Chatham County Board of Social Services  
Meeting Minute Notes  
May 16, 2018 (Revised)

In Attendance: Richard Edwards, Chair; Pam Johnson, Vice Chair; Carl Thompson, Member; Thomas Droke, Member; Loyda Estrada, Member; Ashley Kazouh, Intern for CIS Chatham County, and Nancy Burgess, Executive Assistant.

Richard Edwards called the meeting to order. Carl Thompson motioned to approve the April, 2018 meeting minutes with a second by Pam Johnson. The minutes were unanimously approved.

Economic Services Updates

March timeliness:

Food and Nutrition Services (FNS) Applications: 100% (standard is 95%)

FNS Recertifications: 97.4% (standard is 95%)

Medicaid applications: 94% overall (standard is 90%)

Childcare subsidy spending coefficient is 96%. Currently children in foster care and children of teen parents are being added onto subsidy since spending rates will now allow for this.

The first Single County Audit site visit will take place the week of May 29th. Programs that will be audited include Medicaid, Childcare Subsidy, Supplemental Nutrition Assistance Program (SNAP), and Social Services Block Grant.

Thirty referrals have been made so far in our new Employment and Training Program. Several “reverse referrals” have been received (i.e. CCCC has referred a student to the FNS program to determine eligibility). DSS is meeting every other week with CCCC to work through the details of implementation. Ms. Kristiansen will email the plan for Fiscal Year 18-19 to board members.
Family Services Updates

Children’s Services: Foster Care was converted into NCFAST during the last weekend of April and we are working through some problems. Intake and Investigations/Assessments are going more smoothly than Foster Care and In-Home. NCFAST continues to have support staff here almost daily to assist with problems. The biggest long term issue is simply that everything takes more time and that there are many work arounds that social workers must take. For example, a separate outcome plan information (a case plan) has to be separately keyed for every child and parent in the case. The form is also not printing properly and should be done with the family and so this creates a dilemma for the social worker about using paper, printing part of the new form, using the old form, etc. There have also been problems with cutting and pasting documentation from Word (since there is no spell check in NCFAST). Temporarily, the staff was advised to type in Notepad and not Word. It was discovered that the issue was with special characters and so now Word can be used but you have to either use the shortcut key or copy and paste on the menu instead of right clicking for copy and paste. While in isolation, these are relatively small steps that must be taken, there are many examples like this that add complication to the work.

The division is also preparing for new policy implementation in June. There are many improvements but the new policy will add additional responsibilities and time needed to manage the caseload. Buncombe County conducted a time study that Ms. Kristiansen shared with the board. The time study indicated that the new policies add 20 hours per month per social worker. This does not take into account time for social workers to receive a new case, respond to a placement disruption, attend training, take time off, complete administrative duties (travel, day sheets), or any NCFAST down time.

Adult Services: The adult services unit is collaborating with the library and Council on Aging for several Elder Abuse Awareness Month activities. These will be held at the library in June. Bookmarks and other information will be distributed. Ms. Kristiansen will send out details as available.

Other Updates:

The third version of the DSS Performance Agreements (a requirement of HB 630) were sent out in late April. Key changes include an overall reduction in required performance measures from 50 to approximately 29. If the performance measured was something that could only be measured through sampling then it was removed. This was in recognition that counties may only have a sample size of one or two cases which would not be an accurate reflection of the measure. It is anticipated that in the next version there will be language to address a delay in county accountability until data has been verified, and also the interdependence on other stakeholders (e.g. courts, mental health) in achieving some performance outcomes. Ms. Kristiansen provided a copy of the performance agreement talking points.

A brief 360 Evaluation will be sent out to all staff in the next few weeks to allow opportunity to give feedback about supervisor performance. Questions include supervisor expectations, strengths and how supervisors can provide better support to employees.
Ms. Estrada submitted a letter of resignation to Ms. Kristiansen effective May 17, 2018. The board members extended their sincere appreciation to her for her commitment and service.

Additional items of discussion were the annual evaluations for all employees that are due June 15th and the identification of potential new board members. Ms. Kristiansen will coordinate dates and times for current board members to speak with selected board applicants.

There was a motion to adjourn from Loyda Estrada with all in favor.

The next meeting will be held Wednesday, June 20, 2018 at 3:00 pm in the DSS Board Conference Room.