

Henderson County Department of Social Services



Henderson County Board of Social Services
1200 Spartanburg Highway Hendersonville, NC 28792
July 20th, 2021 @ 12:00 PM

Agenda

- Call to Order.....Jerrie McFalls, Director
- DSS Board Elections*Jerrie McFalls, Director
- Public Input..... Board Chair
- Adjustments to the Agenda..... Board Chair
- Approval of the June 15th, 2021 Minutes* Board Chair
- Board Education – Medicaid Transformation Update.....Jillian Humphries, Program Administrator
- Reports (Questions Only)
- Director’s Rpt./Statistical Rpt./4th Qtr. Personnel Report/EOM.....Jerrie McFalls, Director
- Program Administrators Report..... Jillian Humphries, Joe Maxey, Lorie Horne
- Old Business
- New Business
- Energy Outreach Plan for FY 21-22*Jillian Humphries, Program Administrator
- Adjournment (Next meeting: August 17th, 2021 at 12:00 PM)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

July 20th, 2021 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by DSS Director Jerrie McFalls at 12:00 pm.

Board Members Present	Dr. Jennifer Hensley, Member Melinda Lowrance, Member Margaret Stone, Member Josh Simpson, Member (via telephone)
Staff Leadership Present	Jerrie McFalls, Secretary to the Board/Director Joseph Maxey Jr., Administrative Officer Jillian Humphries, Economic Services Program Administrator Karen Vale, Clerk to the Board
Guest	None

B. Board Elections

Director McFalls reminded the members that Board elections would take place today. During the June 2021 meeting Dr. Jennifer Hensley was nominated to continue as Board Chair. Director McFalls polled each member for their vote, Mrs. Lowrance – Yes; Mrs. Stone – Yes; Mr. Simpson – Yes; Dr. Hensley – Yes. By a unanimous decision, Dr. Hensley will continue as Board Chair. Also, during the June 2021 meeting Mrs. Melinda Lowrance was nominated to continue as Board Vice-Chair. Director McFalls polled each member for their vote, Mrs. Stone – Yes; Mr. Simpson – Yes; Dr. Hensley – Yes; Mrs. Lowrance – Yes. By a unanimous decision, Mrs. Lowrance will continue as Board Vice-Chair. Director McFalls turned over the meeting lead to Dr. Hensley.

C. Public Input

None

D. Adjustments to the Agenda

None

E. Approval of Minutes

Dr. Hensley asked if there were any changes to the minutes from the June 15th, 2021 meeting, there were none. Mrs. Stone made a motion to approve the minutes, Vice-Chair Lowrance seconded the motion. All Board members agreed, and the motion passed.

F. Board Education

Medicaid Transformation Update

IM Program Administrator Jillian Humphries updated the Board regarding the progress of Medicaid Transformation in North Carolina. The program went live on July 1, 2021 with 15% of the population completing the sign-up process to select their provider and 85% of the population were assigned a provider. Enrollee's will be able to make provider changes until September 30, 2021. There have been a few bumps along the way; one provider issued their ID cards with the NC Health Choice information included. The resolution was to issue notices and new cards to the affected participants. Additionally, prior authorization requests are being reviewed and completed retroactively if needed. The Medicaid

Transportation program is also being monitored to ensure service delivery and impact on HC DSS staffing level in the Medicaid Transportation group.

Ms. Humphries shared that the tailored plans for Medicaid Transformation will go live July 1, 2022.

G. Reports

Director's Monthly Report (Attachment I)

No Discussion

July Employees of the Month (Attachment II)

No Discussion

June 2020-June 2021 Statistical Report (Attachment III)

Vice-Chair Lowrance commented that the number of CPS investigations is dropping while the number of children in Foster Care is going up. Director McFalls responded that reports usually go down in the summer months, so this drop is expected. The number in foster care is a result of sibling groups coming into custody. Additionally, the number of youths in the CPS-Foster Care ages 18-21 group has seen an increase due to the passage of Public Law 116-260 which provided additional funding for youth who may have left the program during COVID. The law allows them to re-enter the program for the duration of the pandemic.

