

Henderson County Department of Social Services



Henderson County Board of Social Services
1200 Spartanburg Highway Hendersonville, NC 28792
October 19th, 2021 @ 12:00 PM

Agenda

- Call to Order.....Dr. Jennifer Hensley, Chair
- Public Input..... Dr. Jennifer Hensley, Chair
- Adjustments to the Agenda.....Dr. Jennifer Hensley, Chair
- Approval of the September 21st, 2021 Minutes* Dr. Jennifer Hensley, Chair
- Board Education – Child Welfare ReportingHugh Rutledge, SW Program Manager
- Reports (Questions Only)
- Director's Rpt./Statistical Rpt./EOM/1st Qtr. Personnel Report.....Jerrie McFalls, Director
- Program Administrators Report..... Jillian Humphries, Joe Maxey, Lorie Horne
- Old Business
- None
- New Business
- DSS Board Meeting Schedule for November.....Dr. Jennifer Hensley, Chair
- Director's Evaluation Timeline.....Dr. Jennifer Hensley, Chair
- Adjournment (Next meeting: November 16th, 2021 at 12:00 PM)Dr. Jennifer Hensley, 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

October 19th, 2021 Regular Meeting Minutes

A. Call to Order

The Henderson County Board of Social Services meeting was called to order by DSS Board Chair Dr. Jennifer Hensley at 12:02 pm.

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

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 September 21st, 2021 meeting, there were none. Mrs. Smith made a motion to approve the minutes as written, Vice-Chair Lowrance seconded the motion. Board members were individually polled for their vote, all stated "yes", and the minutes were approved.

E. Board Education

Child Welfare Reporting

Social Work Program Manager Hugh Rutledge introduced himself to the Board and shared a handout entitled "Reporting of Child Abuse and Neglect" (**Attachment I**). Mr. Rutledge explained that children from birth to 18 falls under the Child Protective Services area, and anyone 18 or older falls under the Adult Protective Services area. Reports of abuse, neglect, and/or dependency come into the agency through the Intake/On-Call unit which staffs three full time intake social workers, one full time social worker/interpreter and two full time on call social workers. The agency is required to have staff available 24/7/365 to receive reports. Dr. Hensley asked if there is a specific time when staff notice a higher report volume. Mr. Rutledge reported that generally more calls are received later in the afternoon once school has been released for the day. There are more calls on Friday and Monday than the other days of the week. Reports tend to go up in September and down in June, following the school calendar, and during the holiday season reports are lower. Mr. Rutledge has provided statistics for 2021 regarding reports received on page 3 of his handout. He went on to explain that intake social workers have a very detailed form that they follow to secure as much information as possible regarding the situation. That will enable them to make the best decision possible. Once the report is completed, the intake social worker meets with a supervisor to review the report, come to a decision on the timeframe

for response (Immediate, 24 hour or 72 hour) or the report should be screened out. If screened in the report is sent to the investigator social worker. Currently we are screening in about 74.5% of the reports received. Mr. Rutledge shared that in North Carolina there are mandatory reporting laws, anyone in the State that has an indication that a child is being abused, neglected or dependent is required to make a report. With the mandate also comes protection for the reporter from their name being released. Dr. Hensley asked if minority communities are aware of the protection a reporter receives when a report is made. Mr. Rutledge responded that HC DSS does have a Spanish-speaking interpreter that is frequently utilized if necessary, to secure a complete report and/or to assist the investigating social worker. Director McFalls added that in general she believes HC DSS has a good relationship with many of the area non-profits and schools, often a community member will call the intake phone with a question or describe a situation, the intake social workers will process the information and determine if enough information is available to start a report or if the community member needs to contact another agency.

Reports of abuse, neglect and/or dependency can only be investigated if the alleged perpetrator is a parent/caretaker of the child. HC DSS cannot investigate if the alleged perpetrator is a neighbor, schoolteacher, church member, etc. Jurisdiction must also be determined. If needed, the report will be transferred to the applicable county. State law mandates that a report can be made to any DSS in the state even if the child does not reside in that county. If the report alleges that someone other than the parent/caretaker of the child is involved, by law HC DSS cannot investigate the report. It will be sent to law enforcement in the appropriate jurisdiction. Mrs. Smith asked about incidents at childcare centers, who investigates. HC DSS would take the report, gather as much information as possible and then send those reports to North Carolina Department of Child Development and Early Education (DCDEE) for investigation. If it is an urgent matter, DCDEE may ask HC DSS to assist.

Mr. Rutledge reviewed the definitions for abuse, neglect and dependency that were provided in the handout. Dr. Hensley asked if there were any gaps/challenges to working with area law enforcement. Mr. Rutledge responded that we have a very good working relationship with law enforcement in the area, there is a specific unit and supervisor that we send the reports to the sheriff's department. Mrs. Stone asked for a blank copy of the intake report that is completed, Mr. Rutledge will provide one to Clerk Karen Vale and she can send it out to all members. The timeframe to complete each intake ranges between 30 minutes to one hour gathering the necessary information. Mr. Rutledge believes they are adequately staffed; it would be nice to have some help in the afternoon. The on-call social worker comes in at 2:30 pm for their shift and they pitch in and help as well. Several agency staff are also trained on intake and can cover vacations, sick leave, training, etc. Dr. Hensley thanked Mr. Rutledge for sharing this information with the Board.

F. Reports

Director's Monthly Report (Attachment II)

- Opioid Settlement – Henderson County will receive \$10 million dollars over the next 18 years to be used for opioid remediation activities; the commissioners will determine fund distribution. It has been recommended that the Henderson County Substance Abuse Task Force be reconvened to address the distribution of funds.

