



HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES
1200 Spartanburg Highway, Suite 300
Hendersonville, NC 28792
828-697-5500/ fax: 828-697-4544

Memorandum

TO: Social Services Board Members
FROM: Jerrie McFalls, Director
SUBJECT: May Board Meeting
DATE: May 11th, 2022

The Henderson County Board of Social Services will conduct their regular monthly meeting on **Tuesday, May 17th, 2022 at 12:00 PM** in the North Conference Room (C2140) of the Human Services Building located at 1200 Spartanburg Highway. Please contact Karen Vale (694-6310 or valek@hendersoncountync.gov) if you will be unable to attend.

Attached are related meeting materials.

JGM: kav

cc: **Agenda only (via e-mail)**
Henderson County Board of Commissioners
Mr. John Mitchell, County Manager
Ms. Amy Brantley, Assistant County Manager
County Attorney Russ Burrell
Henderson County Public Information Officer
DSS Program Administrators & Supervisors
For Press Release: Hendersonville Times News (Rebecca Walter)
Asheville Citizen Times (Derek Lacey)
Hendersonville Tribune (David Morgan)
Hendersonville Lightning (Bill Moss)
WHKP Radio
WTZQ Radio
TV Media (WLOS, WSPA, WYFF)

Posted: County Administration; Henderson County Public Library; DSS

Board of Social Services:
Dr. Jennifer Hensley, Judy Smith, Melinda Lowrance, Margaret Stone, Joshua Simpson

Henderson County Department of Social Services



Henderson County Board of Social Services
1200 Spartanburg Highway Hendersonville, NC 28792
May 17th, 2022 @ 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 April 19th, 2022 Minutes* Dr. Jennifer Hensley, Chair
- Board Education: Low Income Household Water Assistance Program (LIHWAP)
Vicki Huntley, IM Supervisor III
- Reports (Questions Only)
Director’s Rpt./Statistical Rpt/EOM.....Jerrie McFalls, Director
- Program Administrators Report.....Lorie Horne, SW Program Administrator
- Old Business
DSS Staffing Update.....Jerrie McFalls, Director
- Upcoming DSS Board Position VacanciesDr. Jennifer Hensley, Board Chair
- New Business
None
- Adjournment (Next meeting: June 21st, 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

May 17, 2022 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 12:00 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 Joseph Maxey Jr., Administrative Officer Vickie Huntley, Economic Services Program Manager Deborah Johnson, Administrative Assistant Karen Vale, Administrative Assistant
Guest	Rebecca McCall, County Commissioner

B. Public Input

None

C. Adjustments to the Agenda

None

D. Approval of Minutes

Dr. Hensley asked if there were any changes to the minutes from the April 19th, 2022, open session, there were none. Mrs. Smith made a motion to approve the minutes as written. Vice Chair, Lowrance seconded the motion. All members present approved the minutes as written and the motion passed.

E. Board Education

Low Income Household Water Assistance Program-LIHWAP

Vicki Huntley presented information to the board regarding the LIHWAP assistance program. The LIHWAP is a federally funded emergency assistance program to provide assistance to low-income applicants to prevent disconnection of household water, reconnection of their drinking water, and wastewater services. Funding is available to qualifying applicants December, 2021 through September 30, 2023, or until the funds are exhausted. Federal funds allocated were \$134,564.00. To date, remaining \$114,749.96 is available. Henderson County has processed 78 applications so far. Program Manager Vicki Huntley stated that the more people get familiar with the program, the more people will access. LIHWAP provides emergency assistance to low-income households to prevent water disconnects. Well water is not included in this program.

Eligibility requirements:

- ❖ Must be us citizen or eligible legal permanent resident
- ❖ Income must be equal to or less than 150% of the federal poverty level

Applicants must have had their wastewater or water services disconnected, in jeopardy of being disconnected or a current outstanding bill that is in the applicant's name.

The federally funded program has three priority groups

- Households where the water has been disconnected
- Households where water service is in jeopardy of being disconnected
- Households that are vulnerable, that have current bills that need assistance maintaining service

The first two groups take priority. If the household is receiving TANF, food stamps, or LIEAP they are automatically eligible.

Applications can be completed online on epass.gov, via telephone or in person for those not currently receiving benefits but meet eligibility requirements.

Payments are paid directly to vendors that we have agreements with. The vendors are the City of Hendersonville Water Department, Aqua North Carolina, and Carolina Water Services Inc. The city of Hendersonville is the vendor that provides the majority of services to Henderson County.

Vicki Huntley suggested that we put more information about the program on the Henderson County Website to ensure more members of the community are made aware of the LIHWAP program.

