

Henderson County Department of Social Services



Henderson County Board of Social Services
1200 Spartanburg Highway Hendersonville, NC 28792
December 21st, 2021 @ 12:00 PM

Agenda

- Call to Order.....Dr. Jennifer Hensley, Chair
- Public Input..... Dr. Jennifer Hensley, Chair
- Adjustments to the Agenda.....Dr. Jennifer Hensley, Chair
- Approval of the November 16th, 2021 Minutes* Dr. Jennifer Hensley, Chair
- Board Education – Child Day Care Program.....Jillian Humphries, Program Administrator
- Reports (Questions Only)
- Director’s Rpt./Statistical Rpt./EOM.....Jerrie McFalls, Director
- Program Administrators Report..... Jillian Humphries, Lorie Horne
- Old Business
- DSS Staffing Update.....Jerrie McFalls, Director
- New Business
- None
- Adjournment (Next meeting: January 18th, 2022 at 12:00 PM)Dr. Jennifer Hensley, Chair

* Designates Board Action Necessary

Henderson County Board of Social Services Mission Statement

To provide services that will improve the safety, health, well-being, independence, and quality of life for the residents of Henderson County.

Henderson County Board of Social Services

December 21st, 2021 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by DSS Board Chair Dr. Jennifer Hensley at 12:01 pm.

Board Members Present	Dr. Jennifer Hensley, Member Melinda Lowrance, Member Margaret Stone, Member Josh Simpson, Member Judy Smith, Member
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Lorie Horne, Social Work Program Administrator Jillian Humphries, Economic Services Program Administrator Karen Vale, Clerk to the Board
Guest	None

B. Public Input

None

C. Adjustments to the Agenda

Chair Hensley would like to add a closed session under New Business to the agenda pursuant to NCGS § 143-318.11(a)(6); the remaining board members agreed to the addition.

D. Approval of Minutes

Dr. Hensley asked if there were any changes to the minutes from the November 16th, 2021 meeting, there were none. Vice Chair Lowrance made a motion to approve the minutes as written, Mrs. Smith seconded the motion. All members present approved the minutes as written and the motion passed.

E. Board Education

Child Day Care Program

Economic Benefits Program Administrator Jillian Humphries presented information regarding the Child Day Care Subsidy Program. She distributed two handouts, Subsidized Childcare Assistance (SCCA) Overview (**Attachment I**) and Subsidy Provider Survey 12/14/21 (**Attachment II**). PA Humphries shared that HC DSS has two Income Maintenance Caseworker 2's that oversee the child day care subsidy program, Jennifer Gresser and Donecia Santana. She reviewed several of the results from the survey from the area providers. Specifically, Question #2 that reflected a 77.78% response for other obstacles encountered at day care centers. Issues with staffing i.e., the low number of applications received for open positions and the low number of qualified applicants.

Chair Hensley asked for information about the day care voucher program. Ms. Humphries referred to Attachment I, page 6 that shows what amount the parent is responsible for and what portion the voucher will cover. Across the board, parents cover 10% of the day care cost and the voucher covers the remaining balance. Chair Hensley followed up with a question about what determines a special needs child. Ms. Humphries responded that the State of North Carolina has guidelines to determine special needs. Director McFalls responded that a physical, medical, and/or emotional

handicap would qualify as well as medically fragile children. Ms. Humphries continued by explaining the required qualifications for a day care center worker. Staff in general submit fingerprints, go through a background check process and must successfully complete CPR training. Additionally, The Lead Teacher in the classroom must have the NC Early Childhood Credentials. The Child and Family Resource Center works with area day care centers to provide training and workshops and provides a "Sub" program where they provide substitute teachers/floaters to the local centers as needed. The pay at a center averages \$10 -\$17. Chair Hensley asked about the waitlist process. Ms. Humphries responded that Henderson County does not currently have a waitlist to receive a voucher, all qualified applicants have received a voucher. The waitlist clients are running into is the limited number of slots available at centers. Vice-Chair Lowrance shared that today's issue of the Hendersonville Times-News had an article with similar information regarding the struggles area residents encounter trying to find available childcare. Chair Hensley followed up with the broad question "Where are the workers?" Not just for day care centers, but across the employment spectrum. Through participation in the Duke Leadership Forum, Chair Hensley, and Vice-Chair Lowrance have learned that many people aged out of employment. They were close to retirement age and with COVID, opted to retire early. Many specialty/technical employees in the construction trade area have retired, and fewer young people have acquired a skilled trade, leaving a void in backfilling those jobs. Additionally, many women who stayed home with children during COVID have also opted not to go back to work outside the home. Families are adjusting their budget's, living with less to accommodate becoming a one income family. Older workers, who had retired from their career job but had secured a part-time job also left the workforce to limit their exposure to COVID. Ms. Stone asked about the number of area day care centers that accept vouchers. Ms. Humphries responded that most of them accept the vouchers, including area church's that run daycare's during the week. If the day care is licensed by the State, they probably accept vouchers. Mrs. Horne added that children in foster care, as well as children involved in investigations and in-home cases will utilize the voucher program. Mrs. Smith asked about the age a child can stay by themselves at home. Director McFalls stated that there are some community standards regarding the appropriate age and the ability of the child to handle an emergency must also be taken into consideration. Chair Hensley asked if there was a way to advocate with our State Legislator's about increasing the number of children permitted in home daycare's? The number is currently 2 but could that be raised to 3. What about the licensing requirements for in home daycare centers, are their barriers?

Mrs. Stone shared information she received from Matthew Gruebmeier with the Henderson County School District regarding the new division set up by DHHS "Division of Child and Family Well-Being". He stated that HCPS could use more school psychologists and counselors. Every middle school has two counselors except Hendersonville Middle School. The schools are also using Crossnore to help when needed. Through COVID, day treatment programs began taking place in the home and were found to be more effective, therefore those programs will stay at home.

Mrs. Smith asked for an update on the adult services client discussed at the November meeting. Director McFalls shared that the client is staying at a local motel for the foreseeable future, but staff continue to look for a long-term solution.

Chair Hensley updated the members on the City of Hendersonville's gun safety program. She has been working with the City Police Chief Blair Myhand. All SRO's have completed the STAR training provided by the Henderson County Sheriff's Office. The SRO's will implement the STAR training at city schools to get gun safety education to the students and into the student's homes. They are also working through Project ChildSafe to provide free gun locks. They are planning another free give away of the gun locks after the holidays. Last year, over one hundred locks were given out during a drive-thru event. It is now mandatory that a gun lock be provided with any gun purchase. Annual trainings will be held at city schools and there will be a social media blast campaign reminding people about gun safety around the holidays. Finally, they are working with the HC Sherriff's Department on a comprehensive program to cover all area schools.

F. Reports

Director's Monthly Report (Attachment III)

New information will be coming on the Community Health Assessment after participants in a half-day conference prioritized what should be reviewed. Director McFalls shared that the attached 2021 Henderson County Community Health Form Data One-Pagers (**Attachment IV**) provide data that was compiled and puts an interesting perspective on where Henderson County is right now. Director McFalls highlighted the 223 Henderson County residents that died because of an unintentional fall. Is there a prevention?? Chair Hensley asked what DSS could do if Emergency Services (911) was getting multiple calls per day on the same resident who continues to fall. Director McFalls stated that we would go out and complete an assessment on the individual. Are they competent, why is this happening? Mrs. Horne shared that a similar incident has already occurred in Henderson County. DSS staff have met with EMS and Fire Department to talk through the handling of this situation. Staff would have to look at self-neglect and competency. Director McFalls shared that the Council on Aging has decided not to use their portion of the Home & Community Care Block Grant, and their portion has been reallocated to DSS. HC DSS can now use these funds to serve clients by hiring a caregiver of the clients own choosing to help with daily activities.

