

**Forsyth County Department of Social Services**  
**Board Meeting**  
**January 22, 2018**

**Board Members present:** Fleming El-Amin (Chair), Vice Chair Claudette Weston, and Karen Durell

**Others present:** Ronda Tatum (Interim Director), Diane Wimmer (Adult Division Director), , Kim Collie (Asst. Director Income Support), Tiffany Lamarque (Asst. Division Director Income Support), Tanya McDougal (Director of Strategic Initiatives), Linda Gaskin ( Staff Development Supervisor), Jennifer Tubbs (Program Manager Child Support), Sherri Cook (Business Manager), Gloria Woods (County Attorney), Phyllis Russell (Budget Office), Gail Anderson (Admin. Asst.), Chip Rumph & Patrick Phaup (MIS) and Fran Daniel (Winston-Salem Journal)

**Meeting called to order:**

**Introductions**

**I. Consent**

- A. Minutes from December 18, 2017 meeting - Minutes were presented motion made to approve by Claudette Weston seconded by Dave Plyler, passed by voice vote.
- B. Minutes from Closed Sessions December 29 and January 5- Minutes were presented motion made to approve by Claudette Weston seconded by Dave Plyler, passed by voice vote.

II. Public Comment Time- No comments offered

III. Director's Report-Interim Director Ronda Tatum introduced.

A. Vacancies

- i. Forty-seven current vacancies
- ii. Business Officer- with budget time, important to fill as soon as possible. Working on screening applications to set up interviews. Interview panel will consist of members from County Finance, Budget and DSS Executive Leadership Team member
- iii. Deputy Director Position is on hold until new Director can assist with process to fill.

B. Finance

- i. Hand out: illustrates comparison between FY 2017 and FY 2018 Revenue and Expenditures for the same time period July-December.

- ii. Taking into consideration the state funds that no longer pass through the DSS budget; numbers are comparable to this time last year.
  - iii. Expenditures slightly less than last year for the same time period.
  - iv. Personnel cost up due to overtime and some wage increases
- C. Organization concerns/strategies
- i. Meeting with Division Managers and staff for strategies
  - ii. County Seal on letterhead again
  - iii. Working closely with County HR/Finance/Budget
  - iv. Shifting from 4 pillars to We Care Values as focal point for staff
    - 1. Integrity-We do what's right.
    - 2. Awareness- We strive to gain an understanding of how each department fits into the big picture to make a difference for our employees and this community.
    - 3. Accountability- We take personal responsibility. We hold each other accountable for our actions. We learn and grow to develop skills to better serve the community.
    - 4. Respect- We treat all people with dignity and respect. We value diversity and inclusion throughout our workplace.
    - 5. Excellence- We encourage forward thinking. We strive to find new ways to innovate and improve services.
  - v. Organization-
    - 1. Shift in culture, have county functions more engaged
    - 2. Focus more on core programs and doing those well.
    - 3. Working on Strategic Planning process with County HR and Budget Office.
- D. New Business
- i. Human Resources
    - 1. Changes in Grievance procedure- to make process fairer, County HR will be assisting
    - 2. County HR will also be handling ADA accommodations based on County Policy and Procedures.
  - ii. Budget
    - 1. Starting processes in Divisions
    - 2. Will have position request in February meeting
    - 3. Will need to wait on State estimates in February to know funding that will be provided by the state.
    - 4. Judy Hopkins will be coming to assist and will be training.

5. Allocations of positions-will be getting away from Universal Worker Concept, staff will be specialized and experts in their area.
  6. Timeframe – will be completed by mid April, should be ready to be presented to Board at March meeting.
- iii. Elizabeth White will be returning to DSS and will be the Director over Income Support.

**Resolution authorizing Director to re-establish the DSS Clinical Social Work Unit as a Cardinal Network Provider and to Bill for Medicaid-eligible services:**

Motion made by Ronda, discussion then properly moved by Claudette Weston with second by Dave Plyler. Motion passed by voice vote with no dissention.

**Schedule of meetings for year:** To change date of May meeting from the 28<sup>th</sup> to 21<sup>st</sup> due to Memorial Day. Moved by Claudette Weston, seconded by Dave Plyler, passed by voice vote, May meeting will be Monday, May 21 at 10 am.

IV. Division Updates

A. Adult-Diane Wimmer

- i. Recognized Program Manager in Adult Medicaid, Shantele Williams, for her program achieving 96% in December on the State Report Card.
- ii. Working overtime in Adult Medicaid unit due to year end changes and NC Fast being down
- iii. In Home Aide Program- 2<sup>nd</sup> customer services survey sent out to 200 customers, out of those received 65% of them back and again this year had positive responses.
- iv. Employment Center functions have been detailed in Adult Report, unit is working well, and Supervisor in this unit has just retired.
- v. Board members requested to have In Home Aid Program survey shared with them.

