

Henderson County Department of Social Services



Henderson County Board of Social Services
1200 Spartanburg Highway Hendersonville, NC 28792
May 18th, 2021 @ 12:00 PM

Agenda

- Call to Order.....Dr. Jennifer Hensley, Board Chair
- Public Input..... Dr. Jennifer Hensley, Board Chair
- Adjustments to the Agenda..... Dr. Jennifer Hensley, Board Chair
- Approval of the April 20th, 2021 Minutes*Dr. Jennifer Hensley, Board Chair
- Board Education – Connection Center.....Judith Long, Director
- Reports (Questions Only)
 - Director’s Rpt./Statistical Rpt./EOM.....Jerrie McFalls, Director
 - Program Administrators Report..... Jillian Humphries, Joe Maxey, Lorie Horne
- Old Business
 - COVID-19 Agency Impact Update.....Jerrie McFalls, Director
- New Business
 - Review of Board of Social Services Procedures.....Dr. Jennifer Hensley, Board Chair
 - UNC School of Government Training Opportunity.....Jerrie McFalls, Director
 - 5th Board Member Application.....Dr. Jennifer Hensley, Board Chair
- Adjournment (Next meeting: June 15th, 2021 at 12:00 PM)Dr. Jennifer Hensley, Board Chair

* Designates Board Action Necessary

Henderson County Board of Social Services Mission Statement

To provide services that will improve the safety, health, well-being, independence, and quality of life for the residents of Henderson County.

Henderson County Board of Social Services

May 18th, 2021 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by Board Chair Dr. Jennifer Hensley at 12:01 pm.

Board Members Present	Dr. Jennifer Hensley, Chair Melinda Lowrance, Vice-Chair Margaret Stone, Member
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Lorie Horne, Social Work Program Administrator Joseph Maxey Jr., Administrative Officer Jillian Humphries, Economic Services Program Administrator Karen Vale, Clerk to the Board
Guest	Judith Long, Director of the Free Clinic

B. Public Input

None

C. Adjustments to the Agenda

None

D. Approval of Minutes

Dr. Hensley asked if there were any changes to the minutes from the April 20th, 2021 meeting, there were none. Vice-Chair Lowrance made a motion to approve the minutes, Mrs. Stone seconded the motion. All Board members agreed, and the motion passed.

E. Board Education

Hendersonville Connections Center

Director McFalls introduced Judith Long, Director of The Free Clinic to provide information to the Board about the Hendersonville Connections Center. Ms. Long began by sharing a video about the advent of the center and how it will impact the community. She distributed an information sheet that was created for her presentation to the County Commissioners in April 2021 (**Attachment I**). The information sheet outlines the rationale for the center, how the project evolved, cost and funding details, and a list of committed partners. The location for the center is inside a 10,000 square foot warehouse on Brooklyn Avenue. They received their first capital grant in February 2020, then the pandemic happened, and the community education process stalled. They have been actively working on fundraising throughout this time. DSS involvement in the center will be on a part time basis to start, possibly an income maintenance caseworker to assist with Food and Nutrition benefits as well as Medicaid. The proximity to the DSS building would also make it easy to send a social worker if needed. Ms. Long believes the center will be open from 8:00 am – 6:00 pm, Monday through Friday; with peer groups meeting later if needed. Vice-Chair Lowrance asked if the center will support former inmates upon their release as they transition into the community. Ms. Long responded that they will be welcome at the center. Director McFalls added that County Manager Steve Wyatt has committed to match up to \$100,000 from the FY 21-22 county budget for donations secured by the municipalities. Chair Hensley thanks Ms. Long for presenting at the meeting and encouraged her to keep the Board informed about the progress.

F. Reports

Director's Monthly Report (Attachment II)

No Discussion

May Employees of the Month (Attachment III)

No Discussion

April 2020-April 2021 Statistical Report (Attachment IV)

Chair Hensley asked about the continued high number of adult protective service open cases, specifically if these numbers can be attributed to one cause. Director McFalls responded that although the case number is lower for April 2021 than it has been for the prior six months, self neglect and financial exploitation continue to be the leading causes for reports. The pandemic caused many seniors to isolate themselves to prevent spread of COVID-19, which in turn led to fewer visits with family, medical providers, etc. Many medical providers utilized telemedicine to see patients, which has its limits in providing an overall survey of the patient's well-being. Director McFalls also shared with the board that the outside vendor's that have offices at DSS are slowly beginning to return to work in the building and meet with clients in person.