4th Quarter Personnel Report (Attachment IV)

Dr. Hensley commented that five staff left HC DSS during this period to go to another county, DHHS or another HC department. She asked if these reasons have been brought to the attention of County Management staff, Director McFalls responded that HC Human Resource Director Karen Ensley and HC Assistant County Manager Amy Brantley have been informed. Dr. Hensley asked if management staff were aware of any job study's or other options being discussed? Dr. Hensley also asked if more benefit information could be included on the County HR web page as a resource for applicants. Vice-Chair Lowrance asked if the lack of affordable housing in the area has impacted the applicant pool? Director McFalls stated that housing has not been a topic with these resignations. Vice-Chair Lowrance followed up with a question about the \$1.3 million in rental assistance that is marked for NC. Does Director McFalls know how much of that will be coming to Henderson County? The Director responded that she has not been made aware of a specific amount. Vice-Chair Lowrance shared information about the Grow Our Own fund that is part of the HC Education Foundation. This fund supports diversity of staff members in our public-school system.

July Program Administrator's Report (Attachment V)

No Discussion

H. Old Business

None

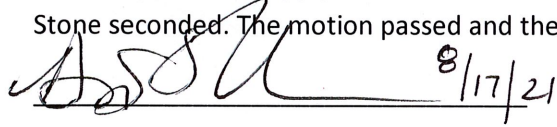
I. New Business

Energy Outreach Plan for FY 21-22* (Attachment VII)

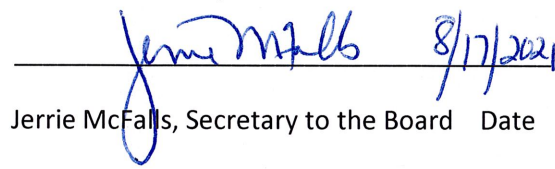
IM Program Administrator Humphries reminded the Board that the energy plan is reviewed and approved by them each year. The plan outlines how funds will be distributed and what tools will be utilized to educate the citizens about qualifications and application process. Vice-Chair Lowrance made a motion to approve the energy plan as written, Mrs. Stone seconded the motion. All board members present were in favor and the motion passed. Chair Hensley and Director McFalls will sign the plan and it will be forwarded to DHHS as required.

J. Adjournment

Chair Hensley asked if there were any additional topics, Mrs. Stone asked if there were any needs at DSS for school supplies for the upcoming year. Director McFalls shared that several area organizations were conducting school supply drives. Vice-Chair Lowrance made a motion to adjourn the meeting, Mrs. Stone seconded. The motion passed and the meeting ended at 12:50 pm.

 8/17/21

Dr. Jennifer Hensley, Chair Date

 8/17/2021

Jerrie McFalls, Secretary to the Board Date

Attachments:

- I. Director's Report – July 2021
- II. Employees of the Month – July 2021
- III. June 2020 – June 2021 Statistical Report
- IV. 4th Quarter Personnel Report – April through June 2021
- V. Program Administrator's Report – July 2021
- VI. Trauma Class Flyer
- VII. FY 20-21 12-Month YTD Budget Spreadsheet
- VIII. Energy Outreach Plan FY 21-22
- IX. North Carolina Energy Programs Brochure



~ The Public Charge law changed again in March 2021. Public Charge is a term that considers whether a person is likely to depend primarily on government services in the future. Citizens and those with green cards or those applying for TPS, U or T Visa, Asylum or Refugee status, or Special Immigrant Juvenile Status are not subject to the public charge test. The test will be considered for those applying for a family-based green card. Programs that are considered are cash assistance programs that provide on-going payments. In NC these programs include SSI, TANF and long-term institutional care like in a nursing home paid for by the government. Immigration Officials look at all of a person's circumstances, including age, income, health, education or skills, family situation and their sponsor's affidavit of support or contract.

~ From NCACDSS Week At A Glance:

EXPLORING CLUSTERS OF RISK AND ASSOCIATION WITH CHILD MALTREATMENT IN NORTH CAROLINA COUNTIES

The N.C. Medical Journal has published the results of a study that analyzed census and survey data to derive US county profiles characterized by the severity of child maltreatment risk factors observed at the county level, such as parental health, health care access, and economic distress. The researchers estimated how five child maltreatment outcomes would vary across the profiles for North Carolina counties: total maltreatment reports (including unsubstantiated and substantiated), substantiated neglect, substantiated abuse, whether services were received, and reported child's race/ethnicity.

