

DURHAM COUNTY BOARD OF SOCIAL SERVICES

Minutes

April 22, 2009

The Durham County Board of Social Services held its regular meeting on Wednesday, April 22, 2009, 8:00 a.m., at the Main Street facility in Conference Room 609 Right. The following members were in attendance: Chair Gladys Dunston, Mrs. Gloria S. Green, Commissioner Joe W. Bowser and Vice Chair Newman Aguiar and Mr. Stan Holt. The Departments were represented by the following: Mr. Sammy R. Haithcock, Ms. Sharon Hirsch, Ms. Toni Pedroza, Ms. Rhonda Stevens, Ms. Montrella R. Springfield and Mr. Bob Wallace.

Mr. Matthew E. Milliken, reporter from *The Herald-Sun* attended the DSS Board Meeting.

The meeting was officially called to order by Chair Gladys Dunston. Chair Gladys Dunston asked for the minutes to be reviewed by the DSS Board. The minutes were approved with a motion from Board Member Gloria S. Greene and seconded by Board Member Stan Holt. The DSS Board voted to approve the minutes as written.

Chair Gladys Dunston reminded everyone of the celebration for Food and Nutrition Services scheduled for April 22, 2009. There are no public comments. Chair Dunston welcomed Bob Wallace, Program Manager in Adult Services to the meeting.

The following are highlights from Mr. Wallace's report.

- **Customers are Healthy**
 - 100% of Guardianship Customers will have a complete medical exam at least once per year.
- **Customers are Safe and Stable**
 - Initiate an evaluation of all reports of adult abuse, neglect and exploitation within state mandated time frames.
 - Complete evaluations and make a case decision within 30 or 45 calendar days after initiation.
 - 90% of individuals substantiated for abuse, neglect or exploitation consent to ongoing agency services.
 - Increase by 4% the # of unduplicated individuals who receive in home services to prevent unnecessary out of home placement.
 - DSS will conduct at least one on-site visit to every adult care facility every month to insure residents receive a minimum level of care.

- DSS will initiate an investigation into all group care resident complaints within 5 working days of receipt.
- DSS will make contact with every guardianship customer each month.
- **Program Provides Excellent Customer Service**
 - 100% of Access and Family Crisis customers report they were treated respectfully and courteously.
 - Percentage of Adult Services customers who receive in-home services report they are satisfied with in-home services and their social worker.
 - 100% of required annual reports to courts for Adult Services' guardians are submitted on time.
- **12% of Durham County's population is 60 years of age or older. That's some 30,000 seniors.**
- **30% of seniors 65 years and older live alone.**
- **21% live below the poverty level.**
- **25% have a disability.**
- **In cases where APS evaluations were not completed within 30-45 days, it was due to further information needed in order to make a supportable case decision.**
- **In the Adult Access Unit the number of cases receiving financial assistance is up 21%. The number of separate households receiving utility assistance is up 73%.**
- **By 2030 nearly one of five Durham County residents will be 65 or older. Advocate for increased funding to keep pace with expected demand.**

Board member Gloria Green asked if Meals on Wheels only serve people under the poverty level. There is not enough money to feed everyone. Vice Chair Aguiar questioned if there are other resources available to assist. Board member Joe W. Bowser commended the staff on their achievements. Chair Dunston thanked Mr. Wallace for the presentation.

Chair Report

Chair Gladys Dunston addressed the recruitment for the DSS Director. Currently, seventeen applications have been received and the deadline is April 24, 2009. Ms. Yvette Leonard, Human Resources Analyst is assisting with the recruitment process.

Chair Dunston encouraged other board members to attend some of the events at DSS within the next few months.

Director's Update - Mr. Sammy R. Haithcock

Mr. Haithcock informed the Board that the General Assembly is presenting legislation to change statues regarding guardianship. If this is passed more wards will be assigned to DSS, which increase caseloads and additional funding will be needed. Partnerships are working together on this issue.

Additional reporting from Mr. Haithcock:

1. Meeting with "LINKS" Youth

- a. The LINKS program serves youth in foster care who need to be prepared for independence.
- b. Mr. Haithcock met with the youth and some important reminders from the meeting:
 1. There were bad and good examples on how our staff do their work.
 2. The bonds with natural parents are strong and kids need regular visits.
 3. Good foster parents has proven to make a big difference; and
 4. Kids need to be viewed as kids.

2. Budget Session with County Manager and Staff

Mr. Haithcock and Toni Pedroza met with the County Manager and staff to review the budget. Mr. Haithcock felt the session was positive. The County Manager appreciated the honesty and openness. The County Manager complimented Ms. Pedroza on the relationship established with county staff.

3. New Human Services Building Program

Involved parties met at a pre-construction meeting on March 31, 2009 to discuss procedural ground work. The contracts have been signed and phase one will begin any day.

4. Movie Production of "Main Street"

The county has arranged space for the production company to use part of DSS space at Duke Street. Fifty two parking spaces will be temporarily lost.

5. Recruitment

The next phase of interviewing for Chuck Harris' position is scheduled for April 27, 2009. There will be three panel interviews and a work sample.

Family Economic Independence - Rhonda Stevens

DACCA currently has a waiting list. The combined spending coefficient is 103%. As of April 14, 2009, there are 737 children (494 families) waiting for services. United Way money has been received.

Notification of the stimulus monies has been received for Food and Nutrition Services.

Communications - Sharon Hirsch (Toni Pedroza reported)

Sharon Hirsch provided a written report. Ms. Pedroza reminded everyone on the groundbreaking ceremony on May 5, 2009 for the new Human Services Complex.

Accountability - Toni Pedroza

Ms. Pedroza is comfortable with the budget presentation to the County Manager and staff.

Food and Nutrition Administration will receive stimulus money which is 100% reimbursable

The County will receive \$1.5M in savings this year because of Medicaid. Next year no county share for Medicaid.

Child Support computers and their network have always been managed by the State. Because of changes required at the State level requiring counties to manage their own PC's and computer network, it required a major purchase of PC's for Child Support this year. The conversion from the State Network to the County will occur in May. No details on Child Care subsidy are available at this time.

The Board commended Ms. Pedroza and staff on their work on the budget. Board member Stan Holt requested continuing the budget sessions with the DSS Board.

Chairperson Gladys Dunston received a letter from the State notifying her that Board member Stan Holt term expires in June. The Chair asked Board member Stan Holt if he would consider serving on the Board another term and he agreed. A motion was made by Vice Chair Aguiar to accept Stan Holt as board member for another term. The motion was seconded by Board member Gloria S. Greene. The DSS Board voted unanimously on a second term for Board member Stan Holt.

Chairperson Gladys Dunston briefed the Board on the recruitment dates in May and inquired if other business needed attention, if no other business, a motion to adjourn.

A motion was made by Vice Chair Newman Aguiar to adjourn the regular meeting and seconded by Board member Stan Holt. All members approved. The meeting was adjourned.

Respectfully submitted

Chairperson

Date

Secretary to the Board

Date