

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; Ms. Sherry Hook, Alamance County Assistant County Manager and Mr. Evan Harper, County Intern were present.

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

Public Comment:

None

Consent Agenda: Timothy Britt, DSS Board Chair

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

Staff Reports:

Fiscal: Virginia Hunker

Expenditures – April 2026			
Year to Date through April 30, 2026	Expenditure Target Rate = 83%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
SALARIES & BENEFITS	\$ 18,035,875.00	\$ 14,140,181.00	78%
OPERATIONS	\$ 1,927,898.00	\$ 1,489,573.00	77%
SERVICES	\$ 8,869,156.00	\$ 3,605,374.00	41%
TOTAL EXPENDITURES	\$ 28,832,929.00	\$ 19,235,128.00	67%

Revenues – April 2026			
Year to Date through April 30, 2026	Revenue Target Rate = 75%		
ACCOUNT DESCRIPTION	Budget FY 25-26	Expenditures	Spending %
FEDERAL	\$ 12,460,823.00	\$ 10,000,617.00	80%
STATE	\$ 1,397,026.00	\$ 1,048,524.00	75%
COUNTY	\$ 107,596.00	\$ 54,670.00	51%
TOTAL REVENUES	\$ 13,965,445.00	\$ 11,103,811.00	80%

Ms. Virginia Hunker reported DSS is trending low for expenditures and trending high for revenues.

Ms. Hunker reported we are preparing for the single audit. This audit will be conducted by outside firm county wide which will audit for DSS: 1571 submission report, Medicaid, Foster Care and Adoptions.

Ms. Hunker reminded 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

Fraud: See report –

Unit	April 2026	April 2025	Current YTD	Prior Fiscal Year
Fraud	\$15,476.11	\$15,287.20	\$255,340.72	\$269,478.59
Fraud Referrals Received	41	13	299	184

Services: Lynette Wellons, Assistant Director of Services-

Child Welfare:

No Updates – Please see Social Services Dashboard:

- Alamance County DSS continues to see increasing complexity in child welfare and adult services cases while also training and developing newer social workers entering the field. As staff build experience, additional mentoring and support are needed, which can impact workload distribution and slow case progression. At the same time, demand for services, placement resources, and timely permanency outcomes remain high. These trends highlight the continued need for workforce development, staff retention, and employee wellness initiatives to support strong outcomes for children and families.
- Interviews continue for vacant positions in social work positions with increased outreach to universities and alumni associations to seek applicants.

- Caretaker support (training and education to support family members caring for loved ones)
- Challenges with Healthy Blue Care Together serving foster children
- Continued inadequate placement availability (children and adults)
- April is Child Abuse Prevention Month. DSS and community agencies have planted pinwheel gardens in recognition of the month. The historic courthouse is also lit up with blue lights at night for the month of April.
- May is National Foster Care Month. We hosted a field day for our foster children and their placements, as well as focusing attention on the need for recruitment of new foster families within the county.
- Preparation work has begun for child welfare ongoing services integration into PathNC. The entry date is December 1, 2026.

Child Support –

Unit	April 2026	April 2025	Current YTD	Prior Fiscal Year
Child Support Collections	\$976,231.99	\$942,666.99	\$9,074,849.93	\$9,000,219.52

Adult Services -

- June in Elder Abuse Awareness Month, Throughout the month, we will be raising awareness and educating our community on the importance of recognizing and reporting elder abuse. To show our support, purple pinwheels will be displayed at Friendship Center (Adult Day Care) and the historic courthouse located in Graham, NC will be lit purple in honor of older adults in our community. We encourage Board Members to wear purple ribbon during the month of June as a visible stand against elder abuse and to help bring awareness to this important issue.
- Distributed purple pins to all Board Members.
- Upcoming Events for Elder Abuse Awareness:
 - June 1, 2026 – Place pinwheels at Friendship Center (10am-12pm)
 - June 15, 2026 – World Elder Abuse Awareness Day (10am – 11:30am)
 - June 15, 2026 – National Wear Purple Day

Economic Support: Danae Pickard, Economic Services Division Director

- Economic Services programs are expected to experience growing pressure as rising fuel and living costs continue to impact both staff and the community. Increased commuting expenses and broader financial strain may further challenge workforce retention and day-

to-day operations, while more households are likely to seek assistance to help meet basic needs. These trends continue to highlight the importance of staffing stability, employee support and operational capacity to effectively respond to increasing community demand.

