

DURHAM COUNTY BOARD OF SOCIAL SERVICES
Minutes
August 30, 2012

The Durham County Board of Social Services held regular special meeting on Friday, August 30, 2012 9:00 a.m., at 220 East Main Street, conference room 609R. The following DSS Board Members were in attendance: Chairman Newman Aguiar, Vice Chair Dr. Tara L. Fikes, Commissioner Michael D. Page and Jane Volland.

The DCDSS Department was represented by the following: Director Michael A. Becketts, Ms. Antonia Pedroza, Ms. Catherine Williamson-Hardy, Ms. Rhonda Stevens, Mrs. Lynn Thomas, Ms. Betty Hughes, Ms. Beverly McCoy, Mr. Bob Wallace, Ms. Marie Johnson, Ms. Linda Hicks, Ms. Jovetta Whitfield and Ms. Montrella Springfield.

Assistant County Attorney Cathy Moore attended the Board meeting.

Board Chair Newman Aguiar called the meeting to order.

Agenda

Two additional items added to the agenda:

1. Election of a new board member.
2. Interim Director's three day pay.

Public Comments

No public comments.

Approval of Minutes

Vice Chair Fikes offered the motion to approve the July 17, 2012 minutes and Board member Michael Page seconded. The minutes were approved.

Chair Aguiar moved forward with reports from the Director and Assistant Directors.

Director's Report - Michael A. Becketts

Director Becketts provided a written report and highlighted several activities which included: Meet and Greet sessions, meetings with management staff and working with County Human Resources.

Director Becketts included a memorandum distributed to the assistant directors referencing a basic foundation for practices and change management framework.

Director Becketts is taking the opportunity to trace the journey of a family in Child Welfare. There are concerns about the lack of structure and understanding procedures.

Director Becketts has been approved to sit on several boards in the community. He met with representatives from DATA about the changes in bus routes and schedules. The bus route will discontinue downtown only the Bull City bus will stop in the downtown area every fifteen minutes. Brochures will be distributed to customers. Board members are concerned about the changes of the bus routes for customers coming to Social Services.

A meeting has been schedule with representatives from Durham Public Schools to discuss challenges, as well as, partnerships.

DSS Board Chair Report - Chair Newman Aguiar

Assistant County Attorney Cathy Moore suggested tabling the two items added to the agenda until the September meeting. When meeting dates change they are categorized as special meetings. The agenda cannot be changed at special meetings. The regular DSS Board meetings are scheduled on the fourth Wednesday of each month.

The two agenda items listed below will be discussed in a closed session on September 26, 2012:

1. Election of a new board member.
2. Interim Director's three day pay.

Chair Aguiar requested board members to volunteer for the following:

1. DSS Board Meeting - Vice Chair Tara L. Fikes
 - a. Reports from managers
 - b. Communication

2. Community Reception for the DSS Director - Jane Volland
 - a. Work with Deputy County Manager - Marqueta Welton
 - b. A formal introduction for the Director will be held at the September 10th Board of County Commissioners Meeting.
3. DSS Board Retreat - Commissioner Page
 - a. Retreat to work on goals in November
 - b. Work with Deputy County Manager - Marqueta Welton
 - c. Contact the School of Government
4. Social Services Institute - October 24th -26th
 - a. All board members will attend DSS Board training at the Social Services Institute.
5. Grandparents Conference - September 18, 2012
 - a. Ms. Stevens requested the DSS Board's support.
 - b. Contact Diane Fening.

Assistant Directors' Update

Customer Accountability - Antonia Pedroza (Written Report)

A written report has been submitted to the DSS Board.

Assistant Director's Report-Customer Accountability and Program Development - Catherine Williamson-Hardy (Written Report)

During the month of July, the Customer Information Center received 21,044 calls, of which 188 were not handled. Calls handled were at 99%.

A written report has been submitted to the DSS Board.

Family Economic Independence - Rhonda Stevens (Written Report)

NC FAST scheduled to go live October 15, 2012 with training scheduled for September 17th through October 12th. DSS staff will be in training for five days followed by hands on a week.

A written report has been submitted to the DSS Board.

Family Safety and Permanence Division - Jovetta Whitfield (Written Report)

Adult Protective Services reports increased from the previous month. The reports differ from month to month.

A written report has been submitted to the DSS Board.

Chair Aguiar recommended setting priorities which focused on working with the community, target set goals for a one through three year period and report back. Director Becketts suggested a Client Advisory Board. The Board proposed involving DSS clients to establish whether the services provided were good or need improvement.

Chair Aguiar plans to limit meeting time to one hour to grant time for discussion.

Commissioner Page suggested the DSS Director plan a staff meeting with the board present to speak with all staff collectively.

The DSS Board meeting will be held the fourth Wednesday each month at 9:00 am. Dates may change due to holidays.

Board member Jane Volland offered a motion to adjourn; the motion was seconded by Vice Chair Tara L. Fikes. The meeting was adjourned.

Respectfully submitted

Chairperson

Date

Secretary to the Board

Date