

# **Durham County Board of Social Services**

## **Regular Session Minutes**

**September 15, 2021**

The Durham County Board of Social Services monthly meeting was held on Wednesday, September 15, 2021 at 3:00 p.m. The DSS Board Meeting will remain virtual due to rising COVID cases.

The following DSS Board members were in attendance:

Chair Commissioner Wendy Jacobs, Vice-Chair Dr. Monique Holsey-Hyman  
Board members: Janice P. Paul, Jacqueline Beatty-Smith, and Charles I. Mitchell.

The Durham County Department of Social Services was represented by the following: Director William Rose, Deputy Director Catherine Williamson-Hardy, Chief Operations Officer Kelly Inman, Assistant Directors: Krystal Harris, Jovetta Whitfield, Rhonda Stevens, Janeen Gordon and Margaret Faircloth. DSS staff attending included: Latoya Chambers, Meghan Russ, Nancy Santos, Kalindra Ellerbe, Lee Little, Quannah Jackson-Brown, Ann Granby, Quanesha Archer, Shontelle Smith, Lynn Thomas, Darlene Whitfield, Pamela Purifoy, John Kenion and Montrella Springfield.

James Hart from Durham County Human Resources attended the meeting.

Danielle Briggs, Senior Assistant County Attorney was present.

Public Attendance: Ajax Woolley and Jane Williams.

Chair Commissioner Wendy Jacobs called the September 15, 2021 DSS Board meeting to order.

### **Public Comments**

No public comments

**Approval of the Agenda**

Chair Commissioner Wendy Jacobs asked the board members to review and approve the proposed agenda. Board member Jacqueline Beatty-Smith offered the motion and Board member Charles I. Mitchell seconded.

The agenda was unanimously approved by voice vote.

<b>Board member</b>	<b>Yes</b>	<b>No</b>	<b>Abstained</b>
Chair Commissioner Wendy Jacobs	Yes		
Board member Janice P. Paul	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		

**Chair Report**

Chair Commissioner Wendy Jacobs acknowledged the leadership and strength of staff for supporting Director William Rose for the past few weeks and continuing with day-to-day responsibilities. Chair Commissioner Jacobs extended condolences and continuous support to Director Rose.

**Approval of Minutes**

The minutes from the regular meeting on August 18, 2021, were approved by the DSS Board.

Board member Janice P. Paul offered a motion to approve the minutes as written and Board member Jacqueline Beatty-Smith seconded.

They were unanimously approved by voice vote.

<b>Board member</b>	<b>Yes</b>	<b>No</b>	<b>Abstained</b>
Chair Commissioner Wendy Jacobs	Yes		
Board member Janice P. Paul	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		

## **Director's Report**

Director William Rose expressed thankfulness to everyone for the support received over the past three weeks during the transitioning of his mother. The road has been challenging and difficult, however, the support from the Durham County Family has been amazing.

### **Highlights**

#### Emergency Rental Assistance Program

With the increase in distribution of funds, the City funds have almost been depleted. Spending over \$500,000 a week in benefits which has been an improvement the last 30-45 days which places DSS a better place. Assistant Director Janeen Gordon, Lee Little Program Manager and Supervisor Contessa Sawyer have worked hard in partnering with the City to assess the new regulations over the last several weeks. The City guided, lead, and made sure still in compliance with finances. The City funds will be expended by September 23, 2021. The second funding from ERAP 1 will come from the State to the County additional \$9M and the program will continue. Strategies have included moving staff to the courthouse, working with the Clerk of Court, and those looking to be evicted. Individuals are coming to the office to complete applications as well.

A meeting was held on September 14<sup>th</sup> with the City to discuss mutual goals and how to continue to distribute funds as quick as possible.

