

Minutes
Forsyth County Department of Social Services
December 17, 2008

Call to Order

Present: Board: Florence Corpening, Claudette Weston. Staff: Joe Raymond, Artetta McKinney, Pat Read, Melinda Hartley, Daphne Taylor, Brenda Evans, Gloria Woods, Kenneth Brown, Ava Smith-Pegues

Absent: Dave Plyler, Walter Marshall, Mike Wells

Information

There were no staff introductions and no public comments.

Consent

No action was taken on the November Minutes, the policy reports or the benchmark report due to a quorum of the Board not being present.

Action

Artetta McKinney, Food and Nutrition Department's Program Director, discussed some of the challenges facing the department resulting in the need for additional staff. She reported servicing an average of 100 clients per day with the average caseload per worker being 540. The director reported that the department will ask for 4 additional staff based on the following conditions:

- Caseload increased to 7,382 cases from Dec. 2002 to Dec. 2008 (+111%) only 3 new positions were gained during this huge increase
- FCDSS Food Stamp caseload per position (540) remains one of highest in NC
- Workload has increased tremendously: Annual intake applications have more than doubled (7,980 – 19,000) in the last 3 years
- 2 new IMCW positions are needed to process the increasing volume of applications, to meet changing federal program requirements for face to face contacts for completion of reviews, and to allow programs to meet all processing standards
- 2 Office Assistant positions are needed to handle the crush of customers in the lobby, process mail and paperwork in a timely fashion, and log this information into the mail fax system to support the call center (which is also overwhelmed by call volume)

Because a quorum was not present, the board took no action but the board members present supported the director's request for 2 new IMCW positions and 2 new Office Assistant positions for the Food and Nutrition Services Program.

The Director reported the County Manager has asked DSS to present its mission and budget requests at the County's budget meeting.

Strategic

No items were discussed

The meeting adjourned at 9:10am