

**Forsyth County Department of Social Services
Board Meeting Minutes
April 27, 2015**

In Attendance: Debra Donahue, Claudette Weston, Walter Marshall and Dave Plyler

Absent: Nancy Young and Evelyn Terry

Also in attendance from FC DSS were Diane Wimmer, Kimberly Collie, Patrick Read, Victor Isler, Tanya McDougal and Daphne Taylor; Gloria Woods was in attendance from the County Attorney's office

Call to Order

The meeting was called to order at 8:30 a.m. by Claudette Weston.

Information

Public Comments – Jackie Lofton with Forsyth County Smart Start was present. She participated in a visit to Onslow County regarding day care services.

Staff Introductions – The following staff were introduced to the Board: Quannah Jackson-Brown, Child Support Services Supervisor; Betty Lovell, Transportation Aide; Ashley Bullins, Child Support Agent; Kathleen Aguilar, Office Assistant; and John Thacker, Family & Children's Services Program Manager

Director's Report

- Strategic Plan (1 yr) – The Directors are working on scorecards specific to their areas; includes employee, customer, operational and financial foci; 3-5 year plan beginning of fiscal year; refer to "Balanced Scorecard" handout provided
- Budget update – See handout provided to Board members, "DSS Approved Budget and Actual County Dollar History"; Pat Read provided an overview of efforts made to maximize revenue; budget request included 20 new caseworker positions and two new guardianship positions
- Initiatives - Change management plan is moving; Tan McDougal will take it over; coordinating program reviews in every area; may free up staff and give flexibility to focus on core services; already looked at day care

Consent

The March 2015 minutes are not available; will be presented at the next meeting.

Division Updates

- Administration (Pat Read) – See budget update above.
- Income Support Services (Kim Collie) – Making progress on getting backlogs cleared (see data report); recent overdues are coming down as well; by 6/30/15, hope to be better position with state’s expectations; day care group sessions to clear families off the waiting list, down to 788 as of today; Work Support Strategies Leadership Summit in Greensboro this week; four staff will attend as NCFAST and Day Care are topics to be covered; Energy programs will be going into NCFAST
- Child Support Services (Daphne Taylor) – See program performance handout; on track to meet all state performance measures by end of current fiscal year; new supervisor hired for Enforcement area
- Family & Children’s Services (Victor Isler) – New program manager hired; visitation rooms are complete; invited Board members to tour the new area; April is Child Abuse Prevention month – participated in balloon release and ringing of the bells to kickoff the awareness campaign; publicized need for more foster parents; working on enhancing processes for PPAT (permanency planning) and Child & Family Team meetings; Forsyth County Women’s Association committed to another year of providing birthday cakes and gifts for youth in foster care
- Adult Services (Diane Wimmer) – Shared updates regarding the primary mental health diagnoses staff are having to manage with guardianships; working to fill in-home aide vacancies; upcoming presentation for HCBG funding (home/community block grant); participated in Holland Homes bus trip to help customers learn to navigate the local bus system
- Strategic Initiatives (Tanya McDougal) – Distributed updated DSS service booklets; will share with staff and community partners; will create pamphlet for customers; working with Day Care program at Director’s request to explore potential to utilize or implement the service differently through partnership with other community partners (Smart Start); visited Onslow County to learn more about their partnership with their DSS and Smart Start agency; also looking at current in-house procedures for process improvement in day care spending throughout the fiscal year

Adjourn

The meeting adjourned at 12:27 p.m.