

**Forsyth County Department of Social Services**  
**Board Meeting**  
**October 31, 2016**

Board Members present: Nancy Young (Vice Chair), Com. Walter Marshall, Com. Dave Plyler, and Claudette Weston

Board members absent: Evelyn Terry (Chair)

Others present: Debra Donahue (Director), Daphne Taylor (Assistant Director), Victor Isler (Family & Children's Director), Diane Wimmer (Adult Division Director), Tan McDougal (Strategic Initiatives), Kim Collie (Asst. Division Director Income Support), Tiffany Lamarque (Asst. Division Director Income Support PI), Gloria Woods (County Attorney), Gail Anderson (Admin. Asst.), Larry Velani and Jackie Lofton (Smart Start)

Meeting called to order at 11:30 am

New employees introduced:

From Income Support: Cherayne Faris, Tammy Anders, Martha Baldwin, Alycia Anderson, Charisma Perry

From Adult Division: William Russell

From Administration: Shayna Dillard

From Family and Children: Christie Irvine, Elizabeth Coble, Bethany Duncan, Mathilda Kendrick, Ayanna Andrews

I. Consent

- A. Minutes from August meeting (tabled from last month due to lack of quorum) and September meeting. Motion to accept from Dave Plyler, seconded by Claudette Weston, passed by voice vote.
- B. Budget item: Smart Start Sublease
  - i. No additional money
  - ii. \$25,000 has already been included in current budget that covers sublease
  - iii. Will be nine workers from DSS housed there
  - iv. One stop shop concept-can apply for FNS and Medicaid while there also
  - v. On bus route-Attempting to get bus stop in front of the building.
  - vi. Motion to approve by Dave Plyler and seconded by Walter Marshal, approved through voice vote, with no opposition.

## II. Director's Report- Debra Donahue

### A. HR Vacancies

- i. Current Vacancies: 43
- ii. October numbers: Promotion-one, New Hires-nine, Separations-four
- iii. Vacancy rate staying consistent.

### B. Conference Highlights

- i. FNS/Work First: Currently DSS and multiple community partners are working on creating a one stop shop for FNS-Benefits, Child Support/F&C/Adult Employment opportunities. The Federal government is encouraging states to partner to address employment/poverty issues.
  - ii. According to the federal government, poverty level was defined in 2012 as an annual income of \$23,283 or less for a family of four, or \$11,945 for an individual. The overall poverty rate for North Carolina in 2012 was 17.2 percent, according to the U.S. Census Bureau's American Community Survey.
  - iii. The Brookings Institute, a Washington think tank, puts metro Winston-Salem in second place on the list of larger metropolitan areas that have experienced the greatest increase in the number of suburban poor people living in neighborhoods where at least 20 percent of the people are poor. The Winston-Salem metropolitan area comprises Forsyth, Davidson, Davie, Stokes and Yadkin counties. Excluding Winston-Salem proper from the calculations, the Brookings researchers found that 40.7 percent of the suburban poor in the Winston-Salem area were living in higher-poverty census tracts. Information from Wesley Young/ Winston-Salem Journal, August 21,2014
- i. Forsyth Tech collaboration: DSS and Forsyth Tech are working in partnership to implement the Income Support curriculum. This new elective is designed to assist DSS offices with identifying potential employees who have an interest in working with the DSS. All community colleges have access to the curriculum.
  - ii. Challenges facing this effort include:
    1. Bus passes vs. Gas Cards (currently only issuing bus passes) for customers.
    2. Uniform stipends to cover cost of uniform/footwear to be able start jobs with required items.
    3. Limitations: if customer is supported for 90 days: they may not be eligible assistance for 6-12 months. No exceptions to address unforeseen issues/problems that may disrupt continuous employment.

4. Must define success- Agency plan is being developed with implementation in late 2017/2018.

C. Smart Start

- i. Transportation- Based on parent satisfaction survey- respondents are very positive about accessibility and location of child care services at the new location.
- ii. Lobby is in the process of being renovated at Smart Start.
- iii. Security cameras are scheduled to be installed.  
Signage is being created for the location.
- iv. Renovations should be complete in 3-4 weeks
- v. After completed, DSS and Smart Start will have an Open House.
- vi. Funding for renovations are being covered by the landlord according to Smart Start.

III. Division updates

A. Adult Services-Diane Wimmer

- i. Map for Forsyth in Motion –shows transportation deserts in the county.
  1. Transportation issues in county and will continue to address through committee.
  2. Some providers will receive additional funds from providers that have terminated their contracts due to late payments.  
Shepherd’s Center is one that will receive additional funds as the need for has increased significantly especially for dialysis patients and those where Doctors have moved out to Clemmons or Kernersville with Baptist and Novant expansion.
  3. Trying to bring Doctors and Hospitals into discussion.
- ii. November 14<sup>th</sup> is the Adult’s Services Thanksgiving Dinner.

