

**New Hanover County
Board of Social Services
Meeting Minutes
Multi Purpose Room A
9:00a.m. – 10:00 a.m.**

The New Hanover County Board of Social Services met in open session on Tuesday, July 7, 2009 at 9:00 in Multi Purpose Room A of the New Hanover County Department of Social Services.

ATTENDING: John Craig, Chairman; Bill Caster, Vice-Chairman; Minerva Glidden, Evelyn Bryant and Patrick Riley

ALSO ATTENDING: LaVaughn Nesmith, Secretary to the Board; Stephanie Monteath, Administrative Support Specialist

The Chairman called the meeting to order at 9:10 a.m. Mr. Caster moved for approval of the agenda. The motion was seconded by Ms. Glidden and passed unanimously.

Ms. Bryant led the invocation. Mr. Caster led the pledge of allegiance.

CONSENT AGENDA

Ms. Glidden moved for approval of the consent agenda. The motion was seconded by Mr. Caster and passed unanimously.

INFORMATION AGENDA

Personnel

Stephanie Monteath recognized Shameika Stokes as the new After Hours Social Worker, Allison Nance as a CPS Social Worker and Sean Anderson as a Temporary Food and Nutrition Case Worker.

Linda Mayes was promoted from Family and Children's Medicaid Caseworker Zone 2 to Adult Medicaid Caseworker Zone 3.

Service Awards

Wanda Marino was recognized for 10 years of service to New Hanover County. Lori Harvey and Kathleen McLaren were recognized for 15 years of service to New Hanover County. Arena Everett was recognized for 20 years of service to New Hanover County.

SSDI

There were no comments or questions about the Significant Service Delivery Indicators.

County Budget Expenditures

Mr. Nesmith and Ms. Marino discussed the potential dissolution of Level 3 and 4 placements for children not able to reside in a traditional foster care.

Director's Executive Report

There were no questions or comments about the Director's report.

STRATEGIC ACTION AGENDA

DSS Board Election of Officers

Mr. Caster moved to nominate Ms. Glidden as vice chairman. The motion was passed with a unanimous aye. Ms. Glidden nominated Mr. Craig as chairman. The motion was passed with a unanimous aye.

Adopted Budget Update

Christine McNamee explained the County's new cell phone policy. Instead of providing an agency phone the County will give employees required to have a cell phone for work a monthly stipend which will vary in amount depending on phone usage. The agency is working on ways to "go paperless" to try to cut costs. DSS's security cost will not actually decrease because the agency is required to have deputies available full time. Each employee is required to take 10 unpaid furlough days and there is a 5 day decrease in personal leave accrual. Revenue that we've budgeted could be in jeopardy as the State is cutting out County financial assistance. Funding for leveled foster care is being cut. TANF contingency funding will stay with the State instead of flowing down to the County. The budget will need to be carefully monitored. The Board will receive information based on the adopted budget as well as the revised budget as funds are moved to cover expenses across the agency. Federally, the agency received some additional funds to provide additional temporary staff in the Food and Nutrition Services and Federal Stimulus funds folks working in the agency through the Workforce Investment Act and the United Way.

Mr. Nesmith explained that a temporary employee will be stationed at Wilmington Health Access for Teens (WHAT) with the understanding that position will be around as long as funding is available. The current DSS employee out-posted at WHAT will be brought back into the agency.

Pod Restructuring Process

Leslie Stanfield with County IT gave the history of the pod restructuring and how automation became involved. Ms. Stanfield explained the goals set by Mr. Nesmith; lowering wait time, one check in place for all services, a separate area for dropping off information and smarter processes for the pods. It was decided to develop two areas for people to check in and one waiting area. IT began to gather statistics to see how the changes were working beginning May 4, 2009. What was found is the number of people

walking in the door in June increased by 500 people from the numbers in May but the wait time has decreased. As well, the agency has gone back to an old fashioned switch board system for incoming calls which is working really well. Staff is positioned in a quiet area to answer phones and 92.5% of calls are being answered as opposed to 85% of the calls before this implementation of the switchboard system. Certain facsimiles are coming in now as email and being distributed paperless. As well, money is available in the FY2010 County IT Budget to implement a system where staff will be able to fax from

their desktops as well. The physical renovation was approved in the budget. Ms. Stanfield noted it should be a fairly easy transition as the processes for staff are already in place.

Mr. Nesmith noted he will directly supervise the legal staff as the senior attorney retired.

Next Meeting Objectives

Leading By Results Recommendations

Board Self Evaluation

The Board completed self evaluations.

Additional Items

As there were no other additional items to discuss as provided in G.S. 154A-98 to consider information that is confidential pursuant to G.S. 108A-80 and or G.S. 154A-98, the board by consensus adjourned at 9:57 a.m.

Respectfully submitted,

LaVaughn Nesmith,
Secretary to the Board

John E. Craig,
Chairman

Date approved: _____

LN: scm

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