B. Child Support- Jennifer Tubbs

- i. Steady progress on incentives
- ii. Job vacancy rate in establishment has been down so able to focus on areas needing to be addressed
- iii. Exceeding standards on self assessment standards and continuing to improve monthly
- iv. Focusing on healthy calm working environment, and incorporating staff feedback into having good work environment
- v. Currently have one supervisor vacancy.

- vi. Claudette Weston noted improvement over the last few years in Child Support
- C. Income Support-Kim Collie
- i. Family and children's Medicaid for December numbers was 96% which is above the 90%
  - ii. January number through Friday were 93%
  - iii. Food and Nutrition applications timeliness in December was 94%, this month so far 94.98%
  - iv. Timeliness for recertifications for December was 95.25%
  - v. December was a challenging month with sickness/holidays/weather and NC Fast issues.
  - vi. Correction to report: Child Care numbers spending % should be 95% instead of 93%
  - vii. FNS previous audits have been compliant for three months, should be released from the corrective action.
- D. Program Integrity/Energy and other programs-Tiffany Lamarque
- i. Program Integrity- Collected \$41,483.32 in December, 6 stores currently being investigated
  - ii. Program Integrity has been chosen to Pilot NC Fast. Will be meeting with state on February 14, 2018
  - iii. Explanation given for what the "Ticket Team's" responsibilities are:
    - 1. Troubleshooting problems with cases after it has been referred from the caseworker
    - 2. Some of these problems are referred to the state
  - iv. Energy- In month of December served 1285 customers and expended \$190,300 in LIEAP funds and \$59,266.71 in CIP. Over \$600,000 to last until March 31.

Ronda Tatum, Interim Director, read a closed session motion to consider the qualifications, competence, performance, character, fitness, conditions of appointment, or conditions of initial appointment of an individual public officer or employee or prospective public officer or employee pursuant to the provisions of G.S. 143-318.11(a)(6). Since there was no other business to come before the board at the meeting, following the Closed Session the meeting would be adjourned, it was properly moved by Dave Plyler and seconded by Claudette Weston, that the Board go into closed session after a brief recess and since there was no other business to come before the Board, the Board meeting be adjourned following the closed session.

Next meeting will be **February 26, 2018 at 10 am**

**DSS Financial Information**

	Year-end FY2017	July - December			
		FY2017	FY2018	\$ Difference	% Diff
<b>Revenue</b>	<b>\$38,019,172.22</b>	<b>\$12,998,867.06</b>	<b>\$8,548,023.58</b>	<b>-\$4,450,843.48</b>	<b>-34.2%</b>
Intergovernmental	37,541,261.94	12,804,709.75	8,338,788.73	(4,465,921.02)	-34.9%
Charges for Services	228,495.36	89,233.30	108,302.00	19,068.70	21.4%
Earnings on Investments	97.54	2.86	0.00	(2.86)	-100.0%
Other Revenues	249,317.38	104,921.15	100,932.85	(3,988.30)	-3.8%
Fund Balance	0.00	0.00	0.00	0.00	0.0%

	Year-end FY2017	July - December			
		FY2017	FY2018	\$ Difference	% Diff
<b>Expenditures (Direct)</b>	<b>\$52,260,472.25</b>	<b>\$25,376,775.67</b>	<b>\$18,647,458.51</b>	<b>-\$6,729,317.16</b>	<b>-26.5%</b>
Personal Services	27,388,114.53	13,655,025.34	13,777,630.88	122,605.54	0.9%
Professional/Technical Fees	236,196.25	114,463.29	47,521.50	(66,941.79)	-58.5%
Purchased Property Services	56,244.05	14,530.79	15,652.57	1,121.78	7.7%
Other Purchased Services	1,087,363.28	229,721.64	359,751.12	130,029.48	56.6%
Travel	71,851.19	40,809.70	21,859.80	(18,949.90)	-46.4%
Materials & Supplies	358,135.91	157,306.92	119,581.14	(37,725.78)	-24.0%
Other Operating Costs	22,703,756.24	11,164,917.99	4,305,461.50	(6,859,456.49)	-61.4%
Payments to Other Agencies	358,810.80	0.00	0.00	0.00	0.0%
<b>Total County Dollars</b>	<b>(14,241,300.03)</b>	<b>\$12,377,908.61</b>	<b>\$10,099,434.93</b>		
Cost Sharing	2,093,984.03	1,124,643.93	755,285.91	(369,358.02)	-32.8%