

DURHAM COUNTY BOARD OF SOCIAL SERVICES
Minutes
January 26, 2011

The Durham County Board of Social Services held its regular meeting on Wednesday January 26, 2011, 8:30 a.m., at Duke Street in Conference Room 2221. The following DSS Board members were in attendance: Chair Gladys Dunston, Vice Chair Gloria S. Green, Mr. Stan Holt and Mrs. Carolyn Carver-Tann. Commissioner Joe W. Bowser received an excused absence.

The DSS Department was represented by the following: Director Gerri Robinson, Mrs. Sharon Hirsch, Mr. John Holtkamp, Mrs. Robyn Riley, Ms. Rhonda Stevens, Mr. Bob Wallace, Ms. Jovetta Whitfield, Mr. David Carter and Ms. Montrella R. Springfield.

Deputy County Attorney Tim Jordan was present.

The meeting was called to order by Chair Gladys Dunston. Board member Holt requested moving Item V between Item VIII and IX. No objections to amending the agenda.

No public comments.

The minutes were approved from the December 15, 2010 Board Meeting by a unanimous vote.

Assessment of Business Operations - David Carter

- ✓ Staff are doing very good work.
- ✓ Most findings and recommendations were based on a sample of the staff, contracts, grants, budgeting process, and other operations of the Department;
- ✓ Staff have not fully utilized the potential of existing processes to maximize funding, improve supervision or management decision making.
- ✓ The review identified several areas where revenues can potentially be increased by utilizing uncapped Federal funds. Three programs that qualify: 1) Services funded by IV-E; 2) At Risk Case Management and; 3) Medicaid Transportation. These three programs are uncapped federal entitlements designed to reimburse states and counties for providing services to eligible clients. Matching rate for Foster Care services applies only to IV-E. If a client is eligible for the three programs listed above this allows

the Department to claim Federal funds for Foster Care, staff and administrative expenses, legal services and other expenses.

- ✓ Items to be reviewed:
 - The process for determining IV-E eligibility and increase the percentage of children in Foster Care eligible for IV-E funding to the State average of over 53%.
 - Work with staff to identify Medicaid Transportation, At Risk Case Management, and other services provided that may be eligible for Federal funds.
 - Work with staff on recording their time on Day Sheets which is based on reimbursement for direct service salaries and administrative expenses.
- ✓ There is a possibility that the adopted budget for FY 10/11 does not reflect the correct revenues and county appropriation necessary for preparing a balanced budget.
- ✓ October 30, 2011 is the deadline for stimulus dollars.
- ✓ The cost for School Social workers has been very expensive expenditure out of the DSS Budget. Workers have not used the correct code on day sheet, therefore, not utilizing the At-Risk Case Management which pulls down federal funding.
- ✓ The true cost has never been established for Social Workers. In order to get the true cost DSS have to provide the county and the school with the actual cost of the FTE.
- ✓ Question from the Board
 - ✚ How does the agency connect dollars to programs to know how much the programs cost? There are no previous documents which includes these numbers. Report back at the February meeting.
- ✓ Budget due March 1, 2011, this is the first priority.

Assistant Director's Report

Accountability, Budget - Director & Robyn Riley

- ❖ The Leadership Team has completed information and forwarded to Robyn Riley.
- ❖ County has not asked for cuts at this time.
- ❖ No decisions on pay increases.
- ❖ New Staff maybe requested due to the increase of applications in Food & Nutrition and Medicaid, however, asked management to level their resources and request what is needed.
- ❖ Significant change in cost for school social workers.
- ❖ Several errors in the budget may present a problem with BOCC.
- ❖ County Budget calendar distributed by Robyn Riley. Review highlighted areas.

Customer Accountability - Sharon Hirsch

(Detail report submitted in Board Packet)

- ❖ Three areas of conversation is Program Integrity, Customer Information Center and Records Management, Quality Assurance and Training Team.
- ❖ The focus will be leadership and support to the department.
- ❖ Ms. Hirsch met with the program manager and supervisors about the ESC Survey.
- ❖ They are working on how to bring ESC Survey Results, Strategic Planning and Accreditation together.
- ❖ Focus on a sense of team in the division, management understanding and listening to line staff.
- ❖ The division will process information at a meeting in February. The goal is to have the plan to the Director on March 1, 2011.
- ❖ The division will focus on program quality improvement, program supervision and client rights.
- ❖ Working with Tim Jordan about Legal Training
- ❖ Preparing for accreditation
 - Implementing areas identified in the self-assessment for the PQI, Training & Supervision and Client's Rights standards.
 - Leadership Group working through ESC Survey Report, supervisors reporting back.
 - The Quality Improvement Plan in place for the Agency April 1, 2011.
- ❖ In the process of hiring for Quality Assurance person, looking to hire someone with accreditation, federal, state skills.
- ❖ Concerns about the numbers on the Management Report page 6 for training. Are the numbers down from 2010 because of shift or information not recorded? Shifted from providing soft skills training. The Agency has entered into a contract with GLM to provide soft skills training. Consulting with HR to make sure training is not being duplicated.

Family Economic Independence - Rhonda Stevens

(Detail report submitted in Board Packet)

- DACCA has 1,397, families, 1923 children on the waiting list. DACCA continues to serve children on the priority list.
- The November spending coefficient is 99%.

