

Henderson County Board of Social Services

June 18th, 2019 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by Dr. Jennifer Hensley, Chairperson at 12:05 PM.

Board Members Present	Dr. Jennifer Hensley, Chair Penny Summey, Vice-Chair Melinda Lowrance, Member Judy Smith, Member
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Marlene Wilkerson, Economic Benefits Supervisor III Kevin Marino, Social Work Program Administrator Joe Maxey, Administrative Officer Karen Vale, Clerk to the Board
Guests	Pam Suber, Community Social Services Technician

B. Public Input

Dr. Hensley asked for public input, there was none.

C. Adjustments to the Agenda

Dr. Hensley asked for any adjustments to the agenda, Director McFalls would like to add FY 19-20 Energy Plan Approval to the agenda under New Business. The DSS Board will need to approve the plan for the upcoming year, Chair Hensley and Director McFalls will then need to sign the plan.

D. Approval of Minutes

Dr. Hensley asked if there were any changes to the open session minutes from the May 21st, 2019 meeting; there were none. Ms. Lowrance made a motion to approve the meeting minutes as presented, Vice-Chair Summey seconded the motion. All present were in favor and the motion passed.

E. Board Education

Dr. Hensley introduced Pam Suber, Community Social Services Technician with HC DSS. Ms. Suber started by sharing that she has been with HC DSS for 16 years as a CSSA/CSST. She is one of four CSST's working with the foster care social workers and the families of children in DSS custody. She distributed a flyer, "All About Supervised Visitation" (**Attachment I**), that is reviewed by CSST's with new families as they begin the supervised visitation process. It helps the parents understand what is expected of them during supervised visits, what behaviors will and will not be tolerated, and provides tips on age appropriate acts during the visitation time. Part of the CSST duties is the transportation of children to and from these visits including monitoring of the visit itself (through video or physical presence in the visitation room). CSST's also transport children to medical/dental/therapy appointments, oversee pick up and drop off with foster parents and provide a written narrative of the observations to each foster care social worker that can be included with the court report. The CSST's become very bonded with the children/parents they work with and become a liaison between the social worker and the parents. Year-to-date, the CSST's have overseen 480 visits, averaging 4-5 per day for the unit. Finally, Ms. Suber shared the Visitation Observation Checklist (**Attachment II**). This form is completed along with any dictation and delivered to the assigned foster care social worker after each visit.

Mrs. Smith asked about the interaction with Guardian Ad Litem's and the CSST's. Ms. Suber stated that the GAL's can also observe visits through video monitoring in their own area, separate from the CSST's. GAL's will contact the CSST's for information about their observations during visits. CSST's can also attend Child and Family Team Meetings (CFT's). Vice-Chair Summey shared her experience working with Ms. Suber, "she was a great hire". Ms. Suber shared that her work with parents indicates that HC DSS needs someone onsite that can conduct parenting classes and work one-on-one with parents to develop/increase their parenting skills. This is often a service required by the court system as part of their case, but available classes that work with the schedule of the parent(s) are hard to come by.

F. Reports

Director's Monthly Report (Attachment III)

Director McFall's added to her report regarding Medicaid Managed Care that a survey has been sent to all 100 counties offering staff from MAXIMUS (State Contractor) to be on-site during Henderson County's move into Medicaid Managed Care currently scheduled as part of Phase 2 (10/14/19 – 12/23/19). DSS staff cannot help clients pick a broker/plan; MAXIMUS can. Clients that walk in our office will have to call in to MAXIMUS to enroll, through a warm transfer over the phone. DSS staff will be pulled from their current duties to handle the influx of traffic this transition will create. With MAXIMUS on site, clients can be directed to their designated office area for assistance, thus allowing current staff to continue their regular duties. We would place MAXIMUS staff in the E-Pass room or in another office in the lobby area. Director McFalls has to respond to the survey by the end of the week and is asking the board to vote to support our request for MAXIMUS staff on site through this rollout. Through verbal consensus, the board members present voted to support Director McFalls request to have MAXIMUS staff on site. She will complete the survey and submit it by the deadline.

June Employees of the Month (Attachment VIII)

No Discussion

May 2018-May 2019 Statistical Report (Attachment IX)

No Discussion

June Program Administrator's Report (Attachment X)

No Discussion

Year-to-Date Budget Spreadsheet (Attachment XIII)

No Discussion

G. Old Business

Social Services Institute

Dr. Hensley reviewed the status of board attendance at the institute: She will be attending on Wednesday and Thursday (hotel one night); Judy Smith will be attending the new board member training on Wednesday (no hotel); Tyra Kirby and Melinda Lowrance will not be attending. A decision will be made regarding the new board member once they are sworn in.