October Employees of the Month (Attachment III)

No Discussion

September 2020 - September 2021 Statistical Report (Attachment IV)

No Discussion

1st Quarter Personnel Report (Attachment V)

Dr. Hensley is very concerned about the number of resignations listed on the report. Director McFalls added that this report is through 9/30/21; for October we have had four additional resignations. Mrs. Stone commented on her concern for the staff as reports of abuse and neglect go up, and the resignations go up; how are staff managing. Director McFalls shared that the social work management team reviewed the number of open cases assigned to each staff member. Several of the staff are carrying more cases than they should be to help their team members. In-Home caseworkers are picking up investigations as needed. We are fortunate to have both on-call positions filled, preventing the daytime social workers from covering overnights as well. Dr. Hensley asked if the personnel report is forwarded to the County Managers office. Director McFalls stated that it is included in the scanned copy of the board packet that goes to Interim County Manager John Mitchell and Assistant County Manager Amy Brantley. Director McFalls will hand deliver a copy of the report to Ms. Brantley when she meets with her on Friday.

Director McFalls updated the Board regarding her meeting with Commissioners Bill Lapsley and David Hill last month. Mr. Mitchell, Ms. Brantley, and HR Director Karen Ensley were also present during this meeting. They talked about some options to attract employees and retain current employees: Henderson County could agree to accept more than 30 days of sick leave from another county, offer more than half credit for years of service in other NC counties as it applies to vacation accruals, and lower the threshold for minimum years of service to receive a retention bonus. Dr. Hensley shared that she was told the County would be conducting a salary study and the new human resource analyst would be completing that task. Dr. Hensley asked about who participates in the exit interview. Director McFalls stated that all staff are offered an opportunity to complete the exit form and meet with the Director. Most complete the form and some meet with Jerrie. Salary is the largest reported reason for resignations, some don't feel there is any advancement opportunity. Dr. Hensley followed up with a question regarding the exit interview data, do the county commissioners ask for that information from HR. Director McFalls does not know if they are provided that information, she will check with HR Director Karen Ensley.

October Program Administrator's Report (Attachment VI)

Dr. Hensley is excited to see the Peer Support program moving forward for the Services area. SW PA Lorie Horne explained that the first discussion about this program was in August 2020 and the first meeting took place in October 2021. Behavioral Health staff at the Wellness Clinic have been a huge support to this program.

An informational flyer was included announcing the 2021 Toy Run on Saturday, November 20th beginning at 10:00 am at Bill Moore Community Park in Fletcher. Dr. Hensley encouraged everyone to attend at either the park or the arrival at the County Courthouse.

G. Old Business

None

H. New Business**DSS Board Meeting Schedule – November**

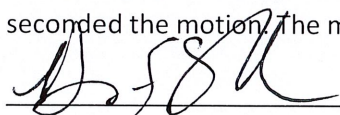
Dr. Hensley reminded the members that the November meeting is currently scheduled for Tuesday, November 16th, 2021 which is also the first day of the two-day training for board members through the UNC School of Government that several members are registered to attend. The training begins each day at 9:30 AM and will conclude at 12:00 PM. Do members want to change the meeting time for the 16th? After discussion, the meeting will take place at the regular time on Tuesday, November 16th after the training concludes for the day. There will be no Board Education section of the meeting to keep it as brief as possible.

Director's Evaluation Timeline

Dr. Hensley would like the process completed by the end of the year, in plenty of time to meet the County HR deadline. Board members will use the evaluation template from last year to submit their comments. Clerk Karen Vale will email the form to each board member for completion by the November meeting date. Dr. Hensley will schedule a meeting with Ms. Brantley in early December to review the feedback. Dr. Hensley invited Vice-Chair Lowrance to attend the meeting with Ms. Brantley.

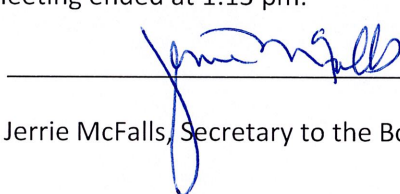
I. Adjournment

Dr. Hensley asked if there were any additional items for discussion, Vice Chair Lowrance asked for a moment of silence in remembrance of Tasha Roby, City of Hendersonville employee who passed away unexpectedly on 10/14/21. Vice-Chair Lowrance made a motion to adjourn the meeting, Mrs. Smith seconded the motion. The motion passed and the meeting ended at 1:13 pm.


 11/16/21

Dr. Jennifer Hensley, Chair

Date


 11/16/21

Jerrie McFalls, Secretary to the Board

Date

Attachments:

- I. Reporting of Child Abuse and Neglect Handout
- II. Director's Report – October 2021
- III. Employees of the Month – October 2021
- IV. September 2020 – September 2021 Statistical Report
- V. 1st Quarter Personnel Report – July through September 2021
- VI. Program Administrator's Report – October 2021
- VII. FY 21-22 3-Month YTD Financial Report
- VIII. Peer Support Flyer
- IX. 24th Annual Henderson County Toy Run Flyer
- X. Care Tyme Information

Reporting of Child Abuse and Neglect

What is Child Protective Services

Child protective services is a program legally mandated by the state and administered in all counties in North Carolina. The overall objective is to ensure safe, permanent, and nurturing families for children by identifying and protecting children in our community who have been or currently are being abused, neglected or dependent. Child protective services strives to ensure the safety of the children we serve within the family unit as well as support and improve the parent's ability to ensure and protect the child. In some circumstances it may be necessary in order to protect the child from further abuse or neglect to remove them from the home.

The Community's Role in Recognizing and Reporting

North Carolina requires that all individuals who suspect child abuse, neglect, or dependency report those concerns to the county's child welfare agency (N.C. G.S. 7B-301). An individual who makes a report in good faith is immune from civil or criminal liability.

