

Henderson County Board of Social Services

July 16th, 2019 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by DSS Director Jerrie McFalls at 12:00 PM.

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| Board Members Present | Dr. Jennifer Hensley, Member Melinda Lowrance, Member Judy Smith, Member Tyra Kirby, Member Margaret Stone, Member |
| Staff Leadership Present | Jerrie McFalls, Secretary to the Board/Director Marlene Wilkerson, Economic Benefits Supervisor III Kevin Marino, Social Work Program Administrator Joe Maxey, Administrative Officer Karen Vale, Clerk to the Board |
| Guests | Hugh Rutledge, Social Work Supervisor On-Call/Intake |

B. Welcome & Oath of Office

Director McFalls welcomed new board member Margaret Stone; staff and current board members introduced themselves; Dr. Jennifer Hensley and Mrs. Stone each took the oath of office.

C. DSS Board Elections*

Director McFalls reviewed the nominations for Chair and Vice-Chair that were submitted during the June 18th meeting. She asked if there were any changes/additions, there were none. Director McFalls asked for a show of hands for Dr. Hensley to continue as Board Chair for another year, all present were in favor. She then asked for a show of hands for Mrs. Lowrance to become the Vice-Chair, all present were in favor. Both will remain in office through 6/30/20. Dr. Hensley took over as Chair for the remainder of the meeting.

D. Public Input

Dr. Hensley asked for public input, there was none. Dr. Hensley explained to Mrs. Stone that occasionally citizens will attend the meeting; sometimes just to observe and other times to make a comment. There is a procedure in place for citizens that would like to speak at board meetings and that those requests start with Clerk Karen Vale.

E. Adjustments to the Agenda

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

F. Approval of Minutes

Dr. Hensley asked if there were any changes to the open session minutes from the June 18th, 2019 meeting; there were none. Mrs. Smith made a motion to approve the minutes, Vice-Chair Lowrance seconded the motion. All present were in favor and the motion passed.

G. Board Education

Social Work Supervisor Hugh Rutledge was introduced by Director McFalls. Mr. Rutledge supervises the social workers that receive the initial calls alleging abuse/neglect/dependency for children and adults in

Henderson County. Currently, there are three full-time social workers from 8:00 – 4:30 Monday through Friday; and two full-time social workers that work overnights & weekends on a rotational basis of one week on/one week off. There is a structured intake form in place for the social worker to complete as they work through the call. They listen to everything the caller/reporter says, asking follow-up questions when necessary to secure the maximum amount of information to assist the assigned social worker complete the initiation process. Upon completion of the intake form, a supervisor reviews it with the intake worker to determine if it meets the criteria for a screened in report. Information received that does not meet the criteria to be a screened in report may be forwarded to the District Attorney's office and local law enforcement for follow-up. All reports received are processed immediately. Intake SW's must complete the initial paperwork and submit to supervisor for review/decision. Once the report has been screened-in it is then assigned a timeline based on statute for initial contact based on the severity of the allegations. The most severe allegations are assigned as "Immediate", the next category is a "24-hour" and finally a "72-hour". Intake social workers will then check Henderson County DSS history for any prior reports, the state database for any reports across the state, Economic Benefits programs are checked for participation, criminal records checks are completed. Reports are then assigned to one of three investigative teams based on rotation. For FY 18-19 HC DSS averaged 147 Child Welfare reports; 48 Adult Services reports; 64 visits completed by the on-call social worker; 429 reports were screened out, and 1,018 new cases assigned. Calls come in from a variety of community members, i.e. teachers, other school system employees, doctor's offices, neighbors and law enforcement/school resource officers. Vice-Chair Lowrance asked Mr. Rutledge if he felt the HC DSS was adequately staffed to handle the number of reports coming in. Mr. Rutledge responded that with the addition of NC FAST we are adequately staffed, busy but not overwhelmed. NC Statutes state that one intake worker should process 100 reports, Mr. Rutledge stated that our intake workers do many other tasks in addition to the intake reporting. Dr. Hensley brought up an issue that had been raised recently at a Child Community Protection Team (CCPT) meeting regarding other adults living in the home where a report has been initiated, are criminal background checks processed on those individuals as well? Yes, according to Mr. Rutledge; and if the results are not favorable an additional report may be generated. Dr. Hensley followed up by requesting an update on how the HC Sheriff's Department is responding to DSS requests for support. Mr. Rutledge stated they have been very quick to respond to our needs and the we do continue to share deputies with Jackson Park. Mrs. Smith shared that she had called intake 25 years ago with information on a child who was just about to turn 18 and was told that no investigation would be done due to the age of the child. Mr. Rutledge explained that by today's guidelines, the intake would be completed; and the report screened as a CPS case until the child turned 18. Age 18 and older could not be assessed under CPS guidelines but would be assessed under Adult Protective Services guidelines.