- Operational demand continues to increase for our Medicaid teams by adding new eligibility, verification and reporting requirements. This continues to lead to higher turnover within our Medicaid units. The very technical nature of the work continues to create challenges with recruitment, training and retention. New and Current Medicaid staff are still working to navigate existing polity and system requirements, and the addition of upcoming federal changes is expected to increase the current challenges we are seeing.
- Economic Services teams are continuing to shape outreach and messaging efforts for the community regarding the local impact of H.R.1. Updates to our website and phone system are underway to strengthen information sharing and improve customer access to timely resources. In parallel, staff readiness initiatives are underway, along with a review of operational processes to reduce potential disruptions for beneficiaries and frontline staff.

Operations – Director Candice J. Gobble

Administrative Support/Personnel: Whitney Lipscomb

Metric	Current Month
Total Filled Positions	206
Total Vacancies	30
New Hires	5
Separations	3
Internal Transfers	1

Ms. Lipscomb added we have 11 new staff in the hiring process with 5 of them being social work positions. Director Gobble added with the 11 starting positions, we would be down to 19 positions that need to be filled. And with the \$1.8m reduction, we need to hire positions very quickly.

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

Director Gobble provided the following updates:

- Director Gobble reported we have the new State MOU that requires new signatures. 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.

- Director Gobble reported on the collaborative project with Justice Advisory team working with Phil Bowers at Sustainable Alamance and assisting citizens recently released from prison on Medicaid applications, etc. We are all aware the transition can be difficult and hard to navigate. We are hopeful this collaboration will smooth the transition for these citizens as they transition back into the community. We created a Medicaid Flow Chart that will help with these processes.
- Director Gobble shared with Board Members documents that have been completed for Social Services Board Policy and Procedure Manual. We will send the document via email - please look over the document and send any additions/changes to Candice Gobble. This will be the time also as a board if you wanted to add any policies/procedures such as Public Comment Sign Up and/or how to handle letters that are submitted as public comment?
- Director Gobble reported we also have created a “board script” for all board meetings that will be available at each meeting.

Question: Will it be possible to have legal (Jamie Hamlett, DSS Attorney) to look over the process of what to do as it relates to letters as public comment?

- *Ms. Hamlett stated she can look over procedures*

Question: Do we vote on any policies as board members? What are we responsible for?

- *The School of Government outlines and highlights the responsibilities of DSS Board Members roles and responsibilities.*

Action: DSS Director will send email policy manual to all board members. DSS Director will create one-page bullets for board members.

New Business: Subsidized Child Care Assistance Program

Ms. Danae Pickard, Economic Services Division Director discussed the amended Child Care Assistance program policy approved last year. The policy was amended on the State level but will require board chair signature.

Ms. Pickard gave brief highlights of the DSS Child Care Assistance Program. The highlights are as follows:

- DSS currently has 4 staff, 1 supervisor and 1 lead worker.
- Program helps families afford safe, stable, quality childcare
- Alamance County currently serves 1,314 children with varying age groups
- The program helps parents maintain employment and attend college
- The process starts by contacting Child Care staff – the staff will help complete the application which requires eligibility (State guidelines, income requirements and families need for care)
- Once approved, the licensed provider is selected to meet the basic needs of the family

- We do support parental choice while also ensuring providers meet licensing requirements and quality
- Alamance County currently has 79 childcare providers in Alamance County – 59 of those providers serve Alamance County children
- Largest benefit of the program is to reduce the current cost burden (Normally starts at \$1k of gross income cap)
- Some have a required fee based on household income and family size
- Staff work with all providers – working with provider agreements, processing authorizations and reviewing attendance and payment information
- The program is a vital support system for children, families and providers in Alamance County
- The long-term benefits are school readiness and reduced need for remedial efforts down the road

Announcements:

None

Adjournment -

The next board meeting is 12:00 pm **Tuesday, June 23, 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 12:40pm. Motion was made by Candy Snyder, DSS Board Member and second by Commissioner Ed Priola, DSS Board Member, to adjourn the meeting.

Respectfully Submitted:

Carmen L. Morrow

Date Approved: _____