After receiving the report, the department will determine if the report meets criteria for abuse, neglect, or dependency. All decisions on the screening of reports are made according to policy by the social worker and a social work supervisor. All reports accepted will be responded to as soon as possible and within the mandated time frames of immediate, 24 hour or 72-hour response depending on factors included in the intake. The time starts at the beginning of the intake call. **Currently 74.58% of our reports are accepted for assessment.**

Definitions of abuse are:

Inflicting or allowing someone else to inflict physical injury on a child by other than accidental means, causing death, disfigurement, skin bruising, impairment of physical or emotional health or loss or impairment of any bodily function

Creating or allowing to be created a substantial risk of serious physical injury •
Using/allowing to be used grossly inappropriate devices or procedures to modify behavior

Committing or allowing to be committed any sexual offense against a child as defined in the criminal code. This includes but is not limited to rape, crime against nature, incest, preparation or distribution of obscene material of the juvenile, sexual exploitation, promoting the prostitution of the juvenile, and/or taking indecent liberties with the juvenile regardless of the age of the parties

Creating or allowing to be created serious emotional damage to the juvenile as evidenced by severe anxiety, depression, withdrawal or aggressive behavior •
Encouraging, directing, or approving of delinquent acts involving moral turpitude committed by the juvenile.

Also falling under abuse are the alleged cases of human trafficking.

Definitions of neglect are:

Failure of the juvenile's parent/guardian to provide proper care, supervision, or discipline

Abandonment by the parent/guardian • Failure to provide necessary medical care or necessary remedial care • Living in an environment injurious to the juvenile's welfare

Creating a substantial risk to the physical or mental health or development of a child.

Domestic violence witnessed by or a child having knowledge of the violence.

Substance abuse by the parent that has a impact on the child's care.

Definitions of dependency are:

- Needing assistance or placement because the child has no parent, guardian, or custodian responsible for care or supervision

- Needing assistance or placement because a parent, guardian or custodian is unable to provide care or supervision and lacks an appropriate alternative childcare arrangement. The parent or guardian's inability may be due to the parent's physical or mental illness, substance abuse, developmental disability, incarceration or natural disaster and may be temporary or permanent or the child's extraordinary needs such as severe illness or disability.

- Trust your feelings regarding your suspicion of abuse and neglect and remember that an reporter who reports in good faith is protected from liability Remember that reporting is a request for an intervention into a suspected case of abuse, neglect or dependency and, based on NC Statutory definition requirements, may not lead to an intervention.

In Henderson County through September 2021, we have received to our intake 1,023 an average of 114 per month in reports of abuse, neglect or dependency. We average on the last day of the month 106 open investigations. At this same time last year, we were averaging 110 reports per month and had an average of 94 open investigations on the last day of the month.

| <u>Reports 2021</u> | <u>Assessments Open Last Day of Month</u> |
|----------------------------|--|
| January - 90 | 111 |
| February – 105 | 103 |
| March – 138 | 123 |
| April – 134 | 133 |
| May – 132 | 138 |
| June – 100 | 133 |
| July – 89 | 96 |
| August – 124 | 119 |
| September – 117 | 131 |

Monthly Director's Report to Board of Social Services



October 2021

Submitted by:
Jerrie McFalls, Director

~ Retention and Hiring Update: Between the last DSS Board meeting on September 21, 2021 and October 13, 2021 (three weeks) we have:

- * filled 6 positions
- * 3 positions that are being rewritten for reclassification
- * 4 positions that are filled effective on 10/25/21
- * had 3 resignations
- * 10 vacant positions remaining

I met with John Mitchell (Interim County Manager) and Amy Brantley (Assistant County Manager) to review information provided to the DSS Board and ideas on recruitment and retention. I subsequently met with County Commission Chairman Bill Lapsley, Commissioner David Hill, John Mitchell, Amy Brantley and Karen Ensley, HR Director. There was acknowledgement of the current situation in Henderson County and in most NC Counties. Kelley Young, Social Work Supervisor joined County HR staff at the WNC Job Fair at the Agriculture Center on October 12, 2021 to provide information to potential applicants on DSS positions.

~ Opioid Settlement: Henderson County Commissioners signed a Resolution on June 7, 2021 approving the Memorandum of Agreement (MOA) between the State of North Carolina and Local Governments on proceeds relating to the settlement of opioid litigation. The settlement of national opioid litigation will provide equitable distribution of any proceeds to the State of North Carolina and to individual local governments. The MOA directs substantial resources over multiple years to local governments on the front lines of the opioid epidemic while ensuring that these resources are used in an effective way to address the crisis. All opioid settlement funds shall be utilized only for opioid remediation activities. Henderson County expects to receive a little less than \$10 million dollars over the next 18 years. I am participating in a sub-committee of the Partnership for Health (PFH) in reviewing the past recommendations of the Henderson County Task Force on Substance Abuse (HCSATF), the Behavioral Health Summit and the Community Health Assessment (CHA) as well as the settlement MOA. The County Commissioners will determine fund distribution. The PFH recommended to the Board of Health (BOH) on 10/12/21 that the Henderson County Substance Abuse Task Force (HCSATF) reconvene to address the issue of how the funds can best be used in our County. The BOH voted in support of the reconvening of the HCSATF. It is our hope that through collaborative and strategic planning a plan will be developed to address opioid remediation.

~ Several bills have become law recently that impact our work. Revisions to the Juvenile Code are found in HB 132/SL 2021-100. SB 693/SL 2021-132 clarifies the definition of neglect, grants access to confidential records by the general assembly, changes responsible individual list notifications, adds additional diligent efforts to locate relatives and changes review hearings. SB 769/SL 2021-144 created the Foster Parents' Bill of Rights. GS 35A-1121 is a new law impacting guardianship of incompetent persons including adults, emancipated minors, and minors 17 1/2 or older who are adjudicated incompetent.

October Employees of the Month



Wendy Ledbetter (IMC 3 – OSS): “Wendy put a great deal of time into preparing the schedule for the new hires to shadow with current employees. She also reached out to employees across the agency and asked if they would be willing to set aside a few minutes to speak to the new employees about their unit’s function within the agency. This allowed the new employees to obtain a better understanding of the entire agency, not just the unit they are assigned too!”



Deborah Osteen (SW 2 – Adult Services Unit 1): “Debby is always pleasant, has a good attitude and gets along well with everyone. Anytime Adult Services needs to provide intake coverage, she is one of the first to volunteer. Debby is an asset to Adult Services and a great team player!”



