

**THE BOARD OF COUNTY COMMISSIONERS  
and  
DURHAM COUNTY SOCIAL SERVICES BOARD**

**DURHAM, NORTH CAROLINA**

Monday, April 26, 1999

5:30 p.m. – 6:30 p.m.

**MINUTES**

Place: Commissioners' Room, second floor, Durham County Government  
Administrative Complex, 200 E. Main Street, Durham, NC

Present: Chairman MaryAnn E. Black and Commissioners William V. Bell, Joe W.  
Bowser, Becky M. Heron, and Ellen W. Reckhow

Chairman Corinne A. Mabry and Social Services Board members Joe W.  
Bowser, Ruth May Meyer, and Haywood Holderness

Absent: Edward D. Fulbright

Presider: Chairman Black

**Welcome**

Chairman Black welcomed everyone to the meeting.

Chairman Black requested that Daniel C. Hudgins, Director of Social Services, give his report.

Mr. Hudgins' report follows in summary form:

**VULNERABLE ADULTS AND CHILDREN**

1. Child Protective Services
  - (a) Increasing Number of Reports, up 50 for first 9 months of FY 1998-99
  - (b) Biennial Review
  - (c) Child Abuse Prevention Month—April

2. Foster Care and Adoptions:
  - (a) Families for Kids Project
  - (b) Increased Number of Adoptions and Reduction in Children in Agency Custody—  
Record 249 Adoption Subsidy Payments in March 1999, Children in Custody down 15% from Last Year
3. Food Assistance:
  - (a) Conversion from Food Coupons to Electronic Benefits
  - (b) Reduction in Payment Error Rate, Accuracy Rate of 99.28% in First 4 Months of FY 1998-99
4. Medical:
  - (a) Expansion of Medical Coverage for Adults from 37% of Poverty to 100% of Poverty, Program Began January 1, 1999, Agency has enrolled 557 Adults for full Medicaid coverage
  - (b) Implementation of the New Child Health Insurance Program, Program Began October 1998, Agency has enrolled 474 or 35% of estimated eligibles

#### FAMILY SELF-SUFFICIENCY

1. Work First
  - (a) Welfare-to-Work Action Plan, DSS Grant Approved by City Council April 19, 1999 for \$665,000
  - (b) Governor's Award for Collaboration, Presented in December 1998
  - (c) Family Violence Intervention Pilot, Durham Chosen as One of Six Pilot Counties
2. Child Day Care:
  - (a) Transfer of Head-Start Wrap-Around Program to DSS, March 1999
  - (b) Quality Improvement/Improved Access to Child Day Care, Working with Durham Partnership for Children, Durham Child Care Council, and Operation Breakthrough
3. Child Support:
  - (a) Implementation of Family Court, Child Support to Move into New Family Court Facility
  - (b) Collections Increase, Up 13.9% over Last Year
4. Community Initiatives:
  - (a) Expansion of School Social Work Program, Coverage in 12 Elementary Schools
  - (b) Establishment of the Durham Community Health Network, Partnering with Duke University Medical Center, Lincoln Community Health Center, and Durham Public Health

## PROGRAM SUPPORT

1. Fiscal Management:
  - (a) Revenue Enhancements, Received
  - (b) Use of Work First Funds for Required Maintenance of Effort
2. Automation:
  - (a) Conversion from Data General to IBM
  - (b) Installation of New Local Area Network
  - (c) Expansion of the Use of Personal Computers
3. Customer Service:
  - (a) Development of the Call Center, Implemented April 1999
  - (b) Renovation of Duke Street Lobby
  - (c) Development of Computerized Tracking System for Client Waiting, operational
4. Facility:
  - (a) Need for New Single Site Facility
  - (b) Security Enhancements
  - (c) State Compliance with Facility Requirements

## CHALLENGES

1. Family Violence
  - (a) Child Abuse Prevention Efforts
  - (b) Work First Domestic Violence Pilot
  - (c) Family Preservation
2. Childhood Poverty Reduction
  - (a) Work First Outcome Evaluation
  - (b) Welfare-to-Work/Fatherhood Initiative
3. Staffing Issues
  - (a) Recruitment/Retention
  - (b) Culturally Competent Staff
4. Customer Service
  - (a) Facility
  - (b) Evaluation/Training

Chairman Black gave the Commissioners time to ask Dan Hudgins and the Social Services Board members questions.

Commissioner Heron cited complaints about customer service and the services that the Social Services Department is providing our citizens.

Dan Hudgins responded to Commissioner Heron's comments and remarks.

Vice-Chairman Reckhow stated she had received complaints about the Child Support Department. She asked Mr. Hudgins to provide the Commissioners additional data relative to how we compare to other counties in caseload in the child support area. Clients are not getting straight answers and there is a lack of accountability.

The Commissioners made comments and asked questions about the Social Services Department. Mr. Hudgins responded to the Commissioners' questions and comments.

Commissioner Bowser stated he has received complaints about the Social Services Department.

County Manager David F. Thompson talked about the Customer Service Committee that has been established by the administration and the work and recommendations made by the committee. Follow-up activities were also discussed.

### **Closed Session**

Vice-Chairman Reckhow moved, seconded by Commissioner Heron, to go into Closed Session to discuss the potential relocation of a business in Durham County pursuant to North Carolina General Statute 143-318.11(a)(4).

The motion carried unanimously.

### **Adjournment**

Chairman Black adjourned the meeting at approximately 6:30 p.m.

Respectfully submitted,

Garry E. Umstead, CMC  
Clerk to the Board