

Monthly Director's Report to Board of Social Services



August 2020

Submitted by:
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- August has been unique for North Carolina in that we have had a hurricane, a tornado and an earthquake during a pandemic. This unprecedented time has created many challenges for our State and for counties directly impacted by these natural disasters in addition to COVID-19. We continue to strive to meet the social services needs of our community while working to accommodate staff in their individual circumstances.
- Lorie Horne has been hired as our Social Work Program Administrator to replace Kevin Marino. Lorie currently serves as the Program Manager of Foster Care Services.
- We received the results of our ten (10) month Medicaid audit, the Recipient Eligibility Determination Audit (REDA). The audit was conducted from February through December 2019. Twenty (20) cases were reviewed each month for ten (10) months. We received the results on July 30, 2020. The audit documented an overpayment of \$253.31 due to an ineligible recipient. A state review team will work with us to develop an Accuracy Improvement Plan (AIP).
- NCDHHS has selected vendors to provide community health workers in fifty (50) counties including Henderson County. The purpose of the project is to connect North Carolinians with needed services and support. Specifically, connection to medical and social support, including diagnostic testing, primary care, case management, nutrition assistance and behavioral health services. This initiative will run through December 2020 with the possibility of renewal.
- Building update: Now that Child and Family Medicaid Intake has joined Child Support in the newly completed area, the space they vacated is being painted and prepared for our final moves to align work teams. All moves will be completed by the end of August. More staff will have private office space resulting in the ability to social distance more effectively.
- We have 30 requests from staff for accommodation due to remote learning decisions made by schools. We assessed the IT needs of staff and are matching them with available equipment when possible. We are establishing protocols for accountability for those working from home. We have researched programs available to parents who have not been able to make arrangements. Some of our staff are in positions that are not congruent with work from home.

- COVID 19 situations continue to consume much of our time. We are continuously dealing with staff quarantined due to being tested and family members testing positive. Unfortunately, staff are given different instructions depending on where they are tested. The exact same situation can result in them being told to quarantine for 14 days or that they can continue working as long as they wear a mask. We are working closely with the County HR Director and Risk Manager to keep all staff safe and provide as much consistency as possible.

Employees of the Month: The August Employees of the Month list is attached.