While previous studies have primarily looked at how singular risk factors relate to child maltreatment through family or child-level data, gaps remain in understanding of how multiple factors concurrently relate at more aggregate levels, such as the county level. This gap limits risk monitoring at the county level, where intervention often occurs.

This study aims to help fill gaps in understanding: how variation in child maltreatment risk can be monitored at the aggregate, or county, level and how risk factor severity co-varies at the county level in order to guide selection of interventions to prevent child maltreatment in North Carolina. The researchers derived three profiles of county-level child maltreatment risk: high, moderate, and low risk, denoting that predicted risk factors means within profiles were all high, moderate, or low levels compared to counties in other profiles. One risk factor did not follow this pattern: the drug overdose death rate. It was highest in the moderate-risk profile instead of the high-risk profile, as would have been consistent with other factor levels. Moderate-risk counties had the highest predicted rate of child maltreatment reports, with over 20 more reports per 10,000 residents compared to low-risk counties. (source: North Carolina Medical Journal; Vol. 82, Issue 4 July/August 2021).

Henderson County is one of seven counties in N.C. in the low category.

~ BILL TO EXPEDITE CHILD SAFETY AND PERMANENCY MOVES FORWARD

A House PCS to S693, Expedite Child Safety and Permanency, received a favorable committee report this week, moving it forward to its second House committee consideration. As reported earlier, S693 would amend various abuse, neglect, and dependency laws for children in out-of-home placements and expedite permanency planning hearings for children who have been removed from the home. It would require NCDHHS and county DSS's to share certain confidential records related to complaints of abuse and neglect with legislators. NC-DHHS would have to develop plans to implement a centralized hotline for CPS reports and to increase appropriate treatment and residential settings. S693 outlines requirements for care of a juvenile in DSS custody who is admitted to a hospital ER for mental health treatment and requires the DSS director to notify NC-DHHS's Rapid Response Team if an appropriate placement or provider is not located. The PCS would add a provision to require public schools to provide students with information and resources on child abuse and neglect, including sexual abuse, incorporating H205.

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

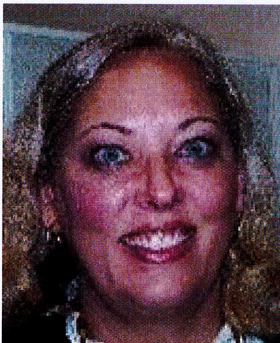
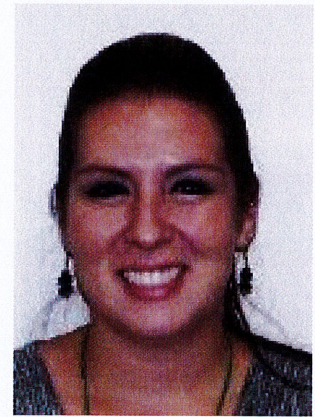
JULY EMPLOYEES OF THE MONTH



Stephanie Donnelly (Social Worker 3 – Adult Services Unit 1): “Stephanie is extremely compassionate and genuinely cares about the wards under the care of Henderson County DSS. Recently, one of her wards had a serious medical injury and had to be seen at Mission Hospital. She went above and beyond her normal duties as a guardian rep. as she personally met with her ward at the hospital to ensure he had all his needs met and advocated for him when he did not. Stephanie is such an asset to the adult services unit!”



Sandra Gonzalez (IMC 3 – OSS): “Sandra continues to raise the bar with her hard work and dedication. She has been the County Champion for the past 2+ years, preparing the County for the managed care transition. She sends monthly email communications to the teams on State guidance. Sandra has taken professionalism, dedication and commitment to a new level. Thank you for being a valuable asset to our Agency. Congratulations on a job well done!”



Teresa King (IMC 2 – FNS Maintenance): “During an event outside DSS, a former County Commissioner shared with me how much he appreciated the work Teresa did with a family member. He said that she was super helpful, polite and always goes out of her way when working with this family member. Excellent work Teresa!”



HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES
MONTHLY COMPARATIVE STATISTICS

PROGRAM AREA - MONTHLY CASE COUNT	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	% Change From Prior 12 Mths
Food Stamp (FNS) Cases	4897	5017	5275	5351	5111	5090	5258	5391	5583	5701	5739	5777	5836	
FNS Apps Taken	228	254	304	273	375	391	304	269	246				146	
Individuals Served	9956	10180	10635	10827	10275	10172	10543	10790	11189	11441	11525	11610	11720	
Work First Employment Cases	4	4	5	6	7	7	9	7	6	4	5	2	2	-63.6%
Child Only Work First Cases	95	93	94	95	95	92	90	90	88	89	85	80	82	-9.4%
Crisis Heat/Cooling (CIP)	23	31	36	69	144	124	159	151	112	64	23	18	20	
Low Income Energy (LIEAP)	0	0	0	0	0	0	463	361	148	77	3	0	0	
Medical Assistance Cases ^{2&4}	15770	15933	16334	16486	16655	16794	17019	17171					14027	
Participants	21500	21771	22257	22454	22708	22962	23268	23470					20339	
Applications Received	394	433	370	393	421	457	487	511					226	
Medicaid Transports	1130	1152	1161	966	1168	778	1409	1121	1030	1559	1274	1634	1434	
Individuals Transported	135	116	143	125	145	131	84	107	159	148	173	183	164	
Child Support Cases	2413	2392	2397	2380	2365	2364	2368	2353	2363	2363	2350	2338	2332	-1.6%
Child Support Collections	\$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	\$334,773.76	\$407,149.66	15.9%
Child Day Care	463	461	470	608	418	418	464	509	509	462	458			
Child Day Care Expenditures ¹	\$295,885	\$289,095	\$268,179	\$268,179	\$199,026	\$231,033	\$216,700	\$211,818	\$212,332	\$272,439	\$256,796			
CPS Investigations Initiated	63	66	76	88	91	79	77	70	73	105	103	105	67	-19.3%
CPS Investigations Continuing	64	78	89	107	107	95	103	113	105	124	138	151	134	26.2%
CPS -In-Home Case Mgt	41	40	41	37	33	34	31	33	31	30	29	21	25	-25.2%
CPS-Children in Custody (0-18)	168	177	171	167	170	172	173	170	172	166	162	170	176	3.6%
CPS-Foster Care (age 18-21) ³	10	10	14	15	15	16	15	14	14	15	15	22	22	50.9%
APS Open Cases	19	26	23	23	46	49	37	57	46	44	36	45	47	25.1%
Spec. Asst. In-Home	127	126	123	122	123	126	126	127	126	124	126	126	126	0.7%
Guardianship Cases	26	25	25	25	25	24	25	25	26	25	25	26	25	-0.7%
In-Home Aid Services(Contract)	91	88	88	85	83	81	82	82	81	81	82	80	79	-5.6%

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

HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES

Personnel Report

Fourth Quarter FY 2020 - 2021 (April - June 2021)

New Hires	Worker Initials	Position	Hire Date	Degree
	NM	IMC 2 - Food & Nutrition Intake	4/12/2021	Associates - Engineering
	GCS	Processing Assistant 3 - Reception	4/26/2021	None
	EC	Social Worker I AT - CPS Team 1	6/7/2021	Master's - Social Work
Quarter Total	3			
Year Total	28			

Resignations/ Separations	Worker Initials	Position	Effective Date	Primary Reason	Tenure (YRS)	Life Changing Event (Y/N)
	RC	Processing Assistant 3 - CQS	4/21/2021	Resignation -	0.5	N
	BW	IMC 2 - Family & Children's Mainten.	4/21/2021	Resignation - Moving to Greensboro	4.41	Y
	AV	Social Work Prg Mngr - Adult/Child Sv	4/22/2021	Resignation - Transyl County Director	17.72	N
	KL	IMC 2 - PLA/SA	4/27/2021	Termination - During Probationary Perio	0.08	N
	BR	SW 3 - Foster Care CPS Team	5/7/2021	Resignation - Going to work for DHHS	3.21	N
	CC	Child Support Agent 2	5/7/2021	Resignation - Going to BC DSS	3.77	N
	GCS	Processing Assistant 3 - Reception	5/13/2021	Resignation - Going back to Facility Ser	0.048	N
	CW	Social Worker 2 - Adult Svcs Unit 2	5/25/2021	Resignation - Commute is to long	0.458	N
	NC	Social Worker 2 - Adult Svcs Unit 1	6/17/2021	Resignation - Job not a good fit	0.5	N
Quarter Total	9					
Year Total	28					