December Employees of the Month (Attachment V)

No Discussion

November 2020 – November 2021 Statistical Report (Attachment VI)

No Discussion

December Program Administrator's Report (Attachment VII)

No Discussion

G. Old Business

DSS Staffing Update

Director McFalls stated positions are being filled, but resignations continue to come in. The increase in base salaries will help, but it will take awhile for word to spread. Job postings are going out with the new base salaries. Vacancies at DSS are across all program areas, currently the Social

Work section is feeling the biggest impact. Chair Hensley shared with the Board that all County employees received a Christmas bonus (\$1,000.00) and the HC Commissioners voted to increase salaries by 8% for DSS. Other county departments received various percentage increases as well. Director McFalls added that during the FY 22-23 budget process, which will begin shortly, the Commissioners will be looking at county salaries, market rates, etc. During the recent single audit process, \$17 million was identified as not spent in the previous fiscal year and will be available in the upcoming budget process. Lapsed salaries and benefits contribute to the available funds. Additionally, Henderson County was able to use CARES Act funds to pay for expenses and did not have to use County dollars. Future use of the ARPA funds is very specific and must be managed closely.

Director McFalls shared about the new program for HC residents who have had their water shut off, have received a shut off notice from their provider, or have a water bill that has not been paid. Director McFalls has communicated the availability of this assistance with John Connet, Hendersonville City Manager. The City of Hendersonville is an enrolled member and can send customers to HC DSS to secure assistance to pay outstanding bills. Eligibility is income based. HC DSS has only received one application for assistance. Could the City of Hendersonville add a notice/paragraph to the water bills as they go out about the program?

Vice-Chair Lowrance asked if the salary increase will be helpful to recruit applicants to move to Henderson County and will they be able to find affordable housing in Henderson County? Chair Hensley responded that housing density needs to be increased to accommodate those moving into the county. But then residents complain that they don't want specific types of affordable housing in their area of the county. Some workers in Henderson County commute from other counties that are more affordable. The most recent census data shows that Henderson County is currently 2,000 dwellings short for the number of people in the county, without a growth projection being added. Buncombe County is 20,000 short on dwellings.

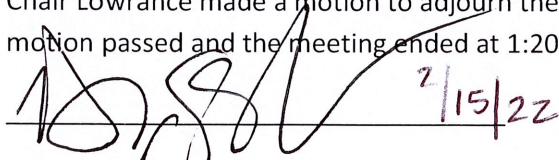
H. New Business
Closed Session

The members of the board went into a closed session pursuant to NCGS § 143-318.11(a)(6). Mrs. Stone made the motion to go into closed session at 1:13 pm, Vice-Chair Lowrance seconded the motion; all board members present agreed.

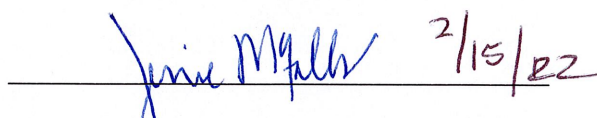
The board members came out of closed session at 1:18 pm on a motion from Vice-Chair Lowrance seconded by Mrs. Smith.

I. Adjournment

Dr. Hensley asked if there were any additional items for discussion, none were presented. Vice-Chair Lowrance made a motion to adjourn the meeting, Mrs. Smith seconded the motion. The motion passed and the meeting ended at 1:20 pm.



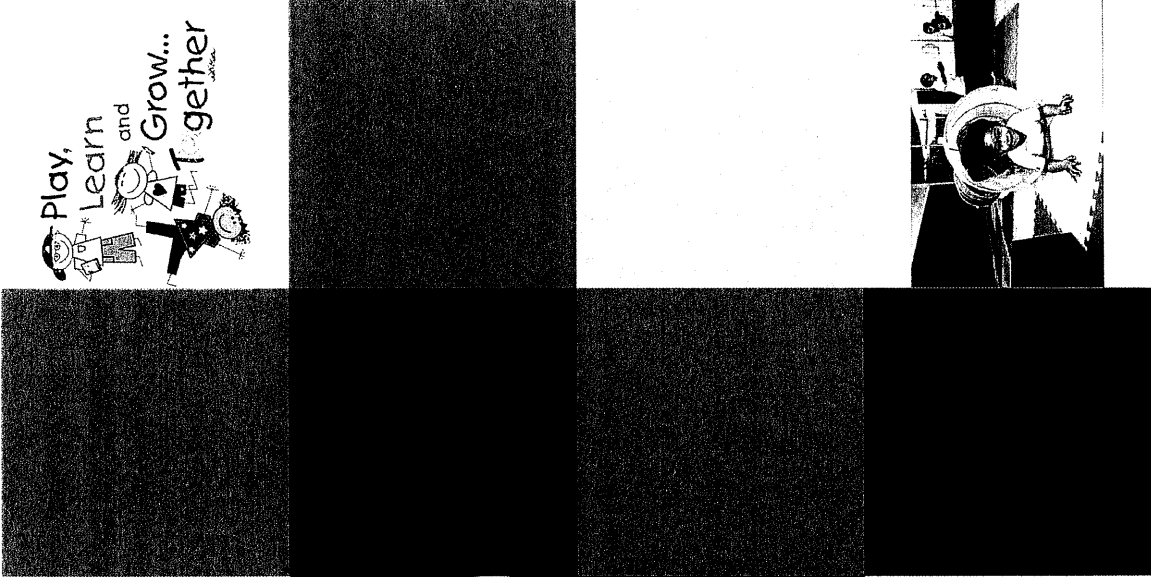
Dr. Jennifer Hensley, Chair Date



Jerrie McFalls, Secretary to the Board Date

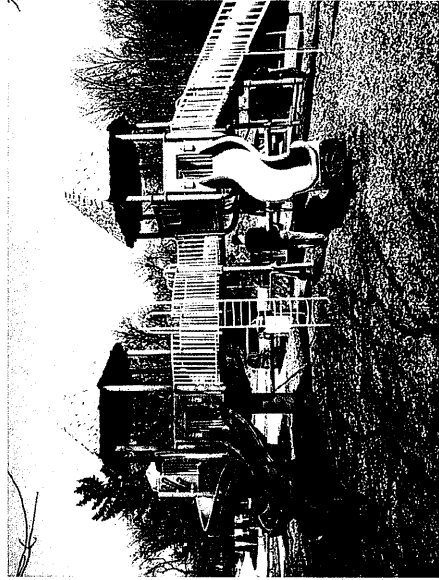
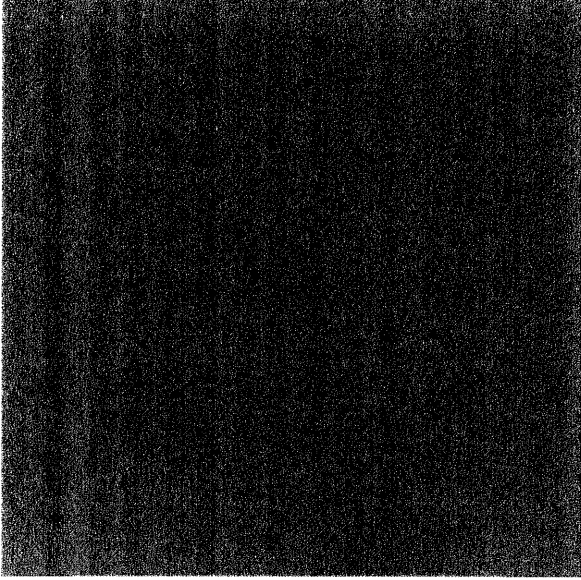
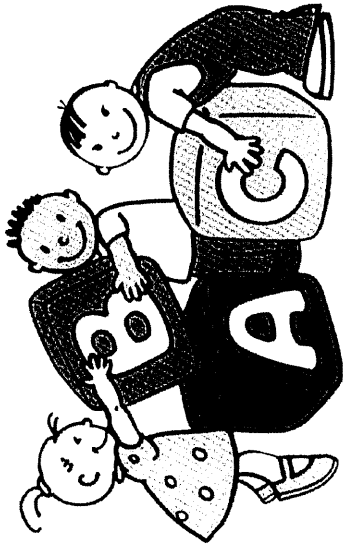
Attachments:

- I. Subsidized Childcare Assistance (SCCA) Overview PowerPoint 9/16/21
- II. Subsidy Provider Survey 12/14/21
- III. Director's Report – December 2021
- IV. 2021 Henderson County Community Health Form Data One-Pagers
- V. Employees of the Month – November 2021
- VI. November 2020 – November 2021 Statistical Report
- VII. Program Administrator's Report – December 2021
- VIII. FY 21-22 4-Month YTD Financial Report
- IX. DSS Staff Committee Assignments Chart 12/1/21



Subsidized Childcare Assistance (SCCA) Overview

Donecia Santana
Economic Assistance Caseworker II
Childcare Subsidy



Agenda

Meet the Unit

What is SCCA?

