

**HANOVER COUNTY  
BOARD OF SOCIAL SERVICES  
MINUTES  
May 24, 2016**

**I. CALL TO ORDER**

Mr. Barnette called the meeting to order at 3:32 p.m.

Board Members present: Robert Barnette, Bernadette Cornelius, Sheila Crossen-Powell, Sue Dibble, Larry Huber, Victoria Hutto, Robert "Rick" Richardson and Page Sening.

Also in attendance: Jim Taylor, Deputy County Administrator; Dennis Walter, Deputy County Attorney; Tamara Temoney, Assistant Director; Jacque Althizer, Budget Management Analyst Senior; Judy Davis, Family Services Specialist Supervisor; Ginny Ferguson, Quality Assurance Coordinator, Luis Maldonado, Fraud Investigator and Robin Riley, Administrative Assistant.

Absent: Faye Prichard

**II. CITIZENS' COMMENT PERIOD**

No comments presented.

**III. INTRODUCTION OF NEW STAFF**

Dr. Crossen-Powell advised that Mr. Marc Rene is no longer with the Agency or County.

**IV. APPROVAL OF MARCH 22, 2016 BOARD MEETING MINUTES**

Mr. Barnette thanked Ms. Dibble for chairing the last Board meeting. Dr. Richardson commended Ms. Dibble for doing so.

Ms. Dibble moved to approve the March 22, 2016 Board Meeting Minutes. Ms. Sening seconded the motion and it was carried unanimously.

**V. FRAUD PRESENTATION – Mr. Luis Maldonado**

*(Copy of PowerPoint presentation sent to Board Members 5-31-16.)*

Dr. Crossen-Powell said that Mr. Maldonado continues to do an excellent job.

Mr. Maldonado presented information on the Fraud Program:

***“It’s not if we catch you, it’s when”***

- Fraud Database Tracking System (last three years)
- Locality Comparison (last three years) – Richmond City, Chesterfield, Petersburg, Spotsylvania, Louisa, Henrico and Hanover
  - 522 investigations, \$433,376.01; 23 cases to court and prosecuted by the Commonwealth. There were 41 disqualifications. Administrative Disqualification Hearings (ADH) are handled in house and of the grand total, \$161,920.00, 41 cases were ADH.
  - Richmond City has an entire unit handling Fraud where Hanover only has one person.
- Collections (last three years)
  - \$219,285 in payments was collected, about half of what was asked to be repaid. Some people are making monthly payments and some recoupment is through intercepting tax returns.
- Hanover Collections by Fiscal Year and Calendar Year (2012 to present)
- Fiscal Year Collections Locality Comparison
  - In FY 2014-15, Hanover collections of \$74,594.38 were second only to the City of Richmond, more than the localities listed above.
- Hanover Clients’ Cases - Examples
  - Failed to report employment
  - Failed to report marriage; stated husband was roommate; stated lived in Minnesota but worked in Richmond
  - Stated she lived alone with children; featured on Hanover Habitat with the children’s father receiving *their* new home.
  - Failed to report marriage; stated did not know she was legally married since husband was illegal alien
  - Failed to report income from law firm
  - Failed to report child’s father; stated she reads backwards which is why she was confused
  - Stated no household income; husband won car race and was seen holding up winning check
  - Stated works on a farm in exchange for housing; client owns farm, has it for sale asking \$500,000.

When taken to court, clients may get a few weekends in jail or sentenced, then get probation. Felony charges are sometimes issued. Mr. Huber asked if a lien could be filed against the property. Mr. Maldonado said

the Commonwealth could if they wanted to but the client is repaying and they also paid at court. Dr. Richardson asked how information is uncovered. It is up to the benefits worker to question clients about their income while receiving benefits. DSS has access to employment information via various systems. The systems do not always “talk” to each other in real time so it may take time for the information to match. Mr. Maldonado also checks Facebook, Instagram and other internet and social media sites. Ms. Hutto asked if tips are received – yes. People in the community/citizens call to report possible fraud. Clients who are self-employed have to advertise their business so information is also found out that way. There is a fraud and abuse hotline in the County. Dr. Crossen-Powell said if someone is convicted of fraud, they will lose eligibility for SNAP for a year. The adult will lose the benefits but the children can still receive them. Ms. Sening asked about credit bureaus. Systems are limited and DSS does not have access to credit reports. Dr. Richardson asked how access could be obtained. Dr. Crossen-Powell said DSS would need the client’s permission to do a credit check. People put their own incriminating information on social media. Over 30 cases have been taken to court but not gone to trial. People plead out before going to trial. Benefit Programs workers refer anything questionable to the Fraud Investigator. Money does not come back to Hanover – it is returned to the State. DSS has to apply for the fraud-free plan so an application can be submitted to draw down funds for Administrative costs. Ms. Dibble and Mr. Barnette thanked Mr. Maldonado for his efforts.