Transfers/ Promotions	Worker Initials	Prior Position	New Position	Date
	TC	IMC 3 - Family & Children's Intake	IMC 2 - Family Programs Maintenance	6/7/2021
	MN	IMC 2 - Family Programs Maintenance	Social Worker 2 - CPS Team 1	6/21/2021
	TC	SWS 3 - Adult Services Unit 1	SW Program Manager - Adult Services/	6/21/2021
	BL	SW I A T - CPS Team 6	SW 3 Foster Care - CPS Team 4	6/21/2021
Quarter Total	4			
Year Total	22			

Program Administrators Report for July 2021

Social Work

Child Support

Child Support ended the fiscal year with meeting 103.75% of their collections goal as well as meeting their Statewide Child Support Services Continuous Quality Improvement Goals and Performance Measures.

Adult Services

Adult Protective Service reports in June 2021 continue to stay above average with 25 screened in reports. Our final number of reports for this fiscal year was 319. In fiscal year 2019-2020 our year to date total was 195.

The adult daycare has moved to their new location at 55 North Hillside Rd Hendersonville. That opened the first week of July.

Child Welfare

Foster Parent MAPP class wrapped up June 29th with 13 families. Our next MAPP class will be September 16th.

On August 3rd 6-730pm Trauma training will be offered to our Foster and Adoptive families, through the First Baptist Church Hendersonville. Michelle Eigemann, LCSW, will be leading the training.

Permanency Planning ended the fiscal year with 24 completed adoptions, 26 children reunified with a parent, 9 children established permanency through guardianship with a relative, 4 with guardianship with a court approved caretaker, 1 with custody to a non-removal parent or relative and 7 youth aged out of care.

Child Protective services end the fiscal year with 955 reports that were screened in for assessment or investigation.

Update on our collaboration with Alex Williams and Fostering Hopes

Fostering Hopes hosted a luncheon with leaders of the faith community and DSS to discuss efforts to support foster parenting. There was some focus on the fact that many children are placed outside of Henderson County and we would like to bring our children back home. There was also discussion about how the faith community could support foster parents that didn't require getting licensed as a foster parent. Fostering Hopes has received a grant from Pisgah Health. This is a 12-month grant for work involving Recruitment and marketing, Video series and support programs for both Henderson and Transylvania Counties. There are plans for billboard advertisement and starting in September radio and Facebook Ads.

Update on the SAMHSA Grant for Family Centered Treatment-Recovery

SAMHSA accepted FCT-R application for funding starting Oct 1, 2021. This will allow SPARC to continue and expand these services to more families and more counties in WNC.

Economic Services

Food & Nutrition

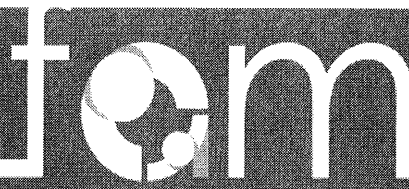
- Due to ongoing COVID waivers, Food & Nutrition cases with 6 months certifications will be auto certified by the State through December 2021 OR when the governor ends the state of emergency
- The FNS maintenance team will continue to work certifications of 12 and 36 months.
 - In addition, the FNS maintenance 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.
- P-EBT has been extended through the summer, with a one-time payment of \$375 to cover June, July, & August

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).
- Medicaid Transformation went live July 1st.
- Any clients on a managed care plan that need medical transportation services are now referred to the NEMT broker for their insurance plan

