HENDERSON COUNTY DEPARTMENT OF SOCIAL SERVICES

AGENCY PROFILE
(www.hendersoncountync.org/dss)

Henderson County: Henderson County is located in the scenic Blue Ridge Mountains of Western North Carolina, 22 miles south of Asheville and 15 miles north of the North-South Carolina border. Current population is 108,340; median county household income is $47,371 (Source: Henderson County Profile of Statistical Information – October 2013). The Department of Social Services is co-located with the Department of Public Health and Veteran’s Services in the new Human Services Building erected in 2006.

Henderson County DSS/Board of Social Services Mission Statement: To provide services that improve the safety, health, well-being, independence and quality of life for the residents of Henderson County.

Organizational Structure: The agency is divided into three main sections: Administration/Fiscal; Economic Services (public assistance programs) and Social Work Services (Attachment I: Organizational Chart).

Staff Information:
- Total employees: 180
- Median staff tenure: 6.4 years; Staff turnover: 14%
- Number of Child Welfare staff with MSW (4), BSW (22), and other college graduates (10 other master degrees; 18 other college graduates): 54

Management Team:
- Mr. Eric Bush (MSW/MAPA) became Director of Henderson County DSS in September 2013. Prior to his appointment as Director, Mr. Bush was Director of Social Services in Duplin County, NC for three years. Prior to that appointment he was Director of Children’s Services in Marion County, Ohio for eight years. He began his career in 1982 as a social worker in Marion County, Ohio.
- Mrs. Jerrie McFalls (BSW) is the Social Work Program Administrator. She has been employed with Henderson County for 35 years, beginning as a front line social worker with promotions to Child Protective Services Supervisor and Program Administrator. She supervises 86 staff and is responsible for the management of multiple social work programs including Child Welfare Services, Adult Services and Child Care Subsidy.
- Mrs. Sandy Morgan is the Economic Services Program Administrator. She has been employed with the State of North Carolina for 32 years, beginning in Transylvania County as an Income Maintenance Caseworker; she transferred to Henderson County 21 years ago to assume a Supervisor position and was later promoted to Administrator. She supervises 85 staff and is responsible for the management of multiple public assistance programs including Adult & Family Medicaid, Food & Nutrition, Work First Family Assistance/Employment, Child Support Enforcement, CIP, LIEAP, & EA.
- Mr. Joe Maxey is the Budget/Administrative Officer. He has many years of experience in private industry management/supervision. He supervises 4 staff and is responsible for multiple administrative and fiscal areas including agency budget/fiscal reporting, building maintenance/day-to-day operations and contracts.
Budget Information:
FY 13-14 Total Budget: $19,481,402
(Federal: $9,273,426 (47.6%); County: $7,889,689 (40.5%); State $2,318,287 (11.9%))

Major Programs & Selective Caseloads:
- Food & Nutrition: 13,295 individuals (March 2014)
- Medicaid: 12,059 individuals (March 2014)
- Foster Care: 144 children in DSS custody (March 2014)
- CPS investigations: 102 reports (March 2014)
- Work First: 231 cases (March 2014)
- Child Care Subsidy: 864 children served (March 2014)
- Guardianship: 40 (March 2014)
- Special Assistance In-Home Program: 142 (March 2014)

Board of Social Services: The Henderson County Board of Social Services is a 5-member Board, with two members appointed by the Henderson County Board of Commissioners, two members appointed by the Social Services Commission and the 5th member appointed by the Board. Current officers are Mr. Gary Cyphers (Chair) and Mr. Don Cooper (Vice-Chair). The Board is experienced and engaged, working to adhere to statutory responsibilities of public education and awareness regarding DSS programs and services.

Important Community Partners: Blue Ridge Community Health Services, Children & Family Resource Center, Children’s Home Society, Community Foundation of Henderson County, Council on Aging, Eckard Family Services, Henderson County Department of Public Health, Henderson County Free Clinic’s, Henderson County Public Schools, Henderson County Sheriff’s Department, Interfaith Assistance Ministry, Mainstay, North Carolina Mentor, Pardee Hospital, Park Ridge Hospital, Salvation Army, United Way of Henderson County, Western Carolina Community Action.

The department has twenty-seven (27) active contracts and fifteen (15) staff out-posted in other community human service non-profits to augment access to services.

Attachments:
I: Agency Organizational Chart
Department of Social Services
Staffing Organizational Chart
180 positions
5/2014

- Director SS II
  - Admin Assist I
  - SW Admin II
    - 1 Admin Asst I
      - 3 PA III
      - 2 PA IV
    - 1 SW Admin III
      - 1 SWS III
      - 1 SW II
      - 7 SW III
      - 2 CSSA
    - SW Admin IV
      - 4 SW III
      - 4 SW II
      - 21 SW III AT
  - SW Admin V
    - SW Prog Mngr
      - Adult Services
      - SW Prog Mngr
        - FC/Adopt
      - SW Prog Mngr
        - Child Protection
  - IM Supr III
    - Applications
      - Access
        - 1 IM Sup II
        - 9 IMC II
    - Food & Nutrition
      - Maintenance
        - 1 IM Sup II
        - 8 IMC II
    - Family Program
      - Maintenance
        - 1 IM Sup II
        - 9 IMC II
        - 2 CE Case Mngrs
  - ES Admin II
    - Facility & Community
      - Accounts
        - 1 IM Sup II
        - 10 IMC III
        - 3 PA IV
        - (IMC III Vacant)
    - Child Support
      - 1 IM Sup II
      - 1 CSA Lead/4 CSA
      - 1 Clerical