

**Forsyth County Department of Social Services
Board Minutes
November 24, 2014**

Call to Order 11:30

Information

- There were no public comments
- Director's Reports Included
 - Ms. Donahue will continue staff meetings with random selection of staff each Thursday
 - The Staff Reception for Ms. Donahue provided an opportunity for her to meet members of staff on her second day. Board Chair Terry and member Weston attended.
 - Ms. Donahue stated she has an open-door policy will forge new ways of doing better business and more open communication
 - The Board offered advice to Ms. Donahue
 - Mr. Marshall - take your time to learn
 - Ms. Young – The Board is here to be a resource
 - Ms. Weston – take your time and lean on the staff
 - Ms. Terry – the administration of DSS services is crucially dependent upon the staff

Consent

The minutes from the November 24, 2014 meeting were unanimously approved on a motion by Ms. Young, second by Ms. Weston.

Division Updates

Income Support

- Medicaid hard launch started October 6
- 18 temporary staff are working
- Six thousand overdue applications are down to one thousand
- NCFast continues to be a big challenge and prohibits progress. The NCFast staff have acknowledged the problems with the software
- State mandate is to process 90% of applications timely

Ms. Terry stated we do not want to be unfairly assessed because of the inoperable system. Ms. Collie reported there are no back-up contingencies similar to those with Food & Nutrition.

Program Integrity (PI)

- PI is now a centralized unit
- Hosted Regional PI meeting that was organized around Loss Prevention Coalition working together to prevent EBT fraud
- Biggest problems are trafficking EBT

Family & Children's Services Division

- Division has 2 supervisors for after-hours units
- YIT is now a community-owned project of which we are and will continue to be a part
- Year 2015 will kick-off 1 Church – 1 Child and will help recruit foster homes
- 20 churches will participate
- New visitation rooms are being constructed

Meeting adjourned at 12:45pm