

**Forsyth County Department of Social Services
Board Minutes
September 22, 2014**

Present: Walter Marshall, Claudette Weston, Dave Plyler, Nancy Young, Nigel Alston, Daphne Taylor, Shontele Robinson, Gloria Woods, Diane Wimmer, Pat Read, Kim Collie, Ava Smith-Pegues, Megan Evans
W-S Journal

Absent: Evelyn Terry

Call to Order @ 11:30am

Information

Staff Introductions included new staff Hannah Whitaker, Sara Royster, Shana Radford, Tonisha Pullen Smith, and John Williams

There were no public comments.

The Director's Report included:

- Staff meeting agenda held every Thursday for 12 randomly selected participants includes conversations around 4 questions:
 - What should we stop doing?
 - What should we continue doing?
 - Where can we improve?
 - What one thing would you change and why?
- Employment Lab Center opens
- Culture needs to align with our practices
 - Returning all calls within 24 hours
 - Being more intentional about customer service

Consent

The Minutes from the August 25 2014 meeting were unanimously approved on a motion by Mr. Plyler, second by Mrs. Weston.

There were no action items

Strategic

Diane Wimmer reported for the Adult Services Division:

- Employment Center is open
- Customer base will be those seen under Workfirst
- Numerous requests for community partnerships
- Adult Services Division has received a \$30,000 grant for In-Home Aides and expecting another grant of similar size

Kim Collie reported for the Income Support Services Division:

- Will be conducting NC Fast recertifications in 2 weeks
- Have closed out the old Legacy system
- Temporary workers started today – scheduled to work here 12 months

- Workers are uncertain about the recertification process

Pat Read reported for the Business Office:

- There are 28,000 Medicaid cases in NC Fast
- 45,000 Medicaid cases are to be converted starting October 6
- 17 temporary workers are dedicated to the conversion process

Daphne Taylor reported for the Child Support Services Department

- The Employment Center is collaborating with the Child Support Services
- The program is shifting to a more family-centered approach

Family & Children's Services Division

- Victor Isler, new Division Director starts today

Shontele Robinson, County HR Director reported there were 52 applications submitted for the Director of Social Services position. Mrs. Robinson reported the Staff and Community forums provided enough feedback from which to draft the interview questions. The top 10 concerns from the feedback were:

- There needs to be a change of culture
- There is a lack of confidence
- There is a lack of trust
- There is a lack of instructor training
- There is a lack of respect for instructors
- There is inefficient customer service
- The agency is not engaged with the community

Executive Session Pursuant to G.S. 143-318.11

At 12:30pm a motion was made by Mrs. Weston, second by Mr. Marshall and unanimously approved that the Board meet in Closed Session to discuss a confidential matter pursuant to 143-318.11 following which the meeting adjourned.