The next phase to bring forth to the DSS Board about the second wave of funds ERAP 2. The funds are different, ERAP 2 moves in another direction sustainability of housing. The City and County will receive funding, but the County will receive \$900,000 and the City will receive approximately \$6M. DSS would like to recommend to the DSS Board that DSS will not enter into an agreement with the City. DSS feel that ERAP 2 can be administered by the City and DSS will focus on County funds.

Develop strategic plans for the funds on how to support more sustainable housing and make funds assist long term. People continue to have housing issues even with assistance from ERAP 1. DSS would like to utilize funds from ERAP 2 to help with current issues. Director Rose expressed rental business is not in the best interest of DSS, not in the core mission, and not a mandated service of DSS. This has been an option of working with the City, apparently no other agencies wanted to take it on.

Director Rose stressed staff are tired and burnt-out working seven days per week. We have spent a huge number of resources within the ERAP budget to work effectively.

Director Rose requested presenting more information at the October meeting regarding plans for ERAP funds for DSS. Continue to engage with the City communication DSS will not be entering into another agreement, and the City will have to find a community agency to assist. There are a lot of community agencies that can provide the service, be very effective. Director Rose suggested bringing the recommendation to the DSS Board today so DSS can communicate back to the City.

After completing ERAP 1, DSS will present a strategic plan to the DSS Board and County Manager on how the money will be spent. Director Rose emphasized the need for long term. A discussion was held in the Durham Director's Meeting about people paying 60-70% of their income in rent. How can the limited funds be used in a more strategic way? Director Rose emphasized DSS with continue to partner with the City, but discontinue administering their funds. The program has been challenging and DSS received criticism by the community. Director Rose is concerned about the well-being of staff.

Program Manager Lee Little agreed with Director Rose and said since COVID, DSS has assisted with five programs. DSS has effectively helped in the community keeping people housed during the COVID outbreak. Currently, staff are out due to personal circumstances. The infrastructure of continuing normal business as well as additional programs is influencing staff. Lee Little, AAS Program Manager commended DSS staff for their support. Director William Rose acknowledged DSS Divisions for their teamwork.

Director Rose also noted the funds are subject to County Single Audit which means distribution must follow compliance or errors could cause reimbursement back. Assistant Director Janeen Gordon stated staff have reached highest density of fatigue, however, approximately 3,500 applications have to be processed and City funds will probably be depleted by next week.

Temporary staff are leaving weekly, and DSS staff are going out on leave which impact workflow.

Board member Janice P. Paul asked previously about DSS being responsible for the program with Covid, CPS, FEI, unemployment, people needing emergency, energy and financial assistance and other services.

With regards to the vacancy report numbers dropping before ERAP. There financial and human issues related to staff, which is a concern, one thing regarding eligibility, Board member Paul received a call from a citizen and invited them to the DSS Board meeting. Eligibility and single audit about the funds are dispersed, US Treasury and Federal Government have authorized money being paid directly to renters in oppose to landlords and some landlords are refusing to sign contracts or participate. If the money was paid out directly to the consumer they could pay the landlord. How could this process be tracked and accounted for to make sure spent accordingly? What is behind the policy and when did it go into effect. Who could administer the program as it relates to eligibility, and pay money directly to renters?

Director William Rose relayed that has been the subject of much discussion. There are pros and cons, a check could be written to a consumer, but the money is not paid to the landlord and the person be evicted. You have to generate W9's when dispersed in this manner. Fraud has been detected in this program. Several program integrity referrals on both sides. There have been discussions with the City.

Assistant Director Janeen Gordon confirmed you can attest to Covid hardships, financial situations, and other things. This place the agency in a high risk and have discussed with the City what it would be like to make checks to the clients specifically but that is outside the perimeters local Government will allow. Also, discussed having checks to the landlords via the tenant and still challenged with W9 issue because you must pay taxes on the money. Continue having problems giving money out, a great deal of landlords are being paid a large sum of money and the number of people who are not getting their rent paid.

