

DURHAM COUNTY BOARD OF SOCIAL SERVICES
Minutes
September 26, 2012

The Durham County Board of Social Services held its regular meeting on Wednesday, September 26, 2012 9:00 a.m., at 220 E. Main Street in conference room 609 Right. The following DSS Board Members were in attendance: Chairman Newman Aguiar, Board member Jane Volland, Board member Michael Page and Board Vice Chair Dr. Tara L. Fikes.

The DCDSS Department was represented by the following: Director Michael Becketts, Ms. Catherine Williamson-Hardy, Ms. Linda Hicks, Ms. Betty Hughes, Mr. Bob Wallace, Ms. Pinky Davis-Boyd, Ms. Rhonda Stevens, Ms. Jovetta Whitfield and Ms. Diane Fening.

Assistant County Attorney Kathy Everett-Perry and Assistant County Attorney Danielle Briggs and attended the Board meeting.

Board Chair Newman Aguiar called the meeting to order.

Agenda

There were no additions or changes to the agenda.

Public Comments

No public comments.

Approval of Minutes

Cathy Moore's title in the last meeting's minutes should be changed to Deputy County Attorney. Tara Fikes moved to approve the August minutes. Jane Volland seconded. The minutes were approved.

Closed Session

Jane Volland motioned to move into closed session pursuant to G.S 143-318.11(a)(3). Tara Fikes seconded. The motion was passed.

After the closed session, the DSS Board moved into open session.

Appointment of Board Member

- This item will be delayed until Michael Page arrives to the board meeting.

Director's Report - Michael Becketts

Director Becketts provided a written report with highlights of the types of things he has done over the past month to understand the system and also be present in the agency.

One of his concerns is that all staff are not aware of all the other services that exist in the department. He would like to move to "no wrong door". Any staff can give a client a phone number or know where that person needs to go. Bob Wallace and Mr. Becketts have been working on a template of information that will be available for staff. Everyone will get a printed copy and it will also be on the intranet.

Jane Volland and Chair Aguiar congratulated Mr. Becketts on reaching out to the community and connecting with many organizations.

Mr. Becketts addressed Ms. Fikes question about child support. He said Judge Walker and Toni Pedroza are going to be getting together as to what her concerns are. There are some human resources issues that are being addressed and there are some process issues about how people are spending their time in court that will be addressed.

A written report has been submitted to the DSS Board.

Appointment of Board Member

The appointment of a new board member was discussed. The candidate selected was Helen Berry. Board member Michael Page moved to select her. Vice Chair Fikes seconded and the motion passed. Chair Aguiar will contact Ms. Berry and let her know. A letter will be written to her from the board.

DSS Board Report - Chair Newman Aguiar

a. 3rd annual Grandparents Conference

Jane Volland reported on the Grandparent's Conference. Mr. Aguiar thanked everyone who made the event possible. Mr. Aguiar attended the Board Chair training given by County Attorney's Office and Clerk to the BOCC.

b. BOCC introduction of Director

Jane Volland represented the board at the BOCC introduction of the Director.

c. Tara Fikes-Department Reports Update

Ms. Fikes and Director Becketts met to discuss the board meeting updates by DSS departments. For now they want to suspend having general presentations by programs and shift

to having conversations about trends in the community and society around certain issues. They want to identify those issues which will have an impact on our community. The topics will crystallize more after the board has their retreat.

d. Jane Volland- Community Reception for Director

Jane Volland served on the committee for the Director's community reception.

e. Michael Page-Board Training/Retreat Update

Michael Page reported that he, Marqueta Welton, and Michael Becketts had a discussion about setting up a half day meeting of the board in late January or early February. This would be to do some exchanges in terms of development for the board to understand its role and Director Becketts will share his direction for the agency.

A 90 day evaluation of director is coming up and the board needs to have a discussion of benchmarks for that. Danielle Briggs said that there are some goals and parameters in the governance policy regarding the director's position. Updates can be made to the policy but it should be done soon. Mr. Newman wants the board to look at policy, summarize key elements for evaluation of director's first 90 days and decide. Montrella emailed this policy to the board.

Assistant Directors' Update

a. CSE, Finance and Facility Support-Antonia Pedroza

Toni is not at the meeting today.

A written report has been submitted to the DSS Board.

b. Family Economic Independence-Rhonda Stevens

On Monday, October 1, 2012 Linda Hicks will receive her completion of a certified manager program.

There are several changes involving FNS coming up and there may be more calls because of all the changes. Staff has been trained on NC FAST and there might be longer wait times for clients initially. Director Becketts said to communicate that to the community as well as clients in the lobby what we are doing. There should be announcements in the lobby when there are system or personnel issues. There is not a go live date for NC FAST yet. The conversion date is looking like December.

No Face to Face saves clients from coming in to apply. Mr. Becketts recommended enlarging some posters for the lobbies

to let FNS clients know they don't have to wait in the lobby to apply. An official announcement board is being created for each of the lobbies.

600 letters have been mailed out off the waitlist for child care. More about this will be on the report next month.

A written report has been submitted to the DSS Board.

Customer Accountability and Program Development-Catherine Williamson-Hardy

A lot of training occurred in August, mostly due to daysheet training.

A written report has been submitted to the DSS Board.

c. Family Safety and Permanence-Jovetta Whitfield

Correction to last month's Assistant Director of Family Safety and Permanence Division update, under section updates for Adult Services take out "14 more than previous month".

The Volunteer Center is handling the bulk of the process for Thanksgiving Dinners and Share Your Christmas. DSS is doing the referrals. Social workers are being trained to do electronic referrals. The Volunteer Center picks it up from there. If there are monetary donations, the Volunteer Center collects them.

Next month billboards will come out promoting fostering and adoption. They will feature real foster parents, however none of the youth featured are in foster care anymore. Flyers, church inserts and training videos are also being created. Once everything is released, more information will be shared with the board.

It was decided that Mr. Becketts would share information with the board in between meetings by emailing them a short bullet point summary with no expectation of discussion. If any of the board has questions, they can call.

Director Becketts will be implementing a system of dealing with complaints that come into his office - everyone gets a written response. If board members get complaints, they will submit them in writing to the director and will expect to receive the results of the director's investigation.

A written report has been submitted to the DSS Board.

A motion was made and seconded to adjourn the meeting. The meeting was adjourned.

Respectfully submitted

Chairperson

Date

Secretary to the Board

Date