

Forsyth County Department of Social Services
Board Meeting
May 23, 2016

Present Board Members: Nancy Young (Vice Chair), Com. David Plyler

Absent Board Members: Rep. Evelyn Terry (Chair), Com. Walter Marshall, Claudette Weston

Staff Present: Debra Donahue (Director), Daphne Taylor (Asst. Director), Victor Isler (F&C), Diane Wimmer (Adult), Kim Collie (IS), Tiffiany Lamarque (IS), Pat Read (Business Office), Tanya McDougal (Strategic Initiatives) and Gail Anderson (Admin. Asst.)

Meeting was called to order by Vice Chair Nancy Young.

The following new employees were introduced:

Joy Brown (IS), Kenya Brown (F&C), Dara Burleson (F&C), Jeremey Hamilton (IS), Sade Hampton (IS), Keisha Harvey (IS), Elicia Henry (IS), Jonetta Jackson (IS), Dana Jenkins (Child Support), Ashley Koonce (F&C), Karisa McDaniel (IS), Karen Moore (F&C), Sheria Sanders (IS), Reginald Wiley (IS).

Consent of Approval of minutes postponed until next meeting.

Director's Report: Debra Donahue

- Vacancy Updates
 - Handout shows status of vacancies as of this morning.
 - Continual process
 - Numerous transfers/promotions which results in more openings.

Child Support: Daphne Taylor

- Closing out fiscal year
 - Looking closely at incentives
 - Trending to meet benchmarks for year.
 - Making progress on Paternity Establishment and should be on scale by end of year.
 - Establishment getting back on track with new supervisor.

Family and Children: Victor Isler

- May is Foster Care Awareness Month
 - Foster Care Resolution- May 9-Commissioners Acknowledged FCDSS for efforts in Foster Care
 - Foster-Adoption Recruitment and Appreciation Day-May 21 had bowling event at AMF Major League Lanes had about 90 people to attend.
 - Project Birthday 2nd Anniversary Celebration-May 23 to thank the Women's Lawyer's Association and The E.A.C.H. Foundation as well as Lowe's Foods for providing birthday cakes.

- Increasing community awareness with radio announcements on 98.7, 93.1, 102.1 and 97.1. Television ads on channels ABC 45 and MY48.
- Word of mouth important. Offering \$50 VISA gift card to employee with most referrals May –June that end MAPP class by end of 2016
- Fostering Health NC Kickoff Event –Starting June 1 will have children screened at 72 hours and well child visit have 6 practices with letter of agreement to provide services
 - The Downtown Health Plaza of Wake Forest Baptist Health
 - Westgate Pediatrics of Wake Forest Baptist Health
 - Winston East Pediatrics of Wake Forest Baptist Health
 - Robinhood Pediatrics & Adolescent Medicine of Novant Health
 - Forsyth Pediatrics of Novant Health
 - Ford, Simpson, Lively & Rice of Cornerstone Health
- Scorecard have added new category to measure percentage of foster youth in care for more than 24 months who have 2 or fewer placements
- Continue to work on Percentage of youth achieving permanency through unification within 12 months of foster care
 - One Attorney handling around 177 cases when numbers need to be 1:60
 - Costing money to support families because of delay in court filings.
 - Needing 2-3 attorneys on staff to be timely.
- Family Services with safety plan does not show due process this will create additional legal needs to correct this and add an additional 90 cases to legal caseload.

Adult: Debra in Diane Wimmer's absence

- Job Fair for Herbalife on May 10, 24 out of the 29 scheduled showed up for interviews.
- Attachments given out for The Piedmont Triad's 5th Annual Elder Abuse Awareness Walk, Stroll and Roll for June 18, starting at 9 am at Triad Park in Kernersville.
- Adult Medicaid is back with the Adult division.
- In home aides are fully staffed and working on getting people off the wait list.
- Performance team has sent out customer satisfaction survey to those receiving In Home Aide and Social Work Services

Income Support: Kim Collie

- Last month achieved better than 95% timeliness
- Representative from DHHS is coming to help staff prepare for USDA visit.
 - Division meeting scheduled with representative to help staff respond to questions that will be asked.
 - Will do walk through to ensure have all posters and other things displayed correctly.

Program Integrity: Tiffiany Lamarque

- House bill coming up with Medicaid changes
- Pulled data
 - Clean up team started in January working on back log
 - Magi started with over 1000 not down to 29
 - Traditional started with over 900 down to 27
 - Looking at strategies to address with Medicaid to get back on track
 - Mapping processes to help keep times down
 - Remove duplication
 - Getting all staff on board
 - Keeping up with fixes and being more efficient.

Strategic Initiatives: Tanya McDougal

Community Involvement: more involved in April

- Homeless count conducted: Point in Time count and report is completed and come out.
 - 413 homeless in Forsyth County
 - 336 over the age of 18
 - 17 households 24 or younger without parent present
 - Some of these coming out of foster care
- Universal Pre-K efforts have paid off
- New collaboration with Reach Out and Read
 - Education
 - Smart Start Reading
 - School aged focus on reading
 - Increased interest in Forsyth County

Business Office: Pat Read

- Single Audit coming up
 - Entrance interview discussed what will be audited
 - 60 records selected will look at 2 months out of the year.
 - Over past 11 years have been averaging 2-9 findings
- Working on mapping of processes in the business office
- Sherry Cook has been promoted to business manager.

Meeting adjourned

Next Meeting:

June 27, 2016 at 11:30 AM