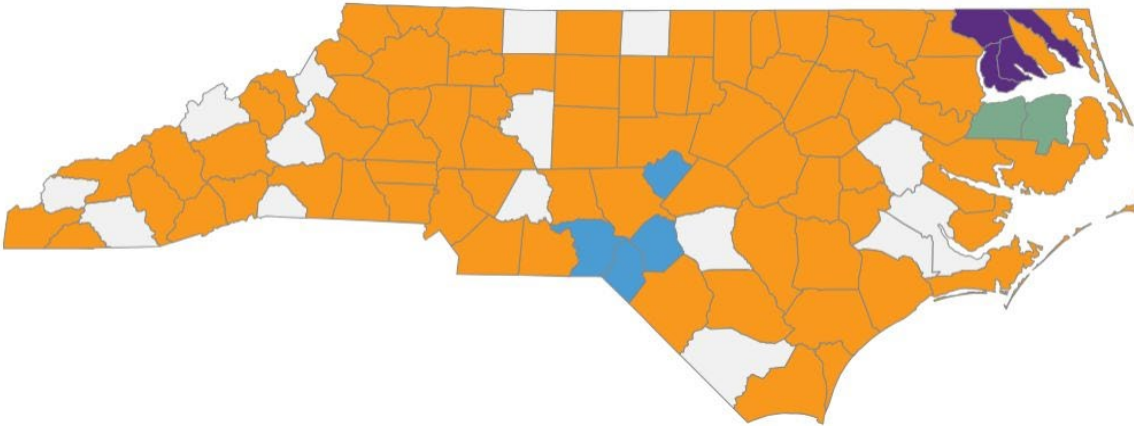
Alamance County Board of County Commissioners approved for the team to proceed as a single-county team in March 2026.

County Adult Protective Multidisciplinary Teams:

The map below identifies county-based adult protection multidisciplinary teams (MDTs) in North Carolina. These teams work together to help vulnerable adults who may need protection from abuse, neglect, or exploitation. Below the map is a directory of MDT coordinators who serve as points of contact for the MDT in their county teams.

This map is housed by UNC School of Government.

County MDT
 Four-County Regional MDT
 Sandhills Regional MDT
 Tyrrell-Washington Joint MDT



This is a great resource. Alamance County DSS Workgroup consists of Candice Gobble, Director; LaPorscha McCullough, Adult Services Program Manager; Kailee Morrow, Adult Protective Team Supervisor and Latawyna Hall, Elder Justice Grant Coordinator.

Director Gobble said most MDTs in NC are single-county teams.

Multidisciplinary Team Members:

§ 108-A-118.2 Case Review Multidisciplinary Team; creation and composition:

(c) Mandatory Members:

- The director of social services
- A staff member of the local department of social services, designated by the director of social services
- A local law enforcement officer, appointed by the board of county commissioners after consultation with the district attorney's office and the local department of social services
- An attorney from the district attorney's office, appointed by the district attorney
- The public guardian appointed in the county by the clerk of superior court under Article 11 of Chapter 35A of the General Statutes
- A local mental health professional, appointed by the director of the area authority established under Chapter 122C of the General Statutes
- The long-term care ombudsmen serving in the county, to be appointed by the Office of the State Long-Term Care Ombudsmen.
- The director of the local department of public health or a member of the director's staff, as designed by the director
- A local health care provider, appointed by the local board of health
- A representative from the local area agency on aging, appointed by the director of the area agency on aging serving the county

- A victim advocate from a local domestic violence or sexual assault agency, appointed by the agency's executive director

Members Appointed by the Chair:

The chair of the Case Review Multidisciplinary Team may appoint a maximum of five additional members representing local agencies of the community at large to serve on any Case Review Multidisciplinary Team, including, but not limited to, representatives from financial institutions, local hospitals, and nonprofit organizations.

1. Family Justice Center – Elder Justice Project
2. Always Best Care
3. PACE
4. Alamance Elder Care
5. Authorcare Hospice

We needed 14 strong individuals to start the process.

Adult Protection MDT Team – First Meeting:

Director Gobble reported the first meeting was held on July 31, 2026 – which was a procedural meeting.

We met and discussed the following:

Leadership and Governance –

- Established team leadership and record keeping responsibilities; reviewed member roles, attendance and confidentiality expectations.
- All members signed confidentiality waivers prior to meeting

Operating Procedures –

- Reviewed and approved the procedures guiding the team; procedures will be reviewed annually

Case Review Framework –

- Adopted categories of active APS cases appropriate for multidisciplinary review

Mission and Vision –

- Developed and adopted a shared mission and vision for the team

Mission, Vision and First Year Priorities:

Mission:

- Improve outcomes for vulnerable and older adults through collaboration, coordinated intervention and shared expertise to address abuse, neglect, and exploitation while respecting dignity and self-determination.

Vision:

- A community where all vulnerable adults are safe, respected, empowered and supported through a coordinated network of professionals.

First Year Priorities:

- Identify trends within Adult Protective Services through quarterly data review
- Improve collaboration to connect vulnerable adults with needed services
- Identify service gaps and distinguishing underlying needs from presenting symptoms
- Provide education to community partners where under reporting or other barriers are identified.
- Ensure meaningful multidisciplinary case consultation and collaboration

Case Review Criteria:

- Repeat of recurring reports
- High-Risk or complex cases
- Dual diagnosis
- Resource or placement barriers
- Exploitation
- Adult sexual abuse
- Caregiver perpetrated maltreatment
- Patterns of under reporting
- Director determined cases needed for consultation

Next Steps:

Quarterly Case Review -

- Begin reviewing selected active cases and documenting multidisciplinary recommendations and action steps.
- Next meeting scheduled for October 22, 2026.

Trend Identification:

- Use case reviews and quarterly data to identify recurring barriers, emerging needs and training opportunities

Community Response:

- Use findings to strengthen partnerships, improve reporting and education; and inform resource discussions

Annual Reporting to DSS Board:

- Expected delivery of first report in July/August 2027

Questions: What was the general tone of the first meeting?

- *The team seems to be excited to get started with the process. The collaboration of the partnerships has already been established with the work that is occurring now in APS. This was an opportunity to gauge the interest of the partners for MDT.*

Director Gobble reported APS reports are up. We currently have 162 Persons Under Guardianship.

Announcements:

None

Adjournment -

The next board meeting is 12:00 pm **Tuesday, September 22, 2026**, at DSS – Professional Board Room located on the 1st Floor at 319 N. Graham Hopedale Rd., Burlington NC.

There being no further business, the meeting was adjourned at 1:10pm. Motion was made by Tyronna Hooker, DSS Board Vice-Chair and second by Dr. Darrell Warner, DSS Board Member, to adjourn the meeting.

Respectfully Submitted:

Carmen L. Morrow

Date Approved: _____