

**Minutes**  
Forsyth County Board of Social Services  
**April 24, 2007**

**Present:** John Sheldon, Chair  
Florence Corpening, Vice Chair  
Walter Marshall, Member  
Claudette Weston, Member  
Rob Robinson, MIS Director

Joe Raymond, Director  
Brenda Evans, Assistant Director  
Ava Smith-Pegues, Admin Secretary  
Gloria Woods, Assistant County Attorney  
Dawn Hairston, IT Services

Call to Order

The meeting was called to order by John Sheldon, Chairman.

Information

The Director reported that KBR granted \$130,000 for Forsyth County DSS.

There were no public comments.

**Director and Program Report -**

Consent

Minutes of the March 27, 2007 meeting were approved on a motion by Florence Corpening, seconded by Walter Marshall.

Florence Corpening asked about the status of the Call Center. The Director discussed

- Problems with calls getting to the call center
- TDD capabilities
- Efforts to determine how many calls the Center can be conclude on their own as opposed to forwarding

**Benchmark Report and Data -**

Strategic

The Leadership Team, at their mini-retreat on April 17 decided

- to par down benchmarks to 3 or 4 for immediate action
- they do not need a full retreat, rather will refresh and discuss in July with new members

Director gave overview of substantial equivalency

### IT Plan

Rob Robinson, County MIS Director reported the results of the pilot would be available late fall through early November

### Next Meeting

The next meeting will be Tuesday, May 22.