Chief Operations Officer Kelly Inman has worked with County Finance to see what can be done, limits, ongoing conversation. Treasury want to continue opening availability of funds wider. The need is understood but there are multiple program integrity issues which have to be resolved. Funding for additional staff in program integrity was not in the administrative cost.

Chair Commissioner Wendy Jacobs, returned to Director William Rose's request, support for the staff to go back to the City to indicate DSS will not be entering into an interlocal agreement to manage the ERAP 2 Program.

Chair Commissioner Wendy Jacobs conveyed support to the request and the DSS Board heard Director Rose loud and clear. The Board walked with DSS for the past 18 months since the pandemic started and really understand the incredible work.

Everyone had to adapt every step of the way and the collaboration with the City has been phenomenal and appreciate the partnership with the city and community. ERAP program has been based around community partners anticipating they would connect people to the resource. Data is available regarding the disbursement of the funds nationally because it is hard to manage. Durham has done very well with issuing the funds. Durham has approximately 3500 applications which is concerning due to funds running out.

Chair Commissioner Jacobs welcomed feedback from the DSS Board regarding ERAP 2. Board member Janice P. Paul asked if a motion is required to move forward. Director Rose requested adding a footnote in the motion stating DSS will continue supporting the City, but will not be responsible for the disbursement of funds for ERAP 2. DSS has funding for ERAP 2 and like to focus on developing a plan with the community, BOCC and DSS Board on how to disburse the dollars.

Chair Commissioner Jacobs reminded Director Rose about DSS responsibility for a new program which only DSS can operate. The Low-Income Homeowners Tax Program which is a very important. Staff will be rolling this program out immediately and DSS need to shift back to the essential programs in place, whereas the City can do the ERAP 2 program.

Chair Commissioner Jacobs stated hopefully staff will do some type of lessons learned to help guide forthcoming programs. Director Rose expressed a meeting was held in early August Business Operations, IT, and others to discuss lessons learned from ERAP. These lessons have already been taken to the Tax program. DSS has taken this to the Tax program, did not develop or buy software package, worked with IT, and will have a demo for a later date. There have been multiple good lessons learned, learning experience. The Low-income Water program will be in Aging and Adult Services. Director William Rose and management will bring presentation to the DSS Board regarding role in housing.

Chair Commissioner Wendy Jacobs stated on behalf of the DSS Board, they will look forward to the insights from staff from the last 18 months, the pandemic has magnified issues. Housing, transportation, access to good paying

jobs, education, childcare, mental health resources are important. What would be the best utilization of the funds, it would be helpful to have case management to provide people wrap around support to connect them to the resources in the community. People do not know about the resources available and how to get access.

Board member Janice P. Paul also conveyed unemployment benefits are about to end and that is going to put pressure on childcare, mental health, and access to jobs. There are issues with people not coming to work. People refusing to come to work could lose unemployment benefits.

Chair Commissioner Wendy Jacobs solicited comments from other Board members before the vote. Board member Jacqueline Beatty-Smith understood the concern and recommendation from Director Rose and commended everyone on the marvelous job. Board member Charles I. Mitchell agreed, and Vice Chair Monique Holsey-Hyman supports the recommendation.

Board member Janice P. Paul motioned that the DSS Board authorize the Department of Social Services to be relieved of the responsibility of administering ERAP 2 funds. Director William Rose requested adding for the City allocation. Seconded by Board member Charles I Mitchell adding the City allocation.

The motion was unanimously approved by voice vote.

<b>Board member</b>	<b>Yes</b>	<b>No</b>	<b>Abstained</b>
Chair Commissioner Wendy Jacobs	Yes		
Vice Chair Dr. Monique Holsey-Hyman	Yes		
Board member Janice P. Paul	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		

Director William Rose proceeded with questions from the DSS Board relating to the report submitted. FEI has concluded the monitoring and reviews which was successful. Child Welfare legislations passed currently reviewing and will report in October. County Attorneys are reviewing changes in Foster Care. DSS currently have a lot going on throughout the agency.

