Board Members
John Day, Chair
Brian Barrier
Maureen Schwind
Keith Bowman
Nancy Wood

Korey Fisher-Wellman
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MINUTES
BURKE COUNTY ADVISORY BOARD OF SOCIAL SERVICES
REGULAR BOARD MEETING

Tuesday, October 7, 2025
10am

Board Present: Nancy Wood
Maureen Schwind
Keith Bowman

Staff Present:
Chazlyn Thomas, Deputy Director
Amanda Grady, Assistant Director
Amber Conley. CPS Program Manager
Thadd Hodges, Business Officer
Tammy Wright, Medicaid Program Manager
Will Winters, FC Program Manager
Seth Derner, Quality Assurance Supervisor
Megan Winkler- Services Training Supervisor

CALL TO ORDER
Maureen Schwind called the meeting to order. Introductions are made around the room

APPROVAL OF MINUTES
Maureen Schwind made a motion to approve the minutes and agenda from the last meeting. Keith Bowman was in favor of approving them.

CONSENT AGENDA -DIRECTOR'S REPORT
Ms. Schwind asked as a question related to the training implementation and the stages. The team stated that it was going well.

OLD OR NEW BUSINESS

Training and CQI Information

Seth Derner and Megan Winkler presented Training and CQI information.

•Megan stated that she does the training portion of the CQI team for child services.

• They have developed an onboarding plan with specific goals at 30, 60, and 90 days. She works with the direct supervisor to make sure this occurs, individualizing it as needed.

• Megan works with the staff and models interactions in the field. She is also working with supervisors on their first few cases in staffing from start to finish.

• Seth and Megan meet weekly with the QA team to identify areas for improvement and develop training.

• Seth stated that his job is on the "back end" of things. His goal is to give as much information and consistency as possible to everyone making decisions.

• They are structuring processes to provide consistent guidance on tasks, such as unlicensed kinship placements.

• They are paying more attention to the utilization of day sheets funding.

• Seth is working with Megan to connect state policy to actual fieldwork. He wants to give a classroom setting to practice and stretch critical thinking skills.

• In reference to value measures, they will be looking at timeliness of case completion as they move forward. This is a clear metric to try to bring that percentage down.

Every case can't be closed at the same rate due to complexity, but the average can be brought down.

• Targeted tools are used to review cases. For example, a sample size of 50 cases being reviewed to see how many cases had errors and track that over time. Seth stated that this is to ensure improvement through holistic practice measures. (Consistent errors by a worker, team, etc. will be addressed directly)

• Ms. Schwind asked, “would there be a process evaluation including looking at retention trends? Seth stated that they would be evaluating if a team turns over more frequently, or if a program area turns over more. He would also be evaluating the types of cases, caseload issues, abuse cases, etc.

• "PATH is going to be a big help with that because all the cases are logged in there in a lot of different demographic areas." It will take a couple of months to have enough of a sample size to look at workload trends.

•These are new roles that were created from existing positions.

Introduction of Kelsey Walker

Amanda Grady introduced Kelsey Walker

• Kelsey Walker has transitioned into a different position. She was hired as the HR liaison; she is now taking on the roles and moved into the position as the Administrative Officer II. (previous roles of Sharon who recently retired.)

ADULT AND CHILDREN SERVICES UPDATE CPS UPDATES- Chazlyn Thomas

• There are currently six CPS vacancies, but there are three conditional offers on those.

• There will be one vacancy in the CPS supervisor area.

• The Christmas wishes program is starting again for kids in foster care in the 18 to 21 program.

•The county manager is working on funding and stability for the CPS contract team. The goal is to determine the most effective structure to support CPS long term.

FOSTERCARE UPDATES- Will Winters

• Currently, there are 190 children in foster care.
• A new supervisor was hired internally and is providing structure and guidance to the team.
• The amount of adoption promotion funds received this year was the largest ever.

DSS AGENCY OVERVIEW- Chazlyn Thomas and Amanda Grady

• Architects have started drawing out the current layout of the building before remodeling plans can be made. Met with individuals to review building size and guidelines for expansion.
• Discussed needs, compromises, and non-negotiable requirements, such as more meeting spaces.
• General Services is considering redoing the trailer out back for kids who must stay In the building.
• County manager had talked about tiny homes, too, at one point in time.

ECONOMIC SERVICES PROGRAM UPDATE

Economic Services- Amanda Grady

• Vacancies: two IMC II workers in Family and Children Medicaid, one IMC III LTC, two lead worker positions, front desk PAIV, and the Staff development (security officer).
• Bringing in a part-time temporary person for long-term care until the full-time position is filled. This temporary person has experience in long-term care. The hope is to transition the part-time position later into more of a QC role to avoid paybacks
•Government Shutdown: In FNS, we are still taking applications, and benefits are good for October. If the shutdown is not resolved by November, things could change.
• Met with WIC at the Health Department, who are facing the same issues.
•Energy programs are already funded, including the Crisis intervention Program.
• There is uncertainty regarding LIEAP (Low Income Energy Assistance Program) funding.
• In the past, funding was secured after shutdowns by utilizing existing funds. Once the situation is resolved, the money will be forwarded.
• Food stamp benefits may be delayed in November but will eventually be received. Food Nutrition Services has contacted community partners.
• Ms. Schwind stated that food pantries will receive additional funds this month.

Community Resources- Nancy Wood

• A recently updated community resources guide is available on the Burke County United Way website under the resources tab.
• It has transitioned from a paper version to a digital format.
• The guide can be updated via a form on the website. Updates will be maintained by staff.
• The community group plans to review and update the resources at different intervals, with the next review in January.
• Resource removal will occur during updates unless it's urgent, in which case it will be removed immediately.

ADJOURNMENT

Maureen Schwind adjourned the meeting.