April Program Administrator's Report (Attachment V)

No Discussion

G. Old Business

COVID-19 Agency Impact

Director McFalls shared that we still have one staff person will working at home, they will return to work in the building on 6/1/21. One DSS staff person is at home on quarantine due to an exposure outside of the building.

H. New Business

Review of Board of Social Services Procedures

Chair Hensley asked the Board members if they had reviewed the procedures that were distributed during the April meeting and were there any suggested changes. Director McFalls stated that County Attorney Russ Burrell suggested that the board add a section to the procedures regarding virtual attendance at meetings post pandemic and how board votes take place if members are virtual. The board members present felt that due to the size of the board (5 members) and the minimal times that a board vote would be required, adding a section at this time would not be needed. Chair Hensley did ask Director McFalls to follow-up with Mr. Burrell about adding a section regarding voting during a virtual meeting if the Governor and/or the County Manager had declared a state of emergency.

UNC School of Government Training Opportunity

Director McFalls reminded the board members about the upcoming training opportunity provided by the UNC School of Government. The training will be held via Zoom on August 5th & 6th. The class,

entitled "Essentials of Social Services Governing Boards", will be held from 9:30 am to 12:00 pm each day. Interested board members need to let Clerk Karen Vale know so that she can get them registered. Chair Hensley and Mrs. Stone would like to be registered, Vice-Chair Lowrance will need to check her calendar and get back with Mrs. Vale.

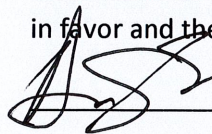
Chair Hensley shared that she will be attending the North Carolina Association of County Boards of Social Services (NCACBSS) meeting on Friday, May 21st, 2021 and will share any information with the board during the June meeting.

5th Board Member Application

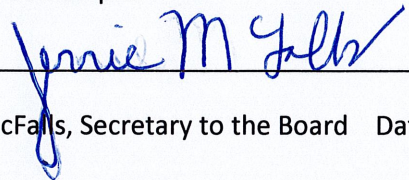
Chair Hensley shared with the board that current board member Judy Smith has applied to remain as the 5th member of the HC DSS Board. Mrs. Smith current term will expire on 6/30/21. Vice-Chair Lowrance made a motion to nominate Mrs. Smith as the 5th Board member for another term. Mrs. Stone seconded the motion. The board will vote on the nomination at the June meeting.

I. Adjournment

Vice-Chair Lowrance made a motion to adjourn the meeting, Mrs. Stone seconded the motion. All were in favor and the motion passed. The meeting was adjourned at 1:09 pm.


_____ 6/15/21

Dr. Jennifer Hensley, Chair Date


_____ 6/15/21

Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. Hendersonville Connections Center Information Sheet – April 2021
- II. Director's Report – May 2021
- III. Employees of the Month – May 2021
- IV. Statistical Report – April 2020 to April 2021
- V. Program Administrator's Report – May 2021
- VI. 2021 Foster & Adoptive Parent May Celebration Invitation
- VII. 2021 Spring Class Schedule for Foster Parent Training

Hendersonville Connections Center

April 2021

Rationale:

There are several factors which coalesce into this moment and recommendation:

- ~ Joseph Outreach Ministry (JOM) lost its lease and closed in 2017. JOM was a collaboration of 11 congregations and 225 volunteers serving over 60 persons a day, totaling 1,000 annual guests in 2016. When JOM closed, these persons were left without the laundry, shower, storage, meals, and caring relationships upon which they had come to rely. JOM had also provided a location where other service providers could meet with clients.
- ~ Discussions with law enforcement, with the department of public health, and with the detention/probation/parole teams have all indicated a need for one central location to which they can refer clients, knowing they will receive quality services and strong team-based care.
- ~ There is a startling lack of recovery programming in Henderson County, especially given the number of persons facing substance use disorder. In NC, overdoses have risen 23% during the course of the pandemic. Organizations who do provide substance use treatment have experienced critical shortages in capacity.
- ~ Throughout the pandemic, economically vulnerable persons and those experiencing homelessness have had a significant challenge because they had no safe space to be and limited access to care due to the pivot to telehealth and the lack of wifi/data access.
- ~ Transportation remains a critical barrier for residents in need of multiple social services from multiple agencies, which are located across the county.

