

Durham County Board of Social Services

Regular Session Minutes

July 17 , 2024

The Durham County Board of Social Services monthly meeting was held on Wednesday, July 17, 2024. The DSS Board Meeting was hybrid, in-person attendance in Conference Rooms 2421/22.

The following DSS Board members were in attendance: Chair Commissioner Wendy Jacobs; Board members: Jacqueline Beatty-Smith, Charles I. Mitchell, and Wendy Sotolongo.

The Durham County Department of Social Services was represented by the following: Director Maggie Cveticanin, and Deputy Director Valery Dambreville.

Assistant Directors: Margaret Faircloth, Jovetta Whitfield, Latoya Chambers (Interim), Cynthia Cason (Interim), Kimberly Lincoln (Interim) and Senior Operations Officer Kelly Inman.

DSS staff attending included: Candice Leathers, Meghan Russ, Nancy Santos, Quannah Jackson-Brown, Shontelle Smith, LaVelle Chesney, Susan Lee, Pamela Purifoy, Tonia Gay, Emma Perry, Lee Little, Carole Trimble, James Hart, Shatana Rouse, and Montrella Springfield

Danielle Briggs, Senior Assistant County Attorney was present.

Chair Commissioner Wendy Jacobs called the July 17, 2024, regular meeting to order. The public charge was read by Chair Commissioner Wendy Jacobs.

Chair Commissioner Wendy Jacobs moved forward with the Election of officers for the DSS Board for 2024-2025. Board member Jacqueline Beatty-Smith nominated Commissioner Wendy Jacobs as Chair of the DSS Board. Board Member Charles I. Mitchell seconded the nomination. The DSS Board unanimously approved the nomination of Commissioner Wendy Jacobs as DSS Board Chair. Commissioner Wendy Jacobs accepted the nomination.

Chair Commissioner Wendy Jacobs nominated Board member Jacqueline Beatty-Smith as Vice Chair of the DSS Board. Board member Wendy Sotolongo seconded the motion. The DSS Board unanimously approved the nomination of Board member Jacqueline Beatty-Smith as Vice Chair of the DSS Board. Board member Jacqueline Beatty-Smith accepted the nomination.

Public Comments

Sheryl Smith, Minister Raziq Zaidi, Nation of Islam, and Amanda Wallace, were present.

Latisha Faison, Unknown Caller and Virginia Ferrell were virtual. Public comments submitted were related to Child Welfare concerns and services needed to assist with homelessness. Deputy Director Valery Dambreville will follow-up with individuals about their concerns.

Approval of the Agenda

Chair Commissioner Wendy Jacobs requested amending the agenda and adding a closed session. Board member Jacqueline Beatty-Smith offered the motion to approve the amended proposed agenda and Board member Charles I. Mitchell seconded.

The agenda was unanimously approved.

Board member	Yes	No	Abstained
Chair Commissioner Wendy Jacobs	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		
Board member Wendy Sotolongo	Yes		

Approval of Minutes

The minutes from the May and June Regular Meetings were unanimously approved. Board member Charles I. Mitchell offered the motion for approval of the minutes from the May and June Regular Meetings followed by second from Board member Wendy Sotolongo.

Board member	Yes	No	Abstained
Chair Commissioner Wendy Jacobs	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		
Board member Wendy Sotolongo	Yes		

Customer Accountability & Talent Development Division Presentation

Kimberly Lincoln, Candice Leathers, Lynn Thomas

A copy of the presentation will be placed with the minutes.

Quality Assurance & Training provide essential training for DSS employees. Continuous learning and development are vital to job performance, and productivity.

Program Manager Candice Leathers manages quality assurance and training for Family Economic Services and Medicaid.

Program Manager Lynn Thomas is responsible for Social Services Program Support.

Types of employee training include onboarding, technical skills programs and compliance. Training delivery methods include classroom, eLearning and on-the-job trainings.

Facilitation techniques engage participants, utilize visual aids, personalize approach and managing time effectively.

Quality Assurance Team review cases in Child and Family Services, Family Economic Services and Medicaid. Cases are reviewed for accuracy, compliance, timeliness, standards, documentation, decision making and improvement.