F. Reports

Director's Monthly Report (Attachment I)

First Amendment Auditors

The NC School of Government presented at the annual NCACDSS Director's meeting in Blowing Rock, Handling First Amendment "Audits". On Monday, May 9 2022, two "auditors" came to the DSS lobby. "Auditors" are individuals, using a You-Tube channel forum, who actively record video and audio in public places under the pretense of promoting government openness and transparency. Two auditors were filming clients in the HCDSS lobby. Director McFalls and Joe Maxey introduced themselves to the "auditors" and asked they not film the clients as our clients have a right to confidentiality under NC law. The "auditors" were very difficult to deal with and continued to film and be disrespectful. Director McFalls requested the assistance of the county attorney Russ Burrell and the sheriff's department. Both came to DSS. Attorney Burrell provided copies of the statute that addresses confidentiality. The "auditors" continued to be argumentative. DSS employees channeled clients coming into the building through side doors so they could not be filmed. Director McFalls and Joe Maxey stayed with the auditors in the lobby until the agency closed at 4:30.

Attorney Burrell has provided signage that states, "No filming past this point", and states "this is not a public forum under the law". The signs are now posted on all entrances.

Commissioner McCall suggested we request YouTube suspends the “auditors” YouTube channel. YouTube removed the Commissioners Meeting, so Commissioner McCall suggested we contact YouTube to see if the “auditors” could be removed.

May 2021 – May 2022 Statistical Report (Attachment IV)

No Discussion

May Employees of the Month (Attachment V)

No Discussion

May Program Administrator’s Report (Attachment VI)

Melinda Lowrance inquired about the adult services client that is currently imprisoned. Lorie Horne stated, DSS is continuing to search for housing for him.

DSS currently has guardianship of an adult released from prison. DSS procured housing in a hotel, but with minor violations he went back to prison. The adult refused to leave prison. The adult wants to stay there until his sentence is complete. He will be in our guardianship when he is released. We have tried to find him a mentor and are currently searching for permanent housing. He has a very low IQ and sex offender status. Our social worker works diligently to find housing for him. His brother is in prison also, so he is not a suitable placement. No other family members are available for placement. We consistently get requests from other DSS offices looking for placement for adults in their guardianship. A local motel is the only resource we have been able to find. The adult feels he is better off in jail. He will be eligible for SSI providing he does not go back into prison.

We have contacted Broughton but there is a considerably long waiting list. An institutional setting may be best. We have reached out to the state to see if there is any place that could house him long term. There isn’t anything available at this time.

G. Old Business

DSS staffing update.

We currently have 13 positions vacant. We have eight applicants in process, and once those applicants begin, we will have five vacancies.

Commissioner McCall asked how many employees are currently on FMLA. Director McFalls stated approximately five employees.

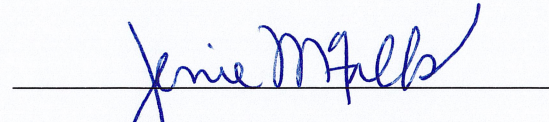
Currently we have seven employees affected by Covid.

H. Adjournment

Chair Hensley asked if there were any additional items for discussion, none were presented. Dr. Hensley adjourned the meeting at 1:10 p.m.



Dr. Jennifer Hensley, Chair Date



Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. Director's Report – May 2022
- II. First Amendment Auditors – Russell Burrell
- III. NCACDSS News at a Glance
- IV. May 2021 – May 2022 Statistical Report
- V. Employees of the Month – May 2022
- VI. Program Administrator's Report – May 2022

Monthly Director's Report to Board of Social Services



May 2022

Submitted by:
Jerrie McFalls, Director

- I attended the annual NCACDSS Director's meeting in Blowing Rock from May 4-6, 2022. Much information was presented, and the Directors were able to network for the first time in over 2 years.
- The NC School of Government presented on Handling First Amendment "Audits" at DSS. The timing was perfect since we had two "auditors" come to DSS on Monday, May 9, 2022. "Auditors" are individuals who actively record video and audio in public places, sometimes stating their desire to promote government openness and transparency and inform others of their first amendment rights. They do this in hopes that a government official will challenge their right to film so they can either file a lawsuit or capture video of the altercation to post on the internet. I was notified that there were 2 people in our lobby filming. I went to the lobby with Joe. I introduced myself and Joe and requested that they not film our clients as our clients have a right to confidentiality under NC law. They were difficult in that they would hardly let me finish a sentence and were adversarial in their interactions. There were two female clients sitting in the lobby near where they were. I requested that they respect the right of others to confidentiality. I called the county attorney, Russ Burrell and the Sheriff's Dept. Both came to DSS. Russ provided copies of the statute that addresses confidentiality. They were argumentative about why filming violated the clients right to confidentiality. We channeled clients out the side doors so they would not be filmed as they exited. Clients coming into the building were directed away from where they were stationed. We stayed in the lobby area with them until the agency closed at 4:30. It was a difficult situation. We were taunted and ridiculed due to age and weight and were described as idiots. I contacted the SOG and was provided written material from the NCACDSS presentation and other information they have gathered on this subject. Russ Burrell prepared a sign for our doors that states, "NO FILMING PAST THIS POINT" and states "this is not a public forum under the law". The signs are posted.

