

**Forsyth County Department of Social Services
Board Meeting
September 26, 2016**

Board Members present: Nancy Young (Vice Chair), Claudette Weston

Board members absent: Evelyn Terry (Chair), Com David Plyler, Com. Walter Marshall,

Others present: Debra Donahue (Director), Daphne Taylor (Assistant Director), Victor Isler (Family & Children's Director), Diane Wimmer (Adult Division Director), Tan McDougal (Strategic Initiatives), Kim Collie (Asst. Division Director Income Support), Gloria Woods (County Attorney), Gail Anderson (Admin. Asst.), Kirby Robinson (Property Manager), Chelsea Swain (Property Liaison), David Kwiatkowski (MIS)

Meeting called to order at 11:30 am

New employees introduced:

From Income Support: Farren Bowles, Chasidy Chatman, Raven Brooks, and Alex Teal

From Adult Division: Nicole Enoch

From Administration: Brian Deese, Shaneese Black

From Child Support: Wendy Moriarty, Mary Toon

I. Consent

A. Both items on agenda for consent tabled due to lack of quorum

II. Director's Report- Debra Donahue

A. HR Vacancies

i. Current Vacancies: 45

ii. September numbers: Three promotions, five new hires, one rehire, one lateral transfer, three separations.

iii. Vacancy rate staying consistent.

B. FMLA

i. Working with Risk Management and County HR to return employees to work sooner

1. Other options are being discussed with employees earlier on in their return to work/FMLA leave

2. FMLA rate in agency at 7.64%

C. Smart Start

i. Building renovations are underway at this time

ii. Retrofitted to address security and privacy for customers.

- iii. The space is being renovated
 - iv. Should be complete in the coming weeks.
- D. Child Care
- i. Working with General services and MIS to get ready for NC FAST
 - ii. The date for the conversion into NC FAST has been pushed to next year
 - iii. Currently preparing to get estimates for temp staff from vendors to get data entry completed for conversion.
- E. Background on Smart Start
- i. Started discussion in 2015
 - ii. Originally was to be a collaboration
 - iii. Then became a MOU
 - iv. Took time to work out tech issues and MIS worked on band width to ensure security, access and connecting to county managed programs
 - v. Cost for the services has been budgeted for this year.
 - vi. Lease Agreement needs to be approved by Board members (will be put back on agenda for next month).
 - vii. Property Management here to answer any questions
 - viii. Insurance information will be provided to cover equipment being housed at Smart Start
 - ix. Will be nine spaces for DSS workers
- F. Briefing from Property Management- Kirby Robinson
- i. Space is being subleased from Smart Start
 - ii. Property is located on North Point Blvd.
 - iii. The sublease is for a fixed rate of \$11/square foot. All repairs are covered in this cost
 - iv. It is a 1 year term with auto renewal- does offer 60 day termination notice for either party.
 - v. MIS will be hooking up to county phones and will eliminate phone bill for this site, results in a \$1,000 reduction in yearly cost to lease
 - vi. Risk Management, General Services and MIS have been working in collaboration on this project with DSS
 - vii. Have determined that is an allowable expense from the Federal Government
- G. Mandated services –(handout)
- i. Handout includes list of mandated services and statutes that apply
- H. Document management-(handout)
- i. Shows overview

- ii. Preliminary cost estimate-cost will be split between larger counties in the state
 - iii. Will be included in next year's budget
- III. Division updates
 - A. Adult Services-Diane Wimmer
 - i. Next month will be adding Adult Medicaid numbers to report
 - ii. With addition of Shantelle Williams have been able to use over time hours last month to complete 227 applications to reduce overdue applications to around 700
 - iii. Highlighted In Home Aide Services in newsletter and how many customers are being served by the program
 - iv. Fiscally on track with Home and Community Block Grant Funding
 - B. Business Office-Debra Donahue
 - i. Single Audit has been completed should have preliminary report by next board meeting.
 - 1. Two findings
 - a. Overpayment in Child Care of \$4.85
 - b. F&C one case with problem with form
 - C. Child Support-Daphne Taylor
 - i. Attended Conference in August at Sunset Beach
 - 1. Very active participation
 - 2. Banner presented that was used to represent Forsyth at the conference
 - 3. Brought back information to review and implement
 - ii. Working on event for non custodial parents, focusing on fathers
 - 1. October 26: 6:00-7:30 pm
 - 2. Understanding services and how can help
 - 3. First event, hoping to make a quarterly presentation
 - 4. Highlighting: Child Support Services, Rights/Responsibilities
 - 5. Time for question and answer session
 - 6. Hoping to include community partners
 - 7. Asking male agent to go and have strong showing
 - 8. Board interested in hearing update at next meeting
 - iii. Providing space for out of state phone hearings
 - D. Family and Children Services-Victor Isler
 - i. Data on intake shows doing well above on intake timeliness
 - 1. Low vacancy rates have helped get numbers up.
 - ii. Forensic interviews

1. Currently looking at other models to use and share with police and medical providers
 - iii. Trauma screening tool kit-being used to screen all children on intake
 1. Referring back to community services as needed.
 - iv. YIT sustainability discussion on what resources could be used and funding sources.
 - v. Commercial being used on Jumbotron at Wake Forest and Winston Salem University Football games was viewed.
- E. Income Support-Kim Collie
- i. Childcare
 1. Transitioning into NC FAST postponed but continuing to work on prepping for transition
 2. Spending more than allotment so should be able to request more money next year.
 - ii. Progressing with filling vacancies this will impact timeliness and quality of processing applications and re-certifications.
- F. Program Integrity-Debra Donahue for Tiffany Lamarque
- i. Investigating stores and customers
 - ii. Will be hiring two additional positions
 - iii. Very successful with collecting repayments from fraudulent activities.
 - iv. Will be presenting with USDA on fraud in Cleveland at Conference
 - v. Fraud continues to be reported by staff and customers.
- G. Strategic Initiatives- Tanya McDougal
- i. Universal Pre-K forum on Wednesday September 28 at Goodwill will provide update at next meeting.
 - ii. KB Reynolds Foundation and the Great Expectations project has completed several phases and moving forward.
 - iii. Community Outreach
 1. Last month Change Acceleration Team headed up “Stuff a Back Pack” in cooperation with local vendors who provided school supplies
 2. 60 families served total of 159 children receiving back packs
 3. Focused on the kid, parents attended a reception while the children picked out their school items.
- IV. Other Discussion
- A. Food Drive last month by employees collected over 5,000 pounds of food
 - B. Partnership with Forsyth Tech
 - i. Hoping to have IMCW program up and running by Spring 2017

- C. Partnership with Forsyth Tech, Work support and Goodwill to link with non-custodial parents and single parents program.

Meeting adjourned

Next meeting will be October 31, 2016 at 11:30 am