

**DURHAM COUNTY BOARD OF SOCIAL SERVICES**  
**Minutes**  
**March 28, 2012**

The Durham County Board of Social Services held its regular meeting on Wednesday, March 28, 2012 8:30 a.m., at Duke Street in Conference Room 2221. The following DSS Board Members were in attendance: Chairman Stan Holt, Vice Chairman Commissioner Joe W. Bowser, Board member Newman Aguiar, Board member Jane Volland and Board member Dr. Tara L. Fikes.

The DCDSS Department was represented by the following:

| Interim Director Gail Perry,  
Ms. Antonia Pedroza,  
Ms. Rhonda Stevens, Mrs. Catherine Williamson-Hardy,  
Ms. Linda Hicks, Mrs. Lynn Thomas, Mr. David Elin,  
Ms. Markette Hester, Ms. Betty Hughes, Mr. Bob Wallace,  
Mrs. Cynthia Cason, Mrs. Pinkie Davis-Boyd, Ms. Mary Flounoy,  
Ms. Shauna Shaw, Mr. Albert Sierra, Mrs. Robyn Riley, Ms.  
Jovetta Whitfield and Ms. Montrella R. Springfield.

Assistant County Attorneys Danielle Briggs and Kathy Everett-Perry, Bo Gattis County Budget, attended the Board meeting.

**Members of the public:** Ms. Melody Butts from the Herald-Sun was present.

Board Chair Stan Holt called the meeting to order. Attendees were asked for a brief introduction.

**Agenda**

The agenda will continue as printed.

**Public Comments**

No public comments.

## Approval of Minutes

- A motion was made by Board Tara L. Fikes and seconded by Vice Chair Joe W. Bowser to accept the February minutes with a noted correction (Page two, third paragraph change institute to involve; Page four, Board member Volland stressed the leadership Mr. Holtkamp provided with the inter-agency committee on disproportionate minority contact.

## Work First Family Focus Results - David Elin

- Work First is a NC TANF Program
- Work First partnerships/contracts
  - **Training** - EWI Technologies, Optimal Health College and Milestones Culinary Institute
  - **Co-located Services** - Durham Crisis and Response Center, Monarch Job Development and CorVel Services.
  - **Other** - Community Reinvestment Act of NC and City of Durham
- **DSS Customers are Self Sufficient:**  
Average number of Adult Included Cases for FY '11-'12 is 143; Participation Rate 61.89% (State Goal is 50%); More than 70 participants have been placed in jobs during FY '11-'12
- **Program Provides Excellent Customer Service**  
Average Processing Time for 'FY 11-'12 is 22 days. Timely is considered within 45 days - we achieve on avg. 99.38%
- Individuals Receiving Services (WFFA): Avg. 1667/month
- Individuals Requesting Services: 1768
- Individuals seen by a Work First Social Worker: Avg. 378/month
- Work First Workers have made over 230 referrals for Substance Abuse and/or Mental Health Assessments
- **Work First is strategically improving results**
  - Streamlining intake process to "frontload" services - multi purpose
  - Reviewing new proposal via the RFP process - this will help enhance Work First ability to refer clients to services
  - Working on working better as a team!

- The DSS Board can assist:
  - Please continue to advocate for our clients needs and best interests at local and state level.
  - Public service and entitlement programs strengthen individuals and communities.
  - Please do not let our needy families be overlooked or "cut" from spending - these are not numbers, they are families
  - Your advocacy does not go unnoticed - thank you.

Every individual that comes in for services does complete an application because of other needs; they may be in need of a bus pass or assistance in purchasing a uniform. Work First staff see a lot more people than are included in the caseload. Work First has made over 200 referrals for substance abuse and mental health.

Due to 20% reduction in federal funding, a group from Work First staff has been relocated in other program areas.

Board members requested a breakdown on individuals requesting services by age, gender, race, personal stories and case description.

Chair Holt asked about what we are doing now with The Chamber of Commerce. Chamber representatives will be part of a Job Service group being formed. There will also be members from Employment Security Commission on that group as well.

Chair Holt questioned the decrease on cash assistance on the management report. There were also inquires about challenges of employment, whether, the cases are more complex. Challenges include tougher competition and education. Individual are using more temporary employees, contractors and self employment.

The DSS Board requested changing statistics to tell more of the story and follow-up in twelve months. Also, provide information for the legislative meeting with the Board of County Commissioners (BOCC).

### **Social Work Month - Albert Sierra**

Albert Sierra talked briefly about social workers in recognition to March being designated as Social Workers Month.

### **Interim Director's Report (Written Report) - Gail Perry**

- Interim Director Perry thanked David Elin and Albert Sierra for the presentations.
- Medicaid Transportation Unit in place. Staff from various programs transferred to the unit.
- In the process of recruiting two supervisors in Customer Accountability and Program Development, Unified Coordinator and Guardianship position.
- Child Protective Services is fully staffed. Ten applications have been received for the Social Work Administrator.
- Written report in the board packet.

### **DSS Board Report - Chair Stan Holt**

- Chair Holt and Interim Director Perry plan to attend the meeting with the BOCC and Legislators scheduled Thursday morning.
- The redacted employee survey will be sent to Vice Chair Bowser and Board member Volland.
- The final report from the auditor has not been received; therefore, the report will be added to the April agenda.
- Board member Aguiar will not be present at the April meeting. He is recommending a new employee survey.

### **Assistant Director's Report**

#### **Family Safety and Permanency - Jovetta Whitfield**

- IV-E Audit scheduled March 29, 2012.
- No response to the Durham Rescue Mission MOU.
- Written report included in board packet.

#### **Family Economic Independence - Rhonda Stevens (Written Report)**

- Vacancies are due to restructuring.
- Child Care Spending at \$14M
- Written report included in board packet.

**Customer Accountability Division - Catherine Williamson-Hardy**

- The QA Team will report at the April meeting.
- Written Report included in board packet.

**Budget - Antonia Pedroza**

- The revised budget presentation was distributed to the DSS Board for review.
- There was question about request for full time security at DSS Child Care on Briggs Ave. There have not been any incidents.

Chair Stan Holt asked for additional comments or questions. A motion was made by Board member Aguiar and seconded by member Vice Chair Bowser to adjourn to Closed Session pursuant to NCGS 143-318.11(a)(3) to consult with the County Attorney's office.

The board moved back to open session. The Board thanked Kathy Everett-Perry for her report and no action was necessary from matters discussed in the closed session.

Ms. Perry and Mr. Holt shared with the rest of the Board their current understanding with regard to the audit. Based on conversations with the auditor Gail will need to make her response to the audit report, then Mike Ruffin will make his comments, and then it will be completed.

Finally, Mr. Bowser raised a question regarding last year's Board survey and whether or not there was any follow up needed. Mr. Aguiar reminded the group that he really felt as if that is why we need to do the survey of the employees at this time. Dr. Fikes disagreed about the timing of such a survey.

A Motion was made and seconded to encourage the director to re-administer the same ESC assessment of organizational satisfaction. Motion carried with 4-1 vote.

Motion made and seconded to adjourn the meeting. The meeting was adjourned.

Respectfully submitted

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Chairperson

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Date

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Secretary to the Board

\_\_\_\_\_

Date