Attachment: First Amendment Auditors

First Amendment Auditors

As the COVID epoch recedes, and the weather warms, it may again be time for First Amendment auditors to visit Henderson County facilities. Certainly it is already that time in some places in North Carolina.

Who are they?

They are individuals who actively record video and audio in public places, stating their desire to promote government openness and transparency.

Why are they recording video/audio?

Their stated goal is to educate the public on the First Amendment and the rights it affords but, at least from the government employee side, it appears that their real goal is to create conflict or incite an adversarial interaction with government employees.

They do this in hopes that their right to record is challenged so they can either file a lawsuit or, more often, capture footage of the altercation to then post on the internet.

Where can they record?

The First Amendment does provide individuals the right to film in public places, which means they are allowed to film in places like streets, parks, sidewalks, and publicly accessible areas of county-owned facilities like the Historic Courthouse, the 1995 courthouse, the Sheriff's Department.

This includes filming deputies or other county employees engaging in activity occurring in those same areas, including the filming of traffic stops or arrests.

Where can't they record?

They do not have a right to enter areas of public facilities that are not open to the general public (areas marked as "Employees Only," etc.)

They do not have a right to be in public places outside of operating hours.

They do not have the right to film in areas where filming is otherwise prohibited, such as the 1995 courthouse (portions controlled by the court system), and such as bathrooms and locker rooms.

They do not have a right to be intentionally disruptive to the operations of whatever location they are in; however, the act of filming itself is normally not enough to be considered intentionally disruptive, even if it makes officers or employees uncomfortable.

They do not have the right to actually interfere with a county employee carrying out their duties, or otherwise behaving in a manner that risks the safety of the employee, themselves, or others.

What should county employees do?

Allow them to film in the appropriate, public places.

Keep calm, whether the auditors are pleasant or rude. Sometimes difficult interactions are done with the intent to get a reaction on video.

Be friendly and accommodating. Maybe introduce yourself or offer to give them a tour of the public portions of your building. Explain to the auditor that, for example, the *identity* of some clients of some agencies (DSS, DPH) are by General Statute confidential, and that no video should be made of those clients.

Enforce the law. If an auditor violates it, take action after warning as you would in any other situation.

Be prepared to act as an objective mediator between a concerned employee or citizen and the auditor.

What should employees NOT do?

Do not ask for a name or ID. Unless you have a suspicion that the auditor is doing something illegal, there is no requirement for an auditor to identify themselves.

Do not order them to stop recording video (as long as they are in an appropriate place and not recording clients whose identity is confidential).

Do not block the camera with your hand or body (as long as they are in an appropriate place).

Do not touch them or their equipment or demand that they hand over their cameras (as long as they are in an appropriate place and not violating the law).

Bottom Line

Auditors can record video/audio in public places as long as they are not intentionally disruptive and do not violate the law. Employees should remain calm, not overreact, and be patient, respectful, and rational with the intent of deescalating the situation. Without a negative interaction, the auditor will most likely remain for a short time and then move on.

If the need arises, please call.



Charles Russell Burrell
County Attorney

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(828) 697-4719



NCACDSS NEWS AT A GLANCE

EDUCATION & TRAINING OPPORTUNITIES

NCACDSS Annual Meeting;
Chetola Resort, Blowing
Rock, NC; May 4 – 6, 2022

Eastern Regional Meeting:
The Inn at Pine Knoll
Shores 511 Salter Path
Road Pine Knoll Shores, NC;
May 19-20, 2022

Western Regional Meeting:
Buncombe County HS Ofc
200 College St, Asheville, NC;
June 2-3, 2022

Social Services Institute;
Hickory Convention Center,
Hickory, NC; Aug. 3 – 5, 2022

**NC Office of State Human
Resources: Local Govt
Virtual Training; Jan. – June
2022**

*Designed for DSS, Public
Health, and LME-MCOs.*

Location

3509 Haworth Drive
Suite 402
Raleigh NC 27609

Phone and Email

p: [919.782.4111](tel:919.782.4111)
Sransome@ncacdss.org

Friday, April 29, 2022

NCACDSS ANNUAL MEETING NEXT WEEK!