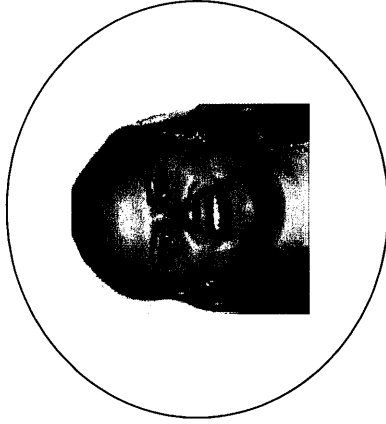
Eligibility Criteria & Income Limits

Types of Applications & the Application Process

What We Do & Why It Matters

Q&A?

Meet The Unit



Jennifer Gresser:
(828) 694-6409

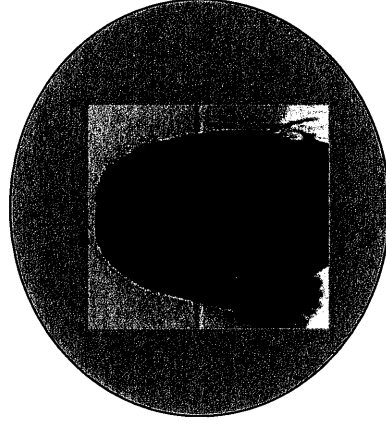
Gresserj@Hendersoncountync.gov

CLIENT'S LAST NAME M-Z

Donecia Santana:
(828) 694-6410

Santanad@Hendersoncountync.gov

CLIENT'S LAST NAME A-L



What is SCCA?

- SCCA is the acronym for Subsidized Child Care Assistance.
- North Carolina's Division of Child Development uses a combination of state and federal funds to provide subsidized childcare services to eligible families through a locally administered state-supervised voucher system.
- Annually each county receives a combination of state and federal funding from the Division of Child Development for subsidized childcare services. The amount of funding allocated to each county is determined by legislation.
- If a family meets the eligibility criteria, the state of North Carolina pays a portion of the cost of childcare. Parents are free to choose a childcare arrangement that best fits their needs as long as the provider chosen participates in the Subsidized Child Care Program.



A family may be eligible if one or more of the following situations apply:

- Parent or responsible adult(RA) is working or participating with the Work First Family Assistance Program.
- Parent or responsible adult(RA) attends school or in a job training program.
- Parent or responsible adult(RA) receives child protective services.
- Parent or responsible adult(RA) needs care to support child welfare services or if the family is experiencing a crisis.
- If the child who needs care has developmental needs.



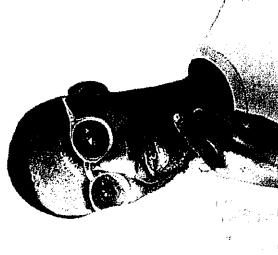
Income Limits of Child Care Subsidy

INCOME LIMITS OF CHILD CARE SUBSIDY

Maximum Gross Monthly Income Eligibility Limits and Fee Percentages for Subsidized Child Care Service
Effective July 1, 2021

200% Federal Poverty Level
(All children ages 0-5 and ALL special needs children)

Parent Co-Payment		10%											
Family Size		1	2	3	4	5	6	7	8	9	10	11	12
Maximum Gross Monthly Income		\$2.147	\$2.903	\$3.660	\$4.417	\$5.173	\$5.930	\$6.687	\$7.443	\$8.190	\$8.947	\$9.703	\$10.460



133% Federal Poverty Level
(All children ages 6-12 and NO special needs children)

Parent Co-Payment		10%											
Family Size		1	2	3	4	5	6	7	8	9	10	11	12
Maximum Gross Monthly Income		\$1.428	\$1.931	\$2.434	\$2.937	\$3.440	\$3.943	\$4.447	\$4.943	\$5.446	\$5.950	\$6.453	\$6.956



To compute eligibility, multiply the gross family income by the following:

- 4.3 if paid weekly
- 2.15 if paid bi-weekly
- 2 if paid twice per month

Parents or responsible adults must be working at least 30 hours per week or be in school for at least 20 hours per week. If parent is a high school student, at least 16 hours per week is required. Countable income includes, but is not limited to child support, gross wages, alimony, and Social Security benefits.

Types of Applications & the Application Process:

Types of Applications:

- New applications from client interviews.
- Mail-in applications(DCDEE-0456) to be processed.
- Applications originating from DSS referrals (CPS, CWS, Foster Care)

Application Process:

- The application process includes a preliminary screening for potential eligibility, followed by Waiting List determination if a county is in Waiting List mode.
- After these steps, the application continues with the Guided Interview.
- The application process then continues through evidence management, eligibility checks, and authorization or denial of benefits.
- The final step is voucher activation.



What We Do:

We work to increase access to the kinds of early learning experiences that promote children's success in school and in life.

Why it Matters:

- Young children learn best when they have consistently nurturing relationships with adults who care, whether at home or away from home — and most children under age 6 live in homes where all parents present work.
- With quality childcare, parents can go to work with peace of mind — knowing their children are being well cared for, learning, and growing every day — and children can access the kinds of early learning opportunities that help prepare them to succeed in school.
- Childcare is costly, particularly for infants, toddlers, and preschoolers. In fact, childcare tuition is higher than tuition at our state's public colleges and universities. Still, childcare tuition and fees barely generate enough revenue for program operators to recruit and retain the staff necessary to achieve and sustain high quality.

Subsidized childcare programs help to make childcare work better... for all who rely on it.





Questions??



References:

<https://ncchildcare.ncdhhs.gov/>

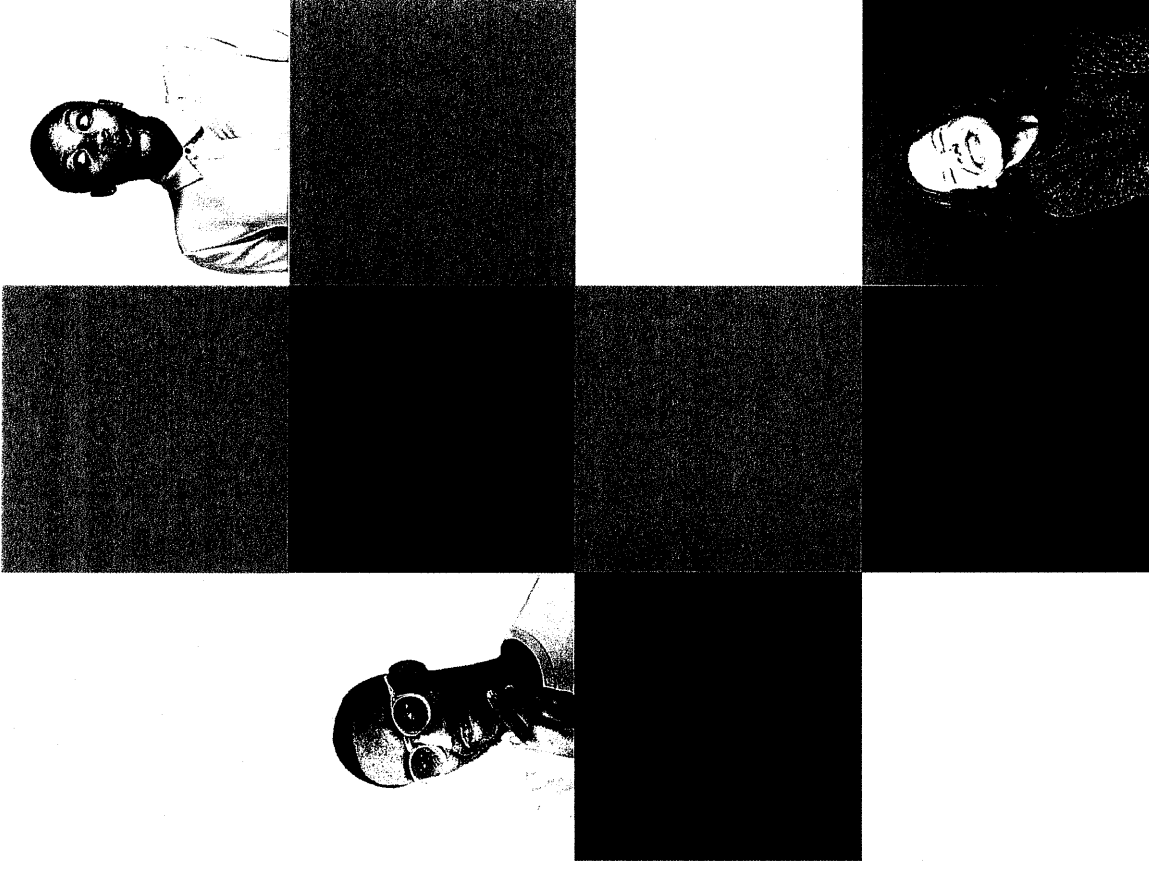
<https://ncfasttraining.nc.gov/>


Thank you

Donecia Santana

828-694-6410

Santanad@hendersoncountync.gov





Subsidy Provider Survey 12/14/2021

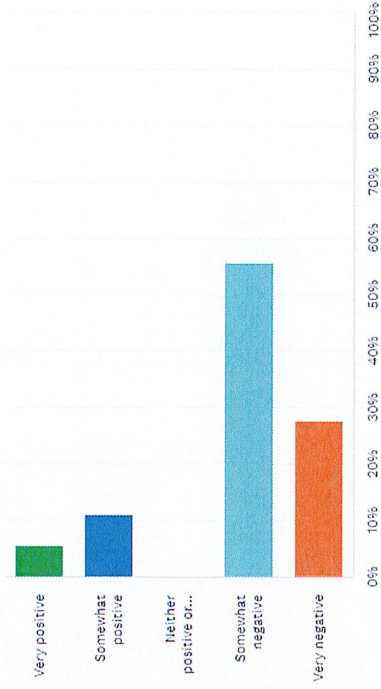
Henderson County Dept. of Social Services

Child Care Subsidy Department

Question 1

Has the coronavirus pandemic had a positive or negative impact on your overall business operations?

Answered: 18 Skipped: 0



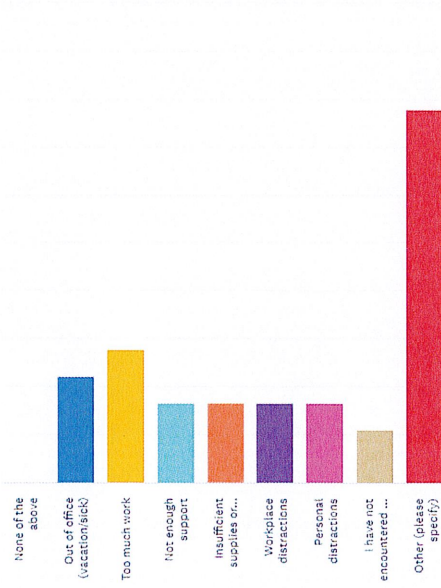
ANSWER CHOICES

ANSWER CHOICES	RESPONSES
▶ Very positive	5.56% 1
▶ Somewhat positive	11.11% 2
▶ Neither positive or negative	0.00% 0
▶ Somewhat negative	55.56% 10
▶ Very negative	27.78% 5
TOTAL	18

Question 2

What are the current obstacles, if any, you've encountered at your center?
(Select all that apply.)

Answered: 18 Skipped: 0

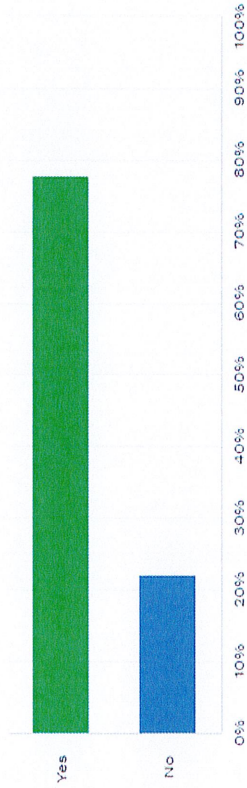


ANSWER CHOICES	RESPONSES
None of the above	0
Out of office (vacation/sick)	4
Too much work	5
Not enough support	3
Insufficient supplies or equipment	3
Workplace distractions	3
Personal distractions	3
I have not encountered any obstacles	2
Other (please specify)	14
Total Respondents: 18	Responses: 77.78%

Question 3

Do you currently have a waiting list?

Answered: 18 Skipped: 0



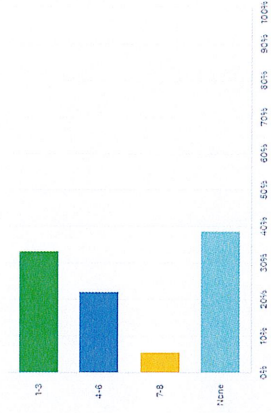
ANSWER CHOICES	RESPONSES
Yes	14 77.78%
No	4 22.22%
TOTAL	18

Question 4

ANSWER CHOICES	RESPONSES
1-3	33.33%
4-6	22.22%
7-8	5.56%
None	38.89%
TOTAL	18

How many staff positions do you currently have unfilled?

Answers: 18 Skipped: 0



Monthly Director's Report to Board of Social Services



December 2021

Submitted by:
Jerrie McFalls, Director

- ❖ **FY 2021 Audit Presentation:** Cassie Wilson of Martin Starnes presented the Annual Comprehensive Financial Report to the County Commissioners on December 6, 2021. The auditor issued an “unmodified opinion” which is the highest level of compliance. The audit reviews major programs in the county and files a report with the LGC (Local Government Commission). DSS programs and processes are audited as are those of County Finance and the Health Department. Ms. Wilson was complimentary of DSS in our work with Martin Starnes during the lengthy process. There were no findings which resulted in the “unmodified opinion”.
- ❖ **Historic Bill Would Repeal Federal Requirement to Terminate Parental Rights in Foster Care Cases:** A bill introduced before Congress would remove virtually all federal requirements that require states to terminate the rights of parents within a specific timeline in child welfare cases, repealing a ticking clock that has been criticized for exacerbating racial disproportionality and shutting the door on parents fighting to overcome addiction, domestic violence, health challenges and the ravages of poverty. (source: Imprint News – Nov. 4, 2021).
- ❖ **“LOCKED AWAY,” A USA Today Network-NC Investigation Reveals Children Are Not Getting Appropriate Treatment in Psychiatric Residential Youth Facilities:** Several Hendersonville Times-News articles over the past few weeks have highlighted the findings of USA TODAY Network-North Carolina’s wide ranging, seven-month examination of psychiatric residential treatment facilities for children across North Carolina. The articles report severe trauma and abuse and notes that the study’s “review of inspection records, state and federal reports and other data show that North Carolina warehouses kids in psychiatric residential treatment facilities because state lawmakers have not paid for alternatives that research suggests is cheaper and more effective.” In comparison, other states under study show that community-based services with treatment provided to children and youth remaining in their homes have been outcomes than the more expensive PRTFs used extensively in North Carolina.
- ❖ **Community Health Assessment (CHA):** The Community Health Assessment (CHA) Forum took place on Thursday, Dec. 16, 2021. The Henderson County CHA is due to the state on March 7, 2022. Selected priorities will need approval from the Partnership for Health (PFH) and HC Board of Health at the beginning of the year.