Challenges and barriers comprise of lack of management support, budget constraints, scheduling conflicts and lack of employee engagement.

Customer Information Center is responsible for lobbies, call center, records management team and interpreter.

Call Center received 181,312 calls in FY23/24. The four lobbies serviced 78,000 clients. Approximately 23,000 pieces of mail were prepped and scanned. Voter registration forms were submitted to the Board of Elections for clients and fishing licenses were issued. Also, 11,520 emergency same-day appointments were scheduled. An on-site interpreter assists with clients and translates document.

Vice Chair Jacqueline Beatty-Smith expressed gratitude to CATD staff for all the exceptional work and asked about the number of interns at DSS. Program manager Lynn Thomas conveyed working on assigning supervisors for the internship program and interns will be selected after everything is established.

HR Analyst James Hart acknowledged Program Manager Lynn Thomas and staff for working with the past interns. They are trying to build up the capacity within the agency to meet the requirements the interns will need to complete the assignment.

Chair Commissioner Jacobs communicated the presentation displayed the high quality and important work within the division. The DSS Board extended their gratitude to the CATD Division.

Chair Report

Chair Commissioner Wendy Jacobs will report at the August regular meeting.

Director's Report- Director Maggie Clapp

Director Maggie Clapp recognized Shatana Rouse as Employee of the Year. Ms. Rouse has displayed extraordinary leadership as supervisor of DSS lobbies. Multiple acknowledgements have been received from external and internal customers. Shatana Rouse has managed the lobbies through COVID, Air Quality Issue, Medical Emergencies and Client Issues.

Ms. Rouse thanked Director Maggie Clapp and DSS for the acknowledgement and expressed her enthusiasm for serving the citizens of Durham. This is the first time for the recognition.

Chair Commissioner Wendy Jacobs and the DSS Board congratulated Shatana Rouse as Employee of the Year. The DSS Board thanked Ms. Rouse for the compassion and service portrayed to the citizens of Durham County.

Chair Commissioner Wendy Jacobs asked about the Medicaid Managed Care Plan and the Sun Bucks Program. Chair Commissioner Jacobs attended a national meeting and mentioned states refused the money for the Sun Bucks program which provides food for children during the summer.

Chair Commissioner Jacobs inquired about the multilingual Disaster and Behavioral Health Resource Toolkit as a good resource for Durham due to the multiple cultures in the community.

Chair Commissioner Wendy Jacobs emphasized the importance of APS and CPS workers receiving Narcan kits for families. They are available in Public Health, and other county facilities.. The kits are free to the public.

Traverse launching, Director Maggie Clapp will give more information later. Director Clapp recognized Felecia Cameron, Project Manager, Senior Operations Officer Kelly Inman and staff, Aging &Adult, Child & Family Services, and Customer Accountability & Talent Development. They have been working non-stop on the project.

Director Maggie Clapp conveyed two social workers were appointed to assist Durham Familiar Families Pilot. Director Clapp plans to meet with Program Manager Meghan Russ regarding the pilot. Chair Commissioner Wendy Jacobs is on the Board and expressed thanks to Director Maggie Clapp for partnering with Ryan Smith.

Family Economic Independence (FEI) – Latoya Chambers, Interim Assistant Director

Interim Assistant Director Latoya Chambers submitted a written report.

Interim Assistant Director Latoya Chambers highlighted staff participation at First Calvary Church and Seed Time and Harvest Fellowship on June 27, 2024. Also, thanked staff for their donations toward the Hunger Awareness Event, over 100 bags of non-perishable groceries were given out. The event was held at the Human Services Building.

Medicaid – Interim Assistant Director Cynthia Cason

Interim Assistant Director Cynthia Cason submitted a written report.

Interim Assistant Director Cynthia Cason highlighted the agency passed Medicaid report card with a timeliness rate of 97% and the goal was 90%. Approximately 12,749 applications have been received for Medicaid Expansion.