Sara Player (Deputy County Attorney at DSS): “Since Sara has come to DSS as the child support attorney, she has gone above and beyond for us. Sara is always available to answer any questions and sign our documents and court orders. In addition, she continuously approaches judges to get court orders signed for us, which in turn saves us a tremendous amount of time. Sara’s professionalism, hard work and sense of humor make her a huge asset to child support!”



HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES
MONTHLY COMPARATIVE STATISTICS

| PROGRAM AREA - MONTHLY CASE COUNT | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | % Change From Prior 12 Mths |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------------------|
| Food Stamp (FNS) Cases | 5351 | 5111 | 5090 | 5258 | 5391 | 5583 | 5701 | 5739 | 5777 | 5836 | 5889 | 5964 | 6024 | |
| FNS Apps Taken | 273 | 375 | 391 | 304 | 269 | 246 | | | | 146 | 128 | 180 | 159 | |
| Individuals Served | 10827 | 10275 | 10172 | 10543 | 10790 | 11189 | 11441 | 11525 | 11610 | 11720 | 11794 | 11926 | 12014 | |
| Work First Employment Cases | 6 | 7 | 7 | 9 | 7 | 6 | 4 | 5 | 2 | 2 | 4 | 3 | 5 | -3.2% |
| Child Only Work First Cases | 95 | 95 | 92 | 90 | 90 | 88 | 89 | 85 | 80 | 82 | 82 | 79 | 78 | -10.6% |
| Crisis Heat/Cooling (CIP) | 69 | 144 | 124 | 159 | 151 | 112 | 64 | 23 | 18 | 20 | 25 | 56 | 69 | |
| Low Income Energy (LIEAP) | 0 | 0 | 0 | 463 | 361 | 148 | 77 | 3 | 0 | 0 | 0 | 0 | 0 | |
| Medical Assistance Cases ^{2&4} | 16486 | 16655 | 16794 | 17019 | 17171 | | | | | 14027 | 14461 | 14976 | 15458 | |
| Participants | 22454 | 22708 | 22962 | 23268 | 23470 | | | | | 20339 | 20862 | 21549 | 22111 | |
| Applications Received | 393 | 421 | 457 | 487 | 511 | | | | | 226 | 264 | 272 | 278 | |
| Medicaid Transports | 966 | 1168 | 778 | 1409 | 1121 | 1030 | 1559 | 1274 | 1634 | 1434 | 1118 | 306 | 1408 | |
| Individuals Transported | 125 | 145 | 131 | 84 | 107 | 159 | 148 | 173 | 183 | 164 | 152 | 185 | 195 | |
| Child Support Cases | 2380 | 2365 | 2364 | 2368 | 2353 | 2363 | 2363 | 2350 | 2338 | 2332 | 2336 | 2313 | 2294 | -2.5% |
| Child Support Collections | \$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 | \$347,877.93 | \$327,509.67 | \$332,920.07 | -3.4% |
| Child Day Care | 608 | 418 | 418 | 464 | 509 | 509 | 462 | 458 | 458 | 447 | 443 | | | |
| Child Day Care Expenditures ¹ | \$268,179 | \$199,026 | \$231,033 | \$216,700 | \$211,818 | \$212,332 | \$272,439 | \$256,796 | \$257,448 | \$223,250 | \$219,960 | | | |
| CPS Investigations Initiated | 88 | 91 | 79 | 77 | 70 | 73 | 105 | 103 | 105 | 67 | 67 | 86 | 96 | 13.9% |
| CPS Investigations Continuing | 107 | 107 | 95 | 103 | 113 | 105 | 124 | 138 | 151 | 134 | 101 | 125 | 135 | 15.5% |
| CPS-In-Home Case Mgt | 37 | 33 | 34 | 31 | 33 | 31 | 30 | 29 | 21 | 25 | 25 | 22 | 22 | -24.8% |
| CPS-Children In Custody (0-18) | 167 | 170 | 172 | 173 | 170 | 172 | 166 | 162 | 170 | 176 | 171 | 171 | 167 | -1.8% |
| CPS-Foster Care (age 18-21) ³ | 15 | 15 | 16 | 15 | 14 | 14 | 15 | 15 | 22 | 22 | 24 | 25 | 17 | -3.8% |
| APS Open Cases | 23 | 46 | 49 | 37 | 57 | 46 | 44 | 36 | 45 | 47 | 33 | 27 | 44 | 7.8% |
| Spec. Asst. In-Home | 122 | 123 | 126 | 126 | 127 | 126 | 124 | 126 | 126 | 126 | 118 | 118 | 118 | -4.8% |
| Guardianship Cases | 25 | 25 | 24 | 25 | 25 | 26 | 25 | 25 | 26 | 25 | 25 | 27 | 27 | 6.9% |
| In-Home Aid Services(Contract) | 85 | 83 | 81 | 82 | 82 | 81 | 81 | 82 | 80 | 79 | 76 | 74 | 74 | -8.1% |

