

Forsyth County Department of Social Services
Board Meeting
July 25, 2016

Board Members present: Evelyn Terry (Chair), Nancy Young (Vice Chair), Com. David Plyler

Board members absent: Com. Walter Marshall, Claudette Weston

Others present: Debra Donahue (Director), Daphne Taylor (Asst. Director), Victor Isler (Family & Children's Director), Diane Wimmer (Adult Division Director), Pat Read (Business Officer), Tan McDougal (Strategic Initiatives), Kim Collie (Asst. Division Director Income Support), Tiffany LaMarque (Asst. Director Income Support PI), Gloria Woods (County Attorney), Gail Anderson (Admin. Asst.)

Meeting called to order at 11:30 am

New employees introduced:

From Family and Children's Division: Lindsey Attucks, Ravin Harrison, Ebonie Mitchell, and Eric Yeboah.

From Income Support: Morgan Bullock, DiQuasia Champ, Wadiya Cherry, David Nicoletta, and Chimere Williams

From Adult Division: Tanya Hood

From Administration and Child Support: Todd Sample, Courtney Tuttle

I. Consent

- A. Minutes- Minutes were presented motion to accept made by Nancy Young, seconded by Dave Plyler, passed by voice vote
- B. Energy Outreach Plan with the Salvation Army - motion to continue made by Nancy Young, seconded by Dave Plyler, passed by voice vote and signed by Chair Evelyn Terry

II. Director's Report- Debra Donahue

- A. Smart Start Lease has been finalized
- B. Provided Social Services Monthly Update for Board to review.
- C. Changes coming in Adult and Children's Guardianship and staffing ratios
- D. Meeting with Cardinal and Public Health to address Mental Health Issues and residential placements
- E. Next step is in NC Fast is getting Child Welfare in and potential impacts from this change.

- F. Lab is starting to look at applications to get ahead. Working on getting the 2000 applications that were dumped into to the system cleared.
 - G. Getting ready for significant number of applications that are coming with the Affordable Care Act and working on keeping up with the FNS applications
 - H. How long does this actually take for application to be approved?
 - i. Mandatory within 45 days for family with children
 - ii. If disability related taking a little longer.
 - iii. With the lab hoping to get times shorter.
 - iv. Some problems with getting from approval in NC Fast into NC Tracks (some cases taking up to two weeks to make transition), have limited access in NC Tracks.
 - v. Lots of medications have been dropped by Humana from their formulary and doctors have to try to find alternative medications that are on the formulary.
 - I. MIS is working on intake, a ticket system for tech system in building to become more efficient.
 - J. Single Audit is occurring now
 - K. Vacancy Report: awaiting feedback from county HR to determine which positions are being held for re-class for Adult and Children's required Social Work positions.
 - L. Next step working on retention and staff development to get people to stay.
- III. Division updates
- A. Business Office-Pat Read
 - i. Revenues posted August 15 for Fiscal year 2016-2017
 - ii. \$14 million in county administrative dollars brings in a \$598 Million in Federal and State revenues to Forsyth County as a result of benefits delivered.
 - iii. Question raised by Ms. Young about state reimbursement: Such a small part of budget does not impact it.
 - iv. Not going to have to get additional funding for residential reimbursement from the state to cover part owed. Had enough built into the budget to cover.
 - B. Strategic Initiatives-Tan McDougal
 - i. Community involvement
 - 1. In June Adult Services team and some agency staff participated in the Annual World Elder Abuse Day/Walk
 - 2. June was invited to participate in Great Expectations, a grant for early childhood education

- a. Partnered with 20 other agencies
- b. Determine resources and services for parents with children 0-6 years old
- c. Interviewing families with children 0-6 to determine what they have or need in the community
- d. DSS will interview 25 families
- e. 10 will be used for focus group
- f. 3 interviews then interviews in August completing those sometime in September
- g. Collaboration worth \$15 million
- h. 1st stage is to determine what services are needed and which are working/not working. 2nd stage ID/implement critical services missing.
- i. Criteria for family selection: With Children 0-6 years old, portion Latino, on wait list for services. Will come from DSS Day Care Services Area, Every agency involved will be interviewing 25 families.
- j. Working with consulting firm to help develop survey questions, tested them out in June to make sure culturally sensitive.
- k. Will keep posted on progress

C. Program Integrity-Tiffany Lamarque

- i. In June Debra, Tiffany and Shirelle Stewart-Riddick attended state-wide Training Program Collaborative
 - 1. DSS and Community Colleges all over the state working together to create program to help recruit and train for DSS positions
 - 2. Certificate based program
 - 3. Fee/Tuition based on income
 - 4. Open to students interested in Social Services and also to help retrain current employees.
 - 5. FCDSS will be partnering with Forsyth Tech.
- ii. MAGI recertification
 - 1. Have wrapped up in Lab
 - 2. 381 left for July starting working on July 2 with 2500 past due
 - 3. Moving on to August

D. Income Support-Kim Collie

- i. Single Audit-Well into, going smoothly, will be here for a while
- ii. ME Review from state starts tomorrow (July 26)

- iii. Four staff will be attending refugee conference
 - 1. Policy Training
 - 2. Insight into refugee life
 - 3. World Relief is expecting more refugees coming in.
- E. Adult Services-Diane Wimmer
 - i. Shantele Williams is back she is the new Program Manager for Adult Medicaid
 - ii. Extending If Only program:
 - 1. Changing life threatening/disabling condition
 - 2. Working on revision to needs for elderly with low income
 - 3. There have been some cases that required stretching the rules and rules are hampering the ability to spend the funds.
- F. Family and Children's Division- Victor Isler
 - 1. Agreement with Housing Youth Transition for Family Sufficiency
 - 2. Vouchers for youth transitioning out of foster care
 - 3. 25% to 18-21 year old youth aging out of foster care. (expanded to 16 in special cases)
 - ii. Process updates for CPS Online for 24 hour call access and updates in software to roll out in the coming week.
 - iii. International Adoptions and reunification
 - 1. Just recently completed one
 - 2. There have been nine since 2009
 - 3. Have placed children with family members in Central and South America, Mexico and India.
 - 4. Have used home study and international placement standards to ensure physical, educational and language needs are met.
 - iv. Moving towards positive outcomes for timely initiatives for CPS
 - 1. Policy for CPS investigations and close out with in home services to modifications in case management.
 - 2. Redefining and assuming risk
 - v. GAL Office and Judge looking at court activity and amount of case loads and how to make it work
 - 1. State will be hosing regional training for lawyers and judges
 - 2. Must have petition from court after 30 days for relative placement
 - 3. No IV-E waivers for kids in kinship placement, needing some help to support families who have taken in relatives.

- a. Some do not want to adopt because of cultural and personal preferences.
- b. Value keeping child within family but may have to evaluate loosening standards
- c. Make sure parents get due process and make reunification possible
- d. Needing court oversight

G. Child Support-Daphne Taylor

- i. Have received end of year numbers and have included them in board report.
- ii. Shows goals and achievements
- iii. For the fiscal year 2015-2016 have met goals for the following areas: Enforcement, 12 –Month Expedited, 6-Month Expedited, Interstate, Medical, Review and Adjustment Inclusive, and Review and Adjustment Needed.
- iv. Only area not meeting goal is Establishment, but the state as a whole is struggling with meeting the minimum standard in this area.
- v. New supervisors working together to get the score up. Moving in the right direction.

Motion to adjourn made by Nancy Young, seconded by David Plyler, meeting was adjourned.

Next meeting will be August 22, 2016 at 11:30 am