

**Forsyth County Department of Social Services**  
**Board Meeting**  
**January 23, 2017**

Board Members present: Evelyn Terry (Chair), Nancy Young (Vice Chair), Com. Walter Marshall, Com. Dave Plyler, and Claudette Weston

Board members absent: All Present

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), Tiffany Lamarque (Asst. Division Director Income Support), Linda Daum (Business Officer), Gloria Woods (County Attorney), Gail Anderson (Admin. Asst.),

Meeting called to order at 11:30 am

**New employees introduced:**

From Income Support: Guadalupe Cruz

From Adult Division: Sobeida Adolphus

From Family and Children: Chrystal Crider, Mshairi Evans, Makeba Jones

I. Consent

- A. Minutes from December 19, 2016- Minutes were presented motion made to approve by Claudette Weston seconded by Dave Plyler, passed by voice vote.

II. Director's Report- Debra Donahue

A. HR Vacancies

- i. Current Vacancies: 46
- ii. Vacancy rate remains between 8-10%
- iii. Income support is now working on registry and will be pulling from it to fill as many positions as possible
- iv. Candidate pool is improving

B. Report Card

- i. Draft form presented
- ii. Part of strategic plan for the county
- iii. Show progress in mandated areas

C. Contracts

- i. All contracts containing performance measures

D. Board of Elections

- i. Able to register 12,569 voters through DSS

III. Division updates

A. Adult Services-Diane Wimmer

- i. Article about Employment services in the report
- ii. In-home Aide program-Customer services surveys
  - 1. Sent out 200 and had 137 returned
  - 2. Overall very positive responses
- iii. Home/community audit
  - 1. Completed/passed

B. Business Office- Linda Daum

- i. Working to get settled with new position
- ii. Budget preparation already in progress

C. Family and Children's –Victor Isler

- i. On January 12 had Thank You luncheon for the 100+ donors who helped with gifts for foster children at Christmas
- ii. Working with Winston-Salem Police Department with training recruits in understanding CPS process
- iii. Engaging local courts on policy changes
  - 1. First session was December 19, 2016
- iv. Growth of CPS since 2013 up 2000 cases/year
  - 1. Increases due to recession and opiate addiction
- v. Performance measures
  - 1. All categories doing well
  - 2. Except Adopted timely with additional legal help should be seeing improvements in this category

D. Income Support-Kim Collie

- i. Affordable Care Act enrollment open enrollment ending
  - 1. 1701 applications (65% in Family and Children's Medicaid)
  - 2. 1101 accepted (547 Denied)
    - a. Denied due to already enrolled in Medicaid
    - b. Denied also includes those who didn't want services through DSS
  - 3. Will continue to get application until February
- ii. Chosen by State for LEAN process for Customer Care
  - 1. February 2 will be learning improve processes and customer service

- iii. Child Care is settled in the Smart Start location and is preparing for State conversion to NC Fast
      - 1. All vendors have been enrolled and have NCID numbers
    - iv. Energy program will be moving into NC Fast after completion of child care.
  - E. Program Integrity- Tiffiany Lamarque
    - i. From October-December 2016
      - 1. With the hiring of two additional Program Integrity workers
      - 2. Collections from Intentional benefits violations was \$15,962.97, resulting in \$5587.03 incentive for the county
      - 3. Collections from Inadvertent Household Errors \$14, 779.57 resulting in \$2955.91 Incentive for the county
      - 4. Currently 724 active investigations being worked on.
  - F. Strategic Initiatives- Tan McDougal
    - i. Agency involved in the community on a consistent basis: including specific monthly and special programs
    - ii. Child Care is doing well at Smart Start
      - 1. Working on customer survey
      - 2. Initial reports customers like going to Smart Start for services.
      - 3. Staff is adjusting and elated to be at the campus.
    - iii. First Stop Cultural Expo
      - 1. In collaboration with Wake Forest
      - 2. At the Millennium Center on Saturday, January 28 from 1 pm-4 pm.
      - 3. 22 organization
      - 4. Offering day of cultural event and with limited access to many services available in the community.
    - iv. Attended Smart Start Board meeting
      - 1. They are looking at other potentials for the Smart Start Campus
      - 2. Campus of service providers
- IV. Other Discussion
  - A. Concern about vacancies and if exit interviews being conducted
    - i. Staff developers are working with employees to look at challenges faced by employees. (World Café events with employees)

Motion made to adjourn by Nancy Young, seconded by Claudette Weston, voice vote approved.

Meeting adjourned

Next meeting will be **February 27, 2017 at 11:30 am**