Chair Commissioner Jacobs inquired about the Tax Grant Program. People will not have problems completing applications, the forms online will be easier, and documents required will be simpler. How will DSS get the necessary staff to assist with the program? Assistant Director Janeen Gordon will report.

One of the lessons learned taking away from ERAP, DSS did not take applications because of the online portal. The City partnered with five different agencies as an access to take applications, and DSS focus was on processing. The Tax program will be online but simpler than ERAP. Tax Office and DSS developed the rules for the program. People will be able to make an appointment to come in if assistance is needed with the application. This is not a crisis program, therefore, staff given more time to process. The benefits will go to the Tax Department. The program will start small at 30% AMI as data is available, come back to the DSS Board to say need to modify the program. Additional information will be given in the report from Aging and Adult Services.

Chair Commissioner Wendy Jacobs will speak with Director Rose later regarding outreach meetings with Durham CAN and the Coalition for Affordable Housing and Transit.

### **Family Economic Independence (FEI) – Rhonda Stevens, Assistant Director**

Assistant Director Rhonda Stevens submitted a written report.

Assistant Director Rhonda Stevens asked the DSS Board if there were any questions. Highlight from FEI report relating to Medicaid Corrective Action. Staff worked hard to come out and was notified in August, Durham had satisfied the requirements for the Recipient Eligibility Determination Audit (REDA), and released. The DSS Board was involved in the meeting January along with State came around the table. Assistant Director Rhonda Stevens thanked the DSS Board for their support. The DSS Board congratulated staff on their achievement.

Initiative, the Applications Team work closely with community partners. Staff met with Church World Services and World Relief Resettlement agencies to discuss internal processes created to obtain refugee applications from Iraqi and Afghan immigrants settling in the area. Chair Commissioner Jacobs expressed thanks to staff.



Interviews for additional FEI staff were held with individuals attending the Career Fair.

**Customer Accountability and Talent Development (CATD) – Krystal Harris, Assistant Director**

Assistant Director Krystal Harris submitted a written report.

Assistant Director Krystal Harris asked if there were any questions about CATD report. Assistant Director Krystal Harris highlighted NC FAST certification classes have started and staff attending passed. This is new to the agency and QAT created tools to assist new hires.

Correction to QAT data Child Care score at 41% and should be 82%.

RMT has been working diligently to transition paperwork sent to Iron Mountain in Burlington to Laserfiche, bringing all paperwork onsite for scanning, into Laserfiche to make sure everything is accounted for and get rid of hard copies. Child Care records require a destruction form completed and submitted to the DSS Board for approval to move forward with destroying the paper records. Assistant Director Krystal Harris requested bringing to the DSS Board for approval to destroy paper records after scanning in Laserfiche has been completed and forward to Culture Resources to have hard copies destroyed by third party vendor.

Board member Janice P. Paul asked if it was something that need to approval today? Assistant Director Harris asked for approval today because there are approximately 2,000 boxes currently 88 boxes have been completed. As boxes are completed the forms can be completed and sent to Culture Resources.

Senior Assistant Attorney Danielle Briggs asked if the documents past the state retention deadline already or will they have to be accessed as they come in? Assistant Director Harris confirmed the files are not being purging just switching from hard copy to electronic. Senior Assistant Attorney Briggs asked if keeping hard copies for now or scanning and then destroy hardcopy?. Hardcopies are being scanned in and the request today is to destroy hard copies. Making sure following retention schedule.

Chair Commissioner Wendy Jacobs asked for a motion to approval the request. Board member Janice P. Paul motioned DSS be authorized to destroy the paper copies of the documents as soon as they are scanned in. Seconded by Vice Chair Dr. Monique Holsey-Hyman.

Voice Vote from DSS Board Members.

