

Henderson County Board of Social Services

May 21st, 2019 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by Dr. Jennifer Hensley, Chairperson at 12:05 PM.

Board Members Present	Dr. Jennifer Hensley, Chair Penny Summey, Vice-Chair Tyra Kirby, Member Judy Smith, Member
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Sandy Morgan, Economic Benefits Program Administrator Kevin Marino, Social Work Program Administrator Joe Maxey, Administrative Officer Karen Vale, Clerk to the Board
Guests	None

B. Public Input

Dr. Hensley asked for public input, there was none.

C. Adjustments to the Agenda

Dr. Hensley asked for any adjustments to the agenda, none were submitted.

D. Approval of Minutes

Dr. Hensley asked if there were any changes to the open session minutes from the April 16th, 2019 meeting; there were none. Vice-Chair Summey made a motion to approve the meeting minutes as presented, Mrs. Kirby seconded the motion. All present were in favor and the motion passed.

E. Board Education

Dr. Hensley turned the meeting over to Economic Benefits Program Administrator Sandy Morgan for a review of the impact of the multiple Medicaid audits on-going in Economic Benefits. Mrs. Morgan started by explaining the two types of cases currently used in Medicaid: the Income Support Case that holds the address, names of people in a case, make up of the household, etc. and the Product Delivery Case (PDC) that is assigned to each individual under the umbrella of the Income Support Case. There can be multiple PDC's under one umbrella Income Support Case. Currently, we are unable to tell how many PDC's are active in Henderson County; the State and NC FAST do not agree on a number. Auditor's are looking at PDC's, not the Income Support Case. Henderson County is currently in Cycle 1 of a 3-year Statewide audit cycle where auditors are looking at cases that were approved, terminated, and level of eligibility. This cycle will be 10 months long. The auditor pulls 20 cases per month at the beginning of the month, reviews them and then sends correspondence as to their findings to Sandy and her staff. If an error is found, Sandy and her staff will then spend time going over the case and if necessary pulling together information to rebut the auditor's findings. An error rate of 3.2% or lower is passing, HC is currently at 18%. Most of our errors are not related to eligibility, they tend to be internal processing errors. A letter didn't go out on the correct date, a form wasn't scanned correctly into Compass and attached to the NC FAST file, etc. Many other counties are in the same situation. We have been through three months of this process and a lot of staff hours have been spent on this process. The first batch of cases were sent in March for work completed in February. 356 staff hours were spent on

these cases, four errors were found with one being in eligibility. For the cases sent in April for work completed in March, staff time was 335 hours for five errors with one in eligibility. The most recent one was for May, work done in April. 248 hours were spent by staff, with 5 errors. None of the errors have resulted in a county payback situation.

Henderson County will also begin the yearly single audit which encompasses many county departments and is done by Martin Starnes. 170-180 cases could be pulled as part of this process and determinations on eligibility will be reviewed for error. HC DSS will also be part of the PERM review, which is a federal review. We will be submitting one case. The constant audit process is affecting the morale in the Economic Benefits section. They feel demoralized and know that their time would be better spent meeting with clients to provide services or training on new policies and procedures. The conflicting information from the State on which policy to follow has also added pressure to staff.

F. Reports

Director's Monthly Report (Attachment I)

No Discussion

May Employees of the Month (Attachment III)

No Discussion

April 2018-April 2019 Statistical Report (Attachment IV)

No Discussion

May Program Administrator's Report (Attachment V)

