

MINUTES

HART COUNTY BOARD OF FAMILY AND CHILDREN SERVICES

The regular monthly meeting of the DFCS Board was held Wednesday, October 30, 2013 at 4:00 p.m. in the DFCS Board room.

Attending were Shelvy Myers, Melissa Green, and County Director Bryant Rogowski

The minutes from the last meeting were read and approved.

The monthly county expenditures report was discussed and approved.

The OFI report was discussed.

The Social Services report was discussed.

Director's report:

Dr. Charlotte Harper was announced as a member of the DFCS Board.

Mr. Rogowski shared updates on the implementation of Business Operations Planning. In the last month, the use of the COMPASS system has increased by 17%. Mr. Rogowski and the Board discussed the cultural change the new process requires with clients who have been accustomed to less strict application of deadlines and more direct access to case managers in the Office of Family Independence. The increased use of COMPASS suggests that clients are beginning to become more acclimated to the process and new expectations. The state continues to seek new methods to improve the system and reduce client wait times and delay. One hundred temporary staff have been hired and are being trained to answer client calls and either answer basic questions or properly route them in the system. This plan is intended to help with delays by reducing calls misrouted through the automated system and to promptly handle calls for basic information without having them added to wait queues for case managers.

Mr. Rogowski provided the initial version of a brochure that has been developed to inform the community about the implementation of the Safety Response System. This system will begin with the twenty four hour centralized intake process. Hart County is presently scheduled to begin using this process on December 18, 2013.

Mr. Rogowski presented updated foster care reimbursement guidelines to the Board. The new guidelines include increased rates of reimbursement through the state, clarify needed documentation for reimbursement, and permit foster care invoices to be submitted directly to the region accounting office.


Mr. Rogowski and the Board congratulated Gina Moon on her promotion to Social Service Supervisor.

Mr. Rogowski and the Board decided that there will not be a December meeting of the Board due to the Christmas holidays.

No further business, meeting adjourned. The next Board meeting is scheduled for Wednesday, November 27th at 4:00 p.m.



Hart County DFCS Board Representative



Director, Hart County DFCS