



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

KODY KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

DREW PLEDGER Chairman

Meeting Minutes
Social Services Commission Quarterly Meeting
December 11, 2024

I. Call to Order

1. Chairman Pledger called the Social Services quarterly meeting to order at 10:00 a.m. Meeting was in person and virtual using Go-To-Webinar.
2. Chairman Pledger read the ethic statement/conflicts of interest statement; being that there were none, Paris Penny proceeded to call the roll.
3. Social Services Commission roll call:
 - a. **Commissioners in attendance and constituting a quorum were:** Chairman Drew Pledger, Brandie Walser, Jeanne Lindquist, Dr. Tia Crooms, Margie Christopher, Willa Wyatt, Tanisha James, Robert Simmons, Rebecca Andrews, Wixie Stephens, Kelsey Crowe and Cindy Locklear, Ernestine Taylor
 - b. **Commissioners absent:** Samantha Branch
 - c. **DHHS Staff Present:** Paris Penny (DSS), Danielle Upchurch (DSS), David Lee (DSS), Ben Rose (DSS), Misty Piekaar-McWilliams (DAS), and Jay Pontier (NC FAST)
 - d. **DOJ Staff Present:** Tom Campbell and Adrian Dillinger
 - e. **Others:** Charles Lycette, Dare County Health and Human Services Director
4. Chairman Drew Pledger provided introductions and opening remarks.
5. Motion by Commissioner Robert Simmons to move and approve the meeting minutes from September 11, 2024. Motion seconded by Commissioner Rebecca Andrews and carried without dissent.

II. New Business

1. Rules 10A NCAC 97 update about public comment period provided by Misty Piekaar-McWilliams. informed Commissioners that the comment period ended for rules belonging to the Office of Economic Opportunity located in subchapter 97 of 10A NCAC. She requested of the Social Services Commission to make a motion to submit the rules belonging to the Office of economic Opportunity to the Rules Review Commission. Motion to submit the rules to the Rules Review Commission as requested by Jeanne Lindquist and seconded by Margie Christopher and carried without dissent.
2. Rules 10A NCAC 06 (U, V, W, and X) Adult Day Services, State In Home Fund. Glenda Artis presented what programs are included in the State-In Home fund. After, Misty Piekaar-McWilliams requested the Social Services Commission to make a motion to approve all rules found in 10A NCAC 06, which includes both State In Home fund rules

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and adult day services rules as necessary. Commissioner Robert Simmons made a motion to make an initial determination that the rules located in 10A NCAC 06 are necessary, and Commissioner Jeanne Lindquist seconded and carried without dissent.

III. Presentations

Regional Support Model update was provided by Lead Regional Director, Ben Rose. Regional directors visit counties on a regular basis to provide technical assistance, guidance and put together plans for that director. Regional directors do not supervise county staff. Regional directors work closely with staff at the state, such as program consultants. Regional directors advocate for county departments of social services and communicate this back to the State. One of the biggest hindrances is recruitment and retention and new county department of social services directors. Regional directors are helping them understand what is critical to look at and what training is needed in the counties. The State and counties are often reactive and want to shift to being more proactive. One way to help with this is for the Social Services Commissioners join county regional directors' meetings. Regional directors are helping county directors understand the impact of class action lawsuits. Positive steps are occurring with child and family specialty plans.

David Lee iterated advocacy is an important piece of support that the State can receive. This is a complex issue that does not have one simple solution to it. First there is a lack of placement and lack of resources across the State. Second is the time that it takes to find the most appropriate placement. Third is a lack of resources because county departments of social services are challenged. Therefore, this requires a holistic and multi-agency solution.

IV. Staff Comments

Paris Penny shared that Sarah Cunningham, [Legislative Library](#) at the [North Carolina General Assembly](#) is seeking information about the North Carolina State Social Services Commission authorized by [G.S. 143B-153](#).

New legislation (S.L. 2024-45, Sec. 7) requires the Legislative Library to collect the following information from all current State boards, committees, and commissions:

1. A list of the current membership.
2. A copy of the last reported minutes.
3. A copy of the current bylaws. The Social Services Commission does not have bylaws and that is okay.
4. A list of all the entities that the North Carolina State Social Services Commission submits reports to.

Quarterly meeting dates for 2025:

March 12, June 11, September 10, December 10

V. Commission Comments

Commissioner Taylor asked about the standardization of Medicaid recertification caseloads. Guilford County is averaging 250 recertifications every month and the team can average five recertifications per day or 150 per month. The Food and Nutrition Services team currently averages about 137 recertifications, and they can comfortably average six to eight certifications per day. Therefore, they are concerned about not being able to do all the recertifications timely, that it's causing errors. They think that if NCDHHS could standardize recertifications, it would prevent errors and burnout and maybe even retain more retention. County social workers are very frustrated with trying to really keep up with Medicaid and Food and Nutrition Services recertification caseloads.

Commissioner Taylor addressed concerns she is hearing from county departments of social services about EBT cards, wanting to switch over to a TAPA slide card. Commissioner Taylor said county departments of social services expressed TAPA slide card may prevent people from fraud and scams and/or getting folks money.

VI. Adjournment

Motion by Commissioner Robert Simmons to adjourn the quarterly meeting at 11:20 a.m. Motion seconded by Commissioner Becky Andrews and carried without dissent.