

**Minutes for the
Forsyth County Department of Social Services Meeting
March 28, 2016**

Present: Rep. Evelyn Terry (chair), Nancy Young (vice chair), Com. David Plyler, Com. Walter Marshall, Claudette Weston, Debra Donahue, Daphne Taylor, Victor Isler, Diane Wimmer, Tanya McDougal, Pat Read, Gloria Woods (attorney), Meghan Evans (W-S Journal), and Gail Anderson

Meeting called to order at 11:35 AM

Director's report

Vacancies

- Recognized Daphne and Kim for bringing together job fair. Was able to fill eleven vacancies and will have an additional thirty-four on a back up list.
- Several vacancies in Income Support have start days hopefully all will be filled in April.
- Family and Children has eight total vacancies with three pending.
- Making progress with all vacancies, but at different stages in process.
- Concern over losing good employees to other counties. Planning to have discussion with all employees leaving to collect data for future to help retain good employees.

- Looking at recruitment strategies. Developing succession plan.
 - Developing staff and existing managers.
 - Identified advanced training skills for managers and all supervisors.
 - Working on developing staff and existing managers
 - Cross training of workers to make sure processes continue when absences/vacancies occur
 - Building around processes not people to ensure continuation of work.
 - Clean up processes and develop staff.

- Ways to promote Stress reduction
 - Partnership with NC A&T to look at stress. PhD student Audrea Caesar will be conducting survey at no cost
 - Building Healthy things and habits into the organization.

Minutes Presented: Motion made to approve by Dave Plyler and seconded by Nancy Young, voice vote passed minutes.

Budget (Action Item) final approval

- Pie chart showing impact of FC DSS services on the FC economy. (handout)
- Bar chart showing budgeted and actual county dollars spent for last 10 years.
 - Consistently coming in under budget
 - Budget and actual numbers close
- Budget request chart (handout)
 - Shows actual/expenditure/revenue last two years
 - Using assumption of new positions and increase in fringe benefits/HR benefits
 - Requesting \$16,828,176 which is \$2,350,213 more than last year
- County Dollar Changes 2016-2017 (handout)
 - Breakdown of 83% county dollar change explained
 - Shows decrease in some areas (day care and temp staff budget)
 - Increase in some areas are a result of less federal/state funding based on estimates that were figured when there was a high vacancy rate for staff.
 - Increase due to foster care being extended to age 21
- Discussion
 - Good example of justifications and presenting why increases are needed and that DSS is using funding wisely.
 - Moved by Nancy Young to accept budget
 - Accepted as presented by voice vote

2015 Division Highlights (PowerPoint)

- Adult Division
 - Passed Annual Home and Community Block Grant Audit
 - Transportation Grant of over \$50,000
 - Continue with IF ONLY program which remains a benefit to the community
 - MOU with CenterPoint Behavioral Health for multi-disciplinary staff for individuals with mental illness.
- Family and Children's
 - Exceeded state adoption baseline with 26 adoptions
 - Received \$48,000 in adoption promotion funds for four youths with special needs
 - Links program recognized
 - Ten youth who maintained employment for 90 days
 - Three who secured personal housing
 - Established MOU with CenterPoint Behavioral Health to strengthen services for children

- Child Support
 - Collected 48.94% towards the total collection goal for FY15-16
 - Collected \$11,385,936
- Income Support
 - Staff successfully managed and determined eligibility for the applications received from the Affordable Care Act (ACA) and Intuit/Turbo Tax. (have not received notification of whether this will be done this year yet)
 - Staff successfully completed conversion of 24,852 Medicaid cases from Legacy into NC Fast.
- Staff Development
 - Pre-Supervisory Institute- second cohort finished in February.
 - Preparing to offer supervisory training.
 - General Competencies Certificate Program 77% of agency staff have graduated from the program as of December 2015. Goal is to have 90%
- Strategic Initiatives
 - Participated in 6 community collaborative projects to strengthen and enhance community services for the community
 - Collaborating for Families (C4C)
 - Continuum of Care for Homelessness
 - Forsyth Promise
 - Enroll America
 - Neighbors for Better Neighborhoods
 - Universal Pre-K Initiative
- Community Day Care Collaboration
 - Goal: To establish a collaboration of childcare agencies in one location to improve the accessibility of childcare services for customers in Forsyth County.
 - Currently in the Live Testing Phase: Began with transition of 2 DSS childcare workers on site at Smart Start: Testing processes and workflow analysis
 - DSS customers participating in test phase are receiving services at Smart Start location
 - Have received very positive customer feedback on this project
- Employment Center Collaboration
 - Goal: To expand services provided by DSS Employment Center to internal and external customers
 - In October 2014, the employment Center was opened to serve not only Work First customers but has evolved over time to serve any DSS customer.

- Collaborating with Community Partners to enhance employment services. This is helping in the process to address person's receiving assistance who meet the criteria for able bodied adults without dependents.
 - Forsyth Technical College-readiness and skills training
 - Workforce Development-employment and training
 - Goodwill Industries-employment and training.
- Goals for 2016
 - Re-Engineering and Mapping Process for Agency (long term goal)
 - Implement reorganization plan for FNS/Medicaid Services
 - Complete transition phase of Childcare Collaboration
 - Change Acceleration Team
 - Work Life Balance Survey
 - Rebranding/Logo
 - Holiday Event- Chance for DSS to give back to the community.
 - Resource Fair

Move to adjourn by Nancy Young, seconded by Walter Marshall. Meeting adjourned.

Next meeting will be April 25, 2016