

Forsyth County Department of Social Services
Board Meeting
August 22, 2016

Board Members present: Evelyn Terry (Chair), Nancy Young (Vice Chair), Com. David Plyler, Claudette Weston

Board members absent: Com. Walter Marshall

Others present: Debra Donahue (Director), Victor Isler (Family & Children's Director), Diane Wimmer (Adult Division Director), Tan McDougal (Strategic Initiatives), Kim Collie (Asst. Division Director Income Support), Tiffiany LaMarque (Asst. Director Income Support PI), Sherri Cook (Business Office Manager), Gloria Woods (County Attorney), Gail Anderson (Admin. Asst.), Burt Gutierrez (Winston-Salem Journal)

Meeting called to order at 11:30 am

New employees introduced:

From Family and Children's Division: Melankne Stimpson, Erika Gabriel,

From Income Support: Heather Roe

From Adult Division: Shantele Williams

From Administration and Child Support: Gerri Brooks, Chee Xiong, Hope Peddle, Erica Parrish, Alexandria Best

I. Consent

A. Minutes- Minutes were presented motion to accept made by Dave Plyler seconded by Claudette Weston, passed by voice vote

II. Director's Report- Debra Donahue

A. USDA ME Review, no findings, all issues anticipated in the final report submitted by USDA to NC DHHS

- i. Findings that were identified have been addressed
- ii. Most were related to barriers to applying for benefits

B. HR Vacancies

- i. Current Vacancies 45.
- ii. August numbers: Three promotions, nine new hires, one rehire, four resignations and one retirement.
- iii. Promotions = vacancies also contributed to vacancy rate
- iv. All positions needed in CPS/APS have been re-classed. Hiring and selection process underway

- v. Business Officer Position is being advertised. Two other business office positions have recommendations pending
- C. Audits
- i. Single audit still in progress no significant findings have been reported yet
 - ii. Improvement plans for Work First and Family & Children's have been submitted to DHHS for approval
 - iii. Business Office audit in progress, exit interview next week.
- III. Division updates
- A. Adult Services-Diane Wimmer
- i. Employment Services job fair for FedEx September 12
 - ii. In collaboration with The Center for Smart Financial Choices the Employment center will be offering a five week interactive course called "Only Way to Go "to help with managing money and finances.
 - iii. Question was raised by Ms. Terry about indigent burials. DSS handles all indigent burials after 10 days or if the family cannot afford to pay for burial.
- B. Business Office-Sherri Cook
- i. In middle of the Single Audit-State fiscal monitors were here last Tuesday and Wednesday and will be back on Wednesday for exit interview
 - ii. Have made recommendation for Contracts Manager position.
 - iii. Will be interviewing for Fiscal Tech next week.
- C. Child Support
- i. Continuing to head in right direction and improving numbers for establishment
 - ii. Business practice changes to help increase collections.
 - iii. Vacancies being filled
- D. Family and Children Services-Victor Isler
- i. Reestablishing law enforcement reporting process
 - 1. Created script to train dispatchers and workers
 - 2. Report then faxed to Criminal Investigations Unit to expedite the process
 - ii. Still work needed on process of interviewing sexually abused children
 - 1. Working to get down to one interview/interviewer
 - 2. Forensic interviewer to create a onetime interview so child is not further traumatized.
 - 3. Needs to be child friendly and consistent
 - 4. Mentioned model program in SC requires system collaboration.
 - iii. Working on quality improvement and showing growth.

- iv. Hosting state training on September 13
 - v. Busy week preparing to distribute school kits to the 125 kids in foster care and 60 children in kinship care.
 - vi. Enhanced intake system (CPS online system) finalized
 - 1. Updated to current policy
 - 2. MIS completed update in 45 days.
- E. Income Support-Kim Collie
- i. Completed moves around building to make more customer friendly
 - 1. Adult Medicaid now on first floor
 - 2. Family/Children's Medicaid and FNS on 3rd floor
 - ii. Childcare
 - 1. Getting ready to get program into NC Fast
 - 2. Staff is being trained
 - 3. Conversion of cases will done manually and takes approximately 80 minutes per case
 - 4. Providers will need to be trained and walked through the process
 - a. Working on making sure all providers have access to technology
 - b. Creating station in computer lab for providers needing access
 - 5. Conversion starts in October, will require 6 weeks will require overtime
 - iii. When Childcare conversion completed, work will start to convert energy program to NC Fast and with Salvation Army.
- F. Program Integrity-Tiffany Lamarque
- i. MAGI Applications processing cleanup as of the end of last week up to 61%
 - ii. Program Integrity Team has been invited by the USDA to present with them at the National Conference in Cleveland, Ohio(The United Council on Welfare Fraud)
- G. Strategic Initiatives- Tanya McDougal
- i. Number of community activities this month
 - 1. Staff participated in Habit for Humanity build had over twenty volunteers
 - 2. Staff had a very successful Food Drive for 2nd Harvest Food Bank headed up by Cindy Fuhkren.
 - ii. Great Expectations
 - 1. Handout explaining

2. Kicked off this week with staff from across the agency. (F&C and Day Care Unit)

IV. Other Discussion

- A. Discussion on meeting schedule for rest of year.
 - i. September meeting will meet as scheduled September 26.
 - ii. October meeting will be postponed a week due to the director being out of town at meeting. Meeting will be October 31
 - iii. Will address November/December meeting in next meeting. Will need to ensure have a quorum for voting on items.

Motion to adjourn made by Claudette Weston, seconded by Nancy Young, motion approved by voice vote meeting adjourned at 12:30 pm.

Next meeting will be September 26, 2016 at 11:30 am