Dr. Hensley thanked Mr. Rutledge for the great information and the hard work his staff does every day.

H. Reports **Director's Monthly Report (Attachment I)**

Director McFalls stated that the NC legislature is still in session, trying to get a budget passed. If a budget is not passed by the deadline, the budget used in the prior fiscal year will roll to the new year. This would mean there is no funding for Medicaid Transformation to move forward. The program would

use what funds were budgeted in FY 18-19 until they ran out, then the progress would stop. For current Medicaid recipients, the program would revert to prior policy for determinations and program guidelines.

The future space renovation is moving forward. Director McFalls and Administrative Officer Maxey met with staff from Facility Services yesterday to review the quotes submitted. The project that was previously projected to be completed in two phases will now be done in one phase, starting in the Fall. Staff is currently working on clearing the storage area in preparations for a Fall start date.

Dr. Hensley asked if the Medicaid program coding submitted by VAYA for Family Centered Treatment has been approved yet? Mr. Marino stated that not yet and that this service will not be part of managed care.

Director McFalls highlighted the two East Henderson High School graduates that are part of our LINKS (Independent Living Services for foster children) program. LINKS is a program that assists our 13-21-year-old foster children learn adult living skills, i.e. how to budget their money, apply for a job, secure living arrangements, etc. HC DSS currently has one social worker assigned to this caseload and it can be very overwhelming ensuring that each child in the program develops these skills. Staffing for this program may be reviewed later in the fiscal year for changes/additions.

Mrs. Kirby asked for clarification regarding our relationship with Crossnore School & Children's Home. Mr. Marino explained that they are licensed by the State of NC to complete adoption home studies, conduct foster parent training/licensing and license foster parents to provide care at the therapeutic level. They are a placement option with children living in a group home setting. HC DSS currently has a Memorandum of Understanding with Crossnore, the goal being to keep children in Henderson County if possible.

June 2018-June 2019 Statistical Report (Attachment II)

No Discussion

4th Quarter Personnel Report (Attachment III)

No Discussion

July Program Administrator's Report (Attachment IV)

No Discussion

I. Old Business

Social Services Institute

Dr. Hensley reviewed the schedule for the Institute. Dr. Hensley and Mrs. Smith will be attending for HC DSS. Several front-line supervisors will also be attending based on their programs area. Feedback will be shared at the August meeting.

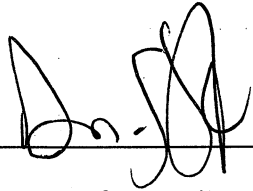
J. New Business

DSS Staffing Update

Director McFalls shared with the Board that IM Administrator 2 Sandy Morgan has submitted her letter of intent to retire, effective July 22, 2019. A vacancy posting request has been submitted to HC Human Resources for a state-wide announcement. Director McFalls will keep the board updated as to progress and when interviews will be taking place.

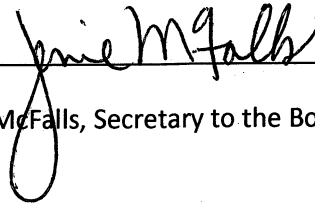
K. Adjournment

Director McFalls shared with the Board that staff are currently working through two separate audits this week, Medicaid is part of both. Dr. Hensley expressed the Board's appreciation at the hard work of the ES staff during these audits and asked that their appreciation be passed on to the front-line staff. Mrs. Wilkerson will pass the information on. There being no further discussion, Vice-Chair Lowrance made a motion to adjourn the meeting, Mrs. Kirby seconded the motion, all present were in favor and the motion passed. The meeting was adjourned at 12:51 pm.



Dr. Jennifer Hensley, Chair

Date



Jerrie McFalls, Secretary to the Board

Date

Attachments:

- I. Director's Report – July 2019
- II. July 2018 – July 2019 Statistical Report
- III. 4th Quarter Personnel Report 2018 – 2019
- IV. Program Administrator's Report – July 2019