**VI. BUDGET UPDATE – JACQUE ALTHIZER**

Ms. Althizer handed out budget information received from Finance for the approved 2017 budget. May is being finished up. DSS has met all of the requirements. One new position, Intake Service Worker, was approved. Reclassifications are being worked on to submit for next year. The 2018 budget, due in October, is also being worked on. If you have any questions, send an email to Ms. Althizer at [jb.althizer@hanovercounty.gov](mailto:jb.althizer@hanovercounty.gov).

No new programs were added and none were cut. LaserFiche for the Services units is continuing, and Benefit Programs will be added next. Mr. Taylor said this program is being rolled out to departments a few at a time as it is more cost effective that way. Mr. Barnett asked what OPEB stands for. Mr. Walter said it is an HR term for “Other Post Employee Benefits”. It is a fund that was set up by the Board of Supervisors and required by the State of Virginia to provide benefits for individuals when they retire. Money has to be put aside, otherwise, there would be the issue of unfunded liabilities. There is a Board that oversees that for all employees of the County. That could be the County government including school employees, and since DSS is fully deviating, it covers DSS employees. It is to cover those retirees who had some amount of

retirement health insurance benefit. This covers those costs. When those employees turn 65 and are eligible for Medicare, the OPED benefit will transition into that. It is a bigger liability for Sheriff's Office employees because deputies can retire after 20 years and they may only be in their 40s. In the past, localities used to have programs in place that allowed retirees to buy into the health insurance system, but those are easing out. There were people who were promised this benefit so there needs to be some amount of money to cover it. Dr. Richardson asked if this was a part of the federal mandate – yes.

Mr. Taylor said this budget is very complex, with different funding sources. The State, County and Federal governments all have different fiscal years. Mr. Barnette asked how the funding compares vs. last year. Traditionally, the County has been giving about 1.2; 1.4 was budgeted for '16 and 1.5 for '17. The State has been upping reimbursement for Admin. money which means less that the General Fund has to give. This year was only \$1,000 different than the year before. Dr. Crossen-Powell said there was an extra \$60,000 for State benefit programs which was received after the budget was approved. Therefore, it is not reflected in this budget.

RMS determines how much pass-through DSS will receive. This year, 23% was received. DSS cannot control RMS and that program uses data from the entire state. The State conducts a Local Review Team (LRT) once every three years, and Hanover DSS' results were good. The LRT was done on Admin. Funds this year.

Ms. Althizer will provide information on the breakdown of the General Fund for Mr. Barnette.

## **VII. HANOVER DSS DASHBOARD – GINNY FERGUSON**

Ms. Ferguson reviewed and discussed the Scorecard for May, 2016 which reflects March and April data. The intake count is increasing. The cooling program does not begin until June so there is no energy assistance measurement this month. VIEW has been in the 70s for three months or more of job retention. The number changed because one client was added. There were two less for unsatisfactory participation. April data will be about the same.

### **PIMR: (PERFORMANCE INDICATORS MEASUREMENT REPORT)**

March was successful with application processing at 98.2%. Expedited applications were 99% and regular applications, 98.8%. TANF applications processed timely were 100%. Medicaid applications timely were better but not yet meeting the standard. Medicaid reviews timely were also better but not yet to standard.

**COR:** (CRITICAL OUTCOMES REPORT)

Services had 80% discharged to permanency and they are doing well with family-based placements. Congregate care is still under 16%. Discharge to reunification is at 28.6%; State standard is 75.2%. Dr. Temoney said that has more to do with the family. Families sometimes will not have stable housing or employment, have substance abuse issues and may require longer to stabilize with the 12-month time frame.