**LOOKING FORWARD TO THREE DAYS OF
LEARNING, FELLOWSHIP, AND IDEAS EXCHANGE**

GENERAL ASSEMBLY NEWS IN REVIEW

LEGISLATIVE COMMITTEE CONTINUES MEDICAID EXPANSION DELIBERATIONS

The Joint Legislative Committee on Access to Healthcare and Medicaid Expansion met on April 26 to hear presentations on telehealth. North Carolina made significant changes to telehealth during the pandemic, some of which have become permanent. Medicare also made significant permanent changes to telehealth. Other topics examined Medicaid vouchers and state-based marketplaces. Medicaid vouchers would be in lieu of full-blown Medicaid expansion and would provide vouchers to those below the federal poverty line that remain ineligible for ACA premium subsidies to purchase health coverage through healthcare.gov.

The presenter on state-based marketplaces defined these as insurance marketplaces where the state provides the technological infrastructure, the website, and the customer support for individuals to access financial assistance to purchase state-based plans, in order to move away from the federal marketplace site. Private vendors would manage the process end-to-end, with projected state savings of \$370 million. A state-based exchange can provide an assessment or determination of MAGI eligibility and work closely with the state's Medicaid program to finalize program eligibility. The state would need to decide on the preferred structure and enact enabling legislation. The presenter predicted that a transition to the state-based marketplace would take around 9 months.

At the end of the meeting, the Committee's chair, Representative Lambeth, noted that the Committee does not have at this time a recommendation or a plan for Medicaid expansion. Lambeth said that with the legislative short session scheduled to begin May 18th, there may be additional meetings called for the committee, as Medicaid expansion discussions continue. (source: CCR Consulting – Apr. 26, 2022).

NC DHHS NEWS IN REVIEW

NC-DHHS NOTIFIES COUNTIES WHO MAY NEED BUDGET AMENDMENT ACTION TO SECURE ONE-TIME LIEAP SUPPLEMENTS

NC-DHHS has sent notice to counties regarding the one-time LIEAP supplement and asked that action be taken to secure these supplements. The supplement was calculated by dividing the total remaining LIEAP and Pandemic LIEAP funds by the number of households that received a LIEAP payment during the State Fiscal Year (SFY) 2021-2022. To ensure that the department use the available funds to provide the maximum benefit to LIEAP households, the amount of the supplement will not be finalized until NC FAST has closed out LIEAP for the State Fiscal Year (SFY). The supplement flat rate is anticipated to increase from the original estimate of \$224 to an amount between \$300 and \$325 per household. When processed NC FAST will send a system generated notice to the household informing them of the supplement and of the supplement amount, the county is not required to issue any notices.

The department has realized based on each county's setup that some counties may have to seek budget amendments to accommodate the additional funds that will be reallocated to cover the one-time LIEAP supplements. Because the amount is significantly higher than originally anticipated the department has reworked its [spreadsheet](#) using the highest estimated payment amount of \$325 to display the breakdown of the total funds that each county was originally allocated and subtracts out any outstanding obligations. Any payments not processed on an individual county's May service report will be deducted from that county's State Fiscal Year 2022-2023 allocations. (source: NC-DHHS – Apr. 26, 2022).

NC-DHHS SPONSORS WEBINARS ON PROPOSED WAIVER CHANGES FOR CHILDREN AND FAMILIES SPECIALTY PLAN

NC-DHHS is seeking to amend its Section 1115 demonstration waiver to reflect changes to the eligibility and delivery system for families being served by the North Carolina child welfare system (Child Placement Services and Child Protective Services). The department is hosting two webinars to provide an overview of the key amendment requests with time allotted for questions and answers.

Webinar-based Public Hearing for the NC Medicaid 1115 Waiver Proposed Child Welfare Amendment: [Tuesday, May 3, 2022, at 2 p.m.](#) or [Monday, May 9, 2022, at 3 p.m.](#) The proposed amendment application is available on the NC Medicaid [website](#). (source: NC-DHHS – Apr. 25, 2022).

NC AWARDED GRANT TO TRANSITION TO 9-8-8 SUICIDE PREVENTION LIFELINE NUMBER

NC-DHHS has been awarded \$3.3 million to expand support for people in mental health crisis. This funding from the Substance Abuse and Mental Health Administration to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services will help North Carolina transition the Suicide Prevention Lifeline from the current 10-digit number to an easier, three-digit number — 9-8-8 — for people having suicidal thoughts or experiencing a mental health crisis.

On July 16, 2022, 9-8-8 will become the national three-digit dialing code for the National Suicide Prevention Lifeline, replacing the current phone number of 1-800-273-TALK (8255). People can talk, chat or text with trained call center staff 24 hours a day, seven days a week and 365 days a year. Call center staff can provide crisis counseling along with information on local community resources and referrals. (source: NC-DHHS – Apr. 27, 2022).

