

DURHAM COUNTY BOARD OF SOCIAL SERVICES
Minutes
March 23, 2011

The Durham County Board of Social Services held its regular meeting on Wednesday March 23, 2011, 8:30 a.m., at Main Street in Conference Room 609 Right. The following DSS Board Members were in attendance: Commissioner Joe W. Bowser, Vice Chair Gloria S. Green, Mr. Stan Holt and Mrs. Carolyn Carver-Tann. Chair Gladys Dunston received an excused absence.

The DSS Department was represented by the following: Director Gerri Robinson, Mrs. Sharon Hirsch, Mr. John Holtkamp, Ms. Rhonda Stevens, Mr. David Elin, Ms. Linda Hicks, Mr. David Carter, Mrs. Cathy Simmons and Ms. Montrella R. Springfield.

County Manager Mike Ruffin and Deputy County Attorney Tim Jordan attended the Board meeting. Melody Butts from the Herald-Sun was present.

The meeting was called to order by Vice Chair Gloria S. Green. Vice Chair Gloria S. Green requested a brief introduction from attendees.

There were no changes to the agenda and no public comments.

The DSS Board approved the minutes from February 23, 2011.

Consent Agenda - Homeless Outreach Program-County Manager Mike Ruffin

Homeless Prevention in the City and County of Durham

- Mr. Ruffin informed the Board the Ten Year Plan to End Homelessness was not working. The contract will be concluding at end of the month. The City and County are joining together on Homeless Prevention. The Department of Community Development (DCD) presented recommendations to the City Manager and County Manager on how to address homelessness, administer the HEARTH Act and the Continuum of Care (CoC) for the City and County of Durham.
- Mr. Ruffin believes DCDSS will be the best place to reach the population.
- The kick-off will be July 1, 2011. The project will be given a different name.
- Additional funding is being considered to provide service. An additional \$80,000 plus the current \$70,000.

- The position would be under Family Safety and Permanence. Mr. Frank Bryant was the social worker handling the caseload and would like to continue.
- A Board member was concerned about the budget cuts facing DSS; according to the County Manager the message has been delivered.
- A motion was made to approve accepting the responsibility for outreach position. Commissioner Bowser had to abstain because the BOCC has to vote on the proposal.
- The program will begin July 1, 2011 and funds will be added to the budget.
- County Manager Ruffin thanked the DSS Board.

Rhonda Stevens introduced David Elin, new program manager for Work First. Mr. Elin relocated from Vermont and excited to have the opportunity to work at Durham DSS.

Child Care Subsidy - RBA - Linda Hicks

1. Performance Measures - Children served by DSS are Ready for and Succeeding in School.
 - 95% of children 0-5 years old that are receiving subsidies are enroll;
 - The average star rating for children 0-5 years old receiving subsidies is 3.0;
 - The average star rating of placements for children with special/ developmental needs and receiving subsidy in regulated CC programs will be 4.0 and;
 - 100% of funds allocated for child care will be spent annually.
2. Types of Care
 - DSS serves children in licensed and unlicensed settings. Children in Family, Friend and Neighbor Care (FFN) are in unlicensed settings. Currently, DSS has 2 placements in FFN.
3. Story Behind Data
 - Currently location with CCSA, Durham's Partnership for Children and Durham Early Head Start at Jim and Carolyn Hunt Child Care Resource Center on Briggs Avenue;
 - Consistently partner with early childhood providers and community agencies that serve young children;
 - Provide technical assistance and training to approximately 400 child care providers under contract to receive subsidy reimbursement;
 - Social workers emphasize parent education regarding quality child care and best practices in child care facilities;

- Strong collaboration with internal DSS partners to make referrals to other economic services;
- In-office recertification process implemented FY 2011 and;
- Average FY 2011 State compliance score is 97.64% (goal is 95%).

4. Strategic Direction

- DCD will be implementing an electronic attendance capture and reimbursement system. Durham is a pilot for Phase 1 in June 2011 - attendance capture;
- Attrition rate YTD has allowed for 67 families from the wait list to be offered an opportunity to apply for child care services March 2011;
- Applied for Smart Start subsidy funding FY 2012 and;
- Allocation estimate for FY 2012 is \$1.3 million less than FY 2011; service support funding has been reduced from 5% to 3% effective FY 2012.

5. The DSS Board can assist by:

- Continuing to advocate for more child care subsidy dollars. Subsidy funding streams are on the table for serious cuts FY 12. This will result in the number of children served as well as the specific services (ex., transportation is on the list for elimination) and;
- Support the mission of the Task Force. Recommendations will be coming soon for serving eligible Durham children as partners.