Purpose: Community health assessment is an important part of improving and promoting the health of county residents. A community health assessment – which is a process that results in a public report – describes the current health indicators and status of the community, what has changed, and what still needs to change to reach a community’s desired health outcomes.

What are the key phases of the Community Health Improvement Process? In the first phase of the cycle, process leaders for the CHA collect and analyze community data – deciding what data they need and making sense of it. They then decide what is most important to act on by clarifying the desired conditions of well-being for their population and by then determining local health priorities. The second phase of the cycle is community health strategic planning. In this phase, process leaders work with partners to understand the root causes of the identified health priorities, both what’s helping and what’s hurting the issues. Together, they make a plan about what works to do better, form workgroups around each strategic area, clarify customers, and determine how they will know people are better off because of their efforts. In the third phase of the cycle, process leaders for the CHA take action and evaluate health improvement efforts. They do this by planning how to achieve results and putting the plan into action. Workgroups continue to meet and monitor results and make changes to the plan as needed. This phase is vital to helping work groups understand the contribution their efforts are making toward desired community results. (source: 2018 Henderson County Community Health Assessment)

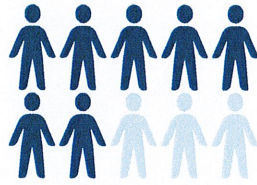
Enclosed are the 2021 Henderson County Community Health Forum – Data One-Pagers

- ❖ ***On behalf of the Staff of Henderson County Department of Social Services I want to thank each of you for your support and advocacy this year. It has been a year of tremendous change in our work and in our lives. Through perseverance, our Staff have continued to support the most-needy members of our community as well as those most impacted by the pandemic. You are appreciated for your commitment and support of DSS.***

Mental Health

18.4

Suicide Mortality Rate per 100,000 residents Henderson County, 2015-2019

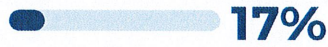


Seven in 10 people "always" or "usually" get the social/emotional support they need.

Did not get needed mental health care or counseling in the past year.



More than 7 days of poor mental health in the past month.



Currently taking medication or receiving treatment for mental health.



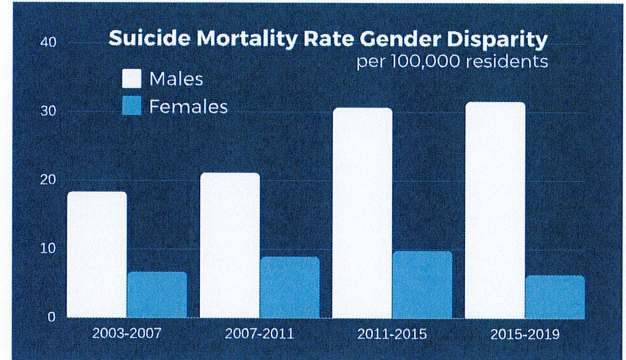
HAVE CONSIDERED SUICIDE IN THE PAST YEAR:

5.9%

OF HENDERSON COUNTY RESIDENTS

7.9%

OF WNC RESIDENTS



Substance Misuse

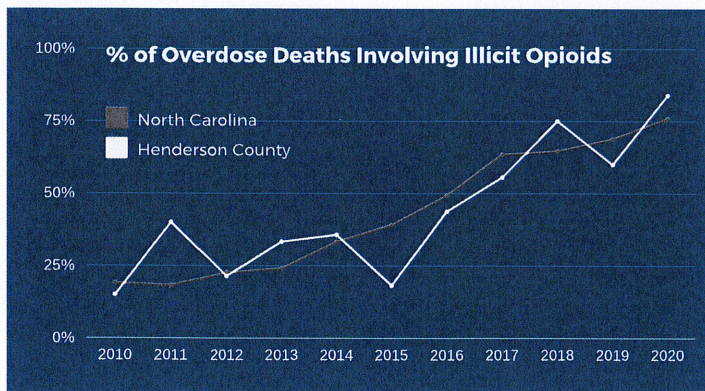
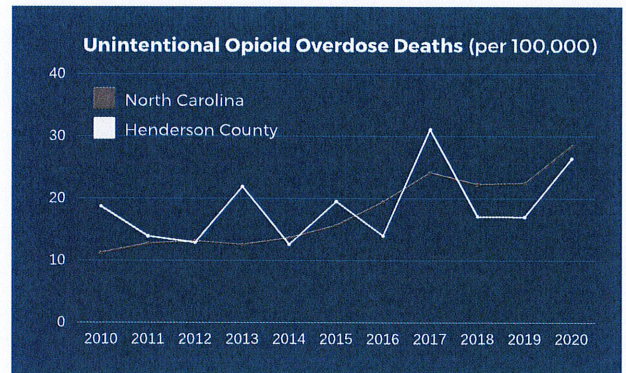


The % of current smokers has been decreasing since 2012, now at 9.7%.

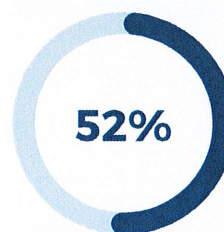


The % of binge drinkers has been increasing since 2012, now at 13.0%.

of respondents report their life has been negatively affected by substance abuse.



Percent of unintentional overdose deaths in 2019 caused by heroin or other synthetic narcotics.



BUPRENORPHINE PRESCRIPTIONS PER 100.000 RESIDENTS (IN 2018)

4286.5

HENDERSON COUNTY

4834.4

NORTH CAROLINA

Healthy Eating & Active Living

Met the physical activity recommendation of 150 minutes of activity/week.



Did not participate in any physical activity in the past month.



Consumed 5 or more servings of fruits/vegetables per day



PERCENT OF HENDERSON COUNTY RESIDENTS THAT ARE:

29.2%

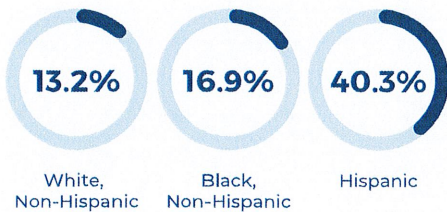
HEALTHY WEIGHT
BMI 18.5-24.9

68.4%

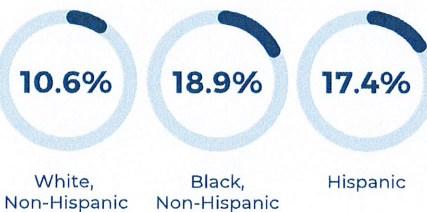
OVERWEIGHT OR OBESE
BMI 25.0 OR HIGHER

"Often" or "sometimes" worried about whether food would run out before having money to buy more.

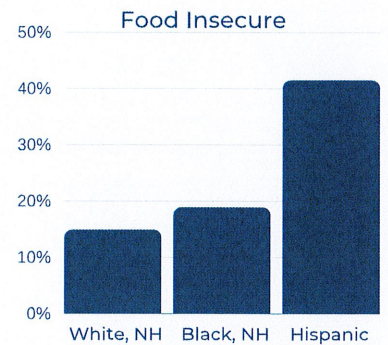
"Often" or "sometimes" the food we bought just did not last and we did not have money to get more.



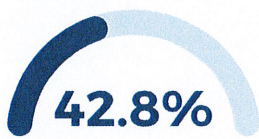
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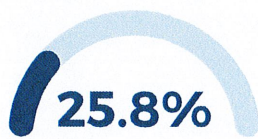
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Safe & Affordable Housing

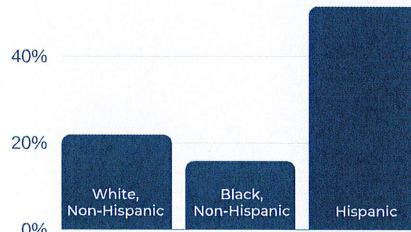


of renters spend 30% or more of their income on housing.



of home owners spend 30% or more of their income on housing.

