

July 28, 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. Candy Snyder, DSS Board Member; Ms. Candice J. Gobble, DSS Director; Ms. Danae Pickard, DSS Economic Services Division Director; Ms. Virginia Hunker, DSS Business Officer; Ms. Jamie Hamlett, DSS Attorney; Ms. Whitney Lipscomb, DSS HR Manager; and Ms. Sherry Hook, Alamance County Assistant County Manager were present.

Ms. Candy Snyder, DSS Board Member, opened the meeting.

Public Comment:

None

Consent Agenda: Candy Snyder, DSS Board Member

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

Oath of Office: Carmen Morrow, Clerk to DSS Board

The following DSS Board Members were reappointed by Social Services Commission and Oaths were given on this day, July 28, 2026.

Board Member	Effective Dates
Ms. Candy Snyder	July 1, 2026 – June 30, 2029
Dr. Darrell Warner	July 1, 2026 – June 30, 2029

Staff Reports:

Fiscal: Virginia Hunker

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 = 92%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
FEDERAL	\$ 12,460,823.00	\$ 12,200,039.00	98%
STATE	\$ 1,397,026.00	\$ 1,370,244.00	98%
COUNTY	\$ 107,596.00	\$ 65,255.00	61%
TOTAL REVENUES	\$ 13,965,445.00	\$ 13,635,538.00	98%

Ms. Virginia Hunker presented the Year End Reimbursement and Expenditure report –

County Share of DSS Expenditures:

- County share is based on the amount of State & Federal funding that can be drawn down through the monthly (DSS-1571) reimbursement report.
- Available allocations vary each year, causing the County Share to fluctuate.
- Historically, the County share has remained consistent at 45%-48% through the DSS-1571 reimbursement process.

Overall Revenue vs. County Contribution:

- The 45%-48% County share reflects only reimbursements received through DSS-1571.
- When all revenues are considered, 58.7% of total expenditure was covered by revenues.
- This results in an overall County share of 41.3%.

Budget Performance:

- Revenues received were very close to budgeted amounts.
- Expenditures also remained closely aligned with the approved budget.

Variance in Service Expenditures:

- Differences between budgeted and actual service expenditures are primarily due to designated State and Federal fund balances that carry forward each fiscal year.
- The largest factor is Vaya funding, which rolls over and remains available for future expenditures.

Program Area Reimbursement:

- Economic Services generates the highest reimbursement because many of its funding sources are uncapped allocations, allowing the department to maximize available reimbursement.

- Child Welfare and Adult Services primarily rely on capped State and Federal allocations, which limit opportunities.
- Adult Services has the lowest reimbursement percentage due to lower available State and Federal allocation funding.

Ms. Virginia Hunker presented **FY 26' – 4th Quarter Financial Report** (see packet) -

Total Revenues	Total Expenditures	Additional Reimbursement Received
\$13,625,538 98%	\$23,229,877 81%	\$28,540 101%

Question: What is the 337 Percentage of County Share?

Answer: Ms. Hunker said this is the name of the financial report used to obtain all information presented.

Percentage of Revenues by Department:

Economic Services	69%
Child Welfare	23%
Adult Services	8%

Summary:

At the close of FY26, DSS expended 81% of its budget, reflecting responsible stewardship of public funds and ongoing monitoring of expenditure throughout the year. The department achieved 98% of projected revenues and through collaboration with state partners and internal staff, secured an additional \$28,540 through the DSS-1571 process, increasing the final 411 reimbursement draw down to 101%.

Fraud: See report –

Unit	June 2026	June 2025	Current YTD	Prior Fiscal Year
Fraud	\$64,473.37	\$43,336.38	\$411,799.93	\$440,671.40
Fraud Referrals Received	55	32	407	232

Services: Lynette Wellons, Assistant Director of Services-

Director Gobble reported the following:

Child Welfare:

- There has been a delay in rollout of PATHNC because the back end has moved to early 2027 due to issues in ongoing services immersion into the program.

Child Support –

Unit	June 2026	June 2025	Current YTD	Prior Fiscal Year
Child Support Collections	\$984,568.91	\$920,237.10	\$11,141,005.05	\$10,862,013.78

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 helps provide resources that contribute to a child’s daily needs, educational success, and overall stability. It also reinforces the shared responsibility of parents to support their children. Throughout August, please join us in wearing the green ribbon and join us in sharing information about child support services, common misconceptions and the ways these programs help strengthen families and communities.

Child Support is hosting Back to School Drive for Eastlawn Elementary School – DSS staff are donating school items.

