



STATE OF GEORGIA

Division of Family and Children Services

Nathan Deal  
Governor

Bobby D. Cagle  
Director

MINUTES OF THE NOVEMBER 2015 MEETING OF THE  
CLAYTON COUNTY BOARD OF FAMILY AND CHILDREN SERVICES

The Clayton County Board of Family and Children Services meeting was held on  
Wednesday, November 25, 2015.

Members Present

Keesha Dabney  
Deborah Lazarus  
Keisha Wright-Hilll

Staff Present

Deneka Manning  
Donna Cason

Ms. Dabney called the meeting to order and led the invocation.

Audience Participation

None

Minutes

Minutes of the October 28, 2015 meeting were approved.

Program Reports

Social Services

Ms. Manning went over services report.

Ms. Manning stated services is working hard to move Family preservation numbers down.

Board members questioned the report design not showing the comparison to previous month and previous year information.

Ms. Dabney questioned the number of children serviced from DFCS by the Rainbow house. She will double check the numbers for accuracy.

Aging Services | Child Support Services | Family & Children Services  
Aging Services | Child Support Services | Family & Children Services

An Equal Opportunity Employer  
An Equal Opportunity Employer

Two Peachtree Street, NW | Suite 19.490 | Atlanta, Georgia 30303 | Telephone: 404-651-8409 | Fax: 404-657-5105

### Eligibility

Ms. Wright discussed the Food Nutrition Service calculation and stated OFI is under a plan to increase SOP rates. Currently Clayton's SOP rate is at 81%, struggling with SOP figures due to short staff and expedited food stamps are at 98%. Ms. Wright stated Clayton is the largest County within the districts.

Ms. Wright reported case managers are interviewing 23-25 people per day and they are getting burnt out. Ms. Wright stated they have been approved to hire 8 more workers but we are out of seating space to seat new workers. Ms. Wright discussed seeking more space and or having workers set in other district offices. Ms. Dabney mentioned moving seasoned workers throughout the district to process and to make room for new hires here. Ms. Dabney will also discuss space needed for DFCS.

Ms. Wright discussed pay issues and asked about county supplement. Ms. Dabney stated Ms. Pulliam has agreed to compose the letter and asked for employee stats to submit along with the letter requesting pay supplements. Ms. Wright and Ms. Manning will work on getting employee names, paygrade, years of service, job descriptions, and number of cases workers are processing.

Ms. Dabney also requested other county comparisons, number of staff that resigned due to heavy caseloads and salary, cost of training for new employees, and the number of employees who actually reside in Clayton County. Ms. Manning will request list.

### Personnel Matters

Closed Session: The affidavit supporting closed session was signed.

Ms. Manning discussed the personnel report.

Ms. Dabney discussed customer service issues at the services front desk and asked about customer service training for staff. Ms. Manning stated that staff recently went to verbal judo training and explained the difference in a TANF worker and Social service worker at the front desk. She stated she will address the issues with the supervisors. Ms. Dabney asked that workers be mindful of what they say and how they handle difficult clients.

Ms. Manning mentioned that Leadership Clayton's project is hosting a Be Nice Campaign that will offer training to staff.

### Other Matters

Ms. Dabney mentioned having a Board member retreat sometime in January to meet one evening or weekend for a couple of hours to put together the information for salary supplement request letter.

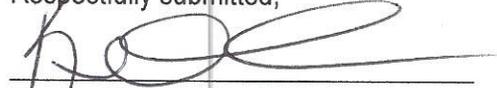
Ms. Dabney discussed completing the DFCS Board Annual report and asked for members input and will mention salary increases in recommendation section.

Board members were given a copy of the Clayton DFCS annual report.

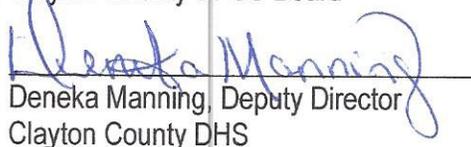
There will be no meeting in the month of December and will meet early in January.

**Date of the Next Meeting:** The date of the next meeting of this Board is Wednesday, January 5, at 9:30 a.m. Donna will run ad in Clayton News Daily.

Respectfully submitted,



Keesha Dabney, Chairperson  
Clayton County DFCS Board



Deneka Manning, Deputy Director  
Clayton County DHS



Donna Cason, Administrative Assistant



**STATE OF GEORGIA**  
**Division of Family and Children Services**

**Nathan Deal**  
Governor

**Bobby D. Cagle**  
Director

December 15, 2015

Bobby Cagle, State DFCS Director  
Division of Family and Children Services  
2 Peachtree Street, 19-490  
Atlanta, GA 30303

Dear Director Cagle:

We respectfully submit this annual report pursuant to Senate Bill 138. This report is to provide both a review and recommendations on Clayton county's achievement of the agency's vision and work toward the continued improvement of the administration of child welfare functions within the county.

In Clayton we are focused on the Blue Print for Change. In the area of constituent engagement, Clayton County Division of Family and Children Services has had several stakeholders meeting where the county's performance indicators and the annual report were shared. The county has addressed community concerns and is currently taking steps for improvement. MARTA is now servicing the county which give clients access to needed services and employment.

The Board does have concerns in the area of Robust Workforce Development. Case Managers are departing for alternative agencies at an alarming rate. It has been reported that quality employees are leaving and going to agencies such as Catholic Charities for better pay and work conditions. Frequent complaints include long work hours, insufficient support to submit documents for food stamp and Medicaid services and employee pay being the number one reason. It must cost the state enormous sums of money to train and certify staff and within 24 months we lose them to a competing agency. It is the Clayton County Board belief that higher pay will increase retention, which will result in a better return on our investment and improve employee morale.

Respectfully submitted,

Keesha Dabney, Chair

cc:

Board Members  
Virginia Pryor, Deputy Director, Social Services  
Jon Anderson, Deputy Director, Family Independence  
Lynn Barmore, District Director  
Andrea Tulloch, Regional Director