



**Department of Social Services
Board Meeting
June 18, 2018**

Board Members present: Karen Durell

Others present: Victor Isler, Adam Pendlebury, Shontell Robinson, Ronda Tatum, Tanya Donnell, Patrick Phaup, Linda Gaskins, Gloria Woods, Tanya McDougal, Amanda Pruitt, Alexis Williams, Emily Young, David Kawiatkowski

The meeting was called to order by Board Member Karen Durell at 10:00 a.m.

Consent:

Briefing held today due to the fact that we do not have a quorum.

Introduction of New Employees

New employees were welcomed to the Forsyth County Department of Social Services by Agency Director Victor Isler and DSS Board Member Karen Durell.

Director's Comments – Victor Isler

Regarding vacancies, we are down to 48. Child Welfare and Income Support are working diligently to get recommendations in. Hats off to Emily Young and Human Resources for timely assistance.

He continued his informal walk through with the Employment Center and he will continue to choose a couple of areas every month to sit down, observe and engage. The Call Center has new headsets which has significantly reduced dropped calls. They have done an excellent job. They have received some of the best scores re: dropped calls and calls sitting in the call queue.

Tanya McDougal, Liz White, and Ann Roberts through Our Employment and Training Center started a partnership with NC Works.

He had an interview with Fran Daniel from the WS Journal last month. They also walked through the agency. The article should be released soon.

Leadership Winston Salem Application Submission

Mr. Isler submitted an application to the County Manager's office, he should be included the next session.

Medicaid Certification Program & Pilot County

Forsyth County will be one of the pilot sites. Income Support will be one of the first areas to become certified to work in NCFAST. We don't want this to affect our ability to onboard new staff. It will take 9 to 12 months to receive the certification. It is not contingent to employment.

Aging Committee

Diane Wimmer attended a meeting to let the committee know that we will continue working with them. We just want to make sure we are not duplicating services. Lee Covington is doing a great job.

Guilford County DSS NCFAST Site Visit

We visited Guilford County to see how they integrated NCFAST. Guilford County was one of the pilot counties. They gave good advice on working through the NCFAST system. We were able to do a good study of what we needed; we now have a "to do" list.

WSF Conversations on Equity

We have been invited to a discussion re: how they use their dollars.

USDA Audit

The audit was a success. Had several application and review cases pulled for the audit which had no findings. We only had one potential finding re: the timeframe to receive the EBT card. Still working to determine if it is a mail issue or our practice issue; otherwise, it went very well.

We were the only county surveyed. Hats off to the Income Support. We received great compliments regarding the level of customer service and building condition. The State will share this information in writing.

AIS Contract Update

Currently working on scanning adoption records, will finalize by the end of the month.

Employee Engagement Sessions

Mr. Isler wants to engage around the work of the agency. The goal is to simply and streamline what we do in a simple manner re: Performance Management, We Care Standards, Written Agreement. He wants to allow staff to see the Strategic Plan and engage them on feedback sessions by the first of August. He wants to spend some time defining what engagement is and make sure they understand relationships.

Your Feedback Matters

He is taking the time to read every evaluation and adding a personal note to employees when they express concerns. We are working with MIS to see if the comments can be shared through the chain of supervision when the employee presses enter. He will always punt the ball back to their supervisor. He doesn't want to over promise but wants staff to know that they are heard. We want to figure out the best way to create a report of this information for the Board.

Information Inc./Daysheet Roll Out

The new daysheet program was rolled out during the first part of June. David Kwiatkowski, and Barbara Knotts assisted greatly in the roll out. The new system will help minimize errors which will maximize pulling dollars in.

Vacancy Report

Mr. Isler will be interviewing for the Deputy Director's position this week, the Adult Division Director's position has been posted, and will be ready to post the Family & Children's Division Director's position next week. Hats off to the program managers for doing a great job of providing coverage during vacancies.

Public Comment

No public comment.

Old Business

Smart Start/Daycare Co-location – Victor Isler

We shared a lot of data which showed that customers receive several services. We felt that from an efficiency state that it is best to move daycare back to this building. Tan is working to get the announcement out to the community. We are also working with General Services on preparing the space and moving staff. The staff want to make sure that the space is family oriented and have emergency diapers and snacks on hand.

Consolidation Wrokgroup - Ronda Tatum

The board is poised to vote on 6/21/18. There will be a public hearing prior to the vote. We are hopeful that it passes. If the resolution passes, this will be our final DSS Board Meeting. On July 1, 2018 we will have a combined CHS Board. The "interim" CHS Board meeting will be held on August 2, 2018 at 5:30 p.m. at Public Health. Current Board Members will nominate themselves to serve on the Board to the Commissioners. Terms will be staggered and you may serve 2 consecutive 4 year terms. The Commissioners will approve the nominations. The Inaugural Consolidated Human Services Board meeting will be held on Wednesday, September 5, 2018 at 5:30 p.m.

After Inaugural Board meeting, we will schedule Board Training.

We will focus on developing Board By-laws, understanding both budgets, both roles & responsibilities, working board relationships, and doing mandated things well. We want to try and temper the length of information delivery at the board meetings.