Proposed Project:

Plans for the Hendersonville Connection Center began evolving throughout 2017 and 2018. HCC is a coalition of local nonprofits who have committed to place staff in one strategic location. Our vision is to bring change, hope, and assistance to our neighbors by working interdependently through the sharing of resources, wisdom, and space to best serve and champion our clients. HCC is not just a location but a mindset, centered on collaboration. HCC fundamentally believes that by working together, we can help facilitate wholeness in individuals.

HCC will focus on the economically vulnerable of our community, including but not limited to persons who are: experiencing homelessness, addressing issues of substance use disorder, facing challenges of behavioral health concerns and justice-involvement. HCC partners will:

- ~ Share physical space to catalyze better opportunities for clients as they interface with multiple agencies during each visit to the center;
- ~ Save clients time and travel as they utilize the services of agencies in one central location rather than in multiple decentralized locations;
- ~ Enhance the learning opportunities for each individual organization and staff as they regularly interface with each other;
- ~ Create multi-disciplinary, multi-agency care plans that take a whole-person approach to restoration, healing, and hope;
- ~ Provide a greater return on investment as multiple agencies share space and workflow with vulnerable clients; and
- ~ Provide team-based coordinated care, which will improve quality and reduce inefficiencies.

Monthly Director's Report to Board of Social Services

May 2021



Submitted by:
Jerrie McFalls, Director

- ~ Several bills are moving through the legislature that will have significant impacts on county Departments of Social Services. The most significant at this time is Senate Bill 693 which originated last session as House Bill 918. It has moved through the Senate and will cross over to the House for vote. This bill will amend various abuse, neglect, and dependency laws to ensure the safety of children in out of home placements, expedite permanency planning hearings, clarify non-caretaker definition, require NCDHHS to develop a plan to implement a centralized hotline for child welfare intake, develop a plan to increase appropriate treatment and residential settings, and to provide safe placement for children in need of behavioral and mental health services. House Bill 769, Foster Parents' Bill of Rights has also moved over the last few days.
- ~ Blue Ridge Community College is continuing work with their Henderson County partners and the John M. Belk Endowment to establish an adult learner initiative. The initiative will identify and recruit adult learners to attend BRCC to obtain a degree or certification.
- ~ Fuel Conservation Measures were implemented on Tuesday, May 11, 2021 by County management due to disruption to the Colonial Pipeline. Currently we are under the restrictions outlined in Level 2 which restricts convenience travel and directs staff to reschedule meetings until later, delay work travel and suspend travel to training and conferences. The Governor has declared a State of Emergency for NC.
- ~ Staff have returned to the office to work with only one exception. Currently there is very minimal disruption due to employees impacted by COVID. Staff are completing their benefit enrollment and our wellness assessments are scheduled for the week of May 24th.
- ~ Clients are returning to the building to conduct business. We had over 80 clients in one day last week. There is no longer a mask mandate in county buildings.

Employees of the Month: The May Employees of the Month list is attached.

May Employees of the Month



"Judi and Meredith have worked above and beyond on a truly tough CPS case that has involved multiple local agencies, multiple law enforcement agencies, US Marshalls, and crossing state lines. They worked a remarkable amount of hours day and night on multiple days attempting to find the children to ensure their safety. Their dedication to ensure that the children were finally safe showed how much they overly believe in protecting children. Thank you Judi and Meredith for the tremendous amount of work."



"I just wanted to take a minute to let you know how much I appreciate Kristen and what an excellent worker she is! She is always so willing to help trouble shoot problem issues and provides great resources to help with understanding policy and job aids. She always takes time explaining the "why" behind the "what" and that is invaluable! I just can't express enough what her willingness to help and teach means, especially at the moment when things are kind of crazy. She truly goes above and beyond."



"The FNS Recertification/Program Integrity departments have been shorthanded. Stephanie has jumped in to complete cases, and this helps a bunch. She has put us on a case rotation so we all get the same number of cases per month which has helped us to manage our workload. She is open to suggestions, always has an open door for questions and answers with kindness, as if we did not interrupt her day at all. She is exceptionally responsive in positive ways if we need a hand at work or if we have an issue at home and cannot come in. Stephanie is an all-around amazing supervisor!"

HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES
MONTHLY COMPARATIVE STATISTICS

PROGRAM AREA - MONTHLY CASE COUNT	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	% Change From Prior 12 Mths
Food Stamp (FNS) Cases			4897	5017	5275	5351	5111	5090	5258	5391	5583	5701	5739	
FNS Apps Taken	553	257	228	254	304	273	375	391	304	269	246			
Individuals Served			9956	10180	10635	10827	10275	10172	10543	10790	11189	11441	11525	
Work First Employment Cases	10	6	4	4	5	6	7	7	9	7	6	4	5	-20.0%
Child Only Work First Cases	94	94	95	93	94	95	95	92	90	90	88	89	85	-8.0%
Crisis Heat/Cooling (CIP)	19	17	23	31	36	69	144	124	159	151	112	64	23	
Low Income Energy (LIEAP)	0	0	0	0	0	0	0	0	463	361	148	77	3	
Medical Assistance Cases ^{2&4}			15770	15933	16334	16486	16655	16794	17019	17171				
Participants			21500	21771	22257	22454	22708	22962	23268	23470				
Applications Received	598	362	394	433	370	393	421	457	487	511				
Medicaid Transports	1383	579	1130	1152	1161	966	1168	778	1409	1121	1030	1559	1274	
Individuals Transported	78	88	135	116	143	125	145	131	84	107	159	148	173	
Child Support Cases	2458	2449	2413	2392	2397	2380	2365	2364	2368	2353	2363	2363	2350	-1.6%
Child Support Collections	\$312,194.50	\$387,578.46	\$397,311.73	\$372,688.49	\$391,349.72	\$333,695.71	\$335,662.71	\$337,233.05	\$338,251.17	\$303,713.44	\$312,838.13	\$395,757.75	\$361,135.02	2.7%
Child Day Care	618	618	463	461	470	608	418	418	464	509	509	462		
Child Day Care Expenditures ¹	\$449,954	\$470,338	\$295,885	\$289,095	\$268,179	\$268,179	\$199,026	\$231,033	\$216,700	\$211,818	\$212,332	\$272,439		
CPS Investigations Initiated	54	70	63	66	76	88	91	79	77	70	73	105	103	35.5%
CPS Investigations Continuing	73	80	64	78	89	107	107	95	103	113	105	124	138	45.5%
CPS -In-Home Case Mgt	40	39	41	40	41	37	33	34	31	33	31	30	29	-19.1%
CPS-Children In Custody (0-18)	163	162	168	177	171	167	170	172	173	170	172	166	162	-4.3%
CPS-Foster Care (age 18-21) ³	11	10	10	10	14	15	15	16	15	14	14	15	15	13.2%
APS Open Cases	15	25	19	26	23	23	46	49	37	57	46	44	36	5.4%
Spec. Asst. In-Home	124	124	127	126	123	122	123	126	126	127	126	124	126	0.9%
Guardianship Cases	26	26	26	25	25	25	25	24	25	25	26	25	25	-1.0%
In-Home Aid Services(Contract)	89	91	91	88	88	85	83	81	82	82	81	81	82	-3.7%

1 - New category as of 7/1/2014

2- New category as of 3/1/2015

3- New category as of 1/1/17

4- Medicaid # s revised beginning 7/2017

Program Administrators Report for May 2021

Social Work

Adult Services screened in 21 reports in April out of 46 calls. Of those 21, 15 were self-neglect, 5 caretaker neglect, 1 exploitation of assets and 1 self-neglect and exploitation of assets.

Update to our Adult Day Care situation, we have completed the Adult Day Care certification paperwork and it has been sent to Raleigh. Someone from the state will be coming out soon to finish the certification process and at that point the Adult Day Care should be able to re-open. We are excited to be able to offer this resource again to families that need it. Our clients who receive funding to attend Adult Day Care are continuing to receive outreach services until the new location is open.

Child Support is continuing to meet their MOU goals including 76.66% of their collection goal for 2021. A quality review of 6 child support cases was completed by our Child Support representative. Cases were reviewed for quality, data reliability, and supporting documents. Our monthly quality review score was 100%.

Child Protective Services received 163 calls in April. Of those 163 calls, 30 were screened out and 98 were screened in.

MAPP class began May 11th and will wrap up June 29th. We currently have 6 couples registered to attend and 5 single individuals, this will give us the potential of 11 new licenses. We currently have 75 licensed foster families.