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

First Quarter FY 2021 - 2022 (July - September 2021)

| New Hires | Worker Initials | Position | Hire Date | Degree | |
|---------------|-----------------|---|-----------|--|--|
| | PD | Processing Assistant 3 - CQS | 7/19/2021 | Bachelors - English and Intercultural Studies Masters - Elementary Education | |
| | JW | Social Worker 2 - Adult Services Unit 2 | 8/16/2021 | Bachelors - Sociology | |
| | ML | Social Worker 2 - Adult Services Unit 1 | 8/16/2021 | Bachelors - Social Work | |
| | AT | Processing Assistant 3 - Reception | 8/16/2021 | None | |
| | MW | Social Worker I/A T - On Call | 8/23/2021 | Bachelors - Social Work | |
| | EK | IMC 1 (w/a 1 year) | 9/13/2021 | Bachelors - Social Work/Masters - Social Work | |
| | WC | IMC 1 (w/a 1 year) | 9/13/2021 | None | |
| | HW | IMC 2 | 9/13/2021 | None | |
| | HM | IMC 2 | 9/13/2021 | None | |
| | YC | IMC 1 (w/a 1 year) | 9/13/2021 | None | |
| | KC | IMC 2 - FNS Intake | 9/27/2021 | Bachelors - Accounting | |
| | SW | IMC 1 (w/a 1 year) - PLA/SA | 9/27/2021 | None | |
| | TG | IMC 1 (w/a 1 year) - PLA/SA | 9/27/2021 | None | |
| | VH | IM Supervisor 3 | 9/27/2021 | Bachelors - English Literature | |
| Quarter Total | 14 | | | | |
| Year Total | 14 | | | | |

| Resignations/ Separations | Worker Initials | Position | Effective Date | Primary Reason | Tenure (YRS) | Life Changing Event (Y/N) |
|------------------------------|-----------------|---|----------------|---|--------------|---------------------------|
| | RR | SW Program Manager - Investigation/In-Home | 7/6/2021 | Resignation - Transylvania County DSS | 13.19 | N |
| | KS | IMC 2 - Family Programs Maintenance | 7/16/2021 | Resignation - Buncombe County DSS | 1.33 | N |
| | AS | SW I/A T - On Call | 7/16/2021 | Resignation - Work from home | 5.32 | N |
| | MW | IM Supervisor 3 - Medicaid | 7/22/2021 | Resignation - Transylvania County DSS | 18.93 | N |
| | KK | IMC 2 - Long Term Care | 7/23/2021 | Resignation - Moving to Pennsylvania | 6.72 | Y |
| | MCD | Social Worker 3 - Foster Care | 8/5/2021 | Death | 5.56 | Y |
| | SY | Social Worker 3 - Adult Protective Services | 8/6/2021 | Resignation - Buncombe County DSS | 0.5 | N |
| | YV | Social Worker I/A T | 8/10/2021 | Resignation - HC School District | 1.09 | N |
| | VP | Social Worker I/A T | 8/13/2021 | Resignation - Moving to Wyoming | 0.87 | Y |
| | HR | Administrative Assistant 1 | 8/13/2021 | Resignation - Moving to HC County Attorney's Office | 1.79 | N |
| | GW | Social Worker 3 - Foster Care | 8/13/2021 | Resignation - Staying at Home | 3.4 | Y |
| | RNW | Social Worker I/A T | 8/17/2021 | Resignation - Cleveland County DSS | 3.49 | N |
| | NA | Social Worker I/A T | 8/20/2021 | Resignation - Transylvania County DSS | 5.22 | N |
| | RR | Social Worker I/A T | 8/20/2021 | Resignation - Getting married & moving | 2.54 | Y |
| | DP | IMC 2 - Family & Children's Maintenance | 8/27/2021 | Retirement | 5.17 | Y |
| | AB | IMC 2 - PLA | 9/10/2021 | Resignation - Going to work at husband's business | 2.9 | N |
| | LT | SW I/A T - On Call | 9/17/2021 | Resignation - going to Polk County DSS/Supervisor | 3.23 | N |
| | KB | SW 2 - Family Resource Unit | 9/27/2021 | Retirement | 21.16 | Y |
| Quarter Total | 18 | | | | | |
| Year Total | 18 | | | | | |

| Transfers/ Promotions | Worker Initials | Prior Position | New Position | Date |
|-----------------------|-----------------|--|--|-----------|
| | JM | IMC 2 - Family & Children's Intake | Child Support Agent 2 | 7/19/2021 |
| | CH | IMC 2 - Family & Children's Intake | IMC 2 - Private Living Arrangements/SA | 7/19/2021 |
| | BM | IMC 2 - FNS Maintenance | IMC 3 - Work First | 7/19/2021 |
| | CB | SW 3 - Adult Services Unit 2 | SW Supervisor - Adult Services Unit 1 | 7/19/2021 |
| | CDG | IMC 2 - FNS Intake | SW I/A T - CPS Team #6 | 7/19/2021 |
| | MR | Office Assistant 4 - Medicaid Transportation | IMC 1 - Family Programs Maintenance | 7/19/2021 |
| | AG | SW 2 - Adult Services Unit 1 | SW 3 - Adult Services Unit 2 | 8/16/2021 |
| | AHR | SWS 3 - Intake/On-Call | SW Program Manager | 8/16/2021 |
| | JW | SW 3 APS - Adult Services Unit 1 | SW 3 Adult Licensure - Adult Services Unit | 9/27/2021 |
| Quarter Total | 9 | | | |
| Year Total | 9 | | | |

| | Total Staff | Separations 1st Qtr | % Turnover 1st Qtr | Turnover YTD | % Turnover YTD | # of Retirements | % Turnover w/o Retirements |
|----------------------------|-------------|------------------------|--------------------------|--------------|----------------------|------------------|----------------------------|
| Economic Services | 68 | 4 | 5.90% | 4 | 5.90% | 1 | 4.40% |
| CPS Social Work | 46 | 10 | 21.70% | 10 | 21.70% | 1 | 19.60% |
| Adult Services Social Work | 15 | 1 | 6.70% | 1 | 6.70% | 0 | 6.70% |
| Support Staff | 22 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Child Support | 6 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Supervisory/Admin. | 32 | 3 | 9.40% | 3 | 9.40% | 0 | 9.40% |
| | 189 | 18 | 9.50% | 18 | 9.50% | 2 | 8.50% |
| Administration/Reception | 11 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Economic Services | 83 | 5 | 6.00% | 5 | 6.00% | 1 | 4.80% |
| Social Work | 95 | 13 | 13.70% | 13 | 13.70% | 1 | 12.60% |
| | 189 | 18 | 9.50% | 18 | 9.50% | 2 | 8.50% |

Program Administrators Report for October 2021

Social Work

Adult Services

In September we accepted 33 adult service reports for investigation, 12 more than last month. Guardianship cases stayed steady at 27.