Worried about paying rent or mortgage in the past year.



\$995

Median rental cost of a one-bed/one-bath apartment.

40.9%

Percent of renter-occupied units with potential lead paint exposure.

HAVE HAD TO LIVE WITH A FRIEND/RELATIVE IN THE PAST THREE YEARS DUE TO A HOUSING EMERGENCY:

8.8%

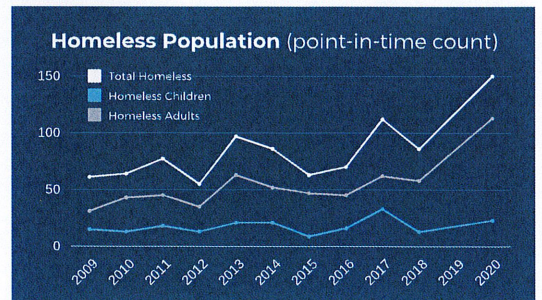
OF HENDERSON COUNTY RESIDENTS

9.3%

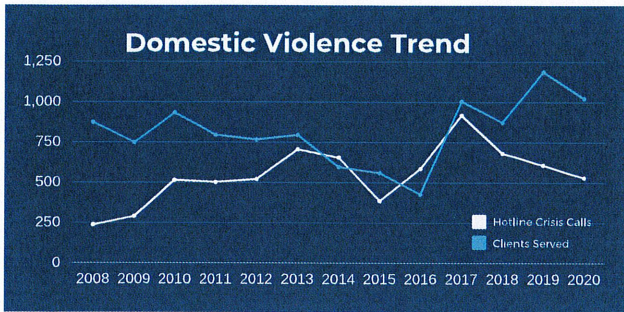
OF WESTERN NC RESIDENTS



Percent vacancy in Government Subsidized housing Henderson County, 2019



Domestic Violence & Sexual Assault

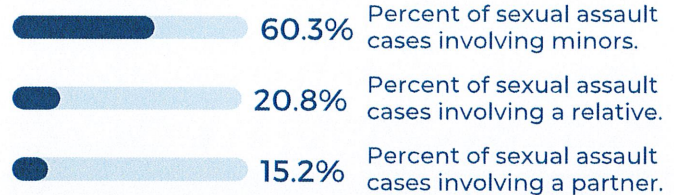


Because of the pandemic, survivors are more likely to be at home with their abusers and less likely to be able to access resources & support.

1,022
297

Total # of domestic violence clients served in Henderson County between July 2019-June 2020.

Total # of sexual assault clients served in Henderson County between July 2019-June 2020.



Healthy Aging



Over 25% of Henderson County residents are ages 65 and older.

1,358

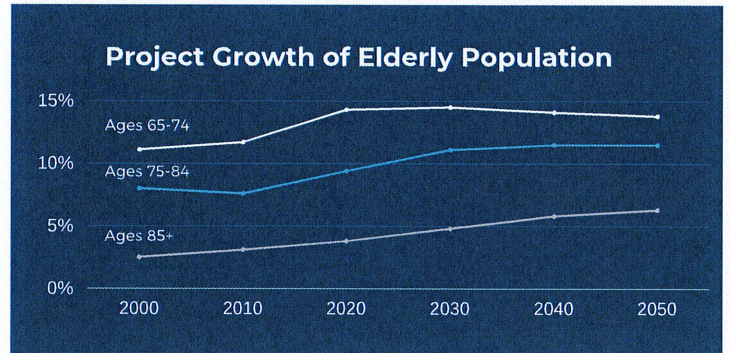
Total # of emergency department visits for unintentional falls in ages 65+ in Henderson County (2020).

223

Total # of Henderson County residents that died as a result of an unintentional fall (2015-2019).

92%

Percent of the total 223 falls that occurred in the population age 65+.



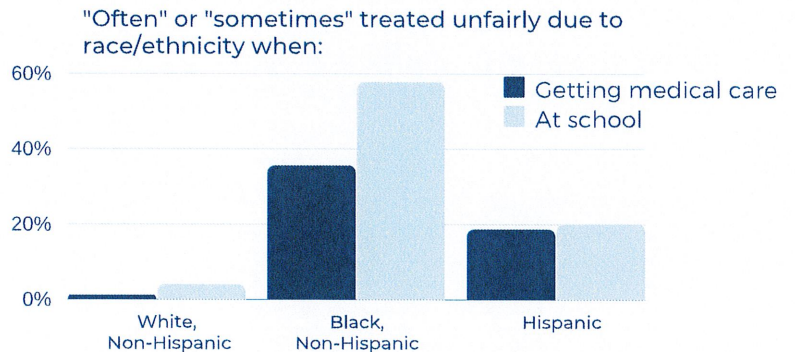
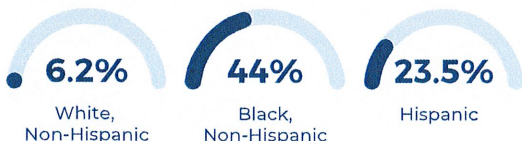
In North Carolina, unintentional fall-related deaths have risen from 845 in 2010 to 1,499 in 2019 (**75% increase**).

Equity

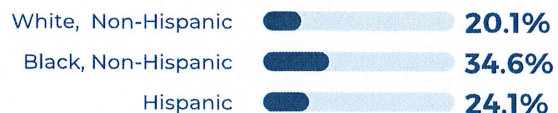
DISAGREE that the community is a welcoming place for people of all races and ethnicities.



"Often" or "sometimes" threatened or harassed due to race/ethnicity.



"Often" or "sometimes" criticized for my accent or the way I speak.





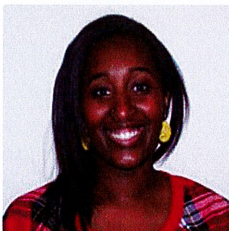
December Employees of the Month



Elizabeth Mendoza and Jen Adams (IMC 2's– Family & Children's): "In addition to both of them bringing so much to their units in the way of knowledge and work ethic, they also bring back updates from the functionality group meetings they attend. They both do a great job on decorating and keeping up with our monthly board on our hall which is a great morale booster for our units. They're both always moving in a positive direction, and set good examples for the new employees!"



Chelsea Deana Garcia (SW I/A T—CPS Team #6): "Deana has come to CPS over the summer and has easily transitioned from someone who is new and learning to a veteran who tremendously understands child safety first and foremost. She has had immediate abuse situations, been called to court to speak to a judge, even asked to work on call even though she is not officially part of the rotation and knocked every single aspect out of the park! Her attitude and work ethic are bragged on multiple times a day by everyone she comes in contact with. Deana's positive enthusiasm, independence, and confidence are aspects that are admirable and inspirational to us all! "



Tristan Galloway (IMC 2—Long Term Care): "Tristan recently joined the Special Assistance team and has been a huge asset. She became the solo maintenance worker shortly after joining the team and has done such a great job of organizing her work to be as prepared as possible. She caught on so quick and takes initiative to learn new things. I am beyond impressed with Tristan, her work ethic and commitment to this agency, her co-workers and her clients is outstanding. Thank you Tristan for being an exemplary employee!"



HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES

MONTHLY COMPARATIVE STATISTICS

PROGRAM AREA - MONTHLY CASE COUNT	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	% Change From Prior 12 Mths
Food Stamp (FNS) Cases	5090	5258	5391	5583	5701	5739	5777	5836	5889	5964	6024	6111	6195	
FNS Apps Taken	391	304	269	246				146	128	180	159	225	439	
Individuals Served	10172	10543	10790	11189	11441	11525	11610	11720	11794	11926	12014	12199	12349	
Work First Employment Cases	7	9	7	6	4	5	2	2	4	3	5	1	1	-78.2%
Child Only Work First Cases	92	90	90	88	89	85	80	82	82	79	78	77	73	-13.4%
Crisis Heat/Cooling (CIP)	124	159	151	112	64	23	18	20	25	56	69	85	124	
Low Income Energy (LIEAP)	0	463	361	148	77	3	0	0	0	0	0	0	0	
Medical Assistance Cases ^{2&4}	16794	17019	17171					14027	14461	14976	15458	15898	16086	
Participants	22962	23268	23470					20339	20862	21549	22111	22691	22915	
Applications Received	457	487	511					226	264	272	278	263	456	
Medicaid Transports	778	1409	1121	1030	1559	1274	1634	1434	1118	306	1408	971	893	
Individuals Transported	131	84	107	159	148	173	183	164	152	185	195	195	206	
Child Support Cases	2364	2368	2353	2363	2363	2350	2338	2332	2336	2313	2294	2278	2260	-3.3%
Child Support Collections	\$337,233.05	\$338,251.17	\$303,713.44	\$312,888.13	\$395,757.75	\$361,135.02	\$334,773.76	\$407,149.66	\$347,877.93	\$327,509.67	\$332,920.07	\$299,584.49	\$334,638.75	-2.0%
Child Day Care	418	464	509	509	462	458	458	447	443	473	442			
Child Day Care Expenditures ¹	\$231,033	\$216,700	\$211,818	\$212,332	\$272,439	\$256,796	\$257,448	\$223,250	\$219,960	\$226,237	\$206,097			
CPS Investigations Initiated	79	77	70	73	105	103	105	67	67	86	96	92	109	28.2%
CPS Investigations Continuing	95	103	113	105	124	138	151	134	101	125	135	155	160	29.8%
CPS -In-Home Case Mgt	34	31	33	31	30	29	21	25	25	22	22	24	23	-15.6%
CPS-Children In Custody (0-18)	172	173	170	172	166	162	170	176	171	171	167	165	155	-8.6%
CPS-Foster Care (age 18-21) ³	16	15	14	14	15	15	22	22	24	25	17	18	18	-0.5%
APS Open Cases	49	37	57	46	44	36	45	47	33	27	44	39	40	-4.8%
Spec. Asst. In-Home	126	126	127	126	124	126	126	126	118	118	118	116	114	-7.4%
Guardianship Cases	24	25	25	26	25	25	26	25	25	27	27	24	24	-5.3%
In-Home Aid Services(Contract)	81	82	82	81	81	82	80	79	76	74	74	73	69	-12.4%

1 - New category as of 7/1/2014

2- New category as of 3/1/2015

3- New category as of 1/1/17

4- Medicaid #'s revised beginning 7/2017

Program Administrators Report for December 2021

Social Work

Adult Services

An update on the Adult Services guardianship case discussed in last month's PA report - this client has again been incarcerated due to curfew violations. Our staff has continued to seek a more permanent living arrangement for him with no luck. They have attempted several times to get his supplemental social security income reinstated however each time he is incarcerated the process starts over. We have been working with our mental health partners and he has completed the application process for Assertive Community Treatment (ACT) Team Services and hope to have those in place shortly after his release from jail. The ACT team consists of a community-based group of medical, behavioral health, and rehabilitation professionals who use a team approach to meet the needs of an individual with severe and persistent mental illness.

The Council on Aging determined they would not use Home & Community Block Grant funding they had been awarded for Consumer Directed Services, the HCCGB committee re-allocated that funding to Henderson County DSS. This additional funding totals \$20,780. We will utilize this money to serve clients through our Consumer Directed Services Program, which enables older adults to hire a caregiver of their own choosing to help with activities of daily living.

We did have several adult protective services calls in November, 41 calls with 27 of those screened in for investigation. Our guardianship numbers remained the same at 24 for November.

The Adult Angel Tree sponsored 46 adults who are currently participating in our Guardianship, Special Assistance In-Home and Adult Services Case Management programs.

Child Support

Twila Beeching was listed on the November Child Support Shout Out for collecting a payment of \$16,372.09.

Child Welfare

The Toy Run was a great success again this year. We had a total donation amount of \$19,000. Part of that donation went to the Foster Parent Association who will sponsor our teenage youth. Mud Creek Baptist assisted this year with the distribution of toys from the Toy Run. This was a great support for our staff who have been responsible for the distribution of the toys in prior years.

Radio group MIX 96.5 in Asheville sponsored 50 children for Christmas this year.

The Foster Kids Christmas Drive-thru held Dec 5th sponsored by Fletcher Seventh Day Adventist Church was also a success.

Winter MAPP classes will begin January 20th and run through March 10th. We currently have approximately 12-13 families planning to attend.

Federal requirements and NC DHHS mandate that every child in custody of a NC county child welfare agency have face to face contact monthly through casework visits.

North Carolina child welfare as a state surpassed federal benchmarks for foster care visits in a recent report submitted late November. The state's data showed a statewide rate above federal targets for two data sets:

NC reported a 97% rate for visits on a monthly basis by caseworker to children in foster care, which has a federal target of 95%

The state achieved a 92% rate for visits that occurred in the residence of the child, performing well above the federal target of 75%.

Henderson County achieved 99.26% for visits on a monthly basis and 93.24% for visits that occurred in the home, exceeding both benchmarks.

While COVID-19 has created challenges to achieving regular face to face contact with children in custody, NC child welfare agencies have continued to adjust to pandemic-related restrictions to meet these goals and surpass federal benchmarks.

As reported in the September 2021 PA report the Consolidated Appropriations Act, Public Law 116-260, still had funding and requested county departments of Social Services provide a one-time unrestricted payment to eligible young adults. The county did receive the funds and those funds have been distributed to those eligible 90 young adults for a total of \$347,500.00.

Economic Services

Food & Nutrition Services

Due to ongoing COVID waivers, Food & Nutrition cases with 6 months certifications continue to be auto certified by the State. We received notification 12/8/21 that the State would be requesting an additional 3-month waiver extension.

Medicaid

The Public Health Emergency has been extended for 90 days, through mid-January. We are to continue to follow COVID-19 protocol and waiver guidance until this time and/or notified otherwise. We expect to be getting updates in the near future on whether or not it will be extended for an additional 90 days.

Energy

- The Low-Income Household Water Assistance Program (LIHWAP) began 12/1/21.
 - This program begins with those with disconnected services, then those with past due balances.
 - In January, anyone else can apply, provided there are still funds remaining.
 - As of 12/10/21, we have only received one application for this program. The State indicated they would work on stronger marketing and we have been sharing information about this program with our local non-profit partners AND with the local water providers in our county.
- The LIEAP program started back up 12/1/21. We received 31 applications in the first week.