6. Comments/Questions

- Ms. Hick will provide the Board with the number of special needs children/families.
- Social workers educate customers and provide them options of child care services.
- There are two levels of auditing; (1) Quality Assurance and (2) Child Care Staff.
- DSS does not monitor providers, they are monitored by the State.
- Child Care Services Association (CCSA) provides training for parents. Ms. Hicks will check with CCSA about surveying parents.
- The State will take over reimbursements when SEEK is fully implemented.
- Special needs children choose lower star rating day care because of their financial situation and vicinity.
- Five star centers charge over market rate for child care.
- A Board member requested a report on total number of children served and number of IV-E Eligible.
- Child Care is at 97% co-efficient.

- Discussion has been initiated about children in foster care receiving child care to see if they are IV-E Eligible.
- Two placements in Family, Friend and Neighbor Care. The reimbursement is low.
- Director Robinson requested the Board support in looking into the reimbursement rate for FFN during the next long legislative session
- Linda Hicks will be enrolled in course at the State to become a certified program manager.
- The Board expressed their appreciation to Ms. Hicks for the presentation on Child Care.

Assistant Director's Report

Budget - Gerri Robinson

- The real total to the County for school social workers is \$1.9M, 32% from the School. The department is not aware of all cost.
- A training session will be scheduled for the DSS Board.

Customer Accountability - Sharon Hirsch

(Detail report submitted in Board Packet)

- ❖ ESC Survey Results/Strategic Plan
Mission Statement for the Division "Providing leadership and support to foster excellence, continuous improvement, quality and integrity in DSS service delivery.
Strategic plan completed March 1, 2011.
- ❖ Preparation for Accreditation
A policy is being drafted, Performance Quality Improvement Plan finalized, and the Outreach Plan final stage.
Documentation is being collected to support work related to Client Rights, Training, Supervision and Performance Quality Improvement.
- ❖ Contracts/RFP Process
First round of recommendations have been forwarded to the Director for approval. The second round of recommendations is due to the Director on April 15, 2011.

Family Economic Independence - Rhonda Stevens

(Detail report submitted in Board Packet)

- o Task Force Meeting
 - The first Task Force Meeting very productive.
 - Representatives from partnerships attending the first meeting, and a facilitator were present. The next meeting is April 1, 2011.
 - Vice Chair stressed the importance of the Task Force because the Board is taking a lead on this project.
 - Four committees were present at the meeting.
 - Board member Holt plans to join a committee.
 - Others will be contacted to sign up for the Task Force.
- o Managers and supervisors will meet with staff on Trust Building.
- o DACCA Wait List 1,534 families, 2119 children. Letters were sent out to 100 children/67 families in March due to the decline in the spending coefficient.
- o The agency received notice from the Division of Social Services indicating that Title IV-E funds would be used to pay for child care to support the employment needs of foster care parents effective March 1st.
- o Food and Nutrition Services (FNS) received a certificate of Merit on March 8 for maintaining a negative accuracy rate of 100% for federal fiscal year 2010.
- o FNS continues to collaborate with TROSA and Urban Ministries. No applications taken in February. Board member inquired about checking with Durham Rescue Mission. Ms. Stevens will contact Durham Rescue Mission.

Family Safety and Permanency - John Holtkamp

(Detail report submitted in Board Packet)

- o Supervisors and Managers meet with the Survey Consultant to begin a Trust and Communication meeting/process.
- o Twelve self studies have been completed for accreditation.
- o The re-structure plan is complete; it was built upon the Employee Survey process, Division Strategic Planning and coordinated with the Accreditation process.
- o Partners Eliminating Adult Victimization in Durham (PEAVD): Wake and Durham county representatives met on March 4, 2011 to create coalitions to end elder abuse in our communities. The Durham coalition will be led by John Margolis of DCDSS and Theresa Arico of Duke University Health Systems. Contact the Sheriff Department for representation.
- o March is National Social Worker Appreciation Month. Vice Chair Gloria Green gave a great presentation.
- o Board member Holt requested a letter composed for Social Work Month for the newsletter.

DSS Director's Report

- Employee Survey will be sent to staff in June followed by a staff meeting in July.
- The Leadership is working with the consultant on Trust Building.
- Title VI Language Policy
 - Concerns about the Residents' Perceptions of Department of Social Services.
 - DSS Board will draft a statement to the Board of County Commissioners.
- RFP recommendations deadline is March 15, 2011.
- Interviewing for the Business Officer position March 15, 2011.

DSS Board Chair Report - Vice Chair Gloria S. Green

- Chair Dunston was out of town.
- Please forward resumes for COA to Rhonda Stevens.
- Vice Chair reminded members to participate on the Task Force.

Vice Chair Green inquired about additional business to be discussed before concluding the meeting. A motion was offered to adjourn the meeting and accepted by the majority vote.

Respectfully submitted

Chairperson

Date

Secretary to the Board

Date