

HENDERSON COUNTY BOARD OF SOCIAL SERVICES
MINUTES OF APRIL 18, 2017 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, April 18, 2017 at 12:00 PM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Chairperson Penny Summey, Vice Chair Melinda Lowrance, Dr. Jennifer Hensley and John Boyd. Present from the staff were Jerrie McFalls (Director), Kevin Marino (Social Work Program Administrator), Sandy Morgan (Economic Services Program Administrator) and Karen Vale (Clerk to the Board). Board member Jerry Rice and Administrative Officer Joe Maxey were absent, with regrets.

Call to Order: The meeting was called to order at 12:09 PM by Chair Summey.

Public Input: None

Adjustments to the Agenda: None

Approval of Minutes: The minutes of the 3/21/2017 meeting were approved on a motion from Dr. Hensley and seconded by Vice Chair Lowrance; all present were in favor.

Director's Report (Attachment I): Director McFalls reviewed her report. She explained the addition of the NC House and Senate Bills that are listed at the bottom of the Director's Report. She will continue to update the board on bills of interest to DSS and/or our clients. Four of the bills listed will be discussed further in the meeting. Director McFalls shared the April Employees of the Month (**Attachment III**); ES Program Administrator Morgan shared more of Jennifer Marshall's story and efforts made to ensure her work from home accommodations gave her the access she needed to complete her caseload. Director McFalls reviewed several areas of the March Statistical Report (**Attachment IV**): Work First Employment Cases are down 28.1%; Child Support Collections are up 12.8%, the significant increase from March is due to revenue from the tax intercept programs; CPS In Home and CPS Children in Custody are both down, 15.9 % and 12.1% respectively; APS cases are up 9.1% due to a higher number of reports being accepted. Director McFalls asked if there were any questions about the 3rd Quarter Personnel Report (**Attachment V**), Vice-Chair Lowrance asked for further explanation regarding the "not a good fit" notation attached to one of the resignations. Director McFalls shared that occasionally new hires have difficulty adjusting to the pressures of being front-line staff. In both social work and income maintenance, the daily dealings with clients in addition to meeting the Federal and State mandates are overwhelming and not what the new hire anticipated. Vice-Chair Lowrance asked if the issue could have anything to do with supervisors not listening to staff when they have a grievance. Director McFalls responded by sharing that it is often a delicate balancing act to ensure that the front-line employees concerns are addressed, any investigation is done quickly and with the least amount of disruption possible and that any resolution is shared with all concerned. She does work closely with Human Resource Director Jan Prichard to ensure that all county policies are followed to ensure the best resolution for everyone. Staff has utilized the Employee Assistance Network (EAN), either voluntarily or through supervisor mandate. If the supervisor mandates a visit with staff from EAN, the director and County HR will be notified if the employee kept the set appointment and what recommendations were made. No other information is shared. Vice-Chair Lowrance then asked if there had been any other allegations of racial insensitivity recently. Director McFalls stated that no other incidents have occurred and that all new staff reviews the cultural diversity power point as part of the on boarding process. Director McFalls shared that in the fall there will be training for supervisors regarding EEOC.

Program Administrators Reports (Attachment VI): Social Work Program Administrator Marino reviewed his report, in addition to the 124 children in foster care; Henderson County currently has 13 Voluntary Placement Agreements in place for 18-24 year olds. Economic Services Program Administrator Morgan reviewed her report, elaborating on the desire for the PPT to not drop below 90%. If that number drops below 90% for three consecutive months in one quarter, State DHHS can come into the county and take over the program. Dr. Hensley asked if there had been a decision from DHHS yet on the software for Child Welfare to move into NC FAST. Director McFalls stated that no new information has been received; she will be attending the annual state meeting next week where Wayne Black and Angie Taylor are slated to speak. Due to the absence of Administrative Officer Maxey, Director McFalls reviewed his report. No progress has been made with the HC Sheriff's Department regarding a permanent deputy at DSS. "Interim" Deputy Jeff Banks secured a position overseas; and Sgt. McCrary has posted a sign-up sheet at the sheriff's office for volunteers. Staff will have to

rely on dispatch to send a deputy as needed. Mr. Boyd asked if the law enforcement staff at Blue Ridge Community College could help cover, Director McFalls explained that a fully trained deputy works best due to the unpredictability of the cases. The need for immediate back-up and ability to carry a weapon are important. Several board members expressed frustration at this on-going issue with the sheriff's department. Director McFalls will continue to work the Assistant County Manager Amy Brantley, Sheriff Charles McDonald, and Deputy Frank Stout to come to a resolution. Mr. Boyd asked about setting up a mutual aid agreement with the Laurel Park Police Department and/or the Fletcher Police Department. Director McFalls finished by reviewing the remainder of the report.

Focus Area Updates: Dr. Hensley will be presenting to the HC Commissioners at their meeting tomorrow on the Family Centered Treatment program. Vice-Chair Lowrance shared that she is hearing a lot of concerns from the Latino community regarding the immigration changes from President Trump. She has been working with staff at El Centro to educate the community. She has also heard from area farmers that there is a growing concern that there will be a shortage of farmworkers this season due to fears about immigration enforcement.

Old Business: None

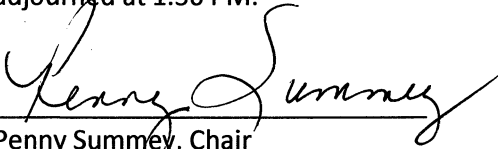
New Business:

- FY 2017 – 2018 DSS Budget Amendment*: Director McFalls explains that due to the provisions of House Bill 657, DSS has added \$275,000 to our budget to meet the anticipated mandate. This amount is based on a \$165/month/resident fee for Special Assistance clients. This represents the County's portion of the fee. Dr. Hensley motioned for the board to accept this amendment to the submitted FY 17-18 budget; Vice-Chair Lowrance seconded. Chair Summey asked for a show of hands in support of the motion, all present were in favor, the motion passed.

Dr. Hensley was excused from the meeting at 1:30 PM.

- Pending State Legislation: Director McFalls highlighted three other bills making their way through the legislature:
 - House Bill 290 – Medicaid Expansion
 - Senate Bill 594/House Bill 608 – Family/Child Protection & Accountability Act
 - House Bill 226 – Consultation Requirements for DHHS

Next Meeting and Adjournment: Chair Summey reminded the board that the next meeting is scheduled for Tuesday, May 16, 2017 beginning at 12:00 PM; lunch will be served at 11:45 AM. Vice-Chair Lowrance motioned that the meeting be adjourned, Mr. Boyd seconded the motion; there being no further discussion, the motion carried. The meeting adjourned at 1:36 PM.


Penny Summey, Chair


Jerrie McFalls, Director/Secretary to the Board

: JGM

Attachments:

- I. Director's Report (April 2017)
- II. 2017 HC Resolution Designating April as Child Abuse Prevention Month
- III. Employees of the Month (April 2017)
- IV. Statistical Report (March 2016 – March 2017)
- V. 3rd Quarter Personnel Report (January – March 2017)
- VI. Program Administrators Report (April 2017)
- VII. FY 16-17 9-Month YTD Expenses Report