



## PUBLIC INFORMATION

ITEM NO. 3

**DATE OF MEETING:** August 10, 2015

**REQUESTED BY:** Carolyn Moser, Health and Human Services Director

**SHORT TITLE:** Presentation of Organizational Assessment Public Consulting Group (PCG) Human Services of Pender County Department of Social Services Findings and Recommendations

**BACKGROUND:** On April 20, 2015, the Pender County Commissioners approved a request for Public Consulting Group to conduct a thorough Organizational Assessment of the Pender County DSS. The purpose of the assessment is to identify strengths and gaps related to the organization's practices, structure, programs' effectiveness and efficiency, leadership and staffing, workflow processes, revenue, maximization and agency compliance with state and federal guidelines. A similar assessment was conducted in 2010 of the Pender County Health Department.