

May 26, 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: Mr. Timothy Britt, DSS Board Chair; Dr. Darrell Warner, DSS Board Member; Ms. Candy Snyder, DSS Board Member; Commissioner Ed Priola, DSS Board Member; Ms. Candice J. Gobble, DSS Director; Ms. Danae Pickard, DSS Economic Services Division Director; Ms. Virginia Hunker, DSS Business Officer; Ms. Lynette Wellons, Assistant Director of Services; Ms. Jamie Hamlett, DSS Attorney; Ms. Whitney Lipscomb, DSS HR Manager; and Ms. Sherry Hook, Alamance County Assistant County Manager were present.

Mr. Timothy Britt, DSS Board Chair, opened the meeting.

Public Comment:

None

Consent Agenda: Timothy Britt, DSS Board Chair

May 2026 items on the consent agenda approved. Ms. Candy Snyder, DSS Board Member, made the motion to approve and was seconded by Dr. Darrell Warner, DSS Board Member.

Staff Reports:

Fiscal: Virginia Hunker

Expenditures – May 2026			
Year to Date through May 31, 2026	Expenditure Target Rate = 92%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
SALARIES & BENEFITS	\$ 18,035,875.00	\$ 15,573,902.00	86%
OPERATIONS	\$ 1,927,898.00	\$ 1,651,589.00	86%
SERVICES	\$ 8,869,156.00	\$ 3,983,551.00	45%
TOTAL EXPENDITURES	\$ 28,832,929.00	\$ 21,209,042.00	74%

Revenues – May 2026			
Year to Date through May 31, 2026	Revenue Target Rate = 83%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
FEDERAL	\$ 12,460,823.00	\$ 11,271,455.00	90%
STATE	\$ 1,397,026.00	\$ 1,296,975.00	93%
COUNTY	\$ 107,596.00	\$ 54,720.00	51%
TOTAL REVENUES	\$ 13,965,445.00	\$ 12,623,150.00	90%

Ms. Virigina Hunker reported at the end of May 2026, we continue to trend a bit below in expenditures and slightly higher on revenues – so we are in a good spot.

Ms. Virginia Hunker presented an updated spreadsheet of next fiscal year's budget highlighting what was presented to DSS Board and the changes after meeting with county manager, and the final budget.

Ms. Hunker presented an updated spreadsheet of next FY budget to board members of the upcoming budget presentation from County Manager to County Commissioners and the highlights that will impact DSS:

- Total reduction to DSS Budget totaling \$2,199,252.00
 - Move 4 current temporary Medicaid positions to permanent positions
 - \$100k decrease to non-permanent salaries
 - \$1,800,000 reduction to permanent positions based on current year's vacancy rate

Not recommended:

- Program Integrity Position
- SWI Position
- Social Worker III positions
- Capital Request for Northwoods Traverse

Changes:

- Removal of revenue for requested positions that were not recommended in the County Manager's budget
- Reduction of salary to incorporate turnover rate and reduction of non-permanent salary line
- Reduction in operations was removal of costs associated with position requests that were not recommended in the County Manager's budget

Fraud: See report –

Unit	May 2026	May 2025	Current YTD	Prior Fiscal Year
Fraud	\$91,985.84	\$21,567.89	\$347,326.50	\$397,335.02
Fraud Referrals Received	53	16	352	200

Services: Lynette Wellons, Assistant Director of Services-

Ms. Lynette Wellons 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.

- The Adoptions Team is proud to celebrate a major milestone – 38 adoptions finalized between June 1, 2025, and May 30, 2026. With a state baseline goal of 20 adoptions for Alamance County, the team nearly doubled expectations through their dedication, compassion, and commitment to permanency for children and families in our community. continue to celebrate adoption numbers – huge accomplishment.