- o DSS submitted a RFP to Durham Partnership for Children Smart Start subsidy funding for FY 11-13.
- o Food and Nutrition Services hired six temporary staff and three were Work First participants. One has been hired as DSS employee. When the funding runs out the six temporary staff will be terminated.
- o Looking at restructuring because of caseloads continue to increase.
- o The annual Work First monitoring was conducted and Work First Employment Services did not have any deficiencies cited during the review. Work First also expressed an interest in being accredited.
- o Five "Lunch and Learn" informational sessions were held with line staff to provide updates since feedback and communication were areas of concern.
- o Survey after "Lunch and Learn" session proved very positive.
- o January is the month the division will be having unit meetings to discuss the survey. Then everyone will come back together.
- o Representatives from the division on COA committees.
- o Ms. Stevens is currently chairing the COA Administrative/Management & Ethical Committee.
- o On January 27, 2010, DSS and Cooperative Extension are partnering to host a session with community organizations that provide services to grandparents and other relative caretakers.
- o Work First Program Manager David Elin will begin March 7, 2011.

Family Safety and Permanency - John Holtkamp

(Detail report submitted in Board Packet)

- o Ms. Stevens was interviewed along with Mr. Holtkamp on the economy's impact on families served by DSS. This will be aired in the month of February local Channel 8. Ms. Hirsch will send the schedule.
- o Mr. Holtkamp thanked Mr. Carter for assistance with the IV-E funding.
A strategic plan has been developed for the division based on safety and permanence.
- o The initiatives in Family Safety and Permanency are:
 1. A total of 29 proposals in 11 Service areas were received and two service areas did not receive responses.
 2. Division Restructure is near completion and need to be in place before accreditation.
 3. Volunteers make up a total of nine teams which have completed their self-study of division practice in comparison to COA standards.

4. The ESC surveys continue to be discussed with supervisors and work units.
 5. A meeting has been scheduled with staff in Community Initiatives to discuss restructuring the unit.
 6. A division meeting is scheduled for February 4, 2011 o present the restructuring plan.
- o Question about a supervisory changes in Community Initiatives. The current supervisor reports directly to the Assistant Director, however, after the restructure Community Initiatives will be under Bob Wallace. Staff will be divided to reduce responsibilities on one individual.
 - o CPS Program Manager Position will change to lead position.
 - o Board members ask to continue to add accreditation to reports to DSS Board.

DSS Board Chair Report

- Letters were forwarded to Child Placement & Supportive Services Adoption Staff, adoptees and adoptive parents on behalf of the DSS Board.
- Chair Dunston attended the Work First Planning meeting. Chair Dunston requested other DSS Board Members to attend the next meeting scheduled for April 14, 2011 at 9:00am. Board member Carolyn Carter-Tann plans to attend. Location will be forwarded.
- The DSS Board was assigned to attend Work First Hearings.
- Encourage Board Members to attend the COA Kickoff is Wednesday, January 26, 2011, at 2:00 pm, at Duke Street in conference room 2120.
- All Staff Meeting February 8, 2011.
- Director Robinson attended the BOCC and they requested through Commissioner Reckhow DACCA restructure project which need to take place. Director Robinson was asked to recommend individuals that will be a part of the process. A meeting called by the County Manager and the Chair accompanied the Director along with other County staff. The Manager is asking that the Board take on leadership pulling together a task force to look at restructuring DACCA. The Chair would not agree until speaking with the DSS Board. The Board would establish a list of stakeholders involved with child care in Durham County, and then talk about the best child care services that can be provided to all children of Durham County. The Task Force would be developing suggestions for what would be the more effective way of sharing with all people who are in need of child care services. What subsidy money is being funneled through DACCA? Just State DSS money is being

funneled through DACCA. Can the agency restructure the money DSS is receiving? The discussion of Family Friends Neighbor Care continues to come up versus quality care. Are there requirements of limitation on the money that comes from the State to DSS? There are no requirements that limit the agency from using that money for FFN care. The money only covers 28% of children at Durham County. The appeal was for the DSS Board to take the lead. The initiative is to pull together a group of people to establish what is good for all children. The responsibility will be to plan how child care will be available for all children. The Board will request a facilitator to be in charge of the discussion.

- A motion was made and properly seconded to develop a task force to have a conversation for DACCA restructure. The vote was unanimous. Chair Dunston will contact the County Manager and move forward on having the conversation about the DACCA restructuring.
- The Director of the East Durham Children Initiative (EDCI) asks the DSS Board to support an EDCI/Grant Match. This is a \$1M grant. Every agency in the partnership has been asked to support. DSS provide services in this area. A motion was made and properly seconded to submit a crafted report of a dollar amount to support EDCI Grant Match that DSS already provide to this area. The vote was unanimous.

Share Your Christmas

- There was two processes: Volunteer Center and Community Initiatives.
- There was a shortfall because a church had requested 1000 families and was only able to assist 300.
- The community donated over \$30,000.00 to help families.
- The media and Face book connected DSS to the community.
- The process will be analyzed.
- A letter will be sent to the media expressing gratitude.
- Director suggested outsourcing program.

DSS Director's Report

- ❖ The COA application has been signed off and mailed on January 20, 2011.
- ❖ Currently, there is no DACCA; the Memorandum of Understanding expired in 2009. DACCA will be listed as Durham County Department of Social Services Child Care until further notice.
- ❖ Director Robinson will share the expired copy of the MOU.
- ❖ All Staff Meeting, February 8, 2011, 9:00 am, Carolina Theatre.

- ❖ Elaine Hyman is on the agenda to discuss policy changes which affects DSS.
- ❖ The agenda will be forwarded to the Board.
- ❖ Strategic Planning on hold until accreditation is completed.

Chair Dunston 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