Medicaid management and staff participated in six community outreach events. Staff presented on Medicaid Expansion at NCCU Third Annual Triangle Student Leadership Institute College Tour Third Annual Triangle Student Leadership Institute College Tour. Exploring ways to reach individuals that are eligible for Medicaid but will not come to the agency for various reasons continues to be the main focus. Chair Commissioner Wendy Jacobs emphasized the importance of providing Medicaid for all who are eligible and thanked Interim Assistant Director Cason.

Customer Accountability and Talent Development (CATD) – Kimberly Lincoln, Interim Assistant Director

Interim Assistant Director Kimberly Lincoln and management staff made a presentation to DSS Board, and no additional highlights were reported.

Child and Family Services (CFS) – Jovetta Whitfield, Assistant Director

Assistant Director Jovetta Whitfield submitted a written report.

Assistant Director Jovetta Whitfield pointed out events decrease in the month of July and will increase in August with schools opening.

Assistant Director Whitfield highlighted looking at trends relating to child abuse, reports will probably increase since year round schools will begin and trying to be on top of any issues.

Several Child & Family Services Supervisors represented DSS at the Leadership Retreat for Durham Public Schools and presented information along with training to the school administrators and staff on child abuse and neglect reporting.

Another successful year for Backpack 4 Kids. Distribution will begin early due to year round schools starting early.

Durham County DSS will host Safe Babies Court training in August at the Durham DSS. Training will be all day, and more information will be provided at a later date.

More information will be coming on Families First, Durham received notification for training to begin referring families to in-home service which will be federally funded. All counties will not begin at the same time. The State is responsible for providing training. There are nine counties in Region 3 that will be served. Chair Commissioner Jacobs suggested invited the providers to the meeting to discuss the services they will be providing clients.

Chair Commissioner Jacobs thanked Assistant Director Jovetta Whitfield.

Aging and Adult Services (AAS) – Valery Dambreville, Deputy Director

Deputy Director Valery Dambreville submitted a written report.

Chair Commissioner Wendy Jacobs requested Deputy Director Valery Dambreville report on Aging and Adult Services at the next meeting due to time constraints.

Chair Commissioner Jacobs recognized Lee Little and staff for organizing the Elder Abuse Event. The DSS Board Meeting will focus on AAS at next meeting.

Finance - Assistant Director Margaret Faircloth

Assistant Director Margaret Faircloth asked if the DSS Board had questions.

Assistant Director Margaret Faircloth mentioned moving into the new fiscal year working on contracts. Joyce Blackburn was hired to manage audits and is very knowledgeable of processes.

There have been some issues in July with Medicaid Transportation clients changing over to new managed care plan scheduling rides. Staff are working with clients to help with transition.

Business Operations – Senior Operations Officer Kelly Inman

Senior Operations Officer Kelly Inman asked the Board if they had any questions regarding the report submitted

Child Support has met 3 out of 5 incentive measures for the fiscal year. August is Child Support Awareness Month, and the proclamation will be presented to the BOCC. Child Support Awareness events have been planned for the month.

Vacancy Report – James Hart

James Hart submitted the Vacancy Report.

Critical positions continue to be filled and the vacancy rate is at 11%.

The vacancy rate is at a good level.

Chair Commissioner Wendy Jacobs thanked Jame Hart for the report.

Chair Commissioner Wendy Jacobs move forward with the approval of the Wait List Policy with no amendments. Board member Wendy Sotolongo offered a motion to accept the Wait List Policy and Board member Charles I. Mitchell seconded. The motion was approved unanimously.

Board member	Yes	No	Abstained
Chair Commissioner Wendy Jacobs	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		
Board member Wendy Sotolongo	Yes		

Vice Chair Jacqueline Beatty-Smith offered the motion to approve the NCDHHS Energy Programs Outreach Plan. Board member Charles I. Mitchell seconded. The motion was approved unanimously.

Board member	Yes	No	Abstained
Chair Commissioner Wendy Jacobs	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		
Board member Wendy Sotolongo	Yes		

Chair Commissioner Wendy Jacobs thanked the management team for attending the DSS Board Meeting.

Respectfully submitted,

Chairperson

Date

Secretary to the Board

Date