

## **Macon County Social Services Board**

November 16, 2011

Minutes

### **Call to Order**

Meeting was called to order by Chair Wendy Dalton. In attendance were Wendy Dalton, Jim Garner, Dinah Mashburn and Jane Kimsey.

### **Minutes**

Open and Closed Session Minutes of the October 19, 2011 Board meeting were reviewed. Both Open and Closed Session Minutes were approved on motion of Jim Garner, second by Wendy Dalton.

### **Financials**

Director reported that Cathy Makinson, Business Officer and Director had briefly oriented the new county Finance Director on DSS budget and budgeting process. Monthly financials were reviewed. TANF cuts are still pending for this fiscal year.

### **Program Reports**

Monthly program reports for Medicaid and Food and Nutrition Services were reviewed. Medicaid claims in the amount of \$3,768,010 were paid in October, with approximately 5,833 individuals eligible for Medicaid. Approximately 700 children received Health Choice in October. Food and Nutrition households in October were 3,053 which included 6,227 participants that received \$786,595 in benefits.

### **Old Business**

Brief report was given on the Board Member Training at Social Services Institute in Hickory the last week of October. The take away messages were be proactive, pilot innovations and prepare for managing multiple changes.

After last months update, SEEK implementation has hit some barriers. Customer service at the call center has been an issue, and providers are having problems getting questions answered. Electronic cards have been delayed in processing. Problems identified are being addressed.

Employees have completed questionnaire for salary study with Supervisors providing input and review. Board Chair is reviewing Director's questionnaire to provide input and approval. Plan is to have recommendations prior to next fiscal year budget preparation. Crisis Intervention Program was successfully started with minor concerns. Most people were very understanding of the changes to the program guidelines and the staff voiced that the intake/application process seemed to be the best ever designed. LIEAP will begin December 1 for targeted populations of 60 and over and disabled individuals receiving adult services through DSS.

### **New Business**

Brief introduction was given on the Work Support Strategies project, which incorporates the delivery of all economic services into a single system that is simplified, automated and customer focused. NC FAST is one facet of this new service delivery system. More

information will be provided over the next few months as further details of this welcomed massive system change are defined.

Child Support Services Team September Self Assessment Report was exemplary with the team having met 2 of the 5 cumulative incentive goals. Overall the team is in the top 10 of the 100 counties in meeting goals. Board congratulated the Child Support Services Team-Dorothy Morrow, contract Supervisor, Mic Leatherman, Team Leader/Child Support Agent II and Polly Bradley, Child Support Agent II on the excellent performance.

**Closed Session**

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

**Next Meeting**

Next scheduled meeting is Wednesday, December 21, 2011 at 9:00 am in the DSS Administrative Conference Room.

Meeting adjourned.

APPROVED BY:

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Chairman/Date

Secretary/Date