The Consolidated Appropriations Act, Public Law 116-260 provided an opportunity for young adults who left Foster Care 18-21 during the Covid-19 pandemic because of age, to re-enter the program. This law also required that young adults not be terminated from the program for failure to meet education or employment criteria. Henderson County DSS had 7 young adults who re-entered or could remain on a VPA as a result of this law. As of September 30th, Public Law 116-260 expired and these 7 young adults were no longer eligible for continued benefits. However, in mid-September we received information and instruction from the Division of Social Services that there was still some funding available through the Consolidated Appropriations Act (Public Law 116-260) and we should provide a one-time unrestricted payment to eligible young adults. Those eligible, were at least 18 years old but not yet 27 years old, were in foster care at age 14 or older. Out of a possible 111 young adults our Links Social Worker, Lindsay Murray and Foster Care 18-21 Social Worker, Tim Ziffer, located 90 of those young adults for which we have requested funding in the amount of \$347,500.00 for the one-time unrestricted payments.

Child Welfare

Child Protective Services reports also saw a jump in September with 96 screened in reports compared to 81 in August. We continue to have approximately 167 children 0-17yrs in foster care the last day of September. Half of those children 80 are 0-5 years old, 40 of those are 6-12 yrs. old and 38 are 13-17 yrs. old.

Some upcoming events:

Mud Creek Baptist Church is offering a drive-thru Halloween/Fall Festival and members of our Family Resource team will be present to discuss the need for foster families and the partnership with faith community.

On November 7th Mud Creek Baptist will be hosting a Foster Care Mission meeting to discuss the need for more foster families and volunteer opportunities.

This year's Toy Run committee has been working hard to prepare for the upcoming event which is scheduled for November 20th at Bill Moore Community Park in Fletcher. The T-shirt design for this year is in progress and the committee is still seeking sponsors. The next committee meeting is October 18, 2021. Mud Creek Baptist has agreed to be the distribution hub this year. They will organize, bag, and distribute toys to social workers and families December 6th and 7th.

Lipman Produce is donating a box of produce and food to every foster family this year, and Mud Creek Baptist will be distributing these on December 6th and 7th.

The Foster Care Christmas Party will be hosted again this year by the Fletcher Seventh Day Adventist Church. The event will take place at the Leila Patterson Center on Sunday December 5th, 2021. This will be the 22nd year the Fletcher Seventh Day Adventist Church has hosted this Christmas party.

First Baptist Church in Hendersonville is sponsoring another training for foster families, Trauma: Part 2, Practical Applications for Handling Trauma. This training will be led by Michelle Eigemann, LCSW.

Our Social work staff has continued to work with the Henderson County Wellness Behavioral specialist's and Buncombe County Resiliency team in developing our Peer Support Team using the CARE Tyme model, attached you will find an information sheet about CARE Tyme. The first CARE Tyme meeting will be for Newcomers. This meeting will consist of new employees, 9 months or less. This meeting is designed to provide the new employees an opportunity to share challenging experiences of being a new employee at DSS in a non-threatening environment. This process will help them understand the impact of cumulative stress and the importance of developing a self-care plan. The vision is to expand these meetings to all social workers and social work supervisors. The social work staff leading this initiative have been trained in Critical Incident Stress Management and are passionate about Social Worker self-care.

Economic Services

Food & Nutrition

- Due to ongoing COVID waivers, Food & Nutrition cases with 6 months certifications continue to be auto certified by the State through December 2021 OR when the governor ends the state of emergency
- Each year, the USDA evaluates the allotment levels to determine if they meet the current cost of living needs for recipients. This year, they have determined the maximum allotments should be increased up to 25%. This is the largest increase ever seen.
- Below is the new benefit chart. This indicates the MOST a household can receive, given their individual financial circumstances:

FNS Benefit for October 2021

| FNSU Size | Base Maximum Allotment | Maximum Allotment after COLA |
|------------------|-------------------------------|-------------------------------------|
| 1 | \$204 | \$250 |
| 2 | \$374 | \$459 |
| 3 | \$535 | \$658 |
| 4 | \$680 | \$835 |
| 5 | \$807 | \$992 |
| 6 | \$969 | \$1190 |
| 7 | \$1071 | \$1316 |
| 8 | \$1224 | \$1504 |
| Additional | \$153 | \$188 |

Medicaid

- The Public Health Emergency has been extended for 90 days, through mid-October. We are to continue to follow COVID19 protocol and waiver guidance until this time and/or notified otherwise.

Additional Info

- LIEAP (Low Income Energy Assistance Program) begins 12/1/21
 - Must be 60 and older OR disabled and receiving services through DAAS (Division of Aging & Adult Services)
 - Beginning 1/1/22, all households can apply
 - The program runs through 03/31/22 if funds are available
- LIHWAP (Low Income Household Water Assistance Program) should begin 12/1/21
 - This program covers water and sewer bills for households in the following categories, in this order
 - Households in which the water has been shut off
 - Households with a disconnect notice

- Households that are behind on their bill and need assistance paying
- This is a one-time program and will only be available until funds run out
- We have not received word yet on how much funding Henderson County expects to receive
- Income and need restrictions apply

