

HENDERSON COUNTY BOARD OF SOCIAL SERVICES
MINUTES OF MARCH 21, 2017 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, March 21, 2017 at 12:00 PM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Chairperson Penny Summey, Dr. Jennifer Hensley and John Boyd. Present from the staff were Jerrie McFalls (Director), Joseph Maxey (Administrative Officer), Kevin Marino (Social Work Program Administrator), Sandy Morgan (Economic Services Program Administrator) and Karen Vale (Clerk to the Board). Board members Melinda Lowrance and Jerry Rice were absent, with regrets.

Call to Order: The meeting was called to order at 12:04 PM by Chair Summey.

Public Input: None

Adjustments to the Agenda: Chair Summey requested that the topic "Board Member Replacements" be added under Old Business.

Approval of Minutes: The minutes of the 2/27/2017 meeting were approved on a motion from Mr. Boyd and seconded by Dr. Hensley; all present were in favor.

Director's Report (Attachment I): Director McFalls reviewed her report. She thanked Mr. Maxey for the hard work he has done on the FY 17-18 budget. Regarding the Central Services Cost Allocation Plan, Director McFalls explained the need for accurate accounting of the time spent by staff from the Henderson County Sheriff's Office as it relates to DSS business. The lack of a full-time deputy at DSS has hindered the production of statistics to ensure proper reimbursement. Director McFalls and Mr. Maxey will continue to meet with staff from the HCSD and County Finance to formalize a process moving forward. Regarding the staff morale section of the report, Dr. Hensley asked for information regarding teambuilding and/or leadership trainings that are provided to the supervisors. Director McFalls shared that the management team is currently looking at various opportunities for additional training for all supervisors: Office of State Human Resources, Blue Ridge Community College and other area vendors. Several supervisors are currently registered for two trainings provided by the Office of State Human Resources: Employee Relations Training, and Leadership Foundations Training. Dr. Hensley also shared that the information provided by Mr. Maxey regarding an increase of DSS work week hours from 37.5 to 40.0 has been passed along. Dr. Hensley requested an update on the Northwoods/Child Welfare project. Director McFalls shared that no new information has come from the State DHHS office regarding timeline or selected software for the move of Child Welfare into NC FAST. Director McFalls added to her report that:

- The Henderson County Commissioners will be signing a proclamation that the month of April be designated Child Abuse Prevention Month at their meeting on April 3rd.
- A list of pending bills for the NC legislature will be forthcoming, she will forward to board members when it becomes available.
- Feedback presented at last week's Western Regional Meeting from the counties currently serving as pilots for Child Welfare in NC FAST has been alarming. Signatures cannot be saved on multiple forms, the completion of the intake form is not user friendly, confidentiality is a major concern when all the reporters for the state are listed in one database, no forms have been developed for foster care, and conflict of interest case information housed in one database. DHHS Chief Wayne Black was in attendance to hear this feedback, and stated that this information is contrary to what he is hearing from NC FAST.

Several sections of the statistical report reflect decreases over the prior twelve months: food stamp cases, work first cases, child support collections, number of children and expenses in day care, child protective in-home cases, and number of children in foster care. Investigations in child welfare are up 14.4% over the prior twelve months. The decrease in the number of children in foster care (-11%) can be attributed to several factors: more adoptions are being completed, better reunification rate between child and parent, and diligent court work by DSS staff. This would include

the use of the barrier report beginning at the six month in custody mark to ensure that all issues are being addressed and plans are made if it becomes evident that reunification is not going to be an option.

There was a brief discussion about the status of the full-time deputy position at DSS. Mr. Maxey shared that currently HC Reserve Officer Jeff Banks is covering the lobby area and the on-call hours on Tuesday, Wednesday & Thursday from 12:00 PM – 9:00 PM. Outside of those hours, staff is still calling dispatch if the need arises. American Security Guard Michael Hardiman is posted in the front area by reception; from 8:00 AM – 4:30 PM Monday through Friday. Private security firms cannot serve the papers necessary to assist the Child Support area; it has to be a law enforcement officer. Private security firms also do not utilize any back-up protection or have the ability to radio for back-up if needed.

Program Administrators Reports (Attachment IV): Program Administrator Marino reviewed his report, adding that the April board packet will have more information regarding the May Celebration for foster and adoptive parents. Mr. Marino did confirm that a family has been identified that is willing to share their story via video at an upcoming Henderson County Commissioners meeting. Dr. Hensley and Mr. Marino are planning the presentation for the meeting at 9:00 AM on April 19th. Karen shared that requests for board action for the April 19th meeting agenda are due to Assistant County Manager Amy Brantley by April 6th. Mr. Marino will meet with Dr. Hensley to plan their presentation, and submit the necessary items to Karen to ensure timely submission to Ms. Brantley.