B. Business Office-Sherri Cook

- i. Preparations for services moving into NC FAST/Tracks and payments to vendors
  1. Medicaid Transportation billing is moving into NC Tracks
    - a. Still contact with vendors
    - b. Reconcile and verify invoices/payments and then will upload for state to pay
    - c. County finance will no longer be paying then getting reimbursed this will be effective in January.
  2. Day Care
    - a. March will start with Day Care services being paid directly from the state.
    - b. Day care should be in NC Fast by end of February

3. Energy

- a. Into NC Fast in March
- b. Unclear of impact and whether will be paid straight from the state or through the county

4. Impacts

- a. Drawbacks- Concerns that, smaller vendors do not have access of manpower to get payment information into the system.
- b. Payment is out of the hands of DSS
- c. Tech issues-Suggestion to contact Winston Net to help get computers for smaller day cares without technology so they can bill and use the devices for participants in the program to learn

C. Child Support-Daphne Taylor

i. Daddy event

- 1. Thanks to Claudette Weston for promotional items for the event
- 2. Had space for 30 and had 8 participants at the premier event.
- 3. Open forum went well to get them talking.
- 4. Strong feelings in the group
- 5. Most are interested in continuing the conversations and spreading the word to others
- 6. Suggested offering more frequently than quarterly. May try to offer every other month.
- 7. Will be brining in participants to office to address more specific issues
- 8. Overall was a success
- 9. Able to address questions and have conversations with staff about myths and about what can/can't do.
- 10. Offsite location is good for dialogue.

ii. Performance

- 1. New Staff being trained in a month should be ready to take on assigned caseloads
- 2. Statistics- In Establishment have made it into the Yellow. Was 69.89% in September Goal is 75%

D. Family and Children Services-Victor Isler

i. Forensic interviews

- 1. Meeting with District Attorney for planning meeting

2. Concerns with Baptist and Vantage Point
    - a. Baptist doesn't have time line
    - b. 2<sup>nd</sup> interview at Vantage point
    - c. Support to talk with both to relate to reporting consistency to only have one interview.
  - ii. Changes
    1. Foster care expansion covering young adults 18-21
      - a. Covers approximately 24 young adults in Forsyth.
      - b. LINKS Social Workers will be handing
      - c. Requiring assessment at 18, at time of entering agreement
      - d. Offering financial portability with housing-stipend of \$634/month for housing.
    2. Transportation plan effective December 10 federally required to provide transportation to the home school of foster child within Forsyth county
      - a. Working on plan
      - b. Charges school system to collaborate
    3. Safety Planning changes-effective January 1 engage parent in safety plan like contract and entered into and is revocable.
      - a. Requires additional attorneys for required court time.
      - b. In home serves case load of 100-115.
    4. Two forums to address legal process going forward: Guardianship, F&C, and child support and how carving out time for all these cases
  - iii. November 17 at the Winston-Salem Foundation will be having Adoption Recognition Banquet.
- E. Income Support-Kim Collie
  - i. Implementation of the Child care may be pushed back due to Pilot Program Counties were in the part of the State affected by Hurricane Matthew
  - ii. Assisted Rowan County during Hurricane aftermath with services.
  - iii. Open enrollment for ACA starts tomorrow
- F. Program Integrity- Tiffiany Lamarque
  - i. Week of October 17-20 attended Conference in Cleveland and presented with USDA about Investigating Fraud
  - ii. Will be repeating presentation on November 4 at 9 am in 1<sup>st</sup> Floor Conference Room for Regional PI meeting.
- G. Strategic Initiatives- Tanya McDougal

- i. Please see handout for Community Activities
- ii. Universal Pre-K in the Community
  - 1. Create High quality Pre K program for 4 year olds. Providing center based experience
  - 2. Would be able to provide on any given day services to about 620 children with no parent co pay.
  - 3. Sponsor Workshop in December Public Private high Quality Pre K. Forsyth along with Durham and Bunkum counties on the forefront of this initiative.
  - 4. Impact on Smart Start with an additional 600 quality no pay Pre K could eliminate the waitlist

IV. Other Discussion

A. Meeting dates for rest of year

- i. November meeting will be November 28.
- ii. December meeting is set for December 19<sup>th</sup> due to the agency being closed on the 26<sup>th</sup>.

Motion was made to adjourn and go into executive session by Dave Plyler, seconded by Walter Marshall, Voice vote approval.

Meeting adjourned

Next meeting will be November 28, 2016 at 11:30 am