Henderson County Department of Social Services
FY21-22 3 MONTH YTD SEP21 - (101821)

| DESCRIPTION | TARGET = | | | | | | | | | | | 25.0% | |
|--|--------------------|--------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------------|------------------------|--------------|-------------------|
| | ACTUAL FY 12-13 | ACTUAL FY 13-14 | ACTUAL FY14-15 | ACTUAL FY15-16 | ACTUAL FY16-17 | ACTUAL FY17-18 | ACTUAL 2018-19 | ACTUAL 2019-20 | ACTUAL 2020-21 | BUDGET 2021-2022 | YTD SPEND 2021-2022 | % SPENT | \$ UNSPENT |
| SALARIES - WAGES, OT, TEMP | 6,675,430 | 6,822,428 | 7,179,068 | 7,179,338 | 7,477,098 | 7,553,754 | 7,849,280 | 8,076,196 | 8,129,494 | 8,601,836 | 1,892,125 | 22.0% | 6,709,711 |
| DEFERRED COMP - SUPP. LGERS & 401K | 519,736 | 551,487 | 591,834 | 563,817 | 636,219 | 654,785 | 708,049 | 833,486 | 946,709 | 1,039,219 | 243,604 | 23.4% | 795,615 |
| INSURANCE - MEDICAL & DENTAL | 1,845,802 | 2,079,280 | 2,089,895 | 2,050,190 | 2,160,256 | 2,243,185 | 2,287,467 | 2,099,836 | 2,320,530 | 2,504,138 | 501,738 | 20.0% | 2,002,400 |
| UNEMPLOYMENT & WORKERS COMP | 191,262 | 126,452 | 95,351 | 53,849 | 60,374 | 82,422 | 123,599 | 81,594 | 44,158 | 93,288 | 39,062 | 41.9% | 54,226 |
| SOCIAL SECURITY (FICA) | 485,558 | 495,573 | 527,147 | 519,084 | 540,337 | 545,069 | 566,159 | 582,366 | 585,472 | 661,300 | 136,637 | 20.7% | 524,663 |
| STAFF TRAINING | 22,972 | 23,460 | 21,363 | 29,320 | 43,424 | 49,668 | 52,019 | 34,265 | 30,632 | 70,000 | 4,714 | 6.7% | 65,286 |
| STAFF | 9,740,760 | 10,098,679 | 10,504,658 | 10,395,598 | 10,917,709 | 11,128,883 | 11,586,573 | 11,707,743 | 12,056,996 | 12,969,781 | 2,817,881 | 21.7% | 10,151,900 |
| TECHNOLOGY (IT) - CAPITALIZED & NON-CAP | 182,013 | 237,928 | 215,713 | 162,227 | 166,555 | 288,605 | 106,714 | 152,837 | 280,472 | 299,257 | 90,189 | 30.1% | 209,068 |
| ***SUPPLIES - OFFICE CLNG, FOOD, DP, FURNITURE & DUES | 156,036 | 159,567 | 223,383 | 284,504 | 178,221 | 267,041 | 125,735 | 104,835 | 336,548 | 147,500 | 24,481 | 16.6% | 123,019 |
| TELEPHONE - AGENCY SYSTEM & STIPEND | 110,054 | 118,303 | 123,525 | 80,537 | 103,696 | 97,738 | 111,656 | 147,477 | 123,677 | 149,663 | 22,611 | 15.1% | 127,052 |
| POSTAGE | 59,643 | 61,131 | 35,256 | 53,606 | 39,650 | 41,001 | 44,025 | 45,341 | 43,756 | 50,000 | -1,216 | -2.4% | 51,216 |
| MAINT & REPAIR - BUILDING, GROUNDS & EQUIPMENT | 8,488 | 2,791 | 17,437 | 4,397 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CONTRACTED SERVICES | 448,887 | 551,002 | 772,476 | 573,428 | 599,967 | 644,263 | 538,747 | 489,949 | 480,872 | 688,000 | 80,295 | 11.7% | 607,705 |
| OUTSIDE SERVICES - PRINTING, MED/LEGAL/PROF/RESEARCH/JUDICIAL/ADV | 39,316 | 38,701 | 54,609 | 58,012 | 74,726 | 82,702 | 71,884 | 121,597 | 126,036 | 151,000 | 42,011 | 27.8% | 108,989 |
| CLIENT TRAVEL ^a - MILEAGE, FUEL & VEHICLE EXPENSE | 117,636 | 118,153 | 118,911 | 140,182 | 132,864 | 103,720 | 106,488 | 77,621 | 60,750 | 93,750 | 20,129 | 21.5% | 73,621 |
| RENT (EQUIPMENT & PROPERTY) | 83,680 | 80,989 | 85,660 | 74,450 | 43,343 | 43,368 | 39,061 | 32,617 | 28,319 | 82,000 | 0 | 0.0% | 82,000 |
| INSURANCE/BONDING | 122,750 | 104,118 | 119,193 | 106,257 | 103,321 | 106,953 | 100,722 | 95,452 | 98,735 | 1,000,279 | 100,253 | 10.0% | 900,026 |
| GUARDIANSHIP ASSISTANCE | 28,800 | 28,800 | 28,800 | 32,800 | 40,800 | 35,699 | 26,400 | 26,400 | 26,400 | 42,000 | 6,600 | 15.7% | 35,400 |
| FOSTER CARE TRAINING | 5,657 | 4,499 | 5,122 | 8,070 | 5,479 | 4,358 | 6,882 | 6,929 | 3,420 | 12,000 | 133 | 1.1% | 11,867 |
| ADMINISTRATIVE | 1,180,947 | 1,268,053 | 1,584,370 | 1,416,243 | 1,322,067 | 1,426,843 | 1,171,599 | 1,148,218 | 1,328,512 | 2,416,192 | 295,298 | 12.2% | 2,120,894 |
| TOTAL STAFF & ADMINISTRATIVE | 11,103,719 | 11,604,661 | 12,304,742 | 11,974,069 | 12,406,331 | 12,844,331 | 12,864,886 | 13,008,797 | 13,665,980 | 15,685,230 | 3,203,368 | 20.4% | 12,481,862 |

RESOURCES

*Contact a peer today, we are
here for you!*

Team:

Amanda Gregg x 6165
Katherine Ponder x 6370
Michelle Hamilton x 6378
Krystal Pereira x 6231
Pam Fisette x 6236

DSS Emailing Group:

"DSS Peer Support Team"

DSS-PeerSupportTeam@hendersoncountync.gov

Henderson County
Behavioral Wellness

Wellness: (828) 694-7991

On-Call: (828) 412-0911

Confidential Email:

BHwellness@wellnessHCNC.org



"I'VE BEEN THERE"

Peer Support

Henderson County
Department of Social Services

1200 Spartanburg Hwy.
Suite 300
Hendersonville, NC
28792



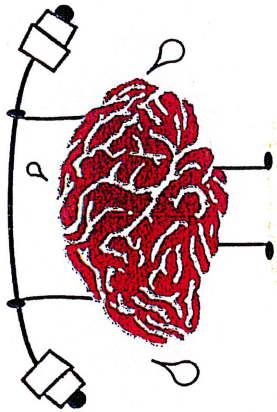
Peer Support

PEER SUPPORT IS A
NATURAL WAY OF SUPPORTING
OUR PEERS THROUGH DIFFICULT
TIMES BY SHARING EXPERIENCE AND
BEING ABLE TO SAY ...