Program Administrator Morgan reviewed her report; specifically the determination by DHHS staff that Henderson County has a very low risk factor due to our above standards performance in all categories. Our low risk factor will enable us to skip the next schedule assessment. Internal quality control evaluations have brought to light some issues in the Long Term Care unit which are being addressed.

Administrative Officer Maxey highlighted two areas: Reception and Medicaid Transportation. Reception has recently undergone a change in leadership with the promotion of Kathleen Kraus to Processing Assistant V – Lead. She has made several work flow and procedural changes that have addressed some areas of opportunity. Regarding Medicaid Transportation, the move into NC Tracks has not been without issue. The ability to upload the information from the provider side as well as the DSS side has required multiple tries and numerous phone calls. Accounting Tech 2 Melissa Novack has worked tirelessly on both sides of the operation to ensure the proper information was submitted and track down payment issues with the providers.

Focus Area Updates: Chair Summey shared that the Council on Aging (COA) has issued a letter to NC legislators regarding the request by President Trump to defund the community services grant used to help provide support for the Meals on Wheels program. The program is currently able to provide 240 meals per day with funding, but will drop to 88 meals per day without funding.

Old Business:

- **Board Member Stipend:** Discussion continued from last month regarding the current board stipend and plans for future disbursements. Clerk Karen Vale shared that the HC Health Department board members decided some time ago to eliminate their stipend in favor of a catered meal at each meeting. There are currently two other community boards in Henderson County that receive a stipend. Chair Summey suggested that the current schedule of disbursements in January and July continue through the end of FY 2016-2017. Dr. Hensley made motion that for FY 2017-2018, the DSS Board move to one disbursement at the end of the fiscal year and at that time the board could motion for the funds to be disbursed to the board members individually, or they could decide to use the funds for something within DSS. The motion was seconded by Mr. Boyd, all present were in favor and the motion carried.
- **Board Member Replacements:** Chair Summey reminded the board that as of 6/30/17 there will be two vacancies on the DSS Board. The position currently held by Melinda Lowrance, which is appointed by the State Social Services Commission; and the position currently held by Jerry Rice, which is appointed by the Henderson County Commissioners. Clerk Karen Vale will follow-up with Ms. Lowrance about any candidates she has contacted and add this item to the April DSS Board agenda. Chair Summey also asked that the DSS Board Rules

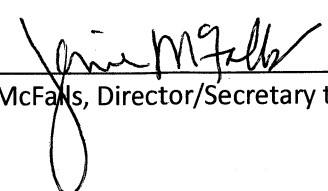
and Procedures from July 2013 be distributed to the current board members and a discussion item be added to the April DSS Board agenda. Copies were handed out immediately to the board members present.

New Business:

- FY 2017 – 2018 DSS Budget (**Attachment V**)*: Mr. Maxey presented the DSS budget for the upcoming fiscal year.
 - Historical information beginning with FY 11-12 is documented to monitor trends in spending.
 - Aside from salaries/benefits the largest increase will be for hardware and software for the anticipated move of Child Welfare into NC FAST.
 - The largest decreases in revenue will come from moving Medicaid Transportation and Child Day Care into NC Tracks. We will continue to budget for Medicaid Transportation and Child Day Care for the beginning for FY 17-18 to allow for sufficient time to pass after transition.
 - The small increase in the General Assistance Line is due to rising costs in burials for unclaimed bodies; and miscellaneous food, clothing and medicine for clients.
 - Board Member Expense (115531-517000) is reflecting a large percentage increase due to the move from the general food expense line to the board member expense line for food purchased for board meetings.
 - Travel & Staff Development (115531-537100) is up 11.1% to plan for more supervisor and staff development trainings.
 - Judicial Services (115531-538104) is up 88.9% due to the increased costs levied by the Clerk of Court on documents needed for Child Support Enforcement actions.
 - There being no further discussion, Mr. Boyd made a motion for the board to approve the FY 2017-2018 DSS Budget in its entirety and submit to the County Managers office by the deadline. Dr. Hensley seconded the motion; Chair Summey asked for a show of hands in support of the motion, the three board members present raised their hands, the motion carried.

Next Meeting and Adjournment: Dr. Hensley excused herself from the meeting at 1:40 pm. With a quorum no longer present, Chair Summey reminded the board that the next meeting is scheduled for Tuesday, April 18, 2017 beginning at 12:00 PM; lunch will be served at 11:45 AM. Chair Summey motioned that the meeting be adjourned, Mr. Boyd seconded the motion; there being no further discussion, the motion carried. The meeting adjourned at 1:41 PM.


Penny Summey, Chair


Jerrie McFalls, Director/Secretary to the Board

: JGM

Attachments:

- I. Director's Report (March 2017)
- II. Employees of the Month (March 2017)
- III. Statistical Report (February 2016 – February 2017)
- IV. Program Administrators Report (March 2017)
- V. FY 16-17 8-Month YTD Expenses Report
- VI. FY 2017-2018 Proposed DSS Budget