

HENDERSON COUNTY BOARD OF SOCIAL SERVICES
MINUTES OF JANUARY 24, 2017 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, January 24, 2017 at 12:00 PM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Vice-Chair Melinda Lowrance, Dr. Jennifer Hensley and John Boyd. Present from the staff were Jerrie McFalls (Director) Sandy Morgan (Economic Services Program Administrator), Joseph Maxey (Administrative Officer), Kevin Marino (Social Work Program Administrator) and Karen Vale (Clerk to the Board). Guests included Assistant County Manager Amy Brantley, County IT Director Becky Snyder and Nikki Kirkpatrick representing Northwoods Software. Chair Penny Summey attended the meeting via telephone conference. Board member Jerry Rice was absent, with regrets.

Call to Order: The meeting was called to order at 12:05 PM by Vice-Chair Melinda Lowrance.

Public Input: None

Adjustments to the Agenda: None

Approval of Minutes: The minutes of the 12/20/2016 meeting were approved on a motion from Dr. Hensley and seconded by Mr. Boyd; all present were in favor. The minutes of the closed session of the 12/20/2016 meeting were approved on a motion from Mr. Boyd and seconded by Dr. Hensley.

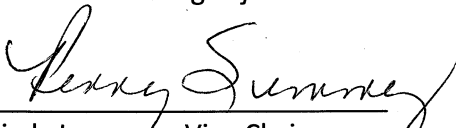
Vice Chair Lowrance reminded the board that due to the presentation by Ms. Kirkpatrick, only specific questions regarding the submitted Director's Report and Program Administrators reports would be entertained at this time. Chair Summey shared her appreciation for the "Thanks to the Community" article written by Director McFalls that was published in the Times-News. Mr. Boyd asked for clarification regarding the Point-in-Time Count set for January 26th & 27th, organized by the Henderson County Homeless Coalition. Director McFalls shared that several organizations send staff throughout the county to count the transient and homeless. They go to parks, shelters, and other known locations to secure the most accurate count. This is done every year and it helps educate people on funding sources and resources for the homeless in our county. Vice-Chair Lowrance shared that she would like to see more education of the public as to what true homelessness looks like. Mr. Boyd would like the information gathered from this count to be shared at the February board meeting.

New Business:

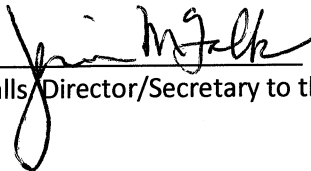
- Northwoods Presentation – Administrative Officer Joe Maxey introduced Nikki Kirkpatrick, Client Executive with Northwoods to review their options for software as the State of North Carolina looks at moving Child Welfare into NC FAST. Ms. Kirkpatrick shared that Northwoods is currently utilized in 42 counties in NC, and 13 states overall for child welfare case management. DHHS has not yet made a selection as to what software they are selecting for the move to NC FAST, Ms. Kirkpatrick stated that Northwoods would be submitting a proposal to Angie Taylor, NC FAST Director, in the next week. The organization of documents in the software is its largest benefit. Standard forms can be set up electronically to capture signatures and then all information can then be cataloged for easy reference. A mobile application is also available to assist social workers in the field keep up dictation, have safety assessments signed, etc. Currently 19 of the 42 counties utilizing Northwoods in Child Welfare are also using the mobile application. These documents can then be uploaded to the social workers desktop station for inclusion in the case file. The Apple I Pad has been the hardware of choice for counties to purchase when they purchase this software. An option is also available for Child Support, but there is no current calendar for the move of Child Support into NC FAST. Ms. Kirkpatrick went on to say that Northwoods also has cloud storage available as an option to backup all systems, as well as a hosted version of Northwoods, that would involve a lower initial outlay but higher annual costs. She will follow up with pricing on that option as well. Each subscriber has access to only their data in the cloud. IT Director Becky Snyder asked about security/encryption protocol as information is transferred to and

from the cloud. Ms. Kirkpatrick stated that she could check on that and follow-up with Mr. Maxey. Several video testimonials from Northwoods clients in NC were then shown. Ms. Kirkpatrick then went on to explain a new software development entitled TRAVERSE. This software is for Child Welfare, possible Adult Services, and uses natural language processing. Beaufort County is currently conducting a BETA test on this software in Child Welfare. This product will be launched in April 2017, and could possibly be used as a tool to help prioritize cases based on the words used in the case. It creates a "word cloud" that would highlight the most used key words in the case file, thus alerting the social worker of increased activity. Mr. Maxey thanked Ms. Kirkpatrick for her presentation, and stated that all follow-up information would be relayed to the board at the February meeting.

Next Meeting and Adjournment: Vice-Chair Lowrance reminded the board that the next meeting is scheduled for Tuesday, February 21, 2017 beginning at 12:00 PM; lunch will be served at 11:45 AM. Dr. Hensley motioned that the meeting be adjourned, Mr. Boyd seconded the motion; there being no further discussion, the motion carried. The meeting adjourned at 1:32 PM.



Melinda Lowrance, Vice-Chair
Perry Summey, Chair
: JGM



Jerrie McFalls, Director/Secretary to the Board

Attachments:

- I. Director's Report (January 2017)
- II. Employees of the Month (January 2017)
- III. Statistical Report (December 2015 – December 2016)
- IV. Program Administrators Report (January 2016)
- V. HC Homeless Coalition Flyer – Point-In-Time Count
- VI. Executive Summary-Medicaid Eligibility Determinations Audit
- VII. FY 16-17 6 Month YTD Expenses Report
- VIII. 2nd Quarter Personnel Report
- IX. Updated 2017 DSS Board Monthly Meeting Schedule