Additional Info

- We have/will soon have 7 Income Maintenance Caseworker vacancies
- We have been in touch with all local colleges requesting our job posting be shared with students in certain degree programs
- We requested HR create a posting specific to these vacancies to be shared on social media
- We are in the opening phase of an intake room, housed off the lobby. This room is meant to assist clients with completing applications for services online via Epass, answering questions, helping complete certification paperwork, etc. The hope is to have a place where clients can be seen quickly and efficiently, while also create less interruptions for caseworkers processing cases.
 - We have a similar room that we have set up with our IMC/Interpreter. This is meant to work the same way as our intake room, but also work as a central hub for our Hispanic population to apply for services, get additional resources, and quickly receive services.



FOSTER & ADOPTION MINISTRY

PRESENTS A CEU CLASS

"Trauma"

08.03.21 | 6:00-7:30 PM

**First Baptist Church Hendersonville
Fellowship Hall**

**DINNER AND CHILDCARE
ARE PROVIDED.**

**R.S.V.P. CASEY HAITHCOCK AT
HAITHCOCKC@FBCHNC.ORG**

First Baptist Church
312 Fifth Avenue West
Hendersonville, NC 28739
fbchnc.org | 828.693.3493



ENERGY PROGRAMS OUTREACH PLAN

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded block grant program that is comprised of three different programs - Crisis Intervention Program (CIP), Low Income Energy Assistance Program (LIEAP) and Weatherization. There are also non-Federal Crisis Intervention Programs - Energy Neighbor, Share the Warmth, Wake Electric Round Up, and Helping Each Member Cope.

To maximize the success of this program, outreach to county residents through key community partner stakeholders, each county department of social services is required to develop and implement an Energy Program Outreach Plan (EPOP). This plan is a framework to assure that eligible households are made aware of the assistance available through these programs.

The county director and/or his/her designee is required to develop the EPOP, which addresses outreach and application activities related to the Energy Programs. The Outreach Plan is due to North Carolina Department of Health and Human Services (NCDHHS) by July 26, 2021.

Each county must form an outreach planning committee that creates the opportunity for county level collaboration to discuss and plan how to effectively reach county residents to inform them of the services provided by the energy programs. The committee should meet at least twice yearly; September for outreach planning related to LIEAP and April to review the outcomes related to LIEAP and to plan for outreach activities for summer weather.

Energy Assistance Outreach Plan

Answer all questions below. Address CIP, non-Federal CIP, and LIEAP where appropriate:

COMMITTEE MEMBERSHIP

The Director of Social Services should engage a number of various community partners such as Vendors, Housing Authority, Public Libraries, Public School System/Local Colleges/Head Start, Legal Services, Meals on Wheels, Media, Public Health/Health Centers, Churches, Food Banks, Councils on Aging/Senior Centers, Community based Indian organizations, Volunteer Programs, Vocational Rehabilitation Offices, and Transportation, services, etc.

1. Provide a list of committee members and their agencies.
 - Emily McDuffy – Interfaith Assistance Ministries (IAM)
 - Carrie Israel – The Salvation Army
 - Marina Kovalyova – Council on Aging

2. Provide potential meeting dates, times, locations, as well as agenda topics.

August 18, 2021 and September 22, 2021 are potential meeting dates to be held at the DSS Agency at 9:30am. The committee will review the Energy Policy and any updates, as well as answer all questions that members have regarding how the programs work. The committee will meet again April 20, 2022 to review the outcomes related to LIEAP and the summer outreach plan.

3. Define how DSS/DHS will work with the committee as well as any other agencies to collaborate regarding the Energy Program and how outreach will be provided to the citizens in your area.

The members of the Agencies listed above will contact Henderson County DSS when they have a client in need of assistance. The Agencies communicate with each other when needed to evaluate whether they should refer clients or not. In addition, the local newspaper and radio stations help reach out to our clientele regarding the available assistance.

4. What is the process for referring customers? What marketing tools or items will be used (please provide a copy of your previous marketing materials and how you plan to enhance those in the future)?

The Agencies will be referring their clients to DSS for assistance with CIP & LIEAP.

5. What strategy does the county have to continue collaborative efforts with community partners to complete outreach activities to target potential eligible households including individuals and families?