States and territories are receiving about \$105 million to prepare their National Suicide Prevention Lifeline call centers for a transition to an easier-to-remember, three-digit phone number in July that some estimate could double the amount of calls each year, HHS said on April 19th. The funds are part of the \$282 million announced in December when the Biden administration said the National Suicide Prevention Lifeline would transition nationally in July to 9-8-8 from a 10-digit phone number. (source: Health Insider – Apr. 19, 2022).

NC-DHHS REVISES PERMANENCY PLANNING MANUAL TO REFLECT LEGISLATIVE CHANGES

NC-DHHS is committed to providing counties with protocol and guidance to support compliance with the law and best practice of child welfare services. There were changes to the law regarding child welfare during the 2021 legislative season. All the law changes have gone into effect and the policy is effective immediately.

Furthermore, to ensure that accuracy and consistency occurs throughout the Permanency Planning Manual, certain policy topics have been revised and rewritten, including adding the Foster Parents' Bill of Rights, making consistent protocols for the Child and Family Team, adding information on Child Welfare Funding-Foster Care under IV-E Eligibility, and setting forth the determination process for Foster Care 18-21. These policy revisions will be discussed during the May 26, 2022, Policy to Practice Office Hours workgroup on Go-To-Training. (source: NC-DHHS – Apr. 20, 2022).

NC-DHHS OFFERS NEW FOSTER PARENT TRAINING MODULE ON COURT: ROLES AND OBLIGATIONS OF FOSTER PARENTS

Session Law 2021-132 was enacted on September 1, 2021, to establish established new training requirements for foster parents. As part of the licensure process, foster parents must complete a pre-service training that includes a module, created, developed, and made available by the Department which explains the roles and obligations of foster parents in judicial proceedings. The new module, Court: Roles and Obligations of Foster Parents, is now available.

Beginning May 1, 2022, all new foster parent application packets will be required to have a certificate of completion included for each person applying for licensure. Current licensed foster parents will need to complete this course as part of the re-licensure process and the certificate of completion must be submitted with the re-licensure packet. (source: NC-DHHS – Apr. 25, 2022).

NC-DHHS OFFERS RESOURCES FOR TAILORED PLANS

As the LME/MCOs prepare for the tailored plan launch on Dec. 1st, please find here several sites compiled by CCR Consulting that provide information on the plans and Medicaid transformation in general.

- [Most current NC DHHS 1115 Waiver Amendment application with CMS](#)
- [NC Medicaid Transformation:](#)
- [NC Medicaid Proposed Program Design](#)
- [NC Medicaid Provider Playbook](#)
- [NC Medicaid Tailored Care Management](#)
- [NC Medicaid Behavioral Health I/DD Tailored Plan](#)

IN STATE NEWS

URBAN INSTITUTE RELEASES ASSESSMENT ON NORTH CAROLINA'S MEDICAID TRANSITION

The Urban Institute released its report on *North Carolina Medicaid's Transition to Risk-Based Managed Care*, to assesses North Carolina's Medicaid transition and its impact on access to and quality of care for children and pregnant and parenting people. The report also examines health outcomes resulting from the state's shift from a fee-for-service (FFS) to a risk-based managed approach that integrates service delivery between physical and behavioral health care. (source: *APHSA Collaborative Centers Newsletter*– Apr. 27, 2022).

IN FEDERAL AND NATIONAL NEWS

USDA OPENS GRANTS APPLICATION TO IMPROVE SNAP CUSTOMER SERVICE

The USDA's Food and Nutrition Service announced on Monday that \$5 million in competitive grants are being made available to enhance efficiency and access in the Supplemental Nutrition Assistance Program through process and technology improvements. The SNAP Process and Technology Improvement Grants are awarded through a competitive application process. The multi-year grants seek to improve the experience of SNAP participants by enabling grantees to update inefficient or ineffective processes or use technology to streamline operations and provide

better customer service. The application process also requires grant applicants to demonstrate how their initiatives will affect SNAP with respect to equity and inclusion, which supports the Administration's focus on advancing racial equity. The request for applications is now open, and all applications must be submitted by 11:59 PM EST, June 27, 2022. The three-year grants will be announced in fall 2022. For more information, visit the [FY 2022 SNAP Process and Technology Improvement Grants](#) website. FNS will award bonus points to applications from groups that have not previously received PTIG funding to promote capacity building through technology and process improvements. (source: USDA-Food and Nutrition Services – Apr. 26, 2022).