CPS has new measurement categories:

- Number of cases queued for supervisor approval: 34
- Number of cases queued approved  $\leq$  10 days: 8/24%
- Number of cases queued approved  $\geq$  10 days: 26/76%

Mr. Barnette asked how many children are in foster care. Ms. Davis said there are 18, and two adoptions were finalized last week.

**VIII. DIRECTOR'S UPDATE**

- The agency has been working with the faith-based community and the community itself on the Apple Garden (AG) situation. Meetings have been held with the Health Department, Building Inspector's office and others. The Health Department received complaints about bedbugs and roaches and the infestations were huge. Initially, the Health Department was only "permitting" the front of the building due to the hallway between sections of the building, and they were able to shut down those 12 rooms. Then the State Health Department allowed permitting of the entire structure and the AG was advised of this. They were also advised they must pay their entire water/sewer bill which was not done. Then entire building was then shut down and condemned. Churches in Ashland under Open Door assisted the 12 families living there with securing other housing. Two families got permanent residences but others had to relocate to other hotels in the area. The Town of Ashland has been very involved in this situation. Mr. Taylor said Open Door hired a Case Services Manager who will be housed in this building starting in June. Dr. Richardson said a number of schools have had to work carefully with children in those families so it does not carry over into the school buildings. Ms. Crowder from the schools attended the meetings.
- Four BPS workers and one BPS supervisor resigned. Some of the workers are working with a new program at VDSS and one is at DMAS. One other worker left due to performance issues. Experienced new workers have been hired with three starting on June 1<sup>st</sup>. It has been a challenge, but some of the newer staff have stepped up and said they did not want overtime, just comp, and that they would handle the entire caseload.

- Services Units have begun using LaserFiche, and DSS is gradually moving in the direction of a paperless agency.
- The LRT was conducted and final report received on the audit of Administration. There were no findings thanks to the excellent job the Finance staff does.
- Chip Beasley, Facilities Management Department, worked with Communications to install two new buttons on the phones for an all staff page and an emergency button which is shared with Community Resources. There are color codes for types of emergencies. The only problem is there is a five second delay after a button is activated.
- DSS continues to participate in the home visitor model. Dr. Temoney is attending and making recommendations.
- The Business Operations Team attended Kronos training which is a new application for attendance.
- The CSA Coordinator attended the annual CSA conference in Roanoke.
- EITC was held for 11 weeks with the following outcome:
  - 146 returns completed with 57 receiving EITC credits
  - Federal refunds: \$167,535
  - State refunds: \$28,771
  - EITC credits: \$61,127
- The Finance Department provided training on travel reimbursement report preparation.
- The MSW student completed her semester internship.
- Ms. Althizer and other staff attended the Virginia Government Finance Officers Association (VGFOA) training.
- May is adult abuse prevention month, and staff members are wearing purple on Wednesdays. Last month was child abuse prevention month with blue being worn on Wednesdays. Purple ribbons were distributed to all staff members, the Board, and several community organizations who expressed interest.
- Managers and supervisors from the Child Welfare and Benefits units (a multi-purpose group of Dr. Temoney, Ms. Tillman, Ms. Davis and Ms. Jackson) and Dr. Crossen-Powell attended a “Coaching in Supervision” training.
- A meeting was held with a consultant about the Systems of Care for CPMT.
- Staff members participated in the annual Ruritans’ “Shrimp and Suds” fund raiser event. HDSS and HECC both receive funds from this event.
- The Employee Appreciation picnic had to be rescheduled due to the weather. It will be held on Monday, June 6<sup>th</sup>, from 11:30 a.m. to about 2 p.m. We hope the Board members can join DSS at this event. Staff truly appreciate it when Board members attend.
- Other meetings and trainings attended by staff/supervisors/managers:
  - Regional Directors’ meeting
  - Security Officer training

- State and Local Advisory Team
- Quality Assurance Network
- VLSSE conferences/meetings
- Supervisory Skill training
- Hanover Early Childhood Council
- Secondary Trauma presentation
- Child Welfare Advisory Committee
- Retreat/Team building – held by Assistant Director for Services staff
- Child welfare stipend meeting
- Interviewing Skills training
- Learning Collaborative

**IX. ADJOURNMENT**

The Board meeting was adjourned at 4:32 p.m. by Mr. Barