

HENDERSON COUNTY BOARD OF SOCIAL SERVICES
MINUTES OF SEPTEMBER 18, 2018 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, September 18th, 2018 at 12:00 PM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Chair Dr. Jennifer Hensley, Vice-Chair Penny Summey and Tyra Kirby. Present from the DSS staff were Jerrie McFalls (Director), Kevin Marino (Social Work Program Administrator), Sandy Morgan (Economic Services Program Administrator) and Karen Vale (Clerk for the Board). Board Members Frank Wilson and Judy Smith were absent, with regrets.

Call to Order: The meeting was called to order at 12:00 PM by Chair Hensley.

Public Input: None

Adjustments to the Agenda: None

Approval of Minutes: Vice Chair Summey made a motion to accept the minutes as written, Mrs. Kirby seconded the motion. All present were in favor, the minutes were approved.

Directors Report (Attachment I): Chair Hensley asked if there were any questions/comments regarding the submitted director's report, statistical report, employees of the month and/or program administrator's reports? Karen pointed out the reason for blank spaces on the statistical report were due to unreliable information from the state. Once confirmed numbers are received, the report will be updated and sent to board members. Director McFalls added to her report regarding the P4 rollout; due to Hurricane Florence and the damage incurred in the Eastern part of the state, the rollout dates for the remaining eastern counties might be switched with the rollout for the western counties. This would impact HC DSS by moving our date to mid fall instead of spring 2019. She has not received any official notification from DHHS, but a change would leave us very little time to prepare. Vice-Chair Summey asked for confirmation that the Social Services Work Group was looking into the regionalization of county DSS's. Director McFalls confirmed that regionalization is part of stage 2, with the final report due for the state in January 2019. Mid-term elections may impact the focus and timeline, but counties will have to wait and see. The microsite available through the School of Government website is a great resource for more information on the work group.

Old Business:

- **Social Services Institute – October 17-19:** All interested board members and staff have been registered for the institute. Hotel rooms have been reserved. Any questions can be directed to Karen.

New Business

- **Henderson County 4 Year Plan:** Director McFalls has reviewed the plan with Assistant County Manager Amy Brantley and was encouraged to put everything in the plan we felt we needed for the next four years. County administration will be reviewing all the submitted plans and making any necessary changes prior to the plans being submitted to the county commissioners. Included in the plan is funding to finish "future space" with offices and a conference room larger than the current SMART board room. DSS has asked for funds to complete this area in prior budget requests, but this request has not made it to the final approved DSS budget. With the additional staff requests (also outlined in the plan) and the need for a conference room large enough to meet with at least half of the current staff, it seemed appropriate to again put forth a request to finish the space. Chair Hensley asked for information regarding the social work staff requests for FY 19-20 (11 new positions). Director McFalls stated that the implementation of NC FAST for Child

Welfare, the state standards on caseload size and the requirements of the County/State MOU are driving this request. After FY 18-19, Henderson County DSS will no longer be able to contract with the Council on Aging for case management services. This will shift cases back to DSS, and while the state has no current standard on caseload size for Adult Services; they do issue guidelines and additional staff will be needed to maintain those numbers. The position requests for economic services staff (1 new; 3 reclassifications) are a result of the implementation of Medicaid Transformation.

Director McFalls asked Vice-Chair Summey if she would be available to meet with current DSS supervisory staff and Council on Aging staff regarding the transitioning of case management cases back to DSS. Vice-Chair Summey stated that she would be happy to meet with everyone to aid in this transition. Director McFalls will set up the meeting and notify Mrs. Summey.

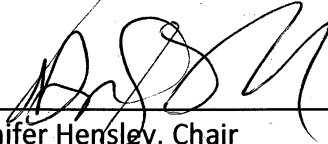
Chair Hensley asked if County Human Resources had been notified of these new staff requests to prepare to recruit and process applications for this large number of openings. Have we looked into internships as possibilities? PA Marino shared that HC DSS has had several social work interns over the years; currently one permanent staff started as an intern. We also have two interns working with us now, one in social work and one in the CQS (continuous quality support) unit. Director McFalls will alert County Human Resources Director Jan Prichard as to our plan. The reclassifications of three clerical staff currently working in the Medicaid Transportation unit to IMC 2's will be part of Medicaid Transformation. These new IMC 2's will be moved to Food and Nutrition or Medicaid based on staffing needs. The current county population is at 117,902; with a projected growth of 6,500 between 2019 and 2022. Of the 6,500 increase in population, 14 will be under 18 and 2,712 will be over 65. Our staffing needs take these numbers into consideration. The addition of a staff person per year in economic services also prepares us for Medicaid Expansion if the waiver from the federal government is granted.

PA Marino reviewed his capacity diagrams and how each diagram looks at factor's affecting staffing. Turnover rate, leave and training time all impact staffing and caseload size in child welfare and foster care. Hiring previous interns or graduates that have taken part in the child welfare collaborative at select colleges does streamline some of the necessary training and helps the agency utilize these new employees at a faster rate. PA Morgan reviewed the NC FAST certification requirement that will impact all current and any new IMC's. DHHS has suggested a figure of \$1,282.50/worker that will not be direct work, but costs incurred while covering while other workers are seeking certification. Chair Hensley asked about the current education level of the IMC applicants, Mrs. Morgan responded that an associates degree is the preferred minimum, but we have hired high school graduates with little to no college experience. She is finding that applicants with a background in the insurance field are stronger and seem to thrive in our agency. This is a change from several years ago when applicants with a background in banking were the stronger candidates. Mr. Marino then briefly shared his next set of charts that provide statistical analysis for prior years across the child welfare discipline areas. Vice-Chair Summey asked if it would be better to look forward instead of backward as justification for the 4-year plan? What information is going to make the most impact with the County Manager's office and the County Commissioners? Justification for staff increases of this size need to be shown through the direct impact on each worker. DHHS has stated that workload processes should take less time with NC FAST, when we know from the implementation of NC FAST in economic services and the current pilot counties working in child welfare that this is not the case. Processes take up to 1.5 times the current rate.

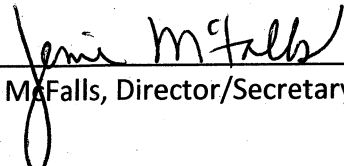
Director McFalls reviewed the list of items under the operational planning section of the plan. The unknown at the moment is the document management item. DHHS has yet to decide on a vendor and how soon it needs to be implemented. Staff in economic services will have to bridge over to any new

system, and child welfare will have to start from the beginning of its NC FAST implementation. Director McFalls and Administrative Officer Maxey need to discuss this line item with County IT Director Becky Snyder, any changes she suggests will be added to the plan prior to submission to Ms. Brantley. Finally, she reviewed the capital projects section. The highest financial impact in this section is the buildout of "future space" which was discussed earlier. Chair Hensley asked if there were any more questions/comments, there were none.

Next Meeting and Adjournment: Chair Hensley reminded the board that the next meeting is scheduled for Tuesday, October 16th, 2018 at 12:00 PM. Mrs. Kirby made a motion to adjourn the meeting, Vice-Chair Summey seconded the motion. All present were in favor, the motion passed, and the meeting was adjourned at 1:02 PM.



Dr. Jennifer Hensley, Chair



Jerrie McFalls, Director/Secretary to the Board

: JGM

Attachments:

- I. Director's Report (September 2018)
- II. Employees of the Month (September)
- III. Statistical Report (August 2017 – August 2018)
- IV. Program Administrators Report (September 2018)
- V. DSS 4-Year Plan (2019-2023)
- VI. Child Welfare Capacity Diagrams
- VII. Social Work Statistics
- VIII. Economic Services Workload/Staffing Projections