

HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES

AGENCY PROFILE

(www.hendersoncountync.gov/socialservices)



Henderson County: Henderson County is located in the scenic Blue Ridge Mountains of Western North Carolina, 22 miles south of Asheville and 15 miles north of the North-South Carolina border. Current population is 117,417; median county household income is \$52,815 (*Source: Henderson County Profile of Statistical Information – November 2020*). The Department of Social Services is co-located with the Department of Public Health and Veteran’s Services in the Human Services Building erected in 2006.

Henderson County DSS/Board of Social Services Mission Statement: To provide services that improve the safety, health, well-being, independence and quality of life for the residents of Henderson County.

Organizational Structure: The agency is divided into three main sections: Administration/Fiscal; Economic Services (public assistance programs) and Social Work Services (child/adult protective services, foster care, adoptions and child support enforcement).

Staff Information:

- Total employees: 187
- Median staff tenure: 5.25 years; Average staff tenure: 7.75 years; Staff turnover: 10.70% (FY 19/20)
- Number of Child Welfare social workers with MSW (2), BSW (18), and other college graduates (7 other master’s degrees; 26 other college graduates): Total - 53

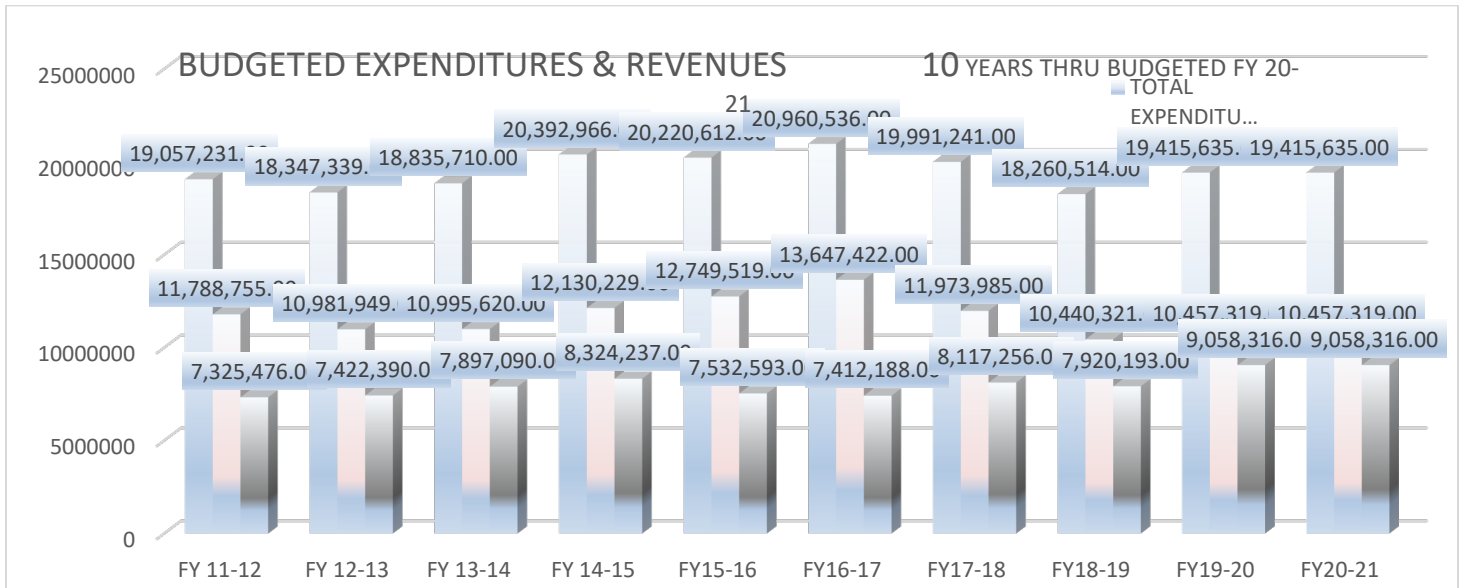
Management Team:

- **Mrs. Jerrie McFalls** is the Director of Henderson County DSS. She has been employed with Henderson County for 41 years, beginning as a front-line social worker with promotions to Child Protective Services Supervisor and Program Administrator.
- **Ms. Jillian Humphries** is the Economic Services Program Administrator. She has worked within Economic Services since July 2009. She worked in Rutherford County for five years and then Buncombe County for five years, working various positions such as caseworker, trainer, supervisor, and quality assurance manager. She was hired as the Economic Services Program Administrator for Henderson County in September 2019. In this role she is responsible for the management of multiple public assistance programs including Adult & Family Medicaid, Food & Nutrition, Work First Family Assistance/Employment, CIP, LIEAP, EA and the Child Care Subsidy Program.
- **Mr. Joe Maxey** is the Budget/Administrative Officer. He has many years of experience in private industry management/supervision. He supervises 8 staff and is responsible for multiple administrative and fiscal areas including agency budget/fiscal reporting, building maintenance/day-to-day operations, contracts and Reception.
- **Mrs. Lorie Horne** is the Social Work Program Administrator. She came to work at Henderson County DSS in July 2013 as a Social Work Program Manager. Prior to that she worked for Rutherford County DSS for 24 years. She began at Rutherford County DSS in 1989 as a front-line social worker with promotion to supervisor in 2002 and then promoted to Program Manager in 2007. She currently oversees a staff of 92 and is responsible for the management of several program areas including Child/Adult Protective Services, Foster Care and Adoption, Adult Guardianships and Child Support.

Budget Information:

FY 20-21 Total Budget: \$19,415,635

{Federal & State \$10,457,319; County \$9,058,316}



Major Programs & Selective Caseloads:

- Food & Nutrition: 10,790 individuals (January 2021)
- Medicaid: 23,470 individuals (January 2021)
- Foster Care: 170 children (birth to 18) in DSS custody (January 2021)
- CPS investigations: 70 reports (January 2021)
- Work First: 90 cases (January 2021)
- Child Care Subsidy: 452 children served (December 2020)
- Guardianship: 25 cases (January 2021)
- Special Assistance In-Home Program: 127 individuals (January 2021)

Board of Social Services: The Henderson County Board of Social Services is a 5-member Board, with two members appointed by the Henderson County Board of Commissioners, two members appointed by the Social Services Commission and the 5th member appointed by the Board. Current board members include Dr. Jennifer Hensley (Chair), Mrs. Melinda Lowrance (Vice-Chair), Mrs. Judy Smith, Mrs. Margaret Stone, and Mr. Josh Simpson. The Board is experienced and engaged, working to adhere to statutory responsibilities of public education and awareness regarding DSS programs and services.

Important Community Partners: Advent Health Hospital, Believe Child Advocacy Center, Blue Ridge Community College, Blue Ridge Community Health Services, Children & Family Resource Center, Children’s Home Society, Community Foundation of Henderson County, Council on Aging, Family Justice Center, Family Preservation Services, Fostering Hopes, Henderson County Department of Public Health, Henderson County Free Clinic’s, Henderson County Public Schools, Henderson County Sheriff’s Department, Homeless Coalition (Region 2), Homeless in Henderson County, Hope RX, Interfaith Assistance Ministry, JCPC, Meridian Behavioral Health, Pardee Hospital, Partnership for Health, Pisgah Legal Services, Safelight, Salvation Army, Smart Start, SPARC, United Way of Henderson County, VAYA Health, Western Carolina Community Action, Youth Villages Intercept Program.

The department has thirty-nine (39) active contracts and three (3) staff outpostted in other community human service non-profits to augment access to services.