

**Forsyth County Department of Social Services
Board of Social Services Minutes
October 28, 2013**

Call to Order @ 11:35am

Present: Evelyn Terry, Chair, Walter Marshal, Claudette Weston, Dave Plyler, Nancy Young, Gloria Woods, Daphne Taylor, Melinda Hartley, Joe Raymond, Ava Smith-Pegues

Information

Staff Introductions included:

- New staff - Donnie Patterson, Julie Shouse, Peter Peterson, Brittany Valentine,
- Promotions - Curtis Cheeks and Ann Roberts

There were no public comments.

The Director's Report included:

- FNS caseload declined by 4%
- Adult Medicaid caseloads has a 3% increase
- We have no solid information about the Medicaid Conversion process.
- Child Support will start the Fatherhood conversation
- Workfirst is being restructured

Consent

The September Minutes were unanimously approved on a motion by Mr. Plyler, second by Ms. Weston.

Action

There were no Action items.

Strategic

The Federal Shutdown ended with business returning to normal on October 17. The Director provided a summary of how the shutdown affected the agency in an **Impact Table**.

Julie Hooker, Debra Pegram and Kim Collie were introduced to the Board and commended for their leadership in the success of the Customer Care Center (CCC) and Call Center. Also recognized were Melinda Hartley, Pat Read, Liz White, and Shantele Williams.

They reported

- the CCC served 700 customers last week.
- The Call Center handles more diverse tasks for caseworkers and the que frequently declines to 0 calls waiting

The meeting adjourned at 12:45pm.