

Minutes
Forsyth County Department of Social Services
November 26, 2008

Call to Order 8:05 am

Attending: Florence Corpening, Chair, Archie Hicks, ESC, Dave Plyler, Walter Marshall, Wes Young, Gloria Woods, Joe Raymond, Brenda Evans, Daphne Taylor, Pat Read, Kim Collie, Sharon Cain, Monique Hicks, Ava Smith-Pegues

Absent: Claudette Weston, R. Michael Wells, Sr.

Staff Introductions

Kim Collie introduced new Income Maintenance Workers Sandra M. Cheeks, Dia D. Winchester, DaKeita L. Leak, and Jasmine J. Linville.

There were no public comments

Susan Thompson announced on October 18 the Social Services Institute awarded Forsyth County's Work First Employment Lab the Best Practices award at the Raleigh meeting. The Institute is sponsored by the NC Association of County Directors of Social Services. Susan introduced Cathy Sullivan, Linda Henderson, and Valerie Sifford, contract workers from ESC in the Lab. Archie Hicks from the Employment Security Commission (ESC) explained ESC's link to the Lab which is to provide every resource and support found at ESC's main location.

There were no action items

Strategic

Monique Hicks detailed the growth taking place in Food and Nutrition. She reported that new applications for the month of October totaled 514 as opposed to last year's total of 330. The Call Center assists with the increased volume by handling 650 daily calls.

Kim Collie reported that in the Family and Children's Medicaid unit most of the increased growth results from widespread unemployment causing a lack of insurance coverage for children.

Sharon Cain reported on the Adult Division's overall volume as it relates to workers:

Applications -9 application workers

- 720 total applications = 80 application per worker
- 1008 total actions for applications= 112 actions per worker

Reviews- 9 review workers

- 603 total reviews=67 reviews per worker
- 1334 total changes=148 changes per worker
- 128 exparte' performed by the lead workers

Walk-Ins

- 567 total walk ins= 63 walk-ins per worker

The Information Technology Update was postponed until the December 17 Board meeting.

Meeting adjourned at 9:10am.