

Henderson County Board of Social Services

September 20, 2022 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by Vice Chair Melinda Lowrance at 12:01 p.m.

Board Members Present	Melinda Lowrance, Member Judy Smith, Member Rebecca McCall, Member
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Lorie Horne, Social Work Program Administrator Joseph Maxey Jr., Administrative Officer Debby Freeman, Economic Services Program Administrator Pam Fisetto, HSPE 3, CQI Deborah Johnson, Administrative Assistant/Board Clerk
Guest	None

B. Public Input

None

C. Adjustments to the Agenda

None

D. Approval of Minutes

Vice Chair Lowrance asked if there were any changes to the minutes from the August 16, 2022, regular meeting, there were no adjustments made to the minutes. Mrs. Smith moved to approve the minutes as written and Mrs. McCall seconded the motion and the motion passed.

E. Board Education

Care Tyme and Peer Support

Pam Fisetto presented Peer support and Care Tyme information to the Board. Peer Support and Care Tyme have been in process for about 3 years. This program came out of our newly established onboarding procedures. What we discovered during the onboarding procedures were that people needed and wanted extra support. We also needed to improve retention and support of our workers. Wellness also had a new wellness team, so DSS joined with wellness to improve employee well-being.

Peer support recognized constant trauma and crises. Our crises are due to ongoing trauma and repeated trauma. During onboarding we started the discussion of daily stress. How can we help workers start talking about secondary traumatic stress from day one and trying to assess our newcomers because their jobs are difficult. How to recognize the stressors, and how can we help our workers discuss concerns with their supervisors was a priority.

Wellness worked with us to develop our own peer support team. Summer of 2021, Peer support was kicked off. Our Peer Support Team Members were trained in Critical Incident Debriefing. We engaged with the WNC Peer Support Network that conducts the training. We trained with the Fire Department, EMS, and Sheriff's Department of our county.

We really worked hard on acknowledging peer support is as simple as one on one. Social Workers are supporters by nature and bring a skill to the table. Peer support puts the appropriate parameters in place.

As we were working with wellness, we discovered that the majority of clients wellness was seeing, was the DSS staff. We recognized there was a need for counselors for DSS. We have become more structured and more informative for our employees.

We have joined forces with Buncombe County. We are using Care Tyme with the guidance of Buncombe. Care Tyme is one hour per month. It is strongly supported by supervisors. Care Tyme is to help social workers do "self-checks". Newcomer Care Tyme looks different than Care Tyme for our seasoned workers.

Pam stated that her personal goal is to have Economic Services start peer support also. People walk away feeling the agency cares about them and feel overall support. This can increase retention among workers. If your employer cares about your well-being, you are more likely to work harder for the employer.

Adult Services have requested they have their own Care Tyme. They have a lot of new people so we felt it would be beneficial. They see grief every day. Care Tyme did some education and training with them, and Adult Services have asked for their own monthly Care Tyme and additional training four times a year.

Mrs. Lowrance asked what the success rate was? Pam stated our goal is retention, and we can't measure that in six months. Our expectations are that if even one person shows up for Care Tyme, that is considered a success.

Lorie Horne stated that resiliency is the goal. It is hard to find that balance.

Mrs. Smith asked how long Care Tyme has been meeting. Pam stated one year in September.

Mrs. Lowrance asked if we were working with Transylvania County? Pam stated we are currently working on a statewide conference call to see what other counties are doing. Pam stated we knew we had to do something to retain our workers. We must do something to help make them want to stay.

Mrs. Lowrance stated that Care Tyme and Peer Support are supported by the Board.

F. Reports

Director's Monthly Report (Attachment I)

Questions Only:

Mrs. Lowrance asked about the additional \$36,000 SNAP funding Social Services received, Director McFalls stated we just received the funding in September. It looks like we may lose about \$30,000 per month due to the changes in Medicaid funding. The \$36,000 in additional funding we are receiving, we are projected to lose the first month of changes in Medicaid. The Medicaid 75/25 is changing daily on how to calculate how much we will lose.

Mrs. Smith asked if we were getting any refugees from the border? Mrs. McCall stated there seems to be an influx, but not to the degree of the bigger cities. Citizenship determines what benefits are available to that population.

Jerrie stated that DSS has to prepare a four-year budget proposal based on what positions we will need in the next four years. Medicaid expansion will require more positions. We need to keep a close eye as we will have a significant increase in applications. Medicaid has never covered healthy adults before but they will become eligible with Medicaid Transformation. If we have 6000 new applicants, plus recerts, we will need additional positions. That could cause a space issue. We have at most, accommodations for approximately five people. We may move to work from home for our recertification teams that could work effectively from home. Our challenge is technology to work from home per employee. We are still waiting on computers that were approved in the previous budget year. Each employee would need a printer and scanner at home. We will need to present our projections to the county commissioners in about a month.

September Employees of the Month (Attachment II)

No Discussion

August 2021 – August 2022 Statistical Report (Attachment III)

No Discussion

August Program Administrator's Report (Attachment IV)

Questions Only:

Mrs. McCall asked Mrs. Horne if DSS was working with Fostering Hope to find a family for the homes built for foster families. Mrs. Horne stated they are currently working with families to find the right fit.

Our staff meets regularly with Fostering Hope to find a family that meets the criteria.

Financial Report August 2022 (Attachment V)

No Discussion

Mr. Maxey stated that the financial department is finishing up the audit, so numbers are not available at this time.

G. Old Business

DSS staffing update

We currently have fifteen vacancies. Seven in Social Work, eight in economic benefits. We have had people moving internally. We have several positions posted at this time. Recently we had an IMC 2 posting that had no applications. Our county recently hired a Recruitment Specialist to increase interest.

We have a new SW I/A & T from Madison County starting September 26th.

Mrs. Smith asked if we were going to replace the security guard. Director McFalls stated we have a deputy that is scheduled to begin at DSS. We will have two deputies assigned, so we are currently having extra drive throughs from the county if we need them until they begin their assignments on site.

H. New Business

Vote on the projected Board Meeting Schedule:

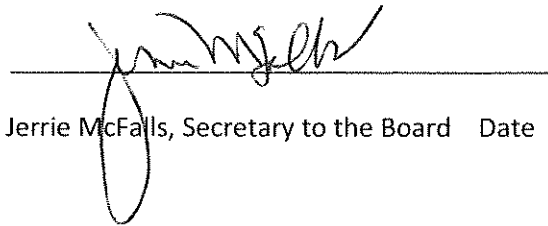
Mrs. Lowrance made a motion to accept 2023 proposed Board Meeting schedule. Mrs. Smith moved to approve the proposed schedule and Mrs. McCall seconded. The motion carried and the calendar was approved.

I. Adjournment

Mrs. Lowrance asked if there were any additional items for discussion. There were none. The meeting adjourned at 1:11 pm



Melinda Lowrance, Vice-Chair Date



Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. Director's Report – September 2022
- II. September Employees of the Month
- III. August 2021 – August 2022 Statistical Report
- IV. Program Administrator's Report – September 2022
- V. 2023 Board Meeting Schedule