Adult Services -

- No report.

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 as we approach full staffing of our IMC II Caseworker positions, we experienced an unexpected hiring setback. Three candidates who had accepted offers did not ultimately onboard – two were disqualified after failing pre-employment drug screenings and one withdrew from the process after determining the salary did not meet their financial needs. We remain actively recruiting and filling these critical positions.
- Ms. Pickard presented the Energy Outreach Plan that must be signed by Board Chair and/or member of board and Director to submit to DHHS before July 31, 2026, deadline. There have been no changes to the plan since last year.
- Ms. Pickard reported Economic Services provided an appreciation event for all Economic Services workers. There will be photos highlighted in the next newsletter.

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Whitney Lipscomb

Metric	Current Month
Total Filled Positions	208
Total Vacancies	26
New Hires	11
Separations	2
Internal Transfers	0

Ms. Lipscomb reported on the applications that are received for DSS. Most of those applications are as follows:

- Economic Services – 54
- Child Support – 43
- Social Work Positions – 53 applications across the four social work positions

We recently added a survey to Onboarding new staff – the recent results were window of time it took to get interviewed and hired.

Question: What does that time look like?

Answer: It takes about 63 days for interview process to go through the full process (references and employment verification) before a new staff comes through the door.

We continue to work on DSS internal process and will continue to work with County HR on the hiring process. We have meeting scheduled with County HR regarding recruitment efforts for new staff.

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

Director Gobble provided the following updates:

- Director Gobble reported meeting is set for Adult MDT Team with all community partners. This meeting will be to set rules and procedures for the team. There are 13 team members – we are waiting to add 4 more – we are waiting on those applications. This team will work with the Elder Justice Project (Latawnya Hall at FJC) is also a member.
- Director Gobble reported the new Social Services Board Policy and Procedure Manual for DSS Board has been emailed to all board members.
- Director Gobble asked the board of any presentation that would like to see. Suggestions were made about “A Day in the Life” of APS – How it relates to work? Can use the same format as the Medicaid presentation today.

- Director Gobble reported the new Performance Management Goals – the MOU goals remain the same because they are mandated services that all DSS must meet.
- Director Gobble discussed the recent budget with Cost Sharing model. There are a lot of conversations continuing around the State regarding the error rate (High Risk). There were 5 Food & Nutrition cases audited – we QC all those applications. We will continue to work with the NC Director’s Association for the cost sharing for FY 28.

Question: Is the error rate still decreasing?

Answer – We will not have those numbers until September. We are very close to getting back to 6%.

New Business: “Day in the Life of Family & Children’s Medicaid”

Ms. Danae Pickard, Economic Services Division Director introduced Medicaid staff: Salma Choudry, Medicaid Supervisor; Ossie Rone, IMC II and Anessa Miles, IMC II.

Staff presented “A Day in the Life of a Medicaid Caseworker”:

Staff: Ossie Rone, Medicaid Eligibility Caseworker

- Years in Position: 2 Years
- Current Caseload: 85 recertifications for July (varies monthly based on the cases due for recertifications each month)
- Programs Managed: Ongoing Medicaid

Ms. Rone gave a breakdown of what a typical day looks like, which includes the following:

Day One:

- Completed 5 recertifications/reviews. Followed up on 19 recertifications/reviews
- Answered phone calls
- Assisted walk-in clients
- Respond to emails
- Requested verification on cases
- Keyed and conducted interview for 2 energy applications
- Worked COVID extension report
- Re-evaluation for SDX termination

Day Two:

- Completed 12 recertifications/reviews. Followed up on recertification/reviews
- Requested verification on cases
- Answered phone calls
- Assisted walk-in clients
- Respond to emails
- Handled overdue cases
- Conducted interviews for 2 energy applications and processed the applications

- Approved auto newborn coverage on 2 cases

Common Challenges:

- Missing verification documents or needing to send notices for additional information
- Incomplete notices returned without signature
- Difficulty reaching clients
- Language barriers (ACCindy is used when needed)
- Clients struggling to understand notices
- Verifications received after deadlines
- System software errors
- Frequent policy and system changes/amended policy

What the public may not realize occurs with a case:

- A Medicaid case is rarely a one-time action
- One case may require:
- Multiple phone calls
- Several notices
- Verification requests
- Data matches
- Follow-up contacts
- Quality Reviews (QC)
- Ongoing maintenance after approval

What's On My Desk Today?

- Medicaid Renewals
- Wage verifications
- Tax records
- Medical bills to evaluate for deductibles
- MAFM deductible worksheet
- Updated policy documents
- Notices

Why does this work matter?