FY 19-20 Budget Update

Director McFalls shared an update as to the DSS budget for the upcoming year. The County budget was approved at the June 3rd meeting, no additional DSS positions were approved. The Commissioners have left the door open to possibly reviewing staff requests in January 2020. Administrative Officer Maxey shared that the end of the year looks good for DSS, we are underspent by \$600K - \$650K with one more month to go. Director McFalls added that leadership staff had recently met with our State Local Business Liaison Pam Graham and verified that HC DSS has spent all State and Federal money allotted.

Liability Insurance Quote*

Administrative Officer Maxey reviewed the status of the liability insurance quote that was tabled at the end of the May meeting. Board members had requested statistics regarding number of counties participating, number of claims processed, and dollar value distributed. Mr. Maxey shared an email exchange between himself and Terrie Snowden regarding the presented questions (**Attachment XIV**). Ms. Snowden has not produced the information requested. Director McFalls shared that there is legislation pending at the NC legislative level that would reduce the percentage the county would be required to pay back if an error is found. That legislation has not moved forward as of this date. Dr. Hensley and Mrs. Summey agree that HC DSS should not enroll in this insurance and wait for the conclusion of in-process and upcoming audits to determine if HC DSS has any payback. Mrs. Summey made a motion to wait on any liability insurance during the upcoming fiscal year and audit results. Mrs. Lowrance seconded the motion, all present were in favor of the motion. Mr. Maxey will communicate with Ms. Snowden regarding the decision.

H. New Business

DSS Board Appointments

Chair Hensley reminded the board that Vice-Chair Summey's current term will be expiring on 6/30/19 and she is not eligible for reappointment by the Social Services Commission. Chair Hensley's current term will also expire on 6/30/19, she has applied for a second term as an appointee from the Henderson County Commissioners. The Commissioners will be reviewing their appointments at the June 19th meeting. Director McFalls received word on June 14th that Margaret Stone was appointed by the Social Services Commission to fill the seat being vacated by Mrs. Summey. Director McFalls forwarded that information on to Chair Hensley. Ms. Stone will be sworn in at the July 16th meeting.

Nomination of FY 19-20 Officers

Director McFalls opened the floor for nominations for Chair and Vice-Chair per board policy. Votes will be cast at the July 16th meeting. Mrs. Smith nominated Dr. Hensley for Chair; no other nominations for Chair were put forth. Dr. Hensley accepted the nomination. Vice-Chair Summey nominated Mrs. Lowrance for Vice-Chair; no other nominations for Vice-Chair were put forth. Mrs. Lowrance accepted the nomination.

Recognition of Outgoing Board Member

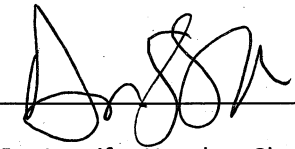
Chair Hensley expressed the board appreciation for the dedication of Mrs. Summey as she completes six years on the Board of Social Services. Her knowledge of DSS operations, county policy, and the relationship with the State has been invaluable to the members of the board.

FY 19-20 Energy Assistance Plan*

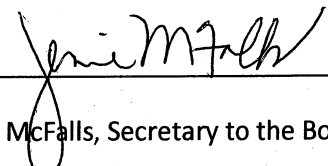
As requested at the beginning of the meeting, the DSS Board must review and approve the FY 19-20 Energy Assistance Plan before it can be implemented this fall. Director McFalls reviewed the list of agencies involved. Ms. Lowrance made a motion to approve the assistance plan as written, Mrs. Smith seconded the motion. All present were in favor, the motion passed. Director McFalls and Chair Hensley signed the document and it will be turned over to Income Maintenance Supervisor III Bob Jones for uploading to the State.

I. Adjournment

There being no further discussion, Mrs. Lowrance made a motion to adjourn the meeting, Vice-Chair Summey seconded the motion, all present were in favor and the motion passed. The meeting was adjourned at 12:56 pm.



 Dr. Jennifer Hensley, Chair Date

 8/9/19

 Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. All About Supervised Visitation Pamphlet
- II. Visitation Observation Checklist
- III. Director's Report – June 2019
- IV. Fact Sheet #1 – Introduction to Medicaid Transformation: Part 1 – Overview
- V. Fact Sheet #2 – Introduction to Medicaid Transformation: Part 2 – Enrollment & Timelines
- VI. Fact Sheet #3 – Increase in Beneficiary Contact
- VII. Fact Sheet #4 – Non-Emergency Medical Transportation (NEMT)
- VIII. Employees of the Month – June 2019
- IX. May 2018 – May 2019 Statistical Report
- X. Program Administrator Report – June 2019
- XI. Human Trafficking Curriculum Development – June 12, 2019
- XII. Federal Fiscal Year 2017 Incentive Settlement Award Delay Letter dated June 5, 2019
- XIII. FY 18 – 19 Year to Date Budget Spreadsheet
- XIV. Liability Insurance Quote Email dated June 14, 2019 From Terrie Snowden