

**YADKIN COUNTY DEPARTMENT OF SOCIAL SERVICES
BOARD MEETING MINUTES
JULY 5, 2012**

Members Present

Jerry Ireland, Chair
Joan Swaim, Vice Chair
Kevin Austin
Larry Moxley

Others Present

Kim Harrell, Secretary
Teresa Pardue, IMC Supervisor
Tabitha Tuttle, Child Support Agent
Betty Dixon, Child Support Agent

The Yadkin County Board of Social Services held its regular meeting on July 5, 2012 at 8:30am in the County Commissioner's Conference Room. Chairperson, Jerry Ireland welcomed everyone and called the meeting to order. Mr. Ireland led the board in prayer. The minutes of the June meeting were approved on motion from Mrs. Joan Swaim, seconded by Mr. Kevin Austin. Chairperson Ireland mentioned that the case actions list was placed on the table for review by Board members. The chair asked for the Director's reports:

DIRECTOR'S REPORTS:

Staffing Report: The department has a vacant SW Supervisor III position. The department has a processing assistant IV position that is currently vacant. That position has been posted and we received 23 applications for that job. We are currently reviewing and hope to schedule interviews soon.

Program Statistics Report: The Director presented the monthly program statistics for board review. Most program numbers have remained steady. Subsidized child care has not increased as anticipated and it may not increase as we are in July and school is scheduled to start back on August 8th this year in Yadkin County. The Director reported that she would be updating the form for the July information and would be including the number of licensed foster homes.

NEW BUSINESS:

Child Support Unit: Director Harrell introduced Teresa Pardue, she is an IMC Supervisor who supervises Child Support Enforcement. Ms. Pardue introduced her staff members that were present, Tabitha Tuttle, who has been with the Department for about six months. She also introduced Betty Dixon. Child Support had a collection in the amount of \$12,249.13 during the month of June. This collection was made by Agent Hazelene Hutchens. It was from an absent parent who had received a lump-sum workmen's compensation claim. Agent Hutchens was also recognized on the June "Child Support Shout Out" list for exceptional collections among Child Support Agents statewide. Ms. Hutchens was unable to attend the Board meeting today due to prior scheduled time-off. The entire Board does congratulate her on a job well done.

OTHER BUSINESS:

Approval of Title VI Language Access Policy (LEP Policy): Director Harrell reported to the Board that we had received a request from the State to update our LEP Policy. This policy ensures that we are in compliance with Title VI of the Civil Rights Act of 1964. The policy also makes sure that Yadkin DSS will take adequate steps to ensure that the agency's policy and procedures do not deny or have the effect of denying LEP (Limited English Proficiency) individuals with equal access to benefits and services for which such persons qualify. This policy defines the responsibilities the agency has to ensure LEP individuals can communicate effectively. All Board members were given a copy of this policy. Motion was made by Mr. Larry Moxley , and seconded by Mrs. Joan Swaim to adopt the policy as written. Members voted, and motion carried.

ME Review of FNS: Director Harrell reported that a Management Evaluation Review of Food & Nutrition Services was completed on June 13 & 14, 2012. The monitors looked at 40 Food Stamp cases. Overall, we did well with the exception of expedited food stamps. We will receive the written report within 45 days that will outline areas that may need program improvement. Director reported to the Board that she has had a meeting with clerical staff to emphasize that we are open from 8:00am to 5:00pm and that clients can apply anytime within those hours. If those times are not workable with the client we can schedule a time that is convenient. This meeting was a follow-up to information that was shared by the state review team.

Needs Assessment/Piedmont Triad Regional Council: Director Harrell reported that we are going to begin a needs assessment process of the Agency. Lisa Hawk, Workforce Business Services Coordinator from Piedmont Triad Regional Council will assist in the development of questions to email to the entire staff. This will occur as early as next week. Part of this assessment process will look at where we are as an Agency and where we want to go. It will evaluate strengths and weaknesses as well. From information gathered we will be able to develop a plan for training in areas such as customer service and team building. Director Harrell reported that she gave employees information about this at an all staff meeting that was held on June 27th. The Board very much supports this process and would be open to a presentation by Lisa Hawk as we progress.

Board member Mr. Kevin Austin did let the Board know that there had been a global compliance complaint made to the County that was filed on 6/21/12 regarding a client that had come in to apply for services and was told by the front window receptionist that everyone was at lunch, including the Director. Director Harrell reported that she met with this employee and her supervisor and went over concerns of what was reported and what the appropriate response should be. This is just another example of how some staff has needs in the area of customer services training.

With no further business, motion was made by Mr. Kevin Austin and seconded by Mr. Larry Moxley to adjourn.

Chair:  Date: 8-2-12

Secretary:  Date: 8-2-12