The agencies in the county will share the information provided to them about CIP and LIEAP guidelines and procedures with each of the clientele through on-on-one interviews, signs in the lobbies, information in their newsletters and updates to all agency staff who work directly with our clientele.

6. What additional activities will be conducted to target households with members with children under 5, aged over 60, and disabled?

Social workers who are working directly with the elderly population under Aging and Adult Services and with families that have small children to make sure the information regarding CIP and LIEAP are available and they are helped with completing the application if necessary.

7. Media involvement is vital to the success to outreach activities. How will your county utilize media such as newspapers, social media, radio and television stations to publicize the Energy Programs?

Media involvement is vital in notifying our clientele, by means of the radio, newspaper, and county social media, of the available assistance that is provided for them through the CIP and LIEAP programs.

8. Provide a list of media outlets that will be used as well as timeframes in which they will be contacted (provide examples of how the county can enhance these efforts):

Hendersonville Times News, Hendersonville Lightning, WHKP and WTZQ are notified at the beginning of the CIP season and the beginning of the LIEAP season.

ORGANIZATIONAL STRUCTURE:

Counties are required to provide application processes for CIP, non-Federal CIP programs, and/or LIEAP. This information must be reported to the NCDHHS annually.

1. Provide hours of operation, location and whether the programs are in house or contracted out. If your agency contracts out to other agencies attach the contract(s).

Hours of operation are 8am to 4:30pm Monday through Friday at the DSS location in Hendersonville. All CIP and LIEAP applications are processed in house at the DSS Agency location in Hendersonville.

BEST PRACTICES

Best practices are a method or technique that has been generally accepted as superior to any alternatives because it produces results. Best practices are essential to the program.

1. If your county has gone above and beyond what is listed on this form, please provide this information below:

Henderson County utilizes all of the IMC's in taking CIP & LIEAP applications, on a daily rotation, in order to process our client's energy applications, the same day they apply, if possible.

2. Any additional comments or activities for CIP, non-Federal CIP, and/or LIEAP:

Henderson County completes regular training sessions for the CIP and LIEAP programs with our IMC's throughout the CIP and LIEAP seasons. Updates for clarifications are sent out on a regular basis to all IMC's, when necessary.

CONTACT INFORMATION:

Your contact information is essential to the success of the Energy Programs. Please complete the following information.

Name: William Purcell

Address: 1200 Spartanburg Hwy, Suite 300, Hendersonville, NC 28792

Telephone: 828.694.6203

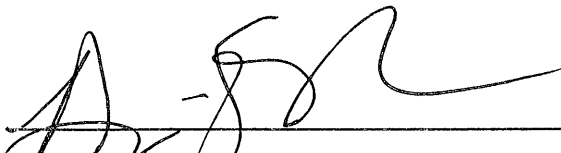
Email: Purcellw@hendersoncountync.gov.

Please indicate which program:

X LIEAP

X CIP

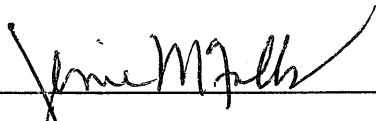
This plan must be approved by the local Board of Social Services/Human Services Board or local agency governing body prior to submission. Refer to the latest Dear County Director Letter for instructions on how to submit this document to the North Carolina State office.



Board of Social Services/Human Services or governing body Signature

7/20/21

Date



Director's Signature

7/20/21

Date

NORTH CAROLINA'S LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

WHAT IS IT? The Low Income Energy Assistance Program gives families a one-time vendor payment to help pay their heating bills.

WHO MIGHT BE ELIGIBLE?

Families that meet all of the following:

1. Household **must** meet an income test.
2. Household **must** be responsible for its heating bills.
3. Household **cannot** have resources over \$2,250.
4. The household **must** include a U.S. citizen or an eligible alien.
5. Priority in eligibility is given to disabled persons receiving services through the Division of Aging and Adult Services or households containing a person age 60 and above from December 1st through December 31st.

