

**Forsyth County Department of Social Services**  
**Board of Social Services Minutes**  
**August 25, 2014**

**Call to Order @ 11:51am**

Present: Nigel Alston, Interim Director, Nancy Young, Dave Plyler, Gloria Woods, Daphne Taylor, Shontele Robinson, Pat Read, Diane Wimmer, Evelyn Terry, Board Chair, Walter Marshall, Claudette Weston, Ava Smith-Pegues, Meghan Evans, Journal Newspaper

**Information**

- A. There were no staff introductions.
- B. There were no public comments.
- C. The Director's Report included:
  - Mr. Alston reported the focus over the next 2 months will be increased communication starting with weekly staff meetings comprised of a maximum 12 staff members. Meetings will last approximately 1 hour and staff will be able to discuss any work-related issues of concern.
  - Staff have expressed the importance of having resources to perform the work expected of them in an efficient manner
  - His interaction with staff working overtime Saturday August 23.
  - He will conduct bi-monthly Executive Leadership Team meetings
  - Steering Committee will meet weekly

**Consent**

The Minutes from the July 28, 2014 meeting were unanimously approved on a motion by Mr. Plyler, second by Ms. Young.

**Action**

Ratification of the Resolution Recognizing the Contributions of Joe H. Raymond during His Service as Director of the Forsyth County Department of Social Services was unanimously approved on a motion by Mr. Plyler, second by Ms. Young.

**Strategic**

- Income Support Division
  - Of the untimely Medicaid applications processing status – there were 2140 on August 20 reduced to 1906 August 25.
  - Medicaid Application Deadline is August 31
  - Temporary workers arrive Sept 22 in preparation for hard launch
  - Hartley reported on a meeting with 7 Forsyth Technical Community College students who are tasked with assessing the design and flow of our lobby. This will be a project for the class and they will make recommendations by September 8. The contact on Agencies behalf was made by Board Vice-Chair Nancy Young.
- Adult Services

- Wimmer reported we are over the State recommended case levels
- There was a 19% increase in Adult Protective Services cases
- There was a 23% increase in guardianship cases
- Business office
  - Hard Launch phase 2 (Legacy System into NC Fast)
  - October 6 we begin to convert 45k Workfirst and Medicaid cases over the next 12 months. We expect to need additional resources and are consulting with other counties.
  - We have 80k eligibility cases electronically
  - There will be an extension of CIP timeframe
- Administration
  - Performance Team is redesigning and re-introducing
  - Will share publicly the progression
  - Victor Isler joins DSS staff on September 22 as new Family & Children's Division Director
- Other
  - Ms. Shontele Robinson, County HR Director reported the projected events for the DSS Director search includes application deadline for the position is September 14 and the need to finalize dates for staff and community forums

A motion was made by Mrs. Terry, second by Mr. Plyler and unanimously approved for the meeting to go into Closed Session, following which the meeting adjourned.