

HENDERSON COUNTY BOARD OF SOCIAL SERVICES
MINUTES OF JULY 17, 2018 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, July 17th, 2018 at 12:00 PM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Dr. Jennifer Hensley, Penny Summey, Tyra Kirby and Judy Smith. Present from the DSS staff were Jerrie McFalls (Director), Kevin Marino (Social Work Program Administrator), Joe Maxey (Administrative Officer), Sandy Morgan (Economic Services Program Administrator) and Karen Vale (Clerk for the Board). Assistant County Manager Amy Brantley and Western Carolina University Intern Lindsey Prather were also in attendance. Board member Frank Wilson was absent, with regrets.

Call to Order: The meeting was called to order at 12:01 PM by Director McFalls.

Welcome and Oath of Office: New DSS Board Member Judy Smith was welcomed. Clerk for the Board Karen Vale proceeded with the oath of office.

DSS Board Elections: Director McFalls reviewed the Chair and Vice-Chair nominations that were presented during the June 19, 2018 meeting: Chair – Dr. Jennifer Hensley, Vice-Chair – Penny Summey. Director McFalls asked for a show of hands supporting these nominations, all board members present raised their hands. For the July 2018 – June 2019 term Dr. Jennifer Hensley will be Chair and Penny Summey will serve as Vice-Chair.

Public Input: None

Adjustments to the Agenda: Vice-Chair Summey made a motion to move “DHHS – Henderson County MOU & Resolution” from the eighth item to seven so that Assistant County Manager Brantley could participate in the discussion prior to her leaving the meeting. Dr. Hensley seconded the motion and all board members present were in favor.

Approval of Minutes: No changes were requested. Vice Chair Summey made a motion to accept the minutes as written, Mrs. Kirby seconded the motion. All present were in favor, the minutes were approved.

Old Business:

- **DHHS – Henderson County MOU & Resolution (Attachment X):** Director McFalls and Ms. Brantley reviewed the actions taken since the June 19th Board meeting regarding the MOU.
 - DSS Management staff drafted an addition to the MOU at the request of the DSS Board to clarify concerns regarding availability of reports, statutes cited in the MOU and timeline for implementation.
 - The Henderson County Commissioners reviewed and approved the MOU and the additional resolution during their specially called meeting on June 27, 2018. Vice Chair Grady Hawkins signed both documents and Assistant County Manager Amy Brantley emailed both documents as one file to DHHS as directed.
 - Wayne Black, NC DSS Director, contacted Ms. Brantley and requested that the MOU be resent alone. Mr. Black explained to Director McFalls that if the MOU and the HC resolution are accepted by the State it becomes one document. The attorney for NC DSS advised the State DSS staff not to accept any addition resolutions/addendums to the MOU.
 - Ms. Brantley discussed the request with County Attorney Russ Burrell. They agreed to re-send the MOU by itself to Mr. Black. Ms. Brantley sent it on Friday, June 29, 2018.
 - Ms. Brantley shared that the MOU contents was a topic of conversation during the recent County Manager conference.

- Michael Becketts, NC DSS, sent out information last week that stated the first reports addressed in the MOU will be out in August. The formulas for the State's calculations regarding county performance have not been released yet.
- As of this meeting, DHHS has not sent the fully signed MOU back to Henderson County.
- Director McFalls reminded the board that the Health Department has done MOU's with the State for several years. Also, HC DSS could be marked for failing a measure that was out of the agency's hands, i.e. court continuances, parties not complying with plan, etc. Diligent efforts will not help justify a failure and now with this MOU, failure can lead to a financial burden for the county.
- Vice-Chair Summey added that DSS is not new to performance standards, and often the state does this to add measures that had not been used before that may have been thought to be common sense.
- Director McFalls will continue to update the board as needed regarding any communication from DHHS.

Directors Report (Attachment I): Director McFalls reviewed her submitted report highlighting the very informative training at the UNC School of Government. One specific training on ransomware led to a discussion about NC counties that have experienced these types of attacks and how they have handled them. Henderson County does have insurance to cover these incidents. Director McFalls quickly reviewed the background and status of cases in Cherokee County. The cases involved are being re-opened and assigned to several of the counties surrounding Cherokee. DHHS did request three new positions in the FY 18-19 DSS budget, two were approved.

Ms. Brantley and Ms. Prather left the meeting at 12:45 PM.

