



# Pamlico Human Services Board

Paul Delamar

Barbara Fisher

Alma Credle

Pat Bullis

Miranda Simpson

11 AM-12 Noon 4th Tues

Human Services Building

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## Director

Robert S. Johnson

## Note taker:

Deborah Jones

Board Chair: Barbara Fisher

Vice Chair: Paul Delamar

## 2-25-14----- Agenda Topics -----

Welcome

Review of Last Meeting Minutes

Deborah Jones

Chair's Comments

/Bob acting for Barbara  
Fisher

Questions: Unit Operational Reports

Director's Report

Adjournment until 3-25-2014

## Other Information

### *Director's Report:*

Due to conflicting obligations, only Pat Bullis was present to meet with Director Johnson and Deborah Jones. It was decided to dispense with the formal planned agenda and discuss relevant topics concerning NC Fast implementation.

It was reported that our agency met the Federal Mandate for FNS recerts with no applications outstanding past the 30 day cut off. The Director was very concerned about the amounts of pressure that this placed on his staff. The agencies were told to work nights, weekends, to hire additional temps, and to place 10 case per day quotas on workers. The FNS supervisor was called at home by a state worker and told to open up her work station at the office on Sunday "in case" any more cases were found that needed to be worked (this was after the State was given our "0" for outstanding past 30 day apps).

The Director is very concerned about stress levels due to NC Fast. Many agencies are reporting losing up to a third of their workers due to the pressure. Mr. Johnson reports that we have lost no workers during this process but many activities and recognitions have been offered to help deal with the stress. All staff have been instructed that no "quotas" were in force and, as long as steady progress was made, that's all we can ask for.

Discussion was held concerning limited availability of state system's and constant system failures which made quick progress impossible. Pamlico was provided one state trained worker who was called back by the state for additional training right at the most critical point in meeting our deadlines. This happened to many agencies. Pamlico would find it almost impossible to find any temps in our area who would have the FNS knowledge needed to help process applications and do recertification's.

The Director is concerned with starting the Medicaid processing to NC Fast. Though the state says the system problems are resolved, they are not. At this time, the state has halted Hard Launch dates until they feel more in control of the NC Fast system. In our agency, we are using this time to redirect resources to

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Medicaid, insure cases are ready for Hard Launch, and training workers to make better use of resources.

Mr. Johnson discussed the de-emphasis of Social Work programs by the state with a full emphasis on NC Fast. This is very disturbing as we know that a hand to hand work plan is necessary by all DSS departments in order to meet the challenges of our clientele.

We must ask for a new position in our budget this year which will be a Universal Worker who does both FNS and Medicaid. Our caseloads are now approx. 360 families per case worker. With the new 75% reimbursement in Medicaid, the money needed will be available.

CAP remains at a full caseload for the CAP caseworker (29-31 clients). This level provides the best profit level for the agency. We have 3-5 clients that we are researching for possible CAP if all medical and financial conditions are met. CAP clients must meet Medicaid requirements and have medical/emotional difficulties that would normally require facility placement but can be handled in the home with CAP management. Our Level II (In Home Aides) is in full utilization and has been reviewed with no problems found. Our Level III program has 5-6 clients and is contracted out to ADDUS Health Care. This is a highly specialized program and we are working with our Regional Reps to determine eligibility for this program.

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