

# Monthly Director's Report to

## Board of Social Services



March 2018

Submitted by:  
Jerrie McFalls, Director

~ WE ARE HOPE WEEK: Various activities are planned throughout the county to bring awareness to substance addiction. From March 26<sup>th</sup> to March 30<sup>th</sup>, Hope Rx is facilitating educational events at the area high schools (in partnership with student government associations) that include a video contest and the hanging of banners at the historic courthouse signed by students. The Henderson County Commissioners are sponsoring an opioid forum on March 28<sup>th</sup> at 12:15pm at the Blue Ridge Community College Technology Center. Sam Quinones, author of Dreamland, will present at 6:30 pm on March 29<sup>th</sup> at Blue Ridge Community College Conference Hall.

~ P4-NC Fast / Child Welfare: Representatives of the NC Association of County Directors of Social Services (NCACDSS) and the pilot counties involved in P4 roll out presented to the NC Joint Legislative Committee on Tuesday, March 13, 2018. Information was provided to the joint legislative committee about the real-life experiences of DSS staff working in P4. Legislators seemed to be impacted by the presentation. Senator Tamara Barringer stated that the system must become better for our child welfare staff. Susan Perry-Manning, Deputy Secretary of DHHS, indicated the presentation gave “a clearer understanding of both the issues and our commitment to working together to address them.” Henderson County is scheduled for rollout on November 26, 2018 for both child protective services and foster care.

~ Economic Services: During this month I have focused more on economic services due to the absence of the program administrator. Jan Prichard and I completed the interviews for the newly established Income Maintenance Supervisor III positions. The positions were offered and accepted by Debby Freeman and Marlene Wilkerson. Planning is in progress for the transition of these positions and interviews will be scheduled to replace the vacated positions.

We are struggling with the Medicaid report card due to the untimely processing of Medicaid applications. I have met with the Medicaid supervisors to identify the reasons for our failure and to problem solve specific areas in need of improvement. The identified reasons for our timeliness issues include: staff absences in December due to day care closures and holidays, absences in January due to sickness and weather related school closure/delays, an increase of over 400 applications above the regular number of applications due to cases received from the marketplace (FFM) that were received in November/December and were required to be completely processed in January to be compliant, CIP/LIEAP (crisis intervention program/ low income energy assistance program) applications delegated to staff for completion, and the redirection of applications from E-pass to intake workers. In February, the program administrator was absent from the office from the 5<sup>th</sup> through the 28<sup>th</sup>. In addition to internal processing, we are meeting with our state Medicaid consultant in late March to discuss suggestions she has for improvement and examples of tactics other counties have deployed. We will continue to identify ways to increase our timeliness; including additional training for staff.

Employees of the Month: The March Employees of the Month list is enclosed.