

Minutes of Board Meeting
March 11, 2015
10:00 a.m.

Present

Trummie Patrick, Chairman
Jeff Wigington
Virginia Galloway

Not Present

Anthony Heath

Present via teleconference were Lynda Coker, Todd Cowan, Carolyn Roddy, and David Connell. Also attending the conference call from the State Attorney General's Office was Ms. Angelique McClendon.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the February 11, 2015 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Mikell began with a legislative update. House Bill 114, sponsored by Representative Kevin Tanner, would enable DDS to transition from using vision screening machines as the primary means of testing a customer's vision to paper eye charts, and is on the floor today. House Bill 118, also an agency bill and sponsored by Representative Kevin Tanner, has passed the House. This bill would incorporate into Georgia law new Federal Motor Carrier Safety Administration rules and regulations related to the use of wireless communication devices by commercial drivers and the issuance of commercial learner's permits. It was voted out of the House with overwhelming majority support. Senate Bill 100, which is sponsored by Senator Harper, is a public safety bill from the Department of Public Safety. This bill deals with eliminating certain non-driving related offenses from resulting in a driver's license suspension upon conviction. It includes school suspensions and gas thefts among others. It has passed out of the Senate and has been assigned to the House Committee on Motor Vehicles. House Bill 210, which is sponsored by Representative Terry Rogers, would allow ID card holders to be organ donors. Currently the statute is explicit to driver's licenses. This bill has passed out of the House.

Commissioner Mikell gave an update on Senate Bill 6, which was requested by a Board member at the last meeting; this bill has not been heard by Committee. Senate Bill 6 is regarding deferred action immigration status.

Commissioner Mikell then gave an update on our budget hearings. For the FY 2015 amended budget, the only addition we have is \$60,000 to help us get started on the new lease for Sandy Springs. This

addition made it into the final version that was signed by the Governor. The FY 2016 budget has been voted on by the House, but not yet by the Senate. Commissioner Mikell thanked Michelle Jordan, Budget Director, and others for the hard work with the House Budget Office, the Senate Budget Office, and the Governor's Office of Planning and Budget.

Commissioner Mikell informed the Board about how the management positions at DDS, especially in the field, have evolved over time. We realize that we don't always equip our managers with the skills they need to be successful. Our Training Division, within our Human Resource Department, has teamed up with Piedmont Technical College. A professor came here and taught our first Business Writing class. The feedback has been very positive. Our goal is to improve this class and engage more participants.

Commissioner Mikell announced to the Board that for the first time, our agency has signed a revenue-sharing contract for free Wi-Fi in all of our centers. We will retain 25% of the company's profit.

Commissioner Mikell updated the Board on the progress of our social media. Jenine Ingram, our Social Media Specialist, has DDS live on Twitter, Facebook, and Instagram.

Commissioner Mikell briefed the Board on our field performance. For the month of February we had 262,000 transactions. Our average statewide wait-time was 9 minutes and 17 seconds. Statewide we met our 95% goal of serving customers within 30 minutes or less. Of our CSC's, 57 out of the 66 accomplished that goal individually. All 66 CSC's had an average wait-time of less than 30 minutes. This Saturday is the one-year mark in which we've only had one day in excess of the 30 minutes statewide average wait-time. We have gone 12 consecutive months with an average wait-time lower than it was for the same month for the past two years. And, for the last seven months, we have had a lower wait-time than for the same month in each of the last three years.

Deputy Commissioner Spencer Moore gave an update on the winter storm and how it affected the closing of some of our CSC's. He publicly thanked District Manager Deb Stowe for District 1 and her communication with Cynthia Sneed, Field Supervisor. Cynthia Sneed in turn communicated with Deputy Commissioner Moore to ensure we were able to operate in places where we could, delay openings as needed and close CSC's when needed. On February 17, 2015, we closed all CSC's in District 1 as well as Cumming and Toccoa in District 3. Also on February 17, 2015, we had delayed openings until 10 a.m. in Districts 2, 3, 4 and 5 as well as Athens and Conyers. Districts 6 through 9 were in operation. On February 25, 2015, we closed Blue Ridge and Blairsville all day. Closing early on February 25, 2015, were Districts 1 through 6 and Headquarters. And on February 26, 2015, we closed Blairsville and Blue Ridge all day. Closing early on February 26, 2015 were Districts 1 through 6 and Headquarters. Deputy Commissioner Spencer Moore thanked the DDS field staff and the managers for their support during this winter storm and for making every effort possible to serve the customers.

Commissioner Mikell also acknowledged the Information Technology Division, Investigative Services, and the Call Center for their support during this storm.

April Harrison, Deputy Director of Human Resources, gave an update of our recent Human Resource (HR) Audit for fiscal year (FY) 2015. In October 2014, our agency, along with 24 other agencies, was

chosen to participate in the DOAS Audit. The purpose of the audit was to ensure that state agencies were in compliance with regard to HR practices and HR laws. They indicated that out of 24 state agencies, our HR Division is the only agency that exceeded the enterprise average in every measured area and had good overall understanding of and compliance with human resource laws, regulations, rules, and best practices. Our overall audit score reflects substantial compliance within our HR practices. We scored 100% in the area of Performance Management and Classification. The enterprise statewide average percentage for all modules was 77% and our agency's average was 86%. Our HR Department has been requested to participate in several HR Community Forum panels and/or conferences that will be hosted throughout the remainder of FY 2015 and FY 2016. DDS has also been asked to be a lead resource agency for other agencies that need feedback or assistance with their HR practices.