Dr. Hensley asked Administrative Officer Maxey about the unfunded portion of the DSS FY 20 requests **(Attachment VIII)**. Mr. Maxey confirmed that the list provided was a comprehensive list of the original items that we requested. Director McFalls added that each department was instructed to create a 4-year plan based on the tax revaluation schedule **(Attachment IX)**. DSS submitted our plan in September 2018, with a number of staff requests for FY 20, as well as the completion of our unfinished space, office equipment, bullet proof glass in reception, additional training funds, a new vehicle and non-capital technology requests. The County Commissioners then take all county department requests and rank them on a scale of 0-5, with 5 the highest need. When the ranking of department requests was released, DSS had 2 items that were a 4.0 on the scale. All other requests were below 4.0. As the budget process was completed by the County Managers office and the Commissioners, only items that were 4.2 or above on the scale were funded for FY 20. None of our additional requests were included in the FY 20 budget. Director McFalls asked the board members to advocate with the commissioners for at least one staff position in Child Welfare to help bring supervisor/staff ratio back into State compliance and help with the additional work created with the move of Intake and Assessments into NC FAST. Mrs. Smith asked about the level of understanding the commissioners have regarding DSS work. Director McFalls shared that she does believe the commissioners understand the work that DSS does either through their work in the community and conversations with county residents. The State DHHS/Henderson County MOU has also made an impact on staffing and caseloads. The performance measures of the MOU (of which we still only have 13 of the 26 defined) along with our supervisor to

front line social worker staff ratio and excessive caseloads in some program areas all support additional staff position requests.

The buildout of the unfinished space into offices is still on the table with approximately \$185,000 needed for Phase I. This would complete seven offices to make way for the move of the child support unit to the Human Services Building. The total buildout cost is approximately \$305,000 and would add another 11 offices, a kitchen area, shower, storage and expand the SMART board room. Dr. Hensley asked if management has a priority list put together that the board members could use in advocating for DSS with County Commissioners. Director McFalls and PA Marino will pull together information for the board members and send it via email by the end of the week. Director McFalls acknowledged that the county budget process is being driven by the needs of the county schools; i.e. building security, building updates, new building at Blue Ridge Community College, and staff requests.

Year-to-Date Budget Spreadsheet (Attachment VII)

No discussion

G. Old Business

Social Services Institute

Dr. Hensley reminded the board members that they need to contact Karen with their attendance schedule and hotel room needs for SSI as soon as possible.

DSS Staff Picnic

Board Clerk Karen Vale reminded the members about the staff picnic on June 14th at Jackson Park beginning at 11:30.

FY 19-20 Budget Update

Discussed earlier in the meeting, please see May Program Administrator's Report Section.


H. New Business

Liability Insurance Quote*

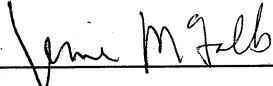
Administrative Officer Maxey reviewed the quote from The Snowden Company, LLC for insurance regarding Medicaid eligibility dated 5/8/19 (**Attachment X**). There are different deductible levels and the quote states that each claim would be limited to \$1 million dollars and a total aggregate limit for Henderson County claims would be \$2 million. There are counties in NC that have purchased the insurance, but Mr. Maxey was unaware about any claims filed. The board members would like to know if the company has any statistics regarding purchases of the insurance and claims have been processed. Mr. Maxey will gather the information and present it at the June meeting. The board members asked to table this item until next month for a vote.

I. Adjournment

There being no further discussion, Vice Chair Summey made a motion to adjourn the meeting, Mrs. Smith seconded the motion, all present were in favor and the motion passed. The meeting was adjourned at 1:19 pm.



Dr. Jennifer Hensley, Chair Date

 6/18/19

Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. Director's Report – May 2019
- II. NCACDSS Bill Tracker dated 5/14/2019
- III. Employees of the Month – May 2019
- IV. Statistical Report – April 2018 to April 2019
- V. Program Administrator's Report – May 2019
- VI. The Abuse of Vulnerable Older Adults by Surrogate Decision Maker Perpetrators – Data Collection Tool
- VII. FY 18-19 10-Month YTD Financial Spreadsheet
- VIII. FY 19-20 Proposed County Budget – Social Services
- IX. 4-Year Plan Submitted Requests
- X. The Snowden Company, LLC letter dated 5/8/2019