

**LEE COUNTY DEPARTMENT OF SOCIAL SERVICES
BOARD MEETING**

November 20, 2012

The Board of Social Services for the Lee County Department of Social Services convened at 12:00 noon in the Board of Commissioner's Room of the Lee County Government Center, 106 Hillcrest Drive, Sanford, North Carolina. Board members present were, David Riddle, Gail Dickens, Paul Utley and Ophelia Livingston. Also present was Brenda Potts, Ex-Officio.

Chairperson, Mr. Riddle called the meeting to order and opened the meeting with the serenity prayer. Mr. Riddle asked if there were any changes to the November agenda, Mrs. Potts asked that she be able to add comment on the Ethics Policy, Mr. Riddle asked all in favor.

Aye: David Riddle, Gail Dickens, Paul Utley and Ophelia Livingston

Nay: none, motion carries.

Mr. Riddle asked if there were any adjustments or changes to the October Board minutes, there being none, Mr. Riddle asked all in favor.

Aye: David Riddle, Gail Dickens, Paul Utley and Ophelia Livingston

Nay: none, motion carrier.

NEW BUSINESS

Policy Development-Public Comment Policy-Mrs. Potts explained to the board that recently clients were having concerns with their service and all the changes that were occurring in the programs. Clients were often asking for board members names, addresses and phone numbers so they could voice their dissatisfaction about changes to how things had previously been done in Social Services. Food and Nutrition being the primary program so Ms. Potts thought it might be best if the public comment policy were addressed. She reported that this appears to be an issue in other counties as well, as there had been multiple emails on the Director's list serve. Mrs. Potts explained to the board that she had Gaynell Lee, the secretary to the Board of Commissioners to send her a copy of the Commissioner's public comment policy. Mrs. Potts prepared a draft policy mirroring the County Commissioner Public Comment Policy and asked the board to look at the policy and it could be discussed at the next regular meeting. The Commissioner's public comment policy states that the person wishing to speak to the board sign into a log at 11:45a.m., the chair will recognize those for public comment, they state their name, address, and any group affiliation. The party would have 3 minutes to make their statement. The venue would be for making a statement not to question or badger. Social Service meetings are posted on the county general bulletin board outside the Commissioner's Board Room with other county board schedule.

Ethics Policy-The Board of Commissioners put in place one in Lee County in the last couple of years. Activity on the Director List serve indicates that counties are asking if there is a need for and ethics policy for the Board of Social Services. Gathering from the emails, most Social Services Boards did not have one in place. Mrs. Dickens asked if most boards have one in place and is there a need. Mrs. Livingston stated that in order to implement an Ethics policy you would need to have required training which usually

last ½ day every two years. Mrs. Potts stated she would research what other counties have and get back to the board with a date.

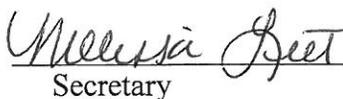
NC FAST Update-First phase was live on applications, we have now moved into the second phase which went live last week. This phase includes recertifications and changes in the new system as well as applications. In order to prevent any delay in the Dec. benefits for recertifying clients, the FNS unit took on a project of sending out a mass mailer requesting clients try to get their November recertification in no later than November 6, 2012. This would allow the workers to key them into the old system prior to having to go live in the new system. Having to key them into the new system would take a great deal longer. Those keyed in before the change- over would convert over as a certified case and would not due for a review for 6 months. Therefore, their Dec. benefits would be guaranteed to be timely. Mr. Riddle asked how many cases needed to be completed. Mrs. Potts responded around 1000. Mrs. Potts stated that approximately 50% of the clients did get their re-certifications back in before the 6th and the worker's completed the cases so no one would be getting late benefits. The unit has over 5000 cases that will need to be converted into the new systems. They have started this process based on a report that the FNS Supervisor ran which indicates which cases need to be recertified next. The unit is working mandatory Saturdays, early mornings, late nights and leave time has been put on hold.

The FNS Supervisor has put a refrigerator back in the unit and keeps it stocked with drinks and snack food as well as ordering pizza's on Saturdays to try to keep moral up. Two of the front desk staff has been pulled to help with the conversion process as well as staff from Fraud, Daycare and Work First. In the Spring Medicaid will begin this process. Medicaid should be easier as FNS will have entered some data, which normally would have been entered by Medicaid.

Director's Report-The IT position for DSS was recently vacated and is posted. The IT Director and his lead type position will be assisting with the interview and testing process.

Mr. Riddle asked if any further discussion. There being no further business brought before the Board, Mr. Riddle asked for a motion to adjourn the meeting. Mrs. Dickens made a motion to adjourn, Mrs. Livingston seconded the motion, the vote was unanimous and the meeting was adjourned.


Chairman


Secretary