<b>Board member</b>	<b>Yes</b>	<b>No</b>	<b>Abstained</b>
Chair Commissioner Wendy Jacobs	Yes		
Vice Chair Dr. Monique Holsey-Hyman	Yes		
Board member Janice P. Paul	Yes		
Board member Jacqueline Beatty-Smith	Yes		
Board member Charles I. Mitchell	Yes		

Unanimously approved.

A lot of changes within Customer Accountability and Talent Development. Continue to work hard to support other programs within the agency.

Vice Chair Dr. Monique Holsey-Hyman inquired about a position to oversee intern students. Assistant Director Krystal Harris communicated in the process of interviews now, hoping to have a recommended candidate within the next two weeks.

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

Assistant Director Jovetta Whitfield submitted a written report.

Assistant Director Jovetta Whitfield asked if there any specific questions about the report and data. A lot of legislative changes signed on September 10, 2021. Trying to digest the changes and process. A meeting with Attorneys was held Tuesday, sharing with court collaborative which includes judges, GAL, Public Defender, Alliance and DSS staff to make them aware of the changes. More court time is essence that permanency planning hearing review will happen 90 days earlier than they were before. If adjudication has occurred on a child in custody instead of a review hearing will move to a permanency planning hearing which will cut down the child being in care 90 days.

Assistant Director Jovetta Whitfield plans to share with court collaborative so the judges are aware and can begin processing, because effective October 1, 2021.

There are other changes that will be in effect on December 1, 2021 and will try to process with DJJ because legislation that was passed make reports to file petition for child to enter care if they considered to be dependent, abused or neglected. Anticipating increased reports with youth with behavioral problems, already having issues placing youth with those behaviors.

These items were not in the report because they came out Friday, September 10<sup>th</sup>. Other Child Welfare changes relating to definition of relative and neglect.

After-hours reviewing the structure because of retention and burnout. A daytime social worker will fill in for the after-hours vacancy which creates a vacancy during the day. Reviewing the structure of 7 days on, 7 day off to maybe 3 and 4. Reached out to two other counties that shared after-hour structure. It takes a special person to manage after-hours. Playing musical chairs with positions, staff are moving to other internal positions.

Director William Rose added the staff in after hours positions carried some of the Aging and Adult Services on-call. Working to split this out to Aging and Adult Services having after-hours in their division. There will not be after-hour positions, they do not have the level of calls. This is a hard position to retain due to the responsibilities. The goal is to separate after-hours for the two divisions in January.

Vice Chair Dr. Monique Holsey-Hyman inquired about the number of staff and if they received differential. The restructure will add an additional person which will make three, after-hours receive differential pay.

Director William Rose and executive staff met with Human Resources about hard to fill positions, possibly shifting people around in different areas. Recruitment and retention are challenging in Child Welfare due to the nature of the work.

Vice Chair Dr. Monique Holsey-Hyman thanked Assistant Director Jovetta Whitfield for presenting to students about Child Welfare and Director Rose for contacting someone from the State to present. Chair Commissioner Wendy Jacobs thanked Vice Chair Dr. Monique Holsey-Hyman, Professor at NCCU for partnering with DSS.

Chair Commissioner Jacobs encouraged all the Directors to look at incentives, and bonuses, which is happening nationally. Director Rose stated this was discussed at the meeting along with Child Welfare and FEI challenges, which are the highest turnover areas. It is good the County is looking at retention and how Durham can be more competitive.

### **Aging and Adult Services (AAS) – Janeen Gordon, Assistant Director**

Assistant Director Janeen Gordon submitted a written report.

Assistant Director Janeen Gordon emphasized items included in the report has been discussed.

#### 1. Tax Program

Program Manager Lee Little presented on the Low-income Tax Program. Lessons were learned from ERAP and what the community needs to move forward, however, some of the vulnerable population continue to have challenges. Program Manager Little moved forward with the presentation of the Application for Homeowner Tax Relief 2021. DSS working in partnership with the Tax Department to operationalize a property tax subsidy program to assist low to moderate income individuals stay in their homes.

