

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 111,149; median county household income is \$44,815 (*Source: Henderson County Profile of Statistical Information – October 2015*). 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: 186
- Median staff tenure: 6.2 years; Average staff tenure: 8.0 years; Staff turnover: 12.7% (FY 14-15)
- Number of Child Welfare staff with MSW (5), BSW (16), and other college graduates (8 other master degrees; 12 other college graduates): Total - 41

Management Team:

- **Mrs. Jerrie McFalls** (BSW) is the Social Work Program Administrator. She has been employed with Henderson County for 36 years, beginning as a front line social worker with promotions to Child Protective Services Supervisor and Program Administrator. She supervises 84 staff and is responsible for the management of multiple social work programs including Child Welfare Services and Adult Services.
- **Mrs. Sandy Morgan** is the Economic Services Program Administrator. She has been employed with the State of North Carolina for 33 years, beginning in Transylvania County as an Income Maintenance Caseworker; she transferred to Henderson County 22 years ago to assume a Supervisor position and was later promoted to Administrator. She supervises 88 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 and the Child Care Subsidy Program.
- **Mr. Joe Maxey** is the Budget/Administrative Officer. He has many years of experience in private industry management/supervision. He supervises 9 staff and is responsible for multiple administrative and fiscal areas including agency budget/fiscal reporting, building maintenance/day-to-day operations, contracts and Reception.

Budget Information:

FY 14-16 Total Budget: \$20,391,839

{Federal: \$9,990,936 (48.59%); County: \$8,136,234 (39.90%); State \$2,264,266 (11.10%)}

Major Programs & Selective Caseloads:

- Food & Nutrition: 12,270 individuals (December 2015)
- Medicaid: 15,434 individuals (December 2015)
- Foster Care: 158 children in DSS custody (December 2015)
- CPS investigations: 95 reports (December 2015)
- Work First: 165 cases (December 2015)
- Child Care Subsidy: 714 children served (December 2015)
- Guardianship: 31 (December 2015)
- Special Assistance In-Home Program: 149 (December 2015)

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 Mrs. Penny Summey (Chair) and Ms. Melinda Lowrance (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: Believe Child Advocacy Center, Blue Ridge Community Health Services, Children & Family Resource Center, Children's Home Society, Community Foundation of Henderson County, Council on Aging, Family Justice Center, Family Preservation 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, Meridian Behavioral Health, Pardee Hospital, Park Ridge Hospital, Pisgah Legal Services, Salvation Army, Smart Start, Smoky Mountain LME/MCO, SPARC, United Way of Henderson County, Western Carolina Community Action, Youth Villages Intercept Program.

The department has thirty-one(31) active contracts and twelve (12) staff out-posted in other community human service non-profits to augment access to services.

Attachments:

I: Agency Organizational Chart