NCDSS MOU - Victor Isler

There have been ongoing statewide performance challenges. Forsyth County has not been a part of the problem. The question is: How do we get everyone on the same page and did we do a good job as to clarifying who is accountable for what? Rolls need to be clarified.

House Bill 630 Family/Child Protection & Accountability Act/Rylan's Law requires written agreements, corrective action and State intervention that will improve accountability and State oversight of the child welfare system.

If we don't meet measures, funding can be withheld, we are granted a grace period of 6 months.

The state is building out their dashboard, it will be shared internally. A Government Program Representative will be available to help with performance improvement plans. The goal is that we should not fail 4 out of the 6 months. There are 27 measures, we have achieved 19, 4 are in progress, and 4 we did not achieve. We need to manage referrals timely. There is growth opportunity for Work First; we need to stop over using excuses for customers. Child Support is on target for paternity establishments. The law did not include Medicaid. The house is secure. We are looking at our business process around tracking and monitoring.

Next steps, Tan McDougal and David Kwiatkowski will be reviewing at dashboards for our data. Tan is our project Zar. The Board will receive a monthly report.

Daysheet Management System – David Kwiatkowski

The training went well. We spent serious time to see how people are using sheets now. We even go the State involved. We were able to get some answers in order to have a real guide to correct some things that we saw. Sherri Cook and Barbara Knotts can understand what we are looking for. Tools are in place to monitor things well going forward which will put us in a good place.

FY 19 Budget Updates – Adam Pendlebury

The Fiscal year 19 budget has been adopted. DSS approved for 3 Social Work positions in CPS and 1 in Foster Care. Closing out with one concern; the line item for Foster Care over spent. Sherri Cook and Adam were able to transfer money to cover. We are keeping track of salaries. Sherri has a new system to track Foster Care expenses. For new business there will be a foster care contract analysis in place. Sherri did an excellent job compared to what counties are doing. The foster care trend is up due to the Opioid addition.

New Business

FCDSS Strategic Plan – Victor Isler

We don't have anything to vote on right now, want to engage staff first. We also want to make sure we recruit, select and maintain qualified staff.

Partnership with Piedmont Triad Regional Council & NCWORKS – Victor Isler

Ms. Tatum challenged us to look at social mobility, NC Works is already in place. They have funds that can assist as a community resource. We met with their leadership team about a month ago. They will have a centralized satellite office at the Goodwill offices.

FNS EMPLOYMENT Training Center – Victor Isler

This will be a specialized program to DSS. We will do a site visit to Orange and Mecklenburg County. There is special funding from the State, no guidelines yet but forthcoming.

NCDSS Child Welfare Pre-Service Site – Linda Gaskins

Pre-Service is a Child Welfare State mandated training. It requires approximately 4 weeks off-site training for social workers. Often not provided in the county of employment which means we are paying additional expenses for food, gas, and sometimes lodging.

The State is interested in collaborating with counties. We have an opportunity to partner with the State to become a Host Site for Pre-Service Training. State requirement is that the Trainer has to be trained at least twice a year.

The training will be open for social workers in other counties to participate. It will reduce travel cost for our county. It will be an upfront investment for us to send the trainers off site for several weeks to be trained. We propose that 1 Quality Assurance Supervisor and 2 Quality Assurance Social Workers receive the Train the Trainer certification.

When the registration falls below the class requirement, you cannot hold the class. The only county that has gone through the Model to have a certified trainer is Buncombe County. The State wants us to have the Board's support.

Foster Care Contract Process Analysis – Victor Isler
Referenced under FY Budget Update by Adam Pendlebury

MIS Functional Assessment of Technology – David Kwiatkowski
We will update equipment and get it ready.

Division Reports

Staff Development – Linda Gaskins
Linda Gaskins shared under New Business.

Adult Services – Victor Isler

An overtime request was approved through the County Managers office. We will continue to facilitate the Aging Committee. We need a Provider Forum without citizens included in it. Lee Covington has a great program to support and we don't want to duplicate services. We will clarify what the services/duties are.

Child Welfare – Victor Isler
Included in NCDSS MOU

Economic Services – Victor Isler/Jennifer Tubbs

Hats off to Liz White and Amanda Pruitt for assisting with restructuring the lobby. We are going to a ticking system. We feel really good about meeting our measures in the Child Support Division.

Other Business or Announcements

Tan McDougal – We are plowing away in the community, volunteer opportunity coming up with Imagine Forsyth for staff to go out and do surveys in the community. Had a meeting with the Director, Victor Isler and Alvin Atkinson of the Center of Social Economic Mobility. We will meet again in July. We have begun good partnering with Public Health. They are working to get a WIC Rep. stationed in our building. I will continue sending emails about community outreach opportunities.

Victor Isler – We participated in the Elder Abuse Walk this past Saturday in Kernersville. Tina Lewis who is a Supervisor in Adult Services has been promoted to Program Manager in Adult Services.

Meeting adjourned by Director, Victor Isler at 11:06 a.m.

Next meeting: Consolidated Human Services Board at Public Health August 1 at 5:30 p.m.

The minutes provide a record of the regularly scheduled meeting; however, the Board took no action at this meeting.