Citizen Waivers

Beatrice Cromartie – She is seeking a Georgia ID. She is missing a copy of her marriage license. She has a copy of her birth certificate, a copy of her child's birth certificate, a copy of her husband's death certificate, a statement from the Social Security Administration, proof of residency, and a letter from the nursing home where she resides. She is incapacitated and the nursing home is requiring her to provide an ID card in order to provide for her care. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Antoinette Harrigan – She is seeking a Georgia ID. She has a copy of her immigration card, her father's certificate of naturalization, her school record, a birth certificate, her husband's death certificate, a Louisiana ID card, a social security card, and USCIS documents. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Betty Humphrey – She is seeking a Georgia ID. She moved to Georgia from New York. North Carolina is unable to locate her birth certificate. The Atlanta Legal Aid is assisting her in this waiver process and in getting sufficient documents. She has a copy of her child's birth certificate, a marriage certificate, an interim New York permit, a Birth Not Found letter from North Carolina, (but with her name slightly incorrect), a numident letter, and a copy of her school records. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver contingent on her providing a Birth Not Found letter for the name Betty Jean Brown. With the assistance of the attorney from the Atlanta Legal Aid they have paid for the letter and paid for expedited mail of the Birth Not Found letter for Betty Jean Brown as of March 10, 2015.

Virginia Galloway motioned to approve the waiver contingent to DDS receiving the Birth Not Found letter noting Betty Jean Brown; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Anita Johnson – She is seeking a driver’s license. Although a U.S. citizen, she is missing her citizenship document. Both parents were born in the United States. Ms. Johnson was born in Germany. She has a copy of her father’s DD214, her father’s retirement letter, a marriage certificate, her mother’s birth certificate, and a copy of her father’s death certificate, a German birth certificate with parents’ names, a social security statement, school records, medical records, a social security card, and USCIS documents. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver because Ms. Johnson is a citizen, per federal law because at least one parent became a citizen while she was still a minor.

Virginia Galloway motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Rumi Smith – She is seeking a driver’s license. Her Georgia driver’s license expired in 2013. Although a U.S. citizen, she is missing her citizenship document. She has citizenship by way of her parents. Ms. Smith was born in Japan and came to United States on her mother’s permanent resident document. Her mother was born in Japan and was naturalized in 1967. She has a copy of her adopted father’s DD214, his birth certificate, her parents’ marriage certificate, her mother’s certificate of naturalization, her child’s birth certificate, her mother’s US Passport, a copy of her mother’s probate will, proofs of residency, a social security card, and USCIS documents. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver because Ms. Smith is a citizen, per federal law, because at least one parent became a citizen while she was still a minor.

Virginia Galloway motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Mary Wiley – She is seeking a Georgia ID. She was given to another couple when she was 5 weeks old. Her name submitted by her biological parents to Vital Records is different from her current name and Vital Records will not release the original birth certificate (probably due to privacy laws). She was never officially adopted by her new parents. Ms. Wiley is legally blind and depends on her caregiver for day-to-day activities and to assist her in finding documents for the waiver process. She has a copy of her school records, Medicare/Medicaid cards, an expired Georgia ID card, a numident letter, a Social Security card, a life insurance card, and documents from her assisted living home. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver contingent on her presenting her Birth Not Found letter for the name Mary Elisabeth Wiley.

Virginia Galloway motioned to approve the waiver contingent on her presenting her Birth Not Found letter; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Linda Young – She is seeking a driver’s license. She has a current Tennessee driver’s license which expires in 2017. She is missing her name change document. She has a copy of her birth certificate, a

copy of her school records, her parents' marriage certificate, a copy of church records, a high school diploma, her marriage certificate, her child's birth certificate, an affidavit from her mother, a divorce decree, a marriage certificate, her mother's will, and a Social Security card. Ms. Williams, General Counsel for DDS, stated the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Commissioner Mikell expressed to the Board members that there were three waivers which involved individuals who became citizens through the actions of their parents while they were minors. Commissioner Mikell pointed out that DDS, that out of an abundance of caution, requested the assistance of the AG's office, Ms. Angelique McClendon, to be sure our recommendations were in compliance prior to the board meeting.

Rules for Final Approval

1-1-.13 Third Party Tester Program. Amended.

375-5-2-.29 Minimum Requirements for Testers. Amended.

Lynda Coker motioned to approve the final rules for approval; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Rule for Initial Approval

375-5-6-.15 Intervention Component

Virginia Galloway motioned to approve the initial rule for approval; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on April 8, 2015.

Adjournment

There was no further business to discuss; Chairman Patrick called for a motion to adjourn. A motion was made by Jeff Wigington; Virginia Galloway seconded the motion with unanimous approval by the Board.

Respectfully Submitted,

Jeff Wigington