"I'VE BEEN THERE"

Henderson County
Department of Social Services

*We've been there...
Let us be there for you!*



Hello, our name is...
Peer Support

We are a team of trained,
confidential, non-biased
peers...

Peers who have been where
YOU have been.

What we do is...

We listen.

We respect.

We coach.

And we are *here* for **YOU**.

We know you're strong,
BUT you don't have to do it
all on your own...

*We value you, and
We got **YOU**.*

CARE TYME

CARE TYME is an on-going time
that we will meet with our peers on
our teams, or from our
departments.

It's a *safe place* to vent and
decompress...

A time to explore effective ways to
care for *ourselves* and *our*
teams.



*Your attendance is FULLY
supported by your Supervisor*

CARE TYME is facilitated by the
Henderson County Behavioral
Wellness Team and is **completely**
confidential. No information is
shared, no notes are taken.

GROUP SUPPORT

The work we do is so important,
but what we deal with is
anything but *normal*...

Defusing:

We will have short discussions
when a traumatic event occurs
at the agency.

We will...
Address the event...
Support each other...
And we *will* follow-up.

Debriefing:

Follow-up meeting, for a
traumatic event, with a
supportive group that is crisis-
focused.

We will...
Process...
Connect...
Destress...
And heal.

24th Annual

Henderson County



TOY RUN 2021

Saturday, Nov 20th

Bill Moore Community Park in Fletcher

Registration 10am-1pm

\$15 OR A NEW TOY

Kickstands Up @ 1:30pm

(\$15 OR MORE)

Benefiting Foster Care Kids of Henderson County

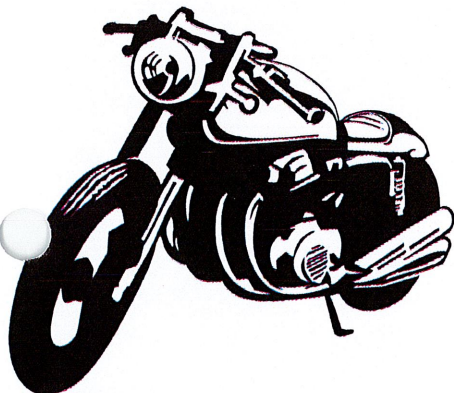
For more information please contact:

Crystal Harris (828) 243-7279

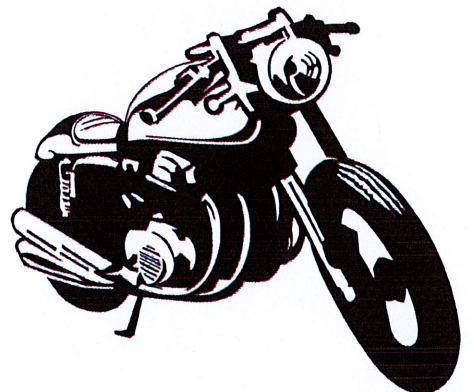
Kimberly Carland (828) 606-2989

Sue Harris (828) 674-5648

BBO LUNCH DOOR PRIZES T-SHIRTS 50/50 DRAWING



Assistance provided by:
Christian Motorcyclist Association
Master Messengers Chapter 520
Toy Run Committee
Henderson County DSS



CARE Tyme

Communication About Recent Events (or Tyme to CARE)

What is *CARE Tyme*?

CARE Tyme is an approach to meeting with personnel from the same unit or department on a regular or intermittent basis as the situation indicates, to provide an optional opportunity for ventilation and decompression and an opportunity for staff to explore effective mechanisms to care for themselves, their coworkers, and significant others in their lives. The ultimate goal is to increase both individual and group resiliency.

Existing crisis intervention/support models offer a variety of services or interventions aimed to provide support for acute events (crisis support or CISM models) and individual support for largely personal issues (peer support). These routinely include: one-on-one interventions or conversations, Crisis Management Briefing (CMB); Defusing; and Critical Incident Stress Debriefings (CISD) or psychological debriefings.

A missing piece continues to be an approach for the more chronic and/or ongoing situations that staff encounter. In other words, the event, incident, or occurrence is not 'over', or multiple smaller events, incidents, or occurrences continue with little respite. The question becomes: how to keep the staff working, supported, and how to provide an appropriate venue and structure to allow decompression of emotions and reactions in a safe and non-threatening environment. The following model is intended to fill that need.

| | |
|----------|--|
| C | Communication (or Conversation or Compassion) |
| A | About |
| R | Recent |
| E | Events |

The premise underlying ***CARE Tyme*** is that there has not necessarily been a new event that rises to the level of a critical incident, but that the work has produced an increasing level of stress or distress. Stress is normal and expected in high intensity occupations and most individuals are able to deal with the stress with some level of effectiveness. Distress, however, frequently produces physical, cognitive, emotional, and behavioral sequelae. And in the cumulative distress scenario, the effects and the need for a mechanism to address the situation is often less obvious and apparent. The staff and management continue to function, but the toll may include impaired teamwork, poor client communication and care, increased errors, increased staff dissatisfaction, and increased turnover. So, take a break for ***CARE Tyme***.