WHERE TO APPLY

Contact your local county department of social services where you live to find out how and where to apply. Please take the following information to apply:

1. Household's income. If anyone works, provide wage stubs for the month prior to the month you apply.
2. Information about your household's savings accounts or checking accounts.
3. Name, date of birth, and social security numbers of each household member.

WHEN TO APPLY

Applications period begins December 1st. Only households with a person who is receiving services through the Division of Aging and Adult Services or households containing a person age 60 and above are potentially eligible from December 1st through December 31st or until funds are exhausted. Applications on all households will be taken from January 1st through March 31st or until funds are exhausted.

CRISIS INTERVENTION PROGRAM (CIP)

WHAT IS IT?

The Crisis Intervention Program provides financial help to households that are in a heating or cooling-related emergency.

WHO MIGHT BE ELIGIBLE?

1. Household **must** meet an income test.
2. Household **must** be in a heating or cooling-related emergency.
3. Household **must** include a U.S. citizen or an eligible alien.

WHERE TO APPLY

Contact the county department of social services where you live to find out where to apply.

HEARINGS

If a household is denied payment, a hearing can be requested. To request a hearing, contact the County Department of Social Services in person, by telephone, or in writing.

PENALTY FOR FRAUD

Fraud is committed when a household knowingly gives incorrect or misleading information so the household will be eligible for energy assistance. The penalty for fraud is a fine and imprisonment and/or requirement to repay the money.

UTILITIES COMMISSION MORATORIUM

If a household is served by a **regulated** electric or natural gas company, service **cannot** be discontinued until the customer receives a written notice. In addition, service **cannot** be stopped from November through March for a household who:

1. Cannot pay its utility bill; and
2. Has a member who is elderly (65 years of age or older) or disabled; and
3. Has been certified as eligible for the **Low Income Energy Assistance Program**.

(Proper forms must be completed and submitted to the Energy Vendor)

YOUR RIGHTS

Applicants and recipients are protected against discrimination on the grounds of race, color, or national origin by Title VI of the Civil Rights Act of 1964. You may appeal such discrimination.

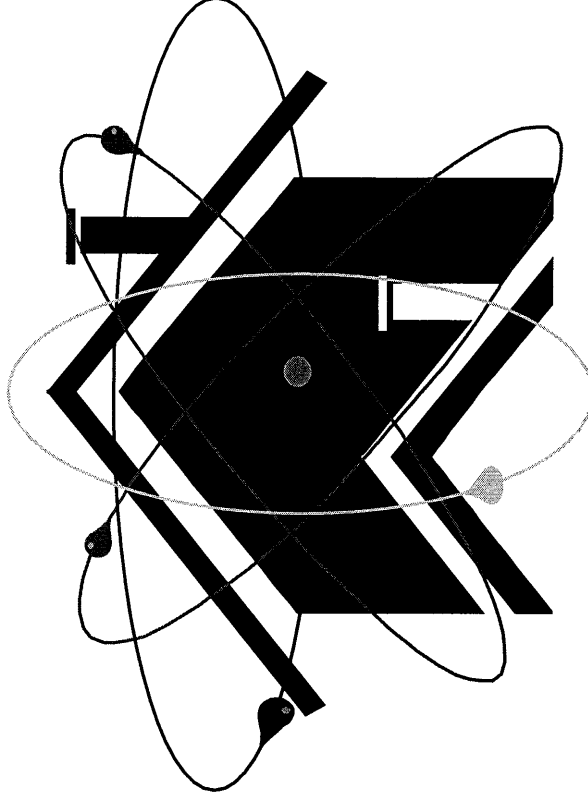
FOR MORE INFORMATION

To get more information about the Low Income Energy Assistance Program or the Crisis Intervention Program, contact the county department of social services where you live. For the telephone number of your county department of social services, call DHHS Customer Support; toll free at 1-800-662-7030 (TDD/Voice), Monday through Friday, 8:00 a.m. - 5:00 p.m.

"The N.C. Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services."

DSS-8117 (Rev 9/14)
Economic and Family Services

NORTH CAROLINA'S ENERGY PROGRAMS



DEPARTMENT OF HEALTH AND HUMAN
SERVICES
DIVISION OF SOCIAL SERVICES
820 S. Boylan Ave.
Raleigh, NC 27603