

DURHAM COUNTY BOARD OF SOCIAL SERVICES

Notes

August 24, 2011

The Durham County Board of Social Services held its regular meeting on Wednesday August 24, 2011, 8:30 a.m., at Duke Street in Conference Room 2221. The following DSS Board Members were in attendance: Chairman Mr. Stan Holt, and Vice Chairman Commissioner Joe W. Bowser.

Mrs. Carolyn Carver-Tann received an excused absence.

The DCDSS Department was represented by the following: Interim Director Ms. Gail Perry, Mr. John Holtkamp, Ms. Rhonda Stevens, Mrs. Lynn Thomas, Mrs. Gail Angle, Mrs. Cynthia Cason, Mrs. Pinkie Davis-Boyd, Mr. David Elin, Mrs. Prudence Glover, Ms. Markette Hester, Ms. Linda Hicks, Mrs. Carol Hunt, Ms. Betty Hughes, Mrs. Christy McMillan, Mr. Gary Meares, Mrs. Deborah Williams, Ms. Shauna Shaw, Ms. Tammie Tate, Mrs. Darlene Whitfield, Ms. Jovetta Whitfield, and Ms. Montrella R. Springfield.

Assistant County Attorney Kathy Everett-Perry and Assistant County Attorney Danielle Briggs attended the Board meeting.

Members of the public: Mrs. Gladys Dunston, and Mrs. Monica Holmes-Hyman. Ms. Virginia Bridges from the News and Observer and Ms. Melody Butts from the Herald-Sun were present.

Board Chair Stan Holt called the meeting to order. There was not a quorum; therefore, no official business was approved.

Public Comments

Welcome Interim DSS Director Gail Perry back to DSS.

County Attorney's Office

Assistant County Attorney Danielle Briggs distributed information to the DSS Board concerning surveys as public record. Assistant County Attorney Kathy Everett-Perry will provide the board additional information requested by Vice Chair Commissioner Joe W. Bowser.

Food and Nutrition Services RBA - Pinkie Davis-Boyd

- As of July 2011, there were 42,441 FNS recipients in Durham County which equates to 20,908 active cases.

- Dramatic increase in demand, up 59% since FY08.
- Durham County's current participation rate is 103.87%. (Goal was to reach 85% of potentially eligible residents).
- Processing time for FNS applications is 10 days.
- Wait times under 30 minutes, since transitioning to a new client check in system with Staff Pro.
- FNS achieved State Timeframes for Processing Emergency FNS cases.
Goal- 100% Achieved - 100%
- Food and Nutrition Services maintain a 97% Accuracy Rate for Case Processing (The drop in March is due to one case error which was a client error).
- All active FNS cases have been imaged.
- FNS provide outreach in the community.
- NC FAST will be implemented soon which will assist staff.
- Staff Pro is tracking customers wait time.
- Applications are available to customers to complete and leave.

Chair Stan Holt thanked Mrs. Davis-Boyd for the information presented at the DSS Board Meeting.

Interim Director's Report - Gail Perry

1. Interim Director Gail Perry's leadership began August 8, 2011.
2. A staff meeting was held on August 10, 2011 at the Durham Armory.
3. Bob Wallace returned to the agency as Adult Services Program Manager.
4. Applicants have been interviewed for the Business Officer vacancy. A selection has been made and the individual will begin September 19, 2011.
5. Interviews for the Human Services Administrator vacancy will be scheduled in September.
6. DSS Slogan "Achieving Excellence through PRAC (Partnerships, Relationships, Accountability, and Celebration).
7. COA
 - o COA will be suspended until the move to the Human Services Complex.
 - o Currently Lynn Thomas is overseeing COA.
 - o Programs will continue to develop policies and procedures that will enhance service delivery.
 - o The funds dispensed for COA will not be lost.
 - o Board members requested total cost for COA.
 - Mrs. Thomas reported due to no one person dedication to the process the total cost would be difficult to analyze.

8. Areas to be addressed:

- A. Institute an Employee Recognition Program;
- B. Leadership Academy;
- C. Review the agency structure and formulate needed changes;
- D. Fill vacant positions;
- E. Make sure daily coding of services are accurate for reimbursement;
- F. Improve employee relations and;
- G. Reinstate relationships with area universities by providing internships.

Ms. Perry thanked staff for their support.

Chair Stan Holt thanked everyone for their support through the transition. Appointments to the DSS Board should be completed by the end of September.

Assistant Director's Report

Customer Accountability Division - Lynn Thomas

- The Customer Information Center continues to exceed the 2.1% average of dropped calls with a 1.5%.
- Program Integrity's established claims for July represent \$75,923.82 in recoupment, only \$25,274.82 was collected.
- Additional training for hearing officers.

Family Economic Independence - Rhonda Stevens

- Grandparents Conference scheduled for September 20, 2011 at Rogers-Herr Middle School. Information will be forwarded next week.
- A total of 1,716 families/2,041 children are on the wait list at DACCA.
- Child Care reduction of \$1.4M from the State.
- DACCA followed co-efficient guidelines from the State.
- Vice Chair Bowser encouraged management to come to Board of County Commissioners for assistance.
- NC FAST implementation scheduled for Food and Nutrition in 2012.

Family Safety and Permanency - John Holtkamp

- Congratulations to Betty Hughes, 100% RBA.
- Congratulations to Adult Services In-home and the Intake Units for a job well done.

- DSS partnership persists with the Court Systems on timeliness of Court proceedings, continuances and other procedures.
- Adult Guardianship has increased due to the Durham Center inability to serve in a Guardianship role.
- Due to changes in LIEAP/CIP, each person has to apply for energy assistance this year.
- Ms. Whitfield spoke with Durham Housing Authority concerning Housing for Foster Care Youth/Housing Reunification Vouchers. The MOA has been drafted for the DSS Board to review in September.

The DSS Board will have a Special Session on September 1, 2011. The next regular meeting is scheduled for September 28, 2011 at 8:30a.m., Duke Street 2221.

Respectfully submitted

Chairperson

Date

Secretary to the Board

Date