Henderson County Department of Social Services
 FY21-22 5 MONTH YTD NOV21 - (121721)

41.7%

TARGET =

DESCRIPTION	ACTUAL FY 12-13	ACTUAL FY 13-14	ACTUAL FY14-15	ACTUAL FY15-16	ACTUAL FY16-17	ACTUAL FY17-18	ACTUAL 2018-19	ACTUAL 2019-20	ACTUAL 2020-21	BUDGET 2021-2022	YTD SPEND 2021-2022	% SPENT	\$ UNSPENT
SALARIES - WAGES, OT, TEMP	6,675,430	6,822,428	7,179,068	7,179,338	7,477,098	7,553,754	7,849,280	8,076,196	8,129,494	8,601,836	3,441,348	40.0%	5,160,488
DEFERRED COMP - SUPP, LGERS & 401K	519,736	551,487	591,834	563,817	636,219	654,785	708,049	833,486	946,709	1,039,219	442,395	42.6%	596,824
INSURANCE - MEDICAL & DENTAL	1,845,802	2,079,280	2,089,895	2,050,190	2,160,256	2,243,185	2,287,467	2,099,836	2,320,530	2,504,138	916,052	36.6%	1,588,086
UNEEMPLOYMENT & WORKERS COMP	191,262	126,452	95,351	53,849	60,374	82,422	123,599	81,594	44,158	93,288	39,518	42.4%	53,770
SOCIAL SECURITY (FICA)	485,558	495,573	527,147	519,084	540,337	545,069	566,159	582,366	585,472	661,300	248,176	37.5%	413,124
STAFF TRAINING	22,972	23,460	21,363	29,320	43,424	49,668	52,019	34,265	30,632	70,000	6,621	9.5%	63,379
STAFF	9,740,760	10,098,679	10,504,658	10,395,598	10,917,709	11,128,883	11,586,573	11,707,743	12,056,996	12,969,781	5,094,110	39.3%	7,875,671
TECHNOLOGY (IT) - CAPITALIZED & NON-CAP	182,013	237,928	215,713	162,227	166,555	288,605	106,714	152,837	280,472	299,257	91,726	30.7%	207,531
***SUPPLIES - OFFICE, CLNG, FOOD, DP, FURNITURE & DUES	156,036	159,567	223,383	284,504	178,221	267,041	125,735	104,835	336,548	147,500	41,781	28.3%	105,719
TELEPHONE - AGENCY SYSTEM & STIPEND	110,054	118,303	123,525	80,537	103,696	97,738	111,656	147,477	123,677	149,663	44,634	29.8%	105,029
POSTAGE	59,643	61,131	35,256	53,606	39,650	41,001	44,025	45,341	43,756	50,000	-1,542	-3.1%	51,542
MAINT & REPAIR - BUILDING, GROUNDS & EQUIPMENT	8,488	2,791	17,437	4,397	0	0	0	0	0	0	0	0	0
CONTRACTED SERVICES	448,887	551,002	772,476	573,428	599,967	644,263	538,747	489,949	480,872	688,000	148,803	21.6%	539,197
OUTSIDE SERVICES - PRINT'S, MED/LEGAL/PROF/RESEARCH/JUDICIAL/ADV	39,316	38,701	54,609	58,012	74,726	82,702	71,884	121,597	126,036	151,000	53,569	35.5%	97,432
CLIENT TRAVEL ³ - MILEAGE, FUEL & VEHICLE EXPENSE	117,636	118,153	118,911	140,182	132,864	103,720	106,488	77,621	60,750	93,750	33,791	36.0%	59,959
RENT (EQUIPMENT & PROPERTY)	83,680	80,989	85,660	74,450	43,343	43,368	39,061	32,617	28,319	82,000	7,600	9.3%	74,400
INSURANCE/BONDING	122,750	104,118	119,193	106,257	103,321	106,953	100,722	95,452	98,735	1,000,279	100,253	10.0%	900,026
GUARDIANSHIP ASSISTANCE	28,800	28,800	28,800	32,800	40,800	35,699	26,400	26,400	26,400	42,000	11,000	26.2%	31,000
FOSTER CARE TRAINING	5,657	4,499	5,122	8,070	5,479	4,358	6,882	6,929	3,420	12,000	711	5.9%	11,289
ADMINISTRATIVE	1,180,947	1,268,053	1,584,370	1,416,243	1,322,067	1,426,843	1,171,599	1,148,218	1,328,512	2,416,192	440,599	18.2%	1,975,593
TOTAL STAFF & ADMINISTRATIVE	11,103,719	11,604,661	12,304,742	11,974,069	12,406,331	12,844,331	12,864,886	13,008,797	13,665,980	15,685,230	5,626,434	35.9%	10,058,796

Source Document - NOV2021 Income Statement 904rnova 121521

DSS Staff Committee Assignments

(Revised 12-1-21)

Committee	Meeting Date	Meeting Time	Meeting Place	Staff Representative
Parents as Teachers	Varies	Noon	CFRC	Tina Morgan
School Health Adv. Council	Monthly	3:30 PM	Varies	Kym Rhodes
WCCA Policy Council	Every month	9:30 AM	WCCA	Donecia Santana
HC Foster Parent Assoc.	Varies	Varies	Varies	Kym Rhodes
Local Interagency Coordinating Council	1 st Wed. every other month	2:00 PM	CFRC	Donecia Santana
Caring/Interagency Collaboration <i>(regarding difficult cases in community for resource networking)</i>	4 th Friday	8:30 AM	IAM	Traci Corn
Permanency Planning	1 st & 3 rd Tuesdays 2 nd Wednesday	12:30 PM	DSS	Tina Morgan, Marla Bailey
Mental Health Roundtable	3 rd Thursday	8:30 AM	Free Clinic	SW Supervisors & SW's (Rotation)
Community Child Protection /Child Fatality Team (CCPT/CFT)	4 th Thursday (bi-monthly)	10:00 AM	HC Health Dept.	Jerrie McFalls, Hugh Rutledge (& other staff as needed)
Multiple Disciplinary Team (MDT)	1 st Wednesday	12:30 PM	HC DSS or HC Sheriff's Office	Attendance is determined by staff that have case for review
Henderson County Homeless Coalition	1 st Thursday	9:30 AM	Virtual	Catherine Beaver
Adolescent Parenting Program Advisory Committee	Quarterly	12:00 PM	CFRC	Donecia Santana
NCACDSS – Children's Services Committee	2 nd Wednesday	9:45 AM	Virtual	Lorie Horne
Juvenile Crime Prevention Council (JCPC)	3 rd Thursday	8:30 AM	100 King St.	Libby Myers
Child Fatality Prevention Team (CFPT)	1 st Thursday every other month	11:00 AM	Health Dept.	Jerrie McFalls
Henderson County Access II Care	Twice a year, called meeting		Pardee Hospital	Vacant
Henderson County Non-Profit Forum	Quarterly		Blue Ridge Community College	Jillian Humphries
Emergency Food & Shelter Program Board	Quarterly	10:00 AM	United Way	Traci Corn
Henderson County TRIAD	2 nd Thursday	2:00 PM	Rotating Locations	Traci Corn
Domestic Violence Task Force	2 nd Tuesday		Family Justice Center	Hugh Rutledge
Henderson County Crisis Providers Meeting	4 th Wednesday	2:30 PM	Virtual	Traci Corn, Libby Myers, Hugh Rutledge
Western Child Welfare Partnership	Quarterly		Black Mountain Home for Children	Tina Morgan, Denny McBride

Committee	Meeting Date	Meeting Time	Meeting Place	Staff Representative
NC Pre-K Committee	Quarterly		WCCA	Stephanie Gunter
CHA Action Team on Substance Abuse/Hope Rx Committee	2 nd Wednesday	11:00 AM	HC Health Dept.	Libby Myers
Local Emergency Planning Committee	Quarterly, 2 nd Thursday			Traci Corn
Child Care Regulatory Meeting	Quarterly	10:00 AM	Family Resource Center	Jennifer Gresser
CHA Action Team on Affordable Housing Committee	4 th Monday	3:00 PM	HC Health Dept.	Vacant
Pardee Ethics Committee	3 rd Thursday	12:00 PM	Pardee Hospital	Lorie Horne
Partnership for Health	1 st Tuesday	8:30 AM	HC Health Dept.	Jerrie McFalls
At Risk Kids	Every Tuesday	9:00 AM	Dept. Juvenile Justice	Hugh Rutledge
Adult Services Committee – NCACDSS	2 nd Wednesday	12:00 PM	Virtual	Lorie Horne, Traci Corn, Catherine Beaver
CAN Committee	TBD	TBD	TBD	Jillian Humphries
CAN Food Insecurity Subcommittee	TBD	TBD	TBD	Jillian Humphries
Pathways Initiative	Every Other Wednesday	11:00 AM	BRCC	Hugh Rutledge, Lindsay Murray
Henderson County Substance Abuse Task Force	TBD	TBD	TBD	Jerrie McFalls