Child Support –

Unit	May 2026	May 2025	Current YTD	Prior Fiscal Year
Child Support Collections	\$1,081,586.21	\$945,551.16	\$10,156,436.14	\$9,941,776.68

Adult Services -

- June in Elder Abuse Awareness Month. We are amid closing out the month and have enjoyed the opportunity to partner with community agencies to educate for the need for protection for older adults in our community.

Economic Support: Danae Pickard, Economic Services Division Director

- Economic Services continue to move in a positive direction with workforce stabilization efforts. Caseworker vacancies have been reduced to seven positions, with hiring packets already submitted for all but three openings. Although it will take time for newly hired staff to complete training and become fully productive, this represents meaningful progress in addressing staff shortages for continued improvements in workload management and customer service.
- Ms. Pickard shared field notes from State Newsletter to frontline FNS staff. Impressed with the information being shared, which reinforces what we share. Focuses on quality. The last error rate was 6.61% as a state, Alamance County DSS is under 6% but costs kick in at the state rate.

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Whitney Lipscomb

Metric	Current Month
Total Filled Positions	209
Total Vacancies	27
New Hires	1
Separations	4
Internal Transfers	1

Ms. Lipscomb, we continue to have 11 new staff in the hiring process. Director Gobble added we will begin using NeoGov system to show the full application process to use the data to capture the big picture. We are aware of the application process coming through the door to hire is not good. We are working with County HR to obtain reports.

Question: Can this be added to DSS Dashboard?

- Yes – we will work on this process with monthly reports from County HR.

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

Director Gobble provided the following updates:

- Director Gobble reported the new State MOU has been signed and sent back to the State. The document is now with the County legal office. This MOU will be for two years. The document is due before the next fiscal year. All performance management goals are at the beginning of the new MOU, and we are responsible for meeting all those goals. Director Gobble reminded board members of the timeframes and corrective action policies when goals are not met.
- Director Gobble reported the new Social Services Board Policy and Procedure Manual for DSS Board has been emailed to all board members. If you have any issues or questions, please send to Director Gobble.
- Director Gobble reminded board members July marks the new fiscal year – a new board chair will need to be voted/approved at the July Board meeting. Dr. Darrell Warner and Candy Snyder will also need to take new oaths as they will be recommissioned from the Social Services Commission.
- Director Gobble reported there is no new word on VAYA funds.

Question: Would it be possible to have some staff from Economic Services come and walk the board through the process and do other areas also? It helps staff to see their interest and helps paint the picture for a “day in the life”.

- *We will plan on presentation from staff next month. Did you want to walk around the stations?*

New Business: Medicaid H.R.1. Eligibility & Enrollment Changes

Ms. Danae Pickard, Economic Services Division Director, presented an overview of H.R.1. Medicaid Eligibility and Enrollment Changes and HB 696:

Executive Summary:

NC Medicaid is implementing major eligibility and enrollment changes required under H.R.1. The changes will affect Medicaid expansion beneficiaries, certain non-citizen populations, county DSS operations, and eligibility determination processes. Several provisions take effect beginning October 1, 2026, with additional requirements beginning January 1, 2027. County DSS agencies

will play a central role in beneficiary outreach, case reviews, eligibility redetermination and implementation of new verification requirements.

Key Policy Changes:

Provision	Effective Date	Implications for DSS
Non-citizen eligibility changes	10/1/2026	Case reviews and beneficiary outreach for affected populations
Work/community engagement requirements	1/1/2027	Verification, exemptions, documentation and case processing
Six-month renewals for expansion beneficiaries	1/1/2027	More frequent eligibility reviews and workload increases
Reduced retroactive coverage	1/1/2027	Potential increase in beneficiary questions and appeals.

Alamance County has over 11,000 participants in Medicaid expansion alone, we are ranked #15 in the State. The upcoming changes target the population of 19–64-year-olds population largely.