There will be a MAY Celebration honoring our Foster and Adoptive families, May 20th 3-7pm at East Flat Rock Park. This will include "to-go" containers for families from Salsarita's. The month of May is Foster Parent Appreciation Month. A quote found online is great in describing foster parents, *"We need to share the responsibility. It's easy to say, it's not my child, not my community, not my problem. Then there are those who see the need and respond. I consider those people my heroes"*- Fred Rogers

Our supervisor's attending leadership training through Blue Ridge Community College, Leading by Example, have completed more than half the classes. We hope to start a second class in the fall and have the remaining supervisory staff attend. We also had half of our supervisory staff in services attend a three-day CISM (Critical Incident Stress Management), the remaining supervisors will attend in June.

Economic Services

Food & Nutrition

- Due to ongoing COVID waivers, Food & Nutrition cases with 6 months certifications will be auto certified by the State through June 2021
- The FNS maintenance team will continue to work certifications of 12 and 36 months.
 - In addition, the FNS maintenance team (given the decrease in work through June) will be the main contacts for LIEAP Pandemic payments, as well as ongoing LIEAP and CIP applications.
- Clients are continuing to get allotments up to the maximum amount for their household size. In addition, the maximum amount was temporarily increased by 15%.
- Seven retailers have now signed up to receive EBT payment for online purchases, making grocery shopping while social distancing more possible than ever.

Medicaid

- On April 20th, we received guidance that the Public Health Emergency had been extended to July 19, 2021. This means workers will continue to process Medicaid cases based on COVID-19 waivers and State guidance until the Public Health Emergency ends; July 19th (or later if it is extended again).

COVID-19 Considerations

- All programs continue to have various waivers allowing easier processing of benefits. These mainly relate to telephonic interviews/signatures and client statement for verifications.
- We are still in the “soft-opening” phase for clients coming into office. We have one IMC stationed in an office off the front lobby. She is the first contact for clients with basic needs, as well as Spanish Interpreting. There are two additional offices off the front lobby for staff to meet with clients briefly, as needed. These offices have computers, printers, phones, scanners, sneezeguards, and cleaning supplies. Staff have been instructed to keep any visits under 15 minutes and conduct any additional contact via phone.

LIEAP

- The State has decided to create a one-time supplement payment to clients who received a LIEAP payment this year. This payment will be dispersed by the end of May, directly to the vendors to show as a payment on the client’s account.

This one-time supplement will be dispersed based on the original payment received, as follows:

\$300 benefit received = supplement will be \$40.31

\$400 benefit received = supplement will be \$53.75

\$500 benefit received = supplement will be \$67.19

Administration

10 Month Year to Date Financials will be distributed at the meeting.

**You are invited to the 2021 Foster & Adoptive
Parent May Celebration!**

Where: East Flat Rock Park

When: May 20th from 3-7pm

Food catered by:



Due to COVID-19, food will be provided in a convenient "to-go" container. You may choose to stay and eat with your family or take your food home to enjoy!



****Please choose from: chicken, beef or veggie burrito**

**** All burritos are made with Mexican rice, black beans, tomatoes, sour cream, shredded cheese and medium salsa**

**** There is a kid cheese quesadilla option for the younger kiddos as well!**

Please RSVP with your food choice and how many will be attending of your family to Emily Justice at justicee@hendersoncountync.gov by NO LATER than May 14th



Foster/Adoptive Parent Training

To Qualify for Licensing

- Must be 21 years or older
- Must be able to pass an extensive criminal background check
- Able to attend all required classes
- Pass fire and safety inspections
- Have adequate space for a child

Location:

Virtually brought to you through Zoom!

Please Note: Due to the COVID-19 crisis, we will temporarily be providing virtual training until group restrictions are lifted.

2021 Spring Class Schedule

Tuesday, May 11, 2021

Tuesday, May 18, 2021

Tuesday, May 25, 2021

Tuesday, June 1, 2021

Tuesday, June 8, 2021

Tuesday, June 15, 2021

Tuesday, June 22, 2021

Tuesday, June 29, 2021

From 6 to 9 PM

Reservations and Fingerprints are Required

Contact Emily Justice @ 828-694-6251 or

Denny McBride @828-694-6260

families4kids@hendersoncountync.gov



Every day, there are children in need of a loving foster home right here in our community. Will you be the one to help?