

Macon County Social Services Board

July 22, 2021

Minutes

Call to Order

Patrick Betancourt called the regular meeting of the Macon County Social Services Board to order. Members in attendance were Vic Perry, Clerk of Court, Dale West, Anne Hyder, Evelyn Southard, Patrick Betancourt, Secretary to the Board, Page McCurry, HR Planner/Evaluator and Cathy Makinson, Business Officer designated to record minutes.

New Board Member

Vic Perry was in attendance and presided over the swearing in of the newest member of the DSS Board, Dale West.

Minutes

Minutes were approved on motion of Anne Hyder and second by Evelyn Southard with the revision of the change in meeting date and added signature lines.

Financials/Contracts

Business Officer, Cathy Makinson, reported the end of year financials would be presented in October as she was still waiting on county year-end close-out. She then discussed the changes in NEMT as of July 1st with the changes in Medicaid Managed Care and Medicaid Direct. Clients that are in the Managed Care group now schedule their Medicaid Transportation through an assigned broker, however they are complaining they have received no information or direction as to that area of change. Previously, DSS gave gas vouchers for medical appointments out of town after completion of that appointment and travel. Clients are reporting that they are being required to call the broker and receive the gas voucher two days prior to the appointment. Clients will be given the information for the Ombudsman, Pisgah Legal Services, to assist with any issues with the new PHP and Transportation broker. Cathy presented two additional contracts for FY 21-22 that needed Board approval. Contracts approved on motion by Evelyn Southard, second by Dale West. Those contracts are Macon Health Holdings, LLC in the amount of \$1,000 and Macon Area Transport in the amount of \$2,000. Financials were provided in the Board books.

Gallagher Compensation Study Update

Patrick provided an overview of the current compensation study by Gallagher for our newest member, Dale West. He also reported that he and Page McCurry continue to be a part of the weekly calls with Gallagher. The County has pushed back the presentation of the study's outcome until October. The County is working with Gallagher on refining classifications as they choose to move from county salary grade levels to the decision band method.

Personnel Update

Page reported to the Board that with the change in classification of the Intake workers to IMC I instead of IMC II, Deidra Short and Daniela Perez-Garcia, two of the clerical unit will be moving into Intake along with Glenda Kelly. Glenda requested to move from Adult Medicaid as an IMC II to an IMC I Intake worker which included a reduction in classification and salary. Two of the former Intake workers chose to continue as IMC II and move into Medicaid where there were two vacancies. Page informed the Board of new hires Leeann Higdon as Adult Day Coordinator, Renee Hamett as the new In-Home Social Worker, and Wanda Clark and Amy Hall, new Medicaid case managers. Resignations included Mirna Garcia, Foreign Language Interpreter who moved back to Ohio suddenly to be with family and Hannah Anderson who accepted a job with First Citizens Bank. Patrick acknowledged the time and effort of Page as she works on all these changes in personnel as well as working with County HR. Board also voiced

their appreciation. Patrick then provided a chart he had researched on the agency's turnover rate for the last six years since becoming Director. The biggest increase was in FY 20-21, just completed, at 22.08%, see attached. SHRM study shows a nationwide comparable rate. Patrick also shared he has been surprised as exit surveys are completed prior to our employees leaving, several of them have stated they don't have a job lined up to go to.

Legal Update

There continues to be one foster care case which has appealed to the Industrial Commission. Attorney representing DSS does not anticipate any issues as this is not the correct legal process for this sort of matter.

Closed Session

No Closed Session this month. Meeting adjourned on motion by Dale West, second by Anne Hyder.

Next Meeting

Next meeting is scheduled on Thursday, 19, 2021, at 9am at the Human Services Building.

APPROVED BY:

Evelyn Sweetwood
Chairman/Date

[Signature]
Secretary/Date

8/19/2021