

**Yadkin County Department of Social Services
Board Meeting Minutes
November 1, 2012**

Members Present

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

Others Present

Kim Harrell, Secretary
Lisa Hawk, PTRC

The Yadkin County Board of Social Services held its regular meeting on November 1, 2012 at 8:30am in the County Commissioner's conference room. Chairperson, Jerry Ireland welcomed everyone and called the meeting to order. Mr. Frank Zachary led the Board in prayer. The minutes of the October meeting were approved on motion from Mr. Kevin Austin, seconded by Mrs. Joan Swaim. Chairperson Ireland mentioned that the case action list were 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. We have filled the SW II position in the CAP/DA unit with an employee that begin work on 10/15/12. We have also had an IMC II worker return to work on 10/16/12, after being out several weeks on FMLA. We continue to have an in-home aide in the adult services unit out on FMLA. We also have a position in the Food & Nutrition unit that will become vacant on 11/16/12 due to a staff resignation. This position is posted and we are receiving applications through 5:00pm on 11/1/12.

Program Statistics Report: Director Harrell reviewed the monthly program statistics report with Board members. The total amount of fraud collections for October was \$1645.00. Child protective services reports were up this month as well as foster care numbers. Director Harrell reported that foster care had increased by four just this week. Increases in these areas have a ripple effect throughout the agency as they increase Medicaid and Child Support.

Recognition of Child Support collections: Director Harrell reported that Child Support agent Betty Dixon had collected two workmen's comp liens during the month of October. One being \$12,623.00 and the other one being \$20,780 for a total of \$33,403.00. The Board certainly wants to express their "Thanks" for an outstanding job on collections for Mrs. Dixon.

OLD BUSINESS:

SWOT Analysis/Yadkin County DSS Director Harrell, re-introduced Lisa Hawk, Piedmont Triad Regional Council to the Board. Lisa provided all the Board members with a SWOT Analysis of Yadkin County DSS. In her analysis she conducted a survey and DSS staff had a participation rate of 92%. After the surveys were completed, she then met with staff in small groups. Four areas of concern began to immerge. The first area was Safety and Security. One major area of concern was that the County maintenance department uses community service workers to help with task in our buildings. This was a concern as many of the workers had open or ongoing cases with our agency. Director Harrell reported to the Board that she has stopped this, by discussing concerns with the County Manager and the County Maintenance Director. This seems to have made staff feel more at ease. There are also concerns with how the lobby in the main building is configured with areas that are not as visible as other areas. There are concerns about how to handle difficult clients and what procedures are to be followed if a crisis occurs. Many of these can and will be addressed with little or no cost with some training and education. The second area that was identified was Workplace Ethics. Many of these concerns have to do with accountability and consistency among management as well as line workers. Many of these issues could be dealt with in the development of a code of ethics for DSS employees. The third area was Teambuilding and the fourth area was Training needs. These two areas could be combined. Activities that could help with these areas of needs are all staff meetings, interaction with other units, and workers in other buildings. The interaction that staff had with each other in these small groups was reported to be a very positive experience. Director Harrell reported to the Board that she has had approximately 12 to 15 staff to volunteer to serve on small work groups to begin to do some planning and goal setting in these areas. The Board will be kept informed of the progress of this work and may even hear a group presentation at a later date.

Update on NC Fast: Director Harrell reported that we have been in the soft launch of NC Fast since end of September. We have processed approximately 60 cases in the system. IMC Workers and FNS Supervisor have done a great job supporting each other and working together as a team. There are a lot of issues with the system. FNS supervisor is keeping a list of issues so we will be able to make sure that clients benefits are correct. We are scheduled for the hard launch of NC Fast on 1/22/13.

Update on Organizational Changes: Director Harrell reported that we are progressing in this area as we have received approval from the Office of State Personnel to reclassify a SW Supervisor III position to a SW Program Manager position. It is anticipated that this reorganization will be on the agenda of the Yadkin County Board of County Commissioners for their November 19, 2012 meeting.

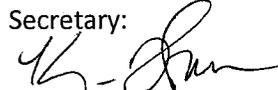
OTHER BUSINESS: Director Harrell reported that we have received notice that our Medicaid Transportation audit will be on 11/16/12. There will also be some new policy changes for this program effective 12/1/12. We are continuing to work on a final written transportation policy that will be brought to the Board for approval. Director Harrell reported that she will attend the Western Regional Director's meeting on November 29th and 30th.

On a motion by Mr. Kevin Austin, seconded by Mr. Larry Moxley the Board went into executive session. The Board returned from executive session on a motion by Mr. Larry Moxley and a second by Mrs. Joan Swaim.

With no further business, motion was made by Mr. Kevin Austin and seconded by Mrs. Joan Swaim to adjourn.

Chair:


Date:
12-6-12

Secretary:


Date:
12-6-12