HB 696 Considerations:

State legislative provisions will increase administrative complexity beyond federal requirements. Potential impacts include limits on self-attestation, monthly reviews of changes in circumstances, and a three-month work requirement lookback period. These provisions will increase caseworker workload, processing times, and documentation requirements for beneficiaries.

Expected Operational Impact on County DSS:

- Increased eligibility workload due to additional reviews and redeterminations – on top of the other 42,000 Alamance County recipients.
- Manual review of many cases affected by immigration-status changes
- Expanded beneficiary communications and customer service demand
- Additional verification and documentation requirements for applicants and beneficiaries – QA perspective – sometimes the cost of getting the work done is quality. We will continue monitor benefits to make sure those receive benefits who should receive – we could potentially have pay backs for those who may receive and should have not received. This could potentially result in fraud, which means paybacks. We did request an additional position to manage those reports, but it did not make the budget this FY.
- Training needs for eligibility workers and supervisors
- Monitoring of new work requirement compliance and exemption processes

Potential Impact on Recipients:

Residents will experience more frequent eligibility reviews, additional requests for documentation and a greater risk of interruption coverage if required information is not submitted timely. Individuals with unstable employment, transportation barriers, language barriers, or limited access to records may face greater challenges maintaining coverage.

Issues to Monitor:

- Staffing capacity and training needs
- Growth in application processing times and case backlogs – The expanded look back period of 3 months to process instead of 1 month. We work on 20 different reports monthly on top of managing caseloads. These reports can have the same person on each report which can cause duplicative work.
- Call volume and customer service demand
- Coverage losses among vulnerable populations – (Class action lawsuits for people not being notified of their terminations. State does rollover for these cases, but which means there are people receiving who should be terminated. Notices for these changes must go out by 9/15 for non-citizens and termination by 10/1.)
- State guidance, funding and implementation timelines
- Community outreach and education efforts

DSS Preparations:

- Develop a client outreach and education strategy before implementation dates
- Identify populations most likely to be affected and coordinate with community partners
- Assess staffing and training needs for increased eligibility workload – DSS Training will begin July 1 and then will roll out to other areas.
- Monitor state guidance and implementation updates from NC Medicaid
- Provide updates on operational impacts, caseload trends and coverage outcomes

Questions for Discussion:

- What resources will be needed to support increased eligibility workloads?
- How can DSS reduce coverage disruptions for eligible residents?
- What partnerships can help educate clients about upcoming changes?
- What metrics should we track to monitor implementation impacts?

What this means for Our County:

- Increase administrative responsibilities for County DSS staff and will result in more frequent client contact, eligibility reviews and requests for documentation.
- Anticipate increased demand for customer service, outreach and case management support, particularly for Medicaid Expansion beneficiaries and individuals affected by new verification requirements.

What impact do you feel this will have on staff and retention?

- *We are better staffed. We have one caseworker vacancy and 54 caseworkers. We see staff in those positions applying for other positions.*

Is there a grace period if you lose several staff?

- *No, there is a monthly report card we must meet to prevent corrective action. The report looks at timeliness and accuracy.*

Is this an opportunity to partner with others to support?

- *Yes – Alamance Community College has a class that offers NCFAST certification course. The course will allow students that they can obtain a career at social services.*

Tyronna Hooker, Vice-Board Chair suggested doing a spotlight at Community Council. Please contact United Way to be a part of Community Council.

What is the average caseload right now?

- *About 160 cases per month – will need to check for accuracy. The first two weeks of the month are when the reports are worked. With more frequent reviews, the report increases. The reports depend on beneficiaries and age range.*

Were there no work requirements before?

- *No – no work requirements were needed for Medicaid benefits.*

Announcements:

None

Adjournment -

The next board meeting is 12:00 pm **Tuesday, July 28, 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 1:20pm. Motion was made by Candy Snyder, DSS Board Member and second by Commissioner Ed Priola, DSS Board Member, to adjourn the meeting.

Respectfully Submitted:

Lynette B. Wellons

Date Approved: _____