PEW ANALYSIS FINDS THAT A THIRD OF STATES LOST RESIDENTS IN 2021

Population declined in 17 states in 2021, according to an annual report from the Pew Charitable Trusts Fiscal 50 project. A long-term trend of reduced growth rate appears to have been amplified by COVID-19 deaths and continued restrictions on immigration. Unlike its total size, the growth rate of the U.S. population has declined continuously since the first census in 1790. The rate went down steeply between 1880 and 1930, with an uptick in the years following the Great Depression. Growth may be slowing, but the country's total population is projected to grow 14 percent by 2050, bolstered by immigration. In 2021, gains from international migration were greater than gains from natural increase. The median cumulative annual growth rate between 2010 and 2020 was 0.55 percent, but 12 states achieved almost twice this, or more. No matter which direction growth rate or total population total goes in a state, economic balance is affected. (source: Governing.com – Apr. 27, 2022).

CONGRESS RETURNS TO HASH OUT DIFFERENCES IN COVID RELIEF AND IMMIGRATION

Congress returns to Washington this week following its two-week break to face the stalemated \$10 billion in additional funds for COVID relief—funding that stalled in the Senate as Senate Republicans vied to reinstate Trump's border policy under Title 42, which allows for immediate expulsion of migrants under the public health emergency. The Hill reports that vulnerable House Democrats are also questioning the administration's decision to repeal Title 42 and lists the moderate Democrat Senators who would support their Republican counterparts' to overturn the repeal if an amendment is allowed to be offered. Passage of the amendment would likely doom the Covid relief legislation in the House. Other legislative activity centers around additional Ukraine aid and funding for global COVID relief measures and revived talks for the Build Back Better bill. (source: *The Hill* – Apr. 25, 2022).

LOOKING BACK: BIDEN ADMINISTRATION EXECUTIVE ORDER RESULTS IN LONG-NEEDED UPDATE TO SNAP NUTRITION BENEFITS

Last year, the Biden Administration updated SNAP by asking that the USDA to update the Thrifty Food Plan to reflect the current cost of food, thereby resulting in a 21% increase in SNAP benefits. This [article](#) highlights that measure, along with other enhancements resulting from Biden's executive order. (source: Network for Public Health Law – Apr. 20, 2022).

BIDEN ADMINISTRATION WANTS FEDERAL SERVICES TO ALIGN WITH LIFE EXPERIENCES

The White House wants to fundamentally change the way Americans access government services and benefits by focusing on the "life experiences" of those seeking assistance. The effort was teed up in a December 2021 executive order on customer experience which, officials said, would create a "sustained, cross-government service delivery process" aligned with life events that often require interaction with the government. For Americans facing retirement, surviving a disaster, transitioning out of the military, having children or experiencing financial shock, the Biden administration wants to offer a path to services that doesn't require knowledge of how the government is organized. (source: *APHA Collaborative Centers Newsletter*– Apr. 27, 2022).

AS FAMILIES GRIEVE, GRANDPARENTS STEP UP

In December, a coalition called the Covid Collaborative estimated that about 167,000 American children had lost a parent or primary caregiver to the pandemic, with much higher rates among communities of color. More recently, researchers at Imperial College London put the number of children who have lost one or both parents at nearly 200,000. Grandparents have always been the first line of defense in the wake of such tragedies. The nonprofit Generations United reports that pre-pandemic, 2.6 million American children already lived in "grandfamilies," raised by relatives for reasons ranging from military deployment and incarceration to deaths from substance abuse, other illnesses or accidents.

Other similar articles can be found here: [Hidden Pain: Children Who Lost a Parent or Caregiver to COVID-19 and What the Nation Can Do to Help Them](#); [COVID-19 Orphanhood](#); and, [State of Grandfamilies 2021: Reinforcing a Strong Foundation: Equitable Supports for Basic Needs of Grandfamilies](#). (source: *The New York Times* – Apr. 12, 2022).

NATIONAL CENTER ON LAW AND ELDER RIGHT'S RECENTLY RECOGNIZED NATIONAL CRIME VICTIMS' RIGHTS WEEK AND PROVIDED THE FOLLOWING INFORMATION NOT TO BE MISSED

While older adults may experience the same crimes as other age groups, including financial, physical, sexual, or emotional abuse and neglect, they are less likely to report the crime and recover from their victimization. Additionally, older adults belonging to systemically marginalized communities—such as LGBT older adults, older adults who need help with activities of daily living, and older adults of color—are more likely to experience elder abuse, neglect, and exploitation. While more research needs to be done on older victims of crime, people living at or below the Federal Poverty Level are more likely to experience crimes across age groups.

The following resources are available to those who wish to learn more about services for older adult victims of crime.

- National Resource Center on LGBT Aging: [A Self-Help Guide for LGBT Older Adults and their Caregivers & Loved Ones: Preventing, Recognizing, and Addressing Elder Abuse](#)
- Office of Victims Crime Training & Technical Assistance Center: [Tribal Victim Assistance](#)
- National Crime Victim Law Institute: [Rights Enforcement Toolkit](#)
- National Clearinghouse on Abuse in Later Life (NCALL): [Enhancing Services to Older African American Victims](#)
- NCLER: [Elder Justice Toolkit](#)
- NCLER Legal Trainings: [Consumer Protection](#)
- NCLER Legal Trainings: [Elder Abuse](#)

(source: National Center on Law and Elder Rights – Apr. 25, 2022).

HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES
MONTHLY COMPARATIVE STATISTICS

PROGRAM AREA - MONTHLY CASE COUNT	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	% Change From Prior 12 Mths
Food Stamp (FNS) Cases	5739	5777	5836	5889	5964	6024	6111	6195	6273	6309	6111	5940	5782	
FNS Apps Taken			146	128	180	159	225	439	372	346	503	556	440	
Individuals Served	11525	11610	11720	11794	11926	12014	12199	12349	12502	12578	12150	11754	11414	
Work First Employment Cases	5	2	2	4	3	5	1	1	0	4	2	4	4	45.5%
Child Only Work First Cases	85	80	82	82	79	78	77	73	68	69	69	70	68	-10.5%
Crisis Heat/Cooling (CIP)	23	18	20	25	56	69	85	124	109	130	94	71	49	
Low Income Energy (LIEAP)	3	0	0	0	0	0	0	0	136	306	178	118	19	
Medical Assistance Cases ^{2&4}			14027	14461	14976	15458	15898	16086	16362	16625	16759	16823	16820	
Participants			20339	20862	21549	22111	22691	22915	23243	23464	23620	23708	23721	
Applications Received			226	264	272	278	263	456	477	372	302	392	369	
Medicaid Transports	1274	1634	1434	1118	306	1408	971	893	2212	996	1418	1406	2533	
Individuals Transported	173	183	164	152	185	195	195	206	198	173	174	200	155	
Child Support Cases	2350	2338	2332	2336	2313	2294	2278	2260	2236	2227	2215	2207	2175	-4.9%
Child Support Collections	\$361,135.02	\$334,773.76	\$407,149.66	\$347,877.93	\$327,509.67	\$332,920.07	\$299,584.49	\$334,638.75	\$324,313.30	\$313,344.75	\$299,394.17	\$375,302.33	\$369,201.05	9.2%
Child Day Care	458	458	447	443	473	442	463	469	469	461	472	474		
Child Day Care Expenditures ¹	\$256,796	\$257,448	\$223,250	\$219,960	\$226,237	\$206,097	\$221,102	\$202,080	\$186,065	\$190,746	\$215,773	\$205,102		
CPS Investigations Initiated	103	105	67	67	86	96	92	109	56	96	107	100	100	10.7%
CPS Investigations Continuing	138	151	134	101	125	135	155	160	146	149	177	174	196	34.8%
CPS -In-Home Case Mgt	29	21	25	25	22	22	24	23	21	27	24	27	21	-13.1%
CPS-Children In Custody (0-18)	162	170	176	171	171	167	165	155	155	149	149	152	150	-7.3%
CPS-Foster Care (age 18-21) ³	15	22	22	24	25	17	18	18	18	19	20	21	21	5.4%
APS Open Cases	36	45	47	33	27	44	39	40	32	27	46	36	37	-1.8%
Spec. Asst. In-Home	126	126	126	118	118	118	116	114	114	116	114	105	104	-11.6%
Guardianship Cases	25	26	25	25	27	27	24	24	24	24	25	26	25	-0.7%
In-Home Aid Services(Contract)	82	80	79	75	74	74	74	70	68	61	60	60	57	-20.2%

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



Employees of the Month



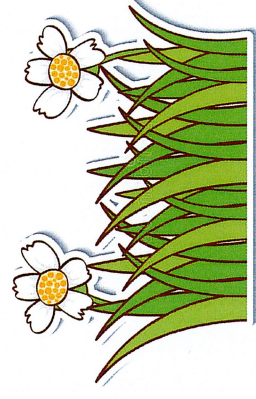
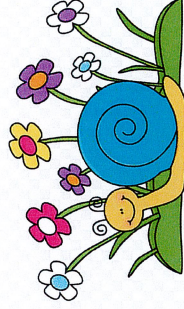
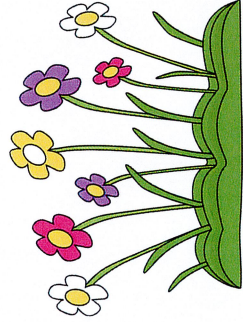
Cain Landreth—Child Protective Services- Cain always has a positive attitude despite how busy he may be. His co-workers enjoy working with Cain. He consistently works hard to keep caseload numbers down and his documentation is current.



