

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

February 21, 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, Linda Shook, Ophelia Livingston, Paul Utley and Gail Dickens. 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 February Agenda, there were none. Mr. Riddle asked all in favor.

Aye: Mr. Riddle, Mrs. Shook, Mrs. Livingston, Mr. Utley, Gail Dickens.

Nay: none, motion carries.

Mr. Riddle asked if there were any adjustments or changes to the January Board minutes, Mrs. Shook made a motion the January Board minutes be accepted as written. Mrs. Livingston seconded the motion, motion carries. The meeting was turned over to Mrs. Potts.

NEW BUSINESS

Scanning Project-Mrs. Potts reminded the board that in the meeting last month that she had briefly discussed the need for scanning, due to the file rooms being maxed out. She has asked that the Advanced Imaging Systems Company come and explain the process and answer any questions that the board may have. The reason she explained that AIS stood out due to their successful projects with other Social Services Departments in other counties. Mrs. Potts, asked Ms. Lett to introduce the representatives from AIS. Ms. Lett introduced Meredith Jenkins, AIS Account Manager for our district and Matt Solomon, AIS General Manager. Ms. Lett turned the meeting over to Meredith Jenkins. Ms. Jenkins opened with a brief background of AIS, as well as the scanning process beginning to end. She explained that since 2006 she had been keeping in contact with Lee County and last fall she met with Greg Oldham, Social Services Computer Technician, Angelina Noel and Melissa Lett. After that meeting Brenda sent this team to AIS facilities for a workshop. After this workshop it was discussed and a plan was made as to where the scanning process should begin and proceed from that point. Ms. Jenkins, then turned the meeting over to Matt Solomon, AIS General Manager who explained the Trends, NC Fast, reimbursement of the project and how the process can roll out over a period of time. He also discussed other county projects they have completed and the process those counties implemented. He explained that with document scanning, the data is secure, their facilities are climate controlled, data is backed up and secured off site in case of fire, tornado, etc. You no longer have to chase down records when an auditor requests a file; it is at your fingertips. Mrs. Shook asked how the invoicing is completed in order to receive reimbursement and Mrs. Potts explained that the 1571 process is how we would receive reimbursement and this would be about a 48-50% reimbursement. Mrs. Potts also explained that Food and Nutrition would be going NC Fast in July. Mrs. Shook asked were we sure? Mrs. Potts said that she would like to start the process with FNS active cases in the workers offices and work back to the older cases in the file room, letting the oldest purge out rather than go to the expense of scanning. Mr. Riddle asked how do you send the records in and

out and Ms. Jenkins explained that they pick up the records and work under control measures depending on the amount Social Services decides upon. Mr. Riddle also asked how long does the process take? Ms. Jenkins gave an example of 5 boxes-600 boxes would take about 6 weeks to process, which Mr. Solomon added that all would take no more than 2-3 months. Mrs. Potts explained that we did not have to move that fast. Mr. Riddle also wanted to know what happens to the documents once scanning complete, Ms. Jenkins said they could shred after a certain period, store at a cost or return to us. Mr. Riddle asked Mr. Solomon about the Errors and Omissions Insurance. Mr. Solomon said they do. Mr. Utley asked was the initial starting period July and Mrs. Potts responded she had wanted to start earlier with possibly using the Capital Outlay line item since we did not purchase a vehicle we had requested in the budget, but Mr. Crumpton had sent an email stating not to use Capital Outlay at this time. Mr. Utley asked did we intend to shred the files once scanned and Mrs. Potts said that we did not need them back, once we were sure all documentation had been scanned. Mr. Solomon stated that a shred notice always goes out about 120 days after the scanning in order to make sure all documents have been inspected by Social Services staff. Mrs. Livingston asked if there is a spot audit prior to the shredding, Mr. Solomon stated there would be. Mrs. Shook made mention of the Evergreen Audit findings, concerning the lack of a case management system which Mrs. Potts explained that they did ding Social Services for that however back when it was initially recognized that Social Services needed a case management system, was the year that it was either cut more positions and buy the systems or keep positions. Mrs. Potts also wanted the board to know that the biggest selling point for her concerning AIS was that their name kept coming up and that the job they do is good as reported by other social services counties. Mr. Riddle asked how long does the reimbursement last. Mrs. Potts told the board that the reimbursement is forever. Mrs. Livingston questioned how secure is the pickup. Mr. Solomon told her they supply the boxes, the packaging certificate, and their driver's pickup and are trained to log by case number every record in the box and the box has a bar code and is tracked from pickup to digital record. Mrs. Livingston asked if the email link is to a secure server. Mr. Solomon said the sight is encrypted. Mrs. Potts also explained that we have the option of it being kept in a silo for us to look up. Mr. Solomon also stated that no hacks in over 40 years. Mr. Riddle asked if anyone else had any questions, with the response being no, Mr. Solomon and Ms. Jenkins gave everyone their business cards and the board thanked them for the presentation.

2012-2013 Budget Process-

Mrs. Potts explained that a few surprises had come in the budget estimates and the big surprise was no Domestic Violence funding. This would affect the HAVEN contract, since this would cut the \$30,000 out. Mrs. Shook asked when does UNITED WAY decide and Mrs. Potts said that they would report to the County Commissioners. Mrs. Shook asked about the fees for service at which Mrs. Potts explained that Domestic Violence paid for services such as housing families.

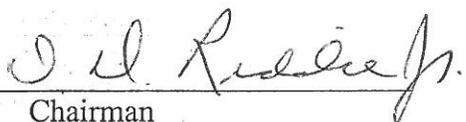
Mrs. Potts also noted that TANF funding was cut statewide. She also noted that this appeared to be the tightest budget year for revenues. She stated she would discuss the budget more in the March meeting.

OLD BUSINESS

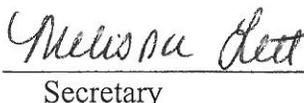
Medicaid Transportation-Mrs. Potts brought the board up on the continuing changes to Medicaid Transportation due to the new policy changes and with these changes came more work for one person, so at this time she has put a temporary worker with Mega Force to help with the work load. The doctor's office's also are starting to bill for the new information which is needed to verify that a client was at their office. Mrs. Livingston had said in a previous meeting this would happen.

Director's Report-Mr. Talbert, County Attorney would like to meet with everyone briefly concerning Ms. Dowdy. Mrs. Potts also reported to the board that the Food and Nutrition Supervisor, Melanie Allen had tendered her resignation. The position was posted IMC II-Supervisor, eligibility experience. Four applicants from inside applied, it came down to questions concerning how would they handle a supervisory role and their ideas for that. It was very close but one stood out. Mrs. Livingston asked who? Mrs. Potts replied, Sabrina Coleman, that she was strong in training and had previous experience with Child Support, Medicaid, Food and Nutrition and current experience as an IM II Investigator in the Fraud Unit.

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. Shook made a motion to adjourn, Mrs. Livingston seconded the motion, the vote was unanimous and the meeting was adjourned.



Chairman



Secretary