

HENDERSON COUNTY BOARD OF SOCIAL SERVICES
MINUTES OF JULY 11, 2017 MEETING

The Henderson County Board of Social Services conducted their regular monthly meeting on Tuesday, July 11, 2017 at 10:00 AM in the East Conference Room (C2104) of the Human Services Building. Present from the Board were Chairperson Penny Summey, Dr. Jennifer Hensley, Tyra Kirby and Frank Wilson. Present from the staff were Jerrie McFalls (Director), Kevin Marino (Social Work Program Administrator), Sandy Morgan (Economic Services Program Administrator), Joseph Maxey (Administrative Officer) and Karen Vale (Clerk to the Board).

Call to Order: The meeting was called to order at 10:04 PM by Director McFalls.

Oath of Office: Director McFalls introduced new board member Frank Wilson, who was appointed to the DSS Board by the North Carolina Social Services Commission during their June 13, 2017 meeting. Mr. Wilson is replacing Melinda Lowrance, who retired from the board on June 30, 2017 after serving for seven years. Clerk Karen Vale administered the oath to Mr. Wilson.

Election of Officers: Director McFalls reminded the board members that during the June meeting, Penny Summey was nominated for the Board Chair position, and Dr. Jennifer Hensley was nominated for Vice-Chair. Director McFalls asked if there were any other nominations, there were none. Mrs. Kirby made a motion to confirm Penny Summey as Board Chair and Dr. Jennifer Hensley as Vice-Chair, Mr. Boyd seconded the motion. All present were in favor, and the motion passed.

Public Input: None

Adjustments to the Agenda: Chair Summey would like to add an item under New Business, "August Meeting Date."

Approval of Minutes: The minutes from the June 20, 2017 meeting were approved on motion from Mrs. Kirby, seconded by Mr. Wilson; all present were in favor.

Director's Report (Attachment I): Director McFalls reviewed her report; adding that the Continuous Quality Improvement position in Social Work will develop new tools and practices that will help staff move from a paper based system to an electronic system. Regarding the "Key DSS Resource" attachment (**Attachment II**), Director McFalls shared that the management team is working on a similar tool for the board that will explain acronyms that are specific to Henderson County DSS and our partners.

Director McFalls highlighted the July Employees of the Month (**Attachment III**) and asked Mrs. Morgan and Mr. Marino to share about their staff.

The June Statistical Report (**Attachment IV**) was reviewed. Director McFalls shared that Work First Employment Cases continue to decline, which is the goal. The numbers for Child Day Care and Child Day Expenditures were not available in time for the meeting. They will be updated on the July report. CPS Investigations – Initiated is up 21.9% over the last twelve months, more reports are coming in and being screened in by staff. On the opposite end of the spectrum is APS Open Cases. The have a -31.5% drop over the prior twelve months.

Director McFalls then reviewed the 4th Quarter Personnel Report (**Attachment V**). She shared about the exit survey/interview process. The management team has been discussing the turnover rate for the last few weeks; and is looking closely at the primary reason for resignations.

Program Administrators Reports (Attachment VI): Social Work Program Administrator Marino reviewed his report. The program development plan (PDP) case reviews are the focus for July. Ensuring safety plans are in place, increased involvement in Child & Family Team (CFT) meetings, and improving supervisory documentation regarding staff progress have all be discussed. Regarding Adult Services, he elaborated on Multidisciplinary Evaluations (MDE), the work with VAYAHealth to ensure timely evaluations and a recent meeting with VAYA and

Clerk of Court Kim Gasperson-Justice to review the proposed cuts in funding from the state. Finally, Mr. Marino shared about the use of Dragon Speak Software by several of the social work staff. This allows a social worker to complete their case dictation by speaking into a microphone, and then the software will convert it to a Word document for the file. This is enabling the social workers to save time completing this task. Currently, nine social workers are utilizing the software. Chair Summey asked if the staff from VAYAHealth that was present for the MDE meeting understood that this is a statutorily mandated service and have to be completed timely. Mr. Marino stated that the Clerk of Court was very direct in her statement to VAYAHealth regarding MDE's Economic Services Program Administrator Sandy Morgan reviewed her report. The chart entitled Medicaid Changes (**Attachment VII**) was created by Mrs. Morgan to explain the upcoming changes to Medicaid application processing, responsibility for errors, reports available and audit processes. The "RED" highlighted sections have been done by Mrs. Morgan.

- Responsibility of Errors: County DSS's will be responsible for any errors found by auditors and can be held fiscally responsible for erroneously issued benefits if the failure or error cannot be found attributable to the State.
- Medicaid Eligibility Monitoring: Entirely new task added to the counties. Mr. Wilson asked if this had any tie to the Affordable Care Act, Mrs. Morgan stated that it did not.
- Training & Certification Report: A deadline of 3/1/18 was provided, but no date on when the reporting should start. Information on trainings and certifications is in NC FAST, but it is unclear as to who is included.

Chair Summey shared that she emailed NC State Legislators Chuck McGrady, Chuck Edwards and Cody Hinson about the concerns regarding the counties being held fiscally responsible for payments on Medicaid errors. She did hear back from Mr. McGrady that he had heard for other constituents about their concern on this issue. Mr. Boyd asked about the gathering of information when an application for Medicaid is submitted. Mrs. Morgan explained that the information on the application is double checked with information from other sources, i.e. employer, bank statements, rental agreements, etc. If DSS is provided information; makes a determination on benefit amount from that information and then is alerted that the information is incorrect, DSS could still be held liable if excessive payments have been made. Errors are going to happen, but Mrs. Morgan and her supervisors are working with staff to keep them to a minimum. Dr. Hensley asked about the assessed fees on these errors; will the State hold back money from the counties to ensure payment? Will the counties have to file a lawsuit against the State to protect their funds? Is County Attorney Russ Burrell aware of the changes? Director McFalls responded that currently most Help Desk Tickets filed on problems with NC FAST are over 120 days old, and that will help the counties argument that the problems lie with the State and not the county. She added that the statewide commissioners association has the bill on their watch list.

Due to the absence of Mr. Maxey, Director McFalls reviewed the bulleted items from Administration.

Focus Area Updates: Dr. Hensley shared follow-up information to the CCPT meeting she attended in June. She has met with Social Work Program Administrator Kevin Marino regarding the law that allows biological children to reside in the same home as a parent who is a registered sex offender. She has scheduled meetings with District Attorney Greg Newman and State Senator Chuck McGrady. Chair Summey asked Mr. Wilson if he had anything to report from the NAACP, he stated he had nothing at this time. Chair Summey had no update from the Council on Aging.

Old Business:

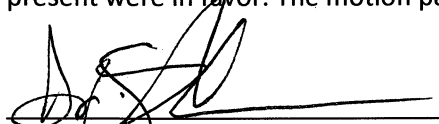
- Pending State Legislation: Director McFalls shared that it looks like there will be two more short sessions of the state legislature after their July 4th break. One is scheduled to being on 8/3/17 which will fall several days after Governor Roy Cooper veto's the state budget that was passed during the regular session. The second short session is scheduled to start on 9/6/17 and will address the proposed revised judicial & court districts from the 30 currently in place to 40. Director McFalls is also very concerned about House Bill 403 "Behavioral Health and Medicaid Modifications". Chair Summey requested the management team to work on a simplified chart of legislative actions and impact on HC DSS. She would like this chart to be available at the August meeting and possible shared with the County Manager's office and the HC Commissioners. Finally, Director McFalls shared about an article in NC Child about the impact

of the proposed repeal of the ACA on child welfare in North Carolina. She will forward the link to the board members after the meeting.

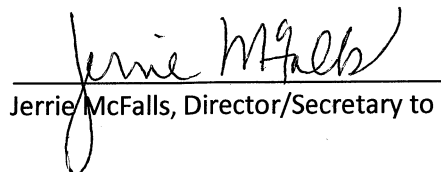
New Business:

- August Meeting Date Change: Chair Summey will not be able to attend the regularly scheduled meeting on August 15th, and Mrs. Kirby may also be unavailable. Should the board change the date or will the remaining three members be able to attend? Vice-Chair Hensley, Mr. Boyd and Mr. Wilson all stated they would be able to attend on August 15th; therefore the meeting date was not changed.
- Times-News Article – August/September: The article will focus on the Partnership for Independent Living and Mr. Boyd will be listed as author. Clerk Karen Vale will ensure timely submission to the newspaper for publication on Sunday, September 17th.
- Social Services Institute – October 18-20 Hickory, NC: Dates have been set for this year's institute; agenda/hotel/registration information will be forwarded to each board member when it is received. Chair Summey encouraged new board members to plan to attend the new board member training conducted by staff from NCACBSS. It is very helpful in learning to navigate their role in the county. NCACBSS will also be holding their annual meeting on Thursday, October 19th if board members would like to attend. DSS will cover travel and registration expenses, please let Karen know if you plan to attend so she can complete a registration form. There will be another discussion about the institute during the August board meeting.
- Energy Program Outreach Plan – 2017: Economic Services Program Administrator Sandy Morgan outlined the plan regarding the disbursement of funds under Low Income Energy Assistant Plan (LIEAP) and Crisis Intervention Plan (CIP). Vice-Chair Hensley made a motion to accept the plan as written, Mrs. Kirby seconded the motion. All present were in favor, and the motion carried. Mrs. Morgan will submit the required paperwork to the State.

Next Meeting and Adjournment: Chair Summey reminded the board that the next meeting is scheduled for Tuesday, August 15th at 12:00 PM. Chair Summey will be absent for the meeting and asked Vice-Chair Hensley to conduct the meeting. Dr. Hensley made motion to adjourn the meeting, Mr. Boyd seconded the motion, and all present were in favor. The motion passed and the meeting was adjourned at 11:21 AM.



Penny Summey, Chair



Jerrie McFalls, Director/Secretary to the Board

: JGM

Attachments:

- I. Director's Report (July 2017)
- II. Key DHHS/DSS Acronyms-Related NC General Statutes-Key Websites and Links
- III. Employees of the Month (July 2017)
- IV. Statistical Report (June 2016 – June 2017)
- V. 4th Quarter Personnel Report
- VI. Program Administrators Report (July 2017)
- VII. Medicaid Changes Chart
- VIII. Energy Programs Outreach Plan - 2017