

HENDERSON COUNTY BOARD OF SOCIAL SERVICES  
MINUTES OF NOVEMBER 21, 2017 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, November 21, 2017 at 12:00 PM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Chair Penny Summey, Vice-Chair Dr. Jennifer Hensley, John Boyd, Frank Wilson and Tyra Kirby. Present from the DSS staff were Jerrie McFalls (Director), Kevin Marino (Social Work Program Administrator), Sandy Morgan (Economic Services Program Administrator), Joe Maxey (Administrative Officer), and Karen Vale (Clerk to the Board). Sandra Mall from the League of Women Voters also attended.

**Call to Order:** The meeting was called to order at 12:03 PM by Chair Summey.

**Public Input:** None

**Adjustments to the Agenda:** Chair Summey requested an addition to the agenda under "New Business": DSS Board Stipend Payout.

**Approval of Minutes:** The minutes from the October 17, 2017 meeting were approved on a motion from Mrs. Kirby, seconded by Dr. Hensley; all present were in favor.

**Director's Report (Attachment I):** Director McFalls reviewed her report. Dr. Hensley asked for clarification regarding the reporting requirements for infants born "substance affected", specifically when would a report not be required. Director McFalls stated that if the birth mother is taking a prescribed medication, and the hospital staff can verify the dosage, a report may not be warranted. Mr. Boyd asked about our work with the Health Dept. and the CC4C program. Director McFalls reviewed the investigation/assessment process and how the CC4C program is used to provide options for families to create a safe place for the child (ren) from birth. Mrs. Kirby asked if there was a protocol in place for requesting assistance, Director McFalls confirmed that there was one in place. Regarding Senator Edwards visit to DSS in December, Chair Summey added that it would be great to have additional supervisors attend the meeting to hear what Senator Edwards has to say. Chair Summey would also like to arrange the agenda so that Senator Edwards is at the beginning of the meeting. Monthly reports will be provided in the packet and time will only be allotted for specific questions.

Director McFalls then reviewed the October 2016 – October 2017 Statistical Report (**Attachment III**). The numbers for Food & Nutrition Cases continues to be incorrect. Program Administrator Morgan stated that the various reports that are coming out of NC FAST do not agree and she is working with State personnel to get to the bottom of it. Work First Employment cases continue to rise, up 33.3% over the prior 12 months. CPS-Children in Custody continues to drop as children are adopted or permanent placements are made. Beginning in January 2017, the State of North Carolina implemented the extended foster care program for children ages 18-21. This program is an expansion of the Voluntary Placement Agreement program that was in place prior to January 2017. The number currently reported on the statistical report reflects all children in foster care; birth – age 21. For the statistical report next month, we will begin splitting the number into the two correct sections: birth to 18 years of age and 18-21 years of age. Finally, Director McFalls highlighted the jump in Adult Services Open Cases (+75.5%) over the prior 12 months. This was attributed to the number of reports that are being screened in for investigation.

Director McFalls highlighted the November Employees of the Month (**Attachment II**) and asked Mrs. Morgan and Mr. Maxey to share about their staff.

**Program Administrators Reports (Attachment IV):** Mr. Marino reviewed his report. He added that the next leadership core team for Child Welfare would be meeting on November 27<sup>th</sup>. Regarding the North Carolina County Academy project (**Attachment V**), he met with Lisa Cauley, Child Welfare Division Director, last week to update her on the progress of the project. Chair Summey inquired as to the viability of this program replacing the pre-service requirement for all new social workers, Mr. Marino stated that at the completion of the program, a new social worker would have the state certifications necessary to work a caseload. He also added that Mars Hill University

would be assisting with this project as well. Director McFalls reviewed the training requirements for new social workers. A training component will also be added to encompass Adult Services social workers.

Economic Services Program Administrator Sandy Morgan reviewed her report (**Attachment VI**). She highlighted the Food Insecurity Nutrition Incentive grant that the Henderson County Health Department is attempting to secure. This grant will help the health department get the message out about fruits and vegetables to Food and Nutrition benefits clients. The Mills River Farmers Market is the only local market that accepts the EBT cards.

Administrative Officer Joe Maxey highlighted several of the security aspects of his report. Specifically, the upgrade to the camera system (including enhanced audio) in Reception; and an additional camera in the lobby at Child Support. Work continues with the Henderson County Sheriff's Department to secure a walk-through of the DSS building as a security evaluation. Finally, he shared the progress with the Nixle notification system for DSS. Mr. Maxey also reviewed the four month year-to-date spending summary (**Attachment VII**), stating that we are right on track for the year. Regarding the 2018-2019 budget; county management has started the process for the upcoming year; budget estimates will be available on 2/14/18 and several dates have already been set for the capital projects requests and the annual budget workshop with the county commissioners.