Director McFalls continued with her report. The state legislature has passed SL 2018-78, "An Act Amending the Laws Pertaining to the Practice of Funeral Service" which directly effects the department's practice regarding unclaimed bodies. The amount budgeted for FY 18-19 may not cover expenses if the department has a significant increase in the number of cases processed.

Finally, Director McFalls congratulated Dr. Hensley on the article in the Times-News regarding the Family Centered Recovery Initiative supported by The Duke Endowment (**Attachment II**). The article was printed twice, June 24th and July 8th.

The July Employees of the Month (**Attachment III**) were shared. Mrs. Morgan and Mr. Marino each reviewed their nominated staff.

June Statistical Report (**Attachment IV**): Director McFalls pointed out the drop in APS Open Cases (-24.1%) and the drop in CPS Investigations Initiated (-16.9%) over the prior 12 months. Finally, Director McFalls reviewed the 4th Quarter Personnel Report (**Attachment V**).

Program Administrators Reports (Attachment VI): Chair Hensley suggested that this section of the meeting be for questions from board members about the submitted reports. She encouraged board members to review the reports via the email packet and/or the paper packet that is mailed out and bring questions to the meeting. Vice-Chair Summey asked for information about the \$5,002.27 bill that Henderson County received regarding a Medicaid payback. Mrs. Morgan explained that these charges stem from the 2017 Single Audit where three cases were found to contain errors. Ms. Brantley, Mr. Maxey and Mrs. McFalls will decide which budget line to use for this expense as no separate budget line has been created to cover any of these charges. Mrs. Morgan also explained that \$4,800 of the bill was due to a task in NC FAST that was assigned to a caseworker not being completed. Research into the issue shows that the supervisor was unaware of the task assignment, and the caseworker deleted the task prior to completion. There is no check and balance system in NC FAST to ensure that

supervisors can see task assignments to prevent erroneous deletions by caseworkers. Vice Chair Summey asked if payments could be made to settle this invoice, Mrs. Morgan does not believe that option exists. Feedback from the 2018 Single Audit currently being conducted shows six errors, all related to NC FAST. Mrs. Morgan will update the board at the August meeting regarding the audit status.

Focus Area Updates: Chair Hensley suggested a review the focus areas and how this information is shared at the board meetings. This will be added to the August agenda. She also shared that the dates for the 2018 Social Services Institute has been released, October 17-19 in Hickory. She encouraged everyone to check their calendars and plan to attend if possible. More information will be forthcoming as the agenda is set. Karen will handle any registrations and/or lodging needs as the dates get closer. She attended several sessions last year and found it to be very impactful.

New Business


- **Energy Program Outreach Plan – 2018 (Attachment VII):** Mrs. Morgan reviewed the plan, sharing that the form had been revised by the State this year. The plan outlines how Henderson County will conduct outreach and application activities related to the Energy Programs. Mrs. Kirby made a motion to approve the outreach plan as presenter, Vice-Chair Summey seconded the motion. All present were in favor, and the motion passed. Chair Hensley and Director McFalls signed the plan and Mrs. Morgan will ensure its timely submission to NC DHHS.

Vice-Chair Summey asked if the recent federal legislation changes to group home foster care will impact Henderson County? Mr. Marino stated that we are working with the Crossnore organization to be able to license foster homes in Henderson County at the therapeutic level, which would allow some children that are placed in foster care to remain in Henderson County instead of out of the county. He will look into the legislation and report back at the August meeting.

Next Meeting and Adjournment: Chair Hensley reminded the board that the next meeting is scheduled for Tuesday, August 21st, 2018 at 12:00 PM. Vice Chair Summey made a motion to adjourn the meeting, Mrs. Smith seconded the motion. All present were in favor, the motion passed, and the meeting was adjourned at 1:25 PM.



Dr. Jennifer Hensley, Chair



Jerrie McFalls, Director/Secretary to the Board

: JGM

Attachments:

- I. Director's Report (July 2018)
- II. Times-News Article "New Hope for Substance Abusers" (6/24/18 & 7/8/18)
- III. July Employees of the Month
- IV. Statistical Report (June 2017 – June 2018)
- V. 4th Quarter Personnel Report (April – June 2018)
- VI. Program Administrators Report (July 2018)
- VII. Energy Programs Outreach Plan - 2018
- VIII. DSS Organization Chart (7/1/2018)
- IX. Board Term Chart (7/1/2018)
- X. Signed MOU FY18-19 DHHS/Henderson County