

**Forsyth County Department of Social Services**  
**Board Meeting**  
**February 27, 2017**

Board Members present: Evelyn Terry (Chair), Nancy Young (Vice Chair) and Com. Dave Plyler.

Board Members absent: Claudette Weston

Others present: Debra Donahue (Director), Victor Isler (Family & Children's Director), Diane Wimmer (Adult Division Director), Tan McDougal (Strategic Initiatives), Kim Collie (Asst. Division Director Income Support), Tiffany Lamarque (Asst. Division Director Income Support), Linda Daum (Business Officer), Gloria Woods (County Attorney), Gail Anderson (Admin. Asst.),

Meeting called to order at 11:30 am

**New employees introduced:**

Administration: Jennifer Axelson

From Income Support: Kevin Irick, Milton Williams, Kimberly Hill

From Adult Division: Jeremiah Favors

From Family and Children: Margaret "Peggy" Zoellner, Kirsten Watson, Lesli Norris, Christina Aquilano

I. Consent

- A. Minutes from January 23, 2016- Minutes were presented motion made to approve by Dave Plyler seconded by Nancy Young, passed by voice vote.

II. Director's Report- Debra Donahue

A. HR Vacancies

- i. Current Vacancies: 38

B. Budget

- i. Pending

- 1. State and federal estimates potential future budget request

- a. Positions

- b. Targeted funding

- C. Requested to see what county pays out in relationship to state and federal funding.

III. Division updates

- A. Adult Services-Diane Wimmer

- i. Board report this month
      - 1. Highlighting Special Assistance and In-Home Program
      - 2. Stories of persons receiving these services
      - 3. Brochure for services included
  - B. Business Office- Linda Daum
    - i. Budget Preparation
  - C. Child Support (Please see numbers on Board Report)
  - D. Family and Children's –Victor Isler
    - i. CQI review
      - 1. Completed February 14-15.
      - 2. Reviewed and approved and is self sustaining
      - 3. Second quarter of program completed
    - ii. New Attorney is starting March 20 –Erica Glass
    - iii. See report for numbers should see improvement in foster care placements with new attorney starting
  - E. Income Support-Kim Collie
    - i. LEAN Project in agency started last week
      - 1. Two days of process mapping completed in customer care to ensure no waste
      - 2. Have assignments to complete here and team will return in March to complete.
    - ii. Child Care
      - 1. Move to Smart Start completed
      - 2. Temps have started to convert cases into NC Fast
      - 3. Deadline for all cases to be in have been extended till end of April
  - F. Program Integrity- Tiffiany Lamarque
    - 1. 741 Active investigations that could result in potential revenue for the county of over \$232,000
    - 2. Working with Winston Salem Police Department
    - 3. Completed 41 hearings to disqualify customers who misused their benefits.
    - 4. Working on Security issues surrounding this work
  - G. Strategic Initiatives- Tan McDougal
    - i. Highlighting community event: One Stop Cultural Expo.
      - 1. Very successful
      - 2. Not only helping get services but educating people to know what they can get and can do with these services. (Program Integrity

educating on what is appropriate and inappropriate uses of benefits.

ii. Smart Start

1. Transition complete
2. Will be planning Open House.

IV. Other Discussion

- i. Hand outs given to Board to help understand use of TANP an MOE

Moment of silence was observed for the loss of Commissioner and Board Member Walter Marshal

Motion made to adjourn by Dave Plyler, seconded by Nancy Young, voice vote approved.

Meeting adjourned

Next meeting will be **March 27, 2017 at 11:30 am**