Requirements include property must be in Durham County, primary residence for 10 years. The application is not hard to complete with general information. DSS IT and County IT assisted with the application. Documentation can be uploaded and provide an electronic signature and submit. The social worker will be able to retrieve the application. The maximum amount will be \$750.00 for household that meet the program criteria. Applications are being received for households less than 30% AMI. Next year may have potential of increasing the percentage and the program begins September 22, 2021. In the process of hiring staff to take appointments which will start in mid-October.

Chair Commissioner Wendy Jacobs thanked Program manager Lee Little for the presentation. Board member Jacqueline Beatty-Smith asked if there was a question regarding the tax id location, where can they find it.

Chief Operations Officer Kelly Inman stated great feedback, there is a redacted tax bill that the Tax office supplied that can be used as a link to show where to retrieve. Program Manager Little specified certain area are highlighted in the application that will give you a definition about what is required. Modifications have been added to the application put a picture of what the tax id looks like.

Director Rose conveyed this is a program which will develop practices working with collaborative group to get practice in place on how we do the program. It has liability and risk therefore need to make sure following protocol.

Chair Commissioner asked about citizenship. You do not have to be a US citizen.

Chief Operations Officer Kelly Inman informed the DSS Board on the timetable, City Council will send the ILA to them for review on September 23<sup>rd</sup>, BOCC will review on September 27<sup>th</sup>. Trying to get Attorney Darby comfortable with the soft launch on October 22<sup>nd</sup>. Applications will not be taken, but begin promoting.

Chair Commissioner Jacobs conveyed there is interest in expanding the program to 60% AMI and below. It is important that DSS begin with 30% AMI to get the program running successfully for residents and staff. It is important for staff to get up and running before expanding. There is an appeal to have a wait list for 30%-60% AMI. Where are you all with a wait list and how will work?

Director Rose had a discussion with Tax Office, however, prefer not to do a waitlist. It takes away admin time and recommend going to 50% AMI. If move to 50%/60% will take applications. Goal to limit applications that will not qualify the first round because it takes management time. Promote income level at 30% applying otherwise have to work all the applications. There will people applying that are 100% but they will be denied.

Chair Commissioner Jacobs anticipate that the request is coming and to be prepared for an explanation for rationale for why the department is not capable of doing it at this time. Director Rose specified DSS can keep a waitlist but will minimize applications qualifying for the program. If increase additional staff will be needed and already training staff from other areas. Also, there is another program coming relating to water.

The preference is to let the program continue for 90 days and let us get data on what seeing, then make recommendations. If under expending the money come to the DSS Board with recommendation. If the funds are expanding will come back to the DSS Board for feedback and the City will have to expand as well.

Chair Commissioner Jacobs indicated the minutes specified 30%AMI and expenses around administrative would be shared 50% with City. Director Rose will report monthly. Pam Purifoy, Public Relations Officer is working to get the information out with the city and community.

Assistant Director Janeen Gordon introduced Kalindra Ellerbe, DSS IT Manager. Kalindra Ellerbe presented on the Emergency Rental Assistance Program. Staff working on ERAP 1 upload data to be transparent to the community.

Brian Wisnowski created a dashboard, and it contains numbers of:

- Applications started 6669
- Applications submitted and complete 2817
- Households served 920
- Broken down by each month – May-September
- These numbers were submitted to Treasury
- Broken down by payments \$5,324,550.17 submitted
- City 5,193,181.52 - City household 898
- County did not display, will make corrections.

Chair Commissioner Jacobs acknowledged staff for the dashboard and emphasized the community will be glad to see the data. When you click on page one about more information, will it be anything to explain the number of applications which have not been completed, duplicate applications concerned some people might look at over 6000 people needed help and only been able to help 920 which is not an accurate reflection of what that means.

Chief Operations Officer Kelly Inman assured there is conversation about how to clearly tell the story, points trying to make, people have started applications, and some have not been touched 60 days, some no email address associated, the goal is to get the information out and expand.

