

Minutes to of the DSS Board of Directors Meeting
January 25, 2016

Present at meeting: Evelyn Terry (Chair), Nancy Young (Vice Chair), Claudette Weston, Daphne Taylor, Victor Isler, Gloria Woods (attorney), Diane Wimmer, Kim Collie, Pat Read and Gail Anderson recording.

Meeting called to order

New Staff Introductions:

Portion of new staff hired since last meeting introduced: LaShavona Lance, Imran Butt, Karisa McDaniel, Sylvia Jarrett, Deborah Hodge, Shawonnah Davis, Dorothy Clement, Annette Robinson, Cindy Gonzalez, Sandra Miller, Nakia Samuels, Tina Byers, and Kayla Brenwald. Since there is a large number of new hires since last meeting more will be introduced at coming meetings over next few months, so they will have a chance to meet the Board in a more personal way.

Consent:

Minutes from the October 26, 2015 meeting were approved, with a motion from Nancy Young and seconded by Claudette Weston.

Division Updates:

A. Administration-

- Pat gave an update on budget with upcoming schedule for budgeting process
 - Jan 29. New position justification amounts due
 - February 25 winter work session with the commissioners
 - March 9- April 20 County Manager's meeting with departments. DSS meeting will be in April
 - May 12 County Manager Proposed Budget document presented to Board of Commissioners.
 - May 27 Adoption of Budget Ordinance
- Reviewed handout on positions summaries more in depth justifications will be completed before submitting for approvals. Some discussion on how think this will be received.
 - Adult and children's are mandated and typically less funded. Victor Isler justified increase in positions due to requirement to offer foster care to age 21 up from the age of 18, which will increase caseload numbers.

- Diane Wimmer made correction to her position request, she is asking for one worker for APS and one for Guardianship instead of 2 for Guardianship. Pat will make corrections.

B. *Income Support Services*

- Continuing to work the action plan and to maintain the 95% rate.
- Working with the Mailroom on procedures to get things moved more quickly and continuing to work to make things better.
- Expectation memos have been shared with supervisors which make clear time frames, due dates and clarity of expectations.
- The latest group will finish policy training tomorrow.
- Division should start seeing applications coming in from the Turbo Tax program.
- In December the numbers of Food Stamp Applications leveled off but in the last couple of weeks have been heavy on intake. NC Fast was down a day and with weather may be some delays, but more clarity has made the difference. Collaborative process and communication in an ongoing way to address the action plan has resulted in November-December achieving 90% end of December met the goal. Now working towards 95% and staying there in the early part of January was achieving 94%. It is fully expected to achieve the 95% and to stay there.

C. *Child Support*

- Outreach team getting mobilized, the team has 14 members; they are working with staff development to get presentations ready for seven venues to educate the community and provide resources.
- Human Resources- Currently focusing on getting positions filled, numbers are down to about 43 vacancies which is more in a normal range.
- Staff Development 77% of agency staff has completed the General Competency Certificate Program. 384 have completed and 128 are scheduled to graduate in December.

D. *Family and Children*

- Holiday Luncheon in December
- Salary increase for existing workers to offer competitive salaries.
- Mandated Services will be getting Laptops to use
- Staff starts move back into the ground floor today
- Child Welfare Outcomes to show where some weaknesses exist in the state. Forsyth did not have any cases pulled for this study. Working on making the quality and making sure there is the necessary documentation to support provision of services.

- State is going to now require that index numbers for cases need to be consistent across the state with implementation of NC FAST to track this should no longer be a problem.

E. Adult Services

- Needing new positions to reduce case load of APS workers, provide for reasonable supervision 1:5 instead of current 1:9 and to obtain additional position for guardianship.
- In Home Aid services underutilizing money from HCCBG and transportation funds due to vacancies, and staff out on extended FMLA. Length of time it takes to fill vacancies also has an impact. Underutilizing grant monies can impact future funding.

F. Strategic Initiatives –

- Brought up by Ms. Young that the United Way on Homelessness will be having their Housing Health Connect at the First Baptist Church this year participants can walk over to the campus to access Health Dept. as well as DSS. Will need to block out time for Medicaid and Food Stamp Applications for individuals identified as homeless.

*Side note Rep. Terry wanted everyone to be aware that Philo Magnet Academy that she has been working with has a group of students who are competing in the Verizon Wireless Challenge. This group of 7th and 8th graders has created an app that assists aged out foster care youth to find services in the community to help them be successful. They have made it to the national competition.

Motion to adjourn by Nancy Young, seconded by Claudette Weston, meeting adjourned at 12:45