

DURHAM COUNTY BOARD OF SOCIAL SERVICES

Minutes

June 24, 2009

The Durham County Board of Social Services held its regular meeting on Wednesday, June 24, 2009, 8:00 a.m., at the Duke Street facility in Conference Room 2221. The following members were in attendance: Chair Gladys Dunston, Mrs. Gloria S. Green, Commissioner Joe W. Bowser, and Mr. Stan Holt. The Department was represented by the following: Ms. Pinkie Davis-Boyd, Mr. Sammy R. Haithcock, Ms. Sharon Hirsch, Ms. Toni Pedroza, Ms. Rhonda Stevens and Ms. Montrella R. Springfield.

Vice Chair Newman Aguiar received an excused absence.

The meeting was officially called to order by Chair Gladys Dunston. Chair Dunston asked for amendments to the agenda. The agenda stands as written. There were no public comments.

Chair Gladys Dunston acknowledged Pinkie Davis-Boyd, Program Manager, Food and Nutrition Services. Ms. Boyd presented the Results Based Accountability (RBA) report for Food and Nutrition Services (FNS).

The performance measures for Food and Nutrition are

- **Customers are Healthy**
 - Number of FNS Recipients and Participation Rate
- **FNS Provides Excellent Customer Service**
 - Ratings on Customer Service Survey
 - Wait Times
 - Accuracy Rates

FNS Accuracy Rate has been 100% for two consecutive years. Income Maintenance Caseworkers (IMC's) are handling 475-500 caseloads which continues to increase. The participation rate is 71% and the average of recipients per month is 27,727.

FNS Process:

- All IMCs interview, take and process applications and complete reviews.
- IMC's maintain a caseload of 475-500.
- Applications are taken Monday - Friday from 7:30 am to 6:00 pm.
- Wednesdays are designated for processing only, however applications are available and interviews will be conducted upon request.

Strategic Direction: Improving Results

- Triadex recertification mailings to increase the recertification rate, improve customer service.
- Document Management Indexing (DMI) - imaging and storing records to make it faster and easier to serve clients.
- Next Phase of DMI will automate the application process.
- Outreach in the community - working with partners, and community fairs.
- Increasing number of bilingual staff.
- Using Televox for reminder calls for re-certifications.

Board member Stan Holt asked how the stimulus money will assist FNS. The money will assist the clients and support shell positions. Board member Holt inquired about reaching those who are eligible in the community. FNS are partnering with other agencies to educate the community.

Board member Gloria S. Green extended her gratitude to Ms. Boyd for the invitation received in recognition to the FNS staff. Chair Gladys Dunston thanked Ms. Boyd for the information presented and FNS staff for providing services to the citizens of Durham.

Chair Gladys Dunston asked for the minutes to be reviewed by the DSS Board. A motion from Board member Stan Holt and seconded by Board member Gloria S. Green to approve the minutes. The minutes were approved by the unanimous vote.

Chair Report

Chair Dunston and the Board Members are working on the DSS Director recruitment. The DSS Board will meet in July when Vice Chair Newman Aguiar returns.

The DSS Board will be electing new officers at the regular July Board Meeting. Chair Dunston spoke at the Leadership Academy Graduation and was the facilitator at the Retirement Reception for Mr. Haithcock. She acknowledged the work put toward both events.

Director's Update - Mr. Sammy R. Haithcock

Mr. Haithcock reported the Board of County Commissioners (BOCC) approved the County Budget on June 22, 2009.

Mr. Haithcock announced Durham Public Schools (DPS) informed the agency that the contract for the school social work staff cannot be guaranteed due to budget cuts. Twelve positions which have been in existence for years and seven positions which are Child and Family Support Teams (CFST) funded by the state for three

years. Staff has been notified of this issue. Toni Pedroza developed a strategy which was approved by County Management to use funding to guarantee positions for July and August.

Mr. Haithcock read a statement to the DSS Board which will be included in the file.

Assistant Director's Reports

Toni Pedroza informed the DSS Board the audit had been completed and the agency received a good report.

Sharon Hirsch requested approval for revisions to the Electronic Records System Policy. Commissioner Joe W. Bowser proposed a motion to accept the revision to the Electronic Records System Policy, Board member Stan Holt seconded the motion. The revisions were approved by a unanimous vote.

Rhonda Stevens mentioned DACCA's accountability and compliance monitoring of Smart Start funds conducted by Durham Partnership for Children. No reportable issues were found.

Chair Gladys Dunston asked if additional business needed to be discussed. Chair Dunston requested a motion to adjourn the regular meeting and a motion to move in closed executive session. A motion was made by Commissioner Joe W. Bowser to adjourn the regular meeting and move into closed executive session, seconded by Board member Stan Holt. All DSS Board members approved.

Respectfully submitted

_____	_____
Chairperson	Date

_____	_____
Secretary to the Board	Date