

**New Hanover County  
Board of Social Services  
Minutes  
November 13, 2007**

The New Hanover County Board of Social Services met in open session on Tuesday, November 13, 2007 at 9:00 in Multipurpose Room B-C of the New Hanover County Department of Social Services.

ATTENDING: Ann Pitts, Chairman; Bill Caster, Vice-Chairman; John Craig; F. Wayne Morris; Minerva Glidden

ALSO ATTENDING: LaVaughn Nesmith, Secretary to the Board; Stephanie Monteath, Assistant to the Director

The Chairman called the meeting to order at 9:00 a.m. Mr. Caster moved for approval of the agenda. The motion was seconded by Mr. Craig and passed unanimously.

Mrs. Pitts led the invocation. Mr. Craig led the pledge of allegiance.

**CONSENT AGENDA**

Ms. Glidden and Mrs. Pitts noted two clerical errors. Mr. Caster moved for approval of the consent agenda with corrections. The motion was seconded by Mr. Craig and passed unanimously.

**INFORMATION AGENDA**

**New Hires**

Emily de Andrade was introduced as the new Family and Children's Medicaid Caseworker. Nicole Kidd was introduced as a returning Prevention/At Risk Social Worker. Betty Lou Campese was introduced as the new Temporary Economic Services Caseworker Trainee. Marjorie Roebuck was introduced as a new Fiscal Support Technician.

**Service Awards**

Linda Thomas was recognized for 5 years of service to New Hanover County. Theresa Baughman was recognized for 10 years of service to New Hanover County.

**SSDI**

Mr. Caster asked for clarification with the incoming client number. It was explained that number reflects all clients that walk through the door, not just new clients. Mr. Caster noted that the Children under DSS Supervision number dropped. Ms. Marino shared that the IV-E Waiver programs may be partially responsible for that drop. Ms. Glidden asked why the DCIP number increased so dramatically. Mr. Nesmith explained that when DCIP money became available, it was advertised in the newspaper so many people applied.

## **County Budget Expenditures**

Carol Thiel reviewed the budget expenditures through September explaining that marks 25% of the fiscal year. Ms. Thiel explained the tip line item of the fiscal report attachment, Senior/Disabled Low Income Tax Benefit, is given out through the Tax Office but as they are not allowed to actually administer money, falls under DSS.

## **STRATEGIC ACTION AGENDA**

### **Client Satisfaction Survey Results**

Chris McNamee explained Client Satisfaction Surveys are distributed to clients quarterly for a week long period. Ms. McNamee followed that surveys are collected through a locked box located in each lobby. It was noted that most people complete surveys when they are either very angry or very happy about the services they received. Ms. McNamee reviewed the results of the quarterly survey.

### **Funding Draw Downs**

Carol Thiel discussed funding draw downs, referring to the Administration portion of the Budget Sheet. Administration includes staffing costs, building overhead etc. Ms. Thiel explained that the county must prepare to fund DSS administrative costs in the beginning of the year as the budget is prepared and while waiting for Federal and State revenue to come in. Administrative Costs are spread across each DSS program. Some programs do not allow for Administrative Costs such as Fishing License Issuance. Ms. Thiel explained social worker coding for reimbursement and day sheets. Mr. Caster asked about the County portion of administrative costs.

### **Personnel Report**

Stephanie Monteath gave the personnel report for FY 2006-2007. Fifty people were hired and forty-five people left or were terminated. There were thirteen promotions and of those 9 were members of a minority group. The report broke down staff by age, race and education. Stephanie Monteath reviewed Leading by Results indicators which discussed rate of turnover and length of time it takes to fill positions. This year it took longer to fill positions due to the new interview system implemented by the Jordan Institute, which in the long run should help with retention. As well, Economic Services vacancies were not filled as quickly as the temporary positions normally used to fill vacancies were unable to be filled due to budgetary restrictions.

### **State Office of Personnel**

Keita Cannon, Senior Attorney with the State Office of Personnel discussed the disciplinary process and the Board's advisory role.

Ms. Glidden noted that the drug policy for the county seemed punitive. Mr. Morris agreed. Mr. Morris also noted that the policy was general and could potentially affect other employees. Mr. Caster shared a testimony of his experience in the Navy when an

officer under his charge was drug tested. It was agreed that further discussion about the County's drug policy and how it applies to NHCDSS was merited.

**Next Meeting Objectives**

Resource Needs Identified by LBR

**Board Self Evaluation**

The Board completed self evaluations.

**Additional Items**

The Board adjourned from open session at 11:17 a.m.

**Closed Session**

The board entered closed session 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 returned to open session at 11:37 p.m. There being no further business the Board by consensus adjourned.

Respectfully submitted,

LaVaughn Nesmith  
Secretary to the Board

Ann Pitts  
Chairman

Date approved: \_\_\_\_\_

LN:scm

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