**Focus Area Updates:** Chair Summey asked if there were any new updates to the topic areas

- Dr. Hensley – Child Welfare/CCPT: Met separately with District Attorney Greg Newman and Representative Chuck McGrady regarding the laws regarding child custody and sexual perpetrators. Mr. Newman and Mr. McGrady will schedule a meeting for the two of them to decide what the next steps in closing this loophole.
- Mr. Wilson – Diversity/Minority: The annual Dr. Martin Luther King breakfast will not be held at Blue Ridge Community College as it has been in the past. The NAACP chapter is unsure as to why the college declined to host the event this year. Another site is being planned for 2019; details have not been finalized for an event in January 2018.
- Mr. Boyd – Housing/Sustainability: Several new developments are proposed for the county. Mr. Boyd asked for a resource from the attendees regarding agencies that may assist someone in securing housing. The Council on Aging and the Housing Assistance Program in Hendersonville were provided.
- Mrs. Kirby – Aging/COA (input from Program Manager Hill): Mrs. Kirby has been unable to make contact with Program Manager Hill or Ms. Stokes with the Council on Aging. Chair Summey reported that COA is currently undergoing an update to many of the infrastructure pieces, i.e. phones, computer equipment, delivery system, etc.
- Mrs. Summey – Mental Health/Substance Abuse: Shared that the governor has amended the Medicaid waiver provisions to include areas of mental health treatment.

**Old Business:**

- Social Services Institute: October 18-20, Hickory, NC: Chair Summey stated that she had heard great feedback from several of the attendees at the institute. She enjoyed the awards presentations and learned that the NCACBSS has a paid lobbyist to work on legislation regarding social services. Dr. Hensley shared that the workshops/meetings she attended were very helpful and she learned a lot. Mr. Boyd enjoyed the new board member training and encouraged the board members that have not been through it to attend next year. He did have some concerns about the overall organization of the event.
- Child Welfare – NC FAST Update: Discussed during Mr. Marino's report.
- Adult Services Update: There was a good resolution to the case.

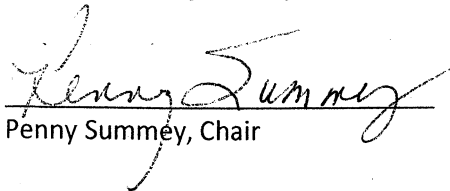
**New Business:**

- Economic Services Reorganization\*: Director McFalls reviewed the proposed new structure for the Economic Services section (**Attachment VIII**). Assistant County Manager Amy Brantley has met with Director McFalls regarding this proposed reorganization and supports the plan. Director McFalls worked with Program Administrator Morgan and her supervisory staff to arrive at the best structure for HC DSS. The funds necessary to pay for the additional two Income Maintenance Supervisor 3 positions is available in our current budget. This structure change would be similar to the change made to the Social Work program area several years ago. This reorganization will accomplish several things: provide additional

supervisors to review and train staff as the number of audits at the State and Federal level increase; relieve Program Administrator Morgan of several report issues and the need to follow-up with clients on NC FAST issues; several duties that front line managers are covering can be moved to the IMS 3 level, allowing more time for the front line supervisors to oversee 2<sup>nd</sup> party reviews and to provide direct support to their staff. Each IMS 3 would be a subject matter expert in their area and supervisor no more than 40 employees. Mr. Boyd made a motion to approve the proposed reorganization of the Economic Services section as laid out in the chart. Mrs. Kirby seconded the motion, all present were in favor. Dr. Hensley asked for a further explanation about how the units were paired. The first grouping consists of the units that work with people under the age of 60 and not disabled. The second grouping covers all ages, disabilities and specialty programs. The third grouping is for adult programs, including child support since the contact is the adult who owes the child support.

- DSS Staff Replacement Costs: Administrative Officer Maxey and Social Work Program Administrator Marino are working on a formula to determine costs. They have received some information from the UNC School of Government but will need to modify it to work within our structure. Chair Summey asked for follow-up at the January board meeting.
- DSS Director Evaluation Timetable: Chair Summey reviewed the Henderson County DSS Director Performance Evaluation Form (**Attachment IX**). Karen will send out an electronic version later this afternoon to each board member for them to fill in and return to Karen by December 15, 2017. Chair Summey will take the input and consolidate it onto the County form for timely submission to County Human Resources. Karen will also need to add the evaluation discussion to the agenda for December.
- DSS Board Stipend: Chair Summey asked that the board members consider donating their stipend to the agency for the purchase of items for the foster children. If a board member would like to do this, please let Karen know by December 1<sup>st</sup>. For the board members who do not respond by 12/1 or who choose not to donate, the regular stipend will be paid out in January, per usual protocol.

**Next Meeting and Adjournment:** Chair Summey reminded the board that the next meeting is scheduled for Tuesday, December 19<sup>th</sup> at 12:00 PM and that Senator Chuck Edwards would be presenting. Mr. Boyd made motion to adjourn the meeting, Mrs. Kirby seconded the motion, and all present were in favor. The motion passed and the meeting was adjourned at 1:40 PM.

  
Penny Summey, Chair

  
Jerrie McFalls, Director/Secretary to the Board

:JGM

**Attachments:**

- I. Director's Report (November 2017)
- II. Employees of the Month (November 2017)
- III. Statistical Report (October 2016 – October 2017)
- IV. Program Administrators Report (November 2017)
- V. North Carolina DSS Academy Project
- VI. Economic Services Program Administrators Report (November 2017)
- VII. FY17-18 Four Month Report (July - October 2017)
- VIII. Proposed Restructure Economic Services Organizational Chart (11-15-17)
- IX. Henderson County DSS Director Performance Evaluation Form (November 2017)
- X. Angle Tree Program Flyer