



SOCIAL SERVICES ADVISORY COMMISSION MEETING MINUTES

June 12, 2019

The regular monthly meeting of the Social Services Advisory Commission was called to order at 3:00 p.m. on Wednesday, June 12, 2019 by Angelia Allen, Vice Chair.

Members Present:

Ms. Melvina Snead
Ms. Gracie Bowers
Ms. Angelia Allen
Ms. Shellinda Miller
Ms. Janene Taylor-Smith
Mr. Robert Jones
Mr. Paul Battle

Members Absent:

Rev. Johnnie J. Drake

Staff Present:

Mrs. Pamela T. Little-Hill
Mrs. Monica Brown
Mrs. B'Onka Hill
Mrs. Anita Golden

Meeting was called to order by Ms. Angelia Allen the Vice Chair. Invocation was led by Ms. Angelina Allen and the members and guest present introduced themselves.

Minutes from the March 13, 2019 meeting was accepted. A motion was made by Mrs. Gracie Bowers to accept the minutes and seconded by Ms. Melvina Snead.

Old Business: Mrs. Little-Hill talked about the Make a Wish Foundation Toy Drive the agency had back in May and that we were preparing for another one on June 29, 2019. The Agency had a great deal of support from the City Major, City Manager and a host of other City Departments. The Board members were taken on a tour to see the Toys left over from the May 4, 2019 Make A Wish Foundation in the Community Room. Our two major projects for this Fiscal year are the Foodbank and the Toy Drive.

New Business:

Mrs. Little-Hill discussed that the benefits department has struggled in the past with their numbers; we are working on meeting compliance. Mrs. B Hill reviewed the April performance indicator report. All localities can see how each other match up with one another. The report shows State wide data and target data comparison for the agencies. For the month of April, SNAP Benchmark to be reached was 97%. For expedited SNAP we have 97.9% and non-expedited SNAP was 99.1. The Quarterly Quality Assurance Payment error rate from October – December 2018, Target is 3%, statewide data is 16.7% and Portsmouth is 8.3% we are doing better but didn't meet the target of 3%. Quality Assurance Negative Action Error Rate Target is 2% Statewide Data is 32.4% and Portsmouth 33.3%. Medicaid Timeliness of Reviews Target 97%, Statewide Data is 99.9% and Portsmouth was 100%. Mrs. Little-Hill gave Kuddos to benefits, because they have been working hard the department was below target for quite a while, due to various issues such as staff transitioning, and host of other variables, including doing the work and doing it right, holding employees accountable, everyone is moving right along in the right direction and are in compliance.

Mrs. Little-Hill reviewed the quarterly Local Agency Dashboard report, informing the board that this is the Quarterly Dash Board report that the State will be making available to the Board. This is the first one and was sent to the Chair and the City Manager. It will be available for all members to pull off the State website. The report is lengthy but it captures a lot of data. We do not print it out for every locality because it's too many pages, so this is a snap chat of Portsmouth. A brief review was given because of how long the report is, everyone was advised to review the report at their leisure and if you have any questions or comments that may arise please reach out to us for answers/explanation. Mrs. Golden will assist with walking us through some of the data. Again this is the first one and it came out 2 days ago so we haven't had a chance to review prior to this meeting. It is

starting out with the Fiscal year from June to May with the amount that would have been allotted for us. The Fiscal year ends for the State in May unlike the City Fiscal Year ending in June. Depending on the program depends on when the Fiscal year ends, for instance CSA fiscal year ends in September, it gets a little rough and hard to explain when we're working with people about money when some programs starts at different times. Focus on the target column that's in yellow, then you always want to see our numbers out of the red, for the ones we can control, sometimes the numbers are deceiving when it comes to certain things we can't control. Anything in our control we make sure we meet those target numbers, we don't want to be in the red.

Child Care application percentage we only missed our target percentage twice out of the last fiscal year. Our Child Care unit is one of the smallest in the region compared to other agencies; we only have 5 staff and 1 supervisor so when we're 2 staff down it makes it even harder to complete cases timely.

Mrs. Little-Hill shared that the Agency focus this year is to focus on our Family Services issues, we have high turn-over rate for this position and it's not just Portsmouth. We have not that long ago brought over an HR Generalist to be station here and her name is LaShwan Bracy, She is here helping us when something is down and the positions aren't filled she gets them in, how fast we can move it, are we getting interviews in and done. We are trying to do a new process; we also have downsized and looking at our budget to see where we're at and what we're doing. We are working on things in house such as making sure everyone is getting the proper training, time management and organization skills, other things that are in our control. When you look at things outside the competition is real, we lost people to other localities for more money, and we are looking at how we can be more competitive. We look at staff morale you want to believe that Portsmouth is a great place work and you want to be here. The turnover rate has slowed down significantly since I have come on board 3 years ago we use to get resignations from left to right, then we would get them even further down because we're going through a change and when you go through change your going to have two sets of people. We knew there would still be a moment where we would still be going through that.

Mrs. Little-Hill expressed that she knows she has the best assistance and workers in the world everything we do we do it together. We try to show our staff that it's okay to voice an opinion you don't have to agree with us but let's talk it out. You don't want to run a ship where people voices can't be heard so when a decision is

made we tell you why and why we needed to do that. What we don't keep doing is the same thing the same way and expect a different result. It is very rare that we get any complaints from the State now that someone didn't return a phone call; we are heading in the right direction.

The State has been providing different tools to assist with the Family Service issue because it is all across the board with all localities. Flex dictate is one of the tools we've just gotten not that long ago, so when workers go into the field they can dictate their notes and upload them into the system; this addresses the timeliness of notes being updated on a case. The state is looking into putting a cap on the number for cases each worker has across the board, 15 cases per worker. We did have council approve where money/or funds came in where they look at each localities average number of case work and every staff that we have, and they gave us x amount of dollars for additional workers for Portsmouth.

We also have Campus another tool which will provide every worker with an iPad so they can do everything in the field in real time. It will be coming to Portsmouth in November. They will have built in hot spot for internet services.

The next Social Services Advisory Commission meeting will be held Wednesday, September 11, 2019 at 3:00 pm in the Board Room on the 4th floor of Portsmouth Department of Social Services.

There being no further business, the meeting was adjourned at 3:58 pm. Motion by Shellinda Miller and second by Ms. J. Taylor-Smith

Respectfully submitted,

Monica Brown
Office Supervisor

SOCIAL SERVICES ADVISORY COMMISSION MEETING

AGENDA

Wednesday, September 11, 2019

- I. CALL TO ORDER
- II. INVOCATION
- III. INTRODUCTION OF GUESTS
- IV. CONSIDERATION OF MARCH 13, 2019 MINUTES
- V. OLD BUSINESS
- VI. NEW BUSINESS
 - a.
- VII. DIRECTOR'S COMMENTS
- VIII. ADJOURNMENT

NEXT MEETING DATE – DECEMBER 11, 2019