Tim Ziffer-Adult Services- Tim is a valuable member to the Adult Services Team. Tim worked as an Adult Protective Services Social Worker prior to transitioning over to the Foster Care 18-21 program for youth who have aged out of Foster Care. Tim is very conscientious, always maintains a pleasant attitude, and keeps his documentation and casework up to date!



Maria Rowsam - Family Programs Maintenance - Maria recently exemplified the meaning of Team Player by helping a different department that she formerly worked in. She never complained at being asked to help and was more than willing to do whatever it took to help out. Maria worked extra time almost every day for two weeks to ensure she was helping the other department all while ensuring she worked her 7.5 hours in her own caseload. She proved to be incredibly useful and efficient in helping the other department get caught up. Her help was tremendous and greatly appreciated by all those involved .



Program Administrators Report for May 2022

Social Work

Adult Services and Child Support

- ✚ APS reports were up slightly from last month with 27 reports screened in for investigation in April.
- ✚ Our two Adult Services units are now fully staffed, and Child Support has filled all their positions and will be fully staffed as of 5/23!
- ✚ We have signed a contract with a new In-Home Aide provider, Careheartedly, and this should allow us to open more people to this service.
- ✚ An update on our guardianship case, he was sentenced back to prison to complete his original sentence which is about 6 more months. However, once he completes that sentence he will have no further post-release restrictions, such as an ankle monitor and curfew. He is receiving mental health treatment at the prison.

Children's Services

- ✚ April was Child Abuse Prevention month. We displayed our blue wreath out front, placed pinwheels outside and April 1st was "wear blue day" in recognition.
- ✚ Currently we have 67 licensed foster homes and 7 licenses in process.
- ✚ Summer 2022 MAPP class begins this Thursday, 5/12, 18 people are registered, with the potential of 10 new licenses.
- ✚ Foster Care held its May Celebration to honor foster/adoptive families on 5/5/2022. It was a success as approximately 110 people attended.
- ✚ Alex Williams (Fostering Hopes/H3 Collective) has reported they have received the grants to move forward with the purchase of 2 homes/properties in Henderson County. They are currently recruiting for professional Foster Parents. Both homes are in the Dana area.
- ✚ Foster Parent Association has named a new president, Hope Kim. Hope and her husband, Caleb have been foster parents for approximately 4 years and have fostered many children, including large sibling groups.
- ✚ Foster Parent Association held their first annual, "Egg My Yard" for Easter.
- ✚ Peer Support is starting a Care Tyme group for seasoned social workers beginning May 18th. Peer Support team members will continue to facilitate the New Hires group and Behavioral Wellness

staff will assist with the seasoned social worker group. Current planning is underway for the Supervisor's Care Tyme. They are looking at the month of August to begin.

- ✚ The Peer Support team is small and they hope to grow in numbers as each member has been charged with trying to recruit one new member. They have been strategizing how to better promote the value of self-care as it continues to be viewed by some as "selfish" or "don't have time for me time".
- ✚ The next Peer Support team training will be June 3rd by Behavioral Wellness on advanced tips for Diffusing and Debriefing. Behavioral Wellness is committed to provide training to our team on a variety of subjects approximately every six weeks.

Economic Services

Adult Medicaid

- ✚ Interviews completed for the LTC unit 2 vacant positions. Decisions have been made and we are currently waiting on HR for the wage requests.
- ✚ Interviews completed for the LTC Over the Shoulder position.
- ✚ The Adult Private Living unit is currently at full staff; however, we anticipate 1 vacancy soon due to a promotion to the LTC unit.
- ✚ PHE has been extended through July 16, 2022, and we are in the process of developing refresher training for staff.
- ✚ We are currently in the 1st month of the REDA audit and are working with the auditor to get this month completed. We are a little over halfway through and have incurred one eligibility error thus far and have corrected the case.
- ✚ Managed Care: currently these are the numbers that were just released for Henderson County. We do expect the numbers to increase in the Fall when the Tailored plans are incorporated into Managed Care.

	TOTAL MEDICAID/NCHC BENEFICIARIES	TOTAL MEDICAID/NCHC BENEFICIARIES WITH A PHP	TOTAL MEDICAID/NCHC BENEFICIARIES ENROLLED WITH A PHP (%)
	23704	14478	61.08%

FNS & Energy

FNS Waivers

- Emergency Allotment has been extended for May 2022. This is a month-to-month extension.

LIHWAP FUNDS: AS OF 4/30/2022

- USED \$15,098.56
- BALANCE \$119,465.44

CIP FUNDS: AS OF 4/30/2022

- USED \$198,721.44
- BALANCE \$65,470.56

LIEAP FUNDS: AS OF 4/30/2022 (BOTH PANDEMIC AND REGULAR FUNDS)

- USED \$830,004.94
- BALANCE \$441,304.94

**THE LIEAP PROGRAM HAS ENDED AS OF 3/31/2022*

