

**Forsyth County Department of Social Services
Board of Directors Meeting Minutes
October 27, 2014**

Call to Order at 11:40am

Present: Evelyn Terry, Gloria Woods, Kim Collie, Victor Isler, Daphne Taylor, Claudette Weston, Nigel Alston, Nancy Young, Pat Read, Diane Wimmer, Ava Smith-Pegues, Meghann Evans of W-S Journal

Absent: Walter Marshall, David Plyler

Information

- There were no public comments
- Staff Introductions included Corey Harvey and Victor Isler
- Directors Report
 - Pest control treatment for a verified bed bug
 - Meetings were held for any staff to attend to receive bed bug pest control information presented by Ryan Harrison of Public Health Department
 - Interim Director has had 9 random staff meetings to date
 - We will put more focus on our Mission and Values and how to tell the DSS story
 - More focus will go to the culture change to identify what habits need changing and reiterating such as returning all calls within the required 24 hour period
 - The Community Engagement survey conducted by the Leadership Team was handed out

Consent

The Minutes from the September 22, 2014 meeting were unanimously approved on a motion by Mrs. Weston, second by Ms. Young.

Strategic/Division Updates

Professional Development Plan presented by Daphne Taylor

- Discussed the organizational development component
- AGA – Federal and State mandates
- CPI – reconvened Performance teams
- CM – want to be more proactive

Ms. Weston asked how we will effectively make agency-wide communication work better. Mrs. Taylor said we will work to get rid of “turf” areas as well as intentional and unintentional silos.

Hard Launch/Child Care Changes was presented by Kim Collie the focus is on

- building staff confidence with new methodology
- resolving software system issues
- 18 temporary workers will process 50k applications
- We identified 57 parents who lost child care due to being over income limit

Employment Center update given by Diane Wimmer

- Center serves noncustodial parents from Child Support Services program
- Center provides a Job Board accessible to more than the Work First participants
- There are 20 computers in the lab
- Center will identify what other participants it can accommodate

Visitation Rooms report given by Victor Isler

- Staff has concerns
- There has been an increase in need for visitation and transportation
- Judges are including this increase in court orders
- Agency has a goal to increase visitation rooms to 4 or 5
- Pat Read is working with Mr. Isler to identify space that will provide privacy and sound control

Mr. Alston reported the bi-monthly Executive Management Team’s focus has been on weekly report sharing and an emphasis on improving customer service.

A motion was made by Ms. Young, second by Mrs. Weston and unanimously approved pursuant to the provisions of G.S. 143-318.11(a)(6) for the Board to recess until and reconvene at 4:00pm today.