Chair Commissioner Jacobs recommended adding information people understand the numbers. Total available funding is, significant to know what is available. Feedback from the DSS Board was great.

Director William Rose shared an email sent to a supervisor complimented services received from a social worker assigned to ERAP. The DSS Board was gratified with email detailing the excellent customer service the client received from the social worker.

Chair Commissioner Wendy Jacobs asked if emails can be shared with staff removing personal information. Director Rose agreed and will share to help boost staff morale. The courthouse intervention has been great working with the Clerk of Court.

Vice Chair Dr. Monique Holsey-Human suggested posting on the website and take out identifying information. Director William Rose will work with Pamela Purifoy.

Chair Commissioner Jacob thanked staff for creating dashboard and sharing information.

Water Assistance Program coming down from Federal Government which will also be in Crisis Services.

### **Business Operations (BO) – Kelly Inman, Chief Operations Officer**

Chief Operations Officer Kelly Inman submitted a written report.

Chief Operations Officer Kelly Inman wanted to focus on the data and tax program at the meeting. There is a lot of behind-the-scenes work completed by DSS IT. Thanks to partners at the County IT and continued hard work. Chair Commissioner Jacobs asked about the date on the dashboard. In the process of noting timeframe. City ERAP money run out end of the month. Director William Rose thanked Ajax Woolley, Durham CAN for the comment. Chair Commissioner Wendy Jacobs thanked Assistant Director Janeen Gordon for the presentations.

Quannah Jackson-Brown, Program Manager Child Support shared an email from a Child Support supervisor received from a customer recognizing a Child Support Agent. The customer expressed gratitude for the communication and time the Agent contributed to the case. Chair Commissioner Jacobs thanked Program Manager Jackson-Brown for sharing the email acknowledging the commitment of a Child Support Agent.

Vice Chair Dr. Monique Holsey-Hyman emphasized Durham sometimes does not receive the recognition for the services rendered. Recognitions received from the community should be highlighted, posted on the website. Director William Rose agreed a page of testimonies need to be created to acknowledging the work DSS staff are providing to the community. Public Relations Officer Pamela Purifoy agreed to move forward with the suggestion.

Chair commissioner Wendy Jacobs recognized Child Welfare Program Managers Sharyn Flood and Ann Granby retiring from DSS. Program Manager Sharyn Flood retiring end of September. Child Welfare Program Manager Ann Granby is retiring the end of November.

Program Manager Ann Granby thanked the DSS Board, DSS Leadership and others for their support. Privileged to work 7 years at Durham DSS, it is a wonderful place to work. Program Manager Granby is retiring and staying in Durham. Program Manager Granby plans to take some time off to spend time with grandchild and volunteer in the future.

Deputy Director Catherine Williamson-Hardy inquired about Program Manager Granby tenure in Child Welfare. Program Manager Ann Granby has 35 years. The DSS Board expressed gratitude to Program Manager Granby. Vice Chair Dr. Monique Holsey-Hyman proposed Program Manager Granby contacted her when she is ready to volunteer.

## **Vacancy Report**

James Hart highlighted recruitment and retention two key issues. Changes due to workforce and the pandemic. Retirees with a lot of knowledge leaving the agency. Recruiting for new positions, doing as best we can. Other agencies having to compete with employers in the area. There is discussion in Human Resources relating to retainment of staff. County salaries are competitive due to BOCC approving increases this year. Public sector is evaluating holistic strategies, financial and other incentives, involving recruitment.



Chair Commissioner Wendy Jacobs conveyed there was no new business to discuss, and Director Rose indicated the Board Action Items will be reviewed at the agenda prep.

Chair Commissioner Wendy Jacobs inquired about any additional items requiring the DSS Board attention.

Chair Commissioner Wendy Jacobs adjourned the DSS Board Meeting.

Respectfully submitted

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Chairperson	Date
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Secretary to the Board	Date
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