

## **Macon County Social Services Board**

November 18, 2015

Minutes

### **Call to Order**

Dinah Mashburn called meeting to order. Members in attendance were Jim Garner, Lisa Leatherman, Dinah Mashburn, Patrick Betancourt, Secretary to the Board, and Cathy Makinson Business Officer designated to record minutes.

### **Minutes**

Open Session and Closed Session Minutes of the October meeting were approved after motion by Jim Garner, and second by Lisa Leatherman.

### **Financials**

Monthly financials were provided in the Board books.

### **Old Business**

Patrick reviewed the FNS timeliness issue of 95% beginning January 1, 2016. He stated the DSS Directors along with USDA have begun receiving weekly reports as to where each county stands on both expedited and regular FNS processing. Patrick emphasized this is not the official performance data USDA will be utilizing but a snapshot as to where are county currently stands. Reports are being delivered weekly as of 10/5/15. Macon County started very strong but have recently slid in their processing timeliness. Director met with Sheila Conley FNS Supervisor to identify factors that could be influencing the decline. Macon currently has one help ticket that has not been resolved and therefore benefits have not been issued. Macon has had a vacated position which has short staffed the intake unit. The third factor has to do with drop-offs which is allowable. Intake workers see clients as they present in agency and have worked the drop-offs as they are able. Since expedited applications need to be processed within 5 days to get benefits to the client within 7 days, if a drop-off is not processed as soon as possible, expedited need cannot be identified. Sheila met with staff to emphasize the importance and has moved an experienced worker back into the vacated intake unit position. DSS Board reviewed the reports Patrick referred to. He stated he would bring the reports each month so they would be aware of the data, not only Macon County but the statewide average.

Patrick reported he has had two recent media requests. One was in reference to the ABAWD (Able Bodied Adults Without Dependents) whose FNS benefits could be affected beginning next year. The second request was data driven in the area of Foster Care. Patrick mentioned he was able to highlight the need for continued appropriate local families to provide foster care in Macon County.

Performance Measures for FY 14-15 in Child Protective Services were present by Brian Vogl. He reported an overall increase in all areas including reports received (screened and accepted), the number of children they have served, number of assists requested by other counties, number of custody cases and the number of In-Home cases. Patrick stated

this is not just due to the population increase, that Macon County is seeing much more complex cases involving substance abuse, mental health and behavior issues. Patrick also mentioned that workers are receiving better training, education and tools to properly assess reports. Brian reported that DSS continues working with our community partners and better educating them in DSS involvement. Brian also reported that of the 22 In-Home cases this past year, only one case went into custody highlighting the success of our social workers working closely with the families.

### **New Business**

Patrick reported to the Board on the Child Welfare Process Review conducted last week. Prior to the on-site review there were multiple phone calls between our staff and the state division to determine challenges specific to our Social Work unit. This review is specifically to evaluate the program areas and make suggestions for quality improvement. The 3 areas identified were 1) are we screening reports correctly based on the tool, 2) are we gathering correct information during the assessment and 3) are we doing what is necessary in our In-Home cases for good outcomes. Four of our Social Workers participated in the on-site review along with two state staff. Preliminary feedback affirmed yes, we are screening reports correctly using the tool, some themes were identified to improve on-going In-Home cases and some suggestions to improve the assessment process. Patrick stated he was amazed at the outcomes from the review, particularly in the pulled cases which reflected a 100% outcome in staff making sufficient contact to secure safety of the child. Patrick recognized the Social Workers for a great job being done in this area. Brian stated one main area that needs improvement is better quality detail in documentation. He also reiterated his commitment to front loading of services which enables cases to be closed as those services are provided and making a difference in the families so that there is not a need to transfer into In-Home services. It was suggested that the link to the PCANC (Prevent Child Abuse NC) website be included in the CPS letters to reporters for continued education in this area for those that are interested.

### **Closed Session**

Jim Garner made motion to go into Closed Session to discuss personnel and confidential case information. Lisa Leatherman seconded, and motion carried. Board returned from Closed Session.

### **Next Meeting**

Next Board meeting is scheduled for Wednesday, December 16<sup>th</sup>, 2015 with time being changed to begin at 9:30am instead of 9:00 am, in the DSS Administrative Conference Room.

APPROVED BY:

Dina D. Marshall, 12-16-15      [Signature], 12-16-2015  
Chairman/Date      Secretary/Date