

**Forsyth County Department of Social Services**  
**Board Meeting June 27, 2016**

Board Member present: Rep. Evelyn Terry (Chair), Nancy Young (Vice-Chair), Com. Walter Marshal, and Claudette Weston. Not present: Com. David Plyler

Others present: Debra Donahue (Director), Daphne Taylor (Asst. Director), Diane Wimmer (Adult Division Director), Kim Collie (Assist. Director Income Support), Tiffiany LaMarque (Asst. Director Income Support PI), Gloria Woods (County Attorney), Linda Gaskin (Manager Staff Development), Sherri Cook (Dept. Business Manager), Gail Anderson (Admin. Assist.)

Guest present: Wayne Black (DHHS), Patrice Toney and Adam Pendlebury (County Finance)

Not Present: Victor Isler (Division Director F & C), Pat Read (Business Officer)

Meeting called to order at 11:30 AM

New Employees introduced:

Administration- Gail Anderson, Family and Children's- Dawn Brown, Adult- Keon Butcher, Income Support- Jasmine Conyers, Ivy Hardy, Lynitta Petties and Christopher Robinson.

Consent Items:

Minutes from April and May Meetings presented. Motion was made to accept by Claudette Weston, 2<sup>nd</sup> by Nancy Young, motion to accept passed by voice vote.

New logo was presented: Motion was made by Nancy Young to accept, seconded by Walter Marshal, motion to accept new logo passed by voice vote.

- I. USDA Review-Wayne Black
  - A. Based on client interviews;
    - 1. Staff courteous , helpful treated with respect
    - 2. Phone times were a little long
  - B. Doing good job with complaint log.
  - C. Staff interviews
    - 1. Some problems with office procedures
  - D. Other observations
    - 1. Missing posters taken care of
    - 2. Barriers so cannot see computer screens for privacy concerns
    - 3. Improvements in county records
    - 4. Did not find issues even though thought would find problems based on previous audits

5. Temps cannot be used for eligibility piece unless meet state based requirement, Temps not being used for this purpose here.
6. Issues with EBT edge, Raleigh going to look into this
7. Written report will be incorporated with state report based on the four counties audited for USDA, won't be available till end of September
8. Anything that has been pointed out that is corrected before final report will not show up on final report.

II. Director Report

- A. Working on process improvement
- B. Community College partnership to offer training courses for Income Support certificates.
  1. Help narrow field to find good workers
  2. Use for retraining current staff to reduce turnover.
- C. HR- Working on getting new hires in.
  1. Have had to place some positions on hold in Income Support to cover mandated Social Worker positions in F&C and Adult Divisions.
  2. Since last Board meeting
    - a. Filled eight of the vacant positions
    - b. Five of those being hired from within DSS

III. Stress Survey Presentation- Linda Gaskin (Staff Development Manager)

- A. Why? To identify stress in the agency and make DSS an employer of choice.
- B. Three areas evaluated: Self Efficacy, Workplace Stress and Supervisor/Employee Relationships.
  1. Self Efficacy: Majority (84%) felt they could be somewhat successful at work.
  2. Workplace stress: Of the 208 Employees reporting moderate stress levels 101 of those were on the higher end of the range. Newer employees rating their stress higher than employees that have been her longer.
  3. Supervisor/ Employee Relationships: DSS employees reported having high levels of relationship quality with their direct supervisor.
- C. Timeline presented
  1. February 2016: Initial meeting with Principal investigator
  2. March 2016: Workplace Stress Presentation to ELT and CAT
  3. May 2016: Survey released to DSS Employees
  4. June 2016: Survey results shared
  5. July/August 2016: World Café Events to address 'Why' and 'How' questions.

6. September/October 2016 Launch Healthy Workplace Initiatives

- IV. Child Support: Daphne-see report for numbers
- V. Family and Children's: Debra-No changes but in process of reaching statutory requirements.
- VI. Adult: Diane- Customer Service Surveys sent out had 55% return rate and all had positive responses.
- VII. Income Support: Kim- see report for numbers
- VIII. Program Integrity: Tiffiany-
  - A. Happy to report in cleanup activities was 2500 behind at the start of June as of today down to 73.
  - B. Project lab is using rotating staff to work on these; Project Lab will run through the month of July.
  - C. Looking at caseload balances with Daphne and Kim.
- IX. Strategic Initiatives: Tan- Continuing to get involved in new community initiatives.
- X. Business office: everything covered, shifting towards the right trajectory and getting through the budget process.

Motion to adjourn by Com. Marshal, seconded by Nancy Young  
Meeting adjourned

Next Board Meeting: **July 25, 2016 at 11:30 am**