Every case represents a person who may need:

- Medical care
- Prescription medications
- Long-Term care services
- Disability related services
- Coverage for children and families

Our goal is to ensure eligible residents receive benefits accurately, in a timely manner, and in compliance with state and federal regulations.

Staff: Anessa Miles, Medicaid Eligibility Caseworker

- Years in Position: 3 Years
- Current Caseload: 85 recertifications for July (varies monthly based on the cases due for recertifications each month)
- Program Managed: Ongoing Medicaid

Day One:

- Closed 15 NCFAST tasks (including evidence, incarcerations, hearings/appeal requests, upload documents and notice of expired documents)
- Completed recertifications/reviews – reopened cases
- Answered phone calls
- Assisted walk-in clients
- Respond to emails
- Requested verifications
- Keyed 1 energy/CIP application

Day Two:

- Completed re-evaluation on 5 SDX cases (when SSI benefits terminate, reevaluation is completed for all other programs)
- Completed recertifications/reviews
- Answered phone calls
- Assisted walk-in clients
- Respond to emails
- Requested verifications
- Closed NCFAST tasks
- Processed energy/CIP application
- Reports (COVID Extension, MXP clean up, HR-1)
- Completed changes and auto newborn assigned

What's on my desk today?

- Review/Renewal Forms
- Wage verifications
- Immigration Documentation
- Verification requests
- Notices
- Appeal requests
- Child Support Cooperation
- 8185 Energy request for information
- Policy updates

Common Challenges/Encounter:

- Missing verification documents
- Incomplete renewal forms
- Difficulty reaching clients (phone numbers & addresses may not have been updated and are unable to locate)
- Language barriers
- Clients struggling to understand notices
- Verifications received after deadlines (we terminate immediately and reopen, which means more time spent on cases. We have 30 days to process)
- Frequent policy and system changes/availability

Why this Work Matters?

- Medical/Dental/Hearing/Behavioral Health Care (especially after incarceration and maternity/post-partum)
- Prescription medications
- Low co-pays
- Added managed care benefits (housing assistance, over the counter medications/DME assistance?)
- Coverage for children/families

H.R.1 is coming up which means clients who have MXP (Medicaid Expansion) will have to a review done every 6 months vs. yearly – more new policy rules to enforce with work hours and volunteer engagement.

Salma Choudry presented the following workload statistics for Medicaid Ongoing Caseworker.

They are as follows:

Medicaid Recertifications/renewals (75-80 cases monthly)	Report presented to board members
Changes (18-20 changes monthly)	18- 20 changes monthly
Auto New-Borns: Newborn Medicaid coverage (5-8 monthly)	5-8 cases monthly
Adult Medicaid clients are no longer eligible for Adult Medicaid and need reevaluations for all other programs	1-3 cases monthly
SDX Termination/Reevaluations- Clients receiving SSI are no longer eligible for SSI and need to be evaluated for all programs.	6-8 cases monthly (Medicaid Reevaluation Log presented to board members)
Child Support Non-Cooperation Log	Report presented to board members

Energy Applications	Process 2-3 cases weekly
Reports: COVID Extensions Report MXP Clean Up Report Future move to FPP report Past Due Cases	15-20 cases
Incarceration Tasks	
Tasks in the Compass system for worker	• Returned Mail • Interstate PARIS Match • Medicaid Death Match • Critical age reviews • Change in Circumstance

What is Good Cause?

- *Good Cause means good reasoning. Child Support updates the system for a case and waits for clients to provide the additional information needed to process.*

On spreadsheet – Is each worker required to change color and update the spreadsheet?

- *Yes- the supervisors will go through and verify report.*

Is there a way that County IT can integrate the spreadsheets (automate it)?

- *No – Due to there are multiple spreadsheets used for multiple programs – it would be impossible to do so. We use each of these spreadsheets to produce documentation when needed.*

Handouts:

Wage Verification Form	MAFM-Deductible Checklist/Budget
Voluntary Request to Terminate Medicaid	Change Form
Designation of Authorized Rep	Medical Assistance Renewal Notice
Request for Information form	Notice to Cooperate & Right to Claim Good Cause for Refusal to Cooperate in Child Support Enforcement

Announcements:

None

Adjournment -

The next board meeting is 12:00 pm **Tuesday, August 25, 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 12:55pm. Motion was made by Candy Snyder, DSS Board Member and second by Dr. Darrell Warner, DSS Board Member, to adjourn the meeting.

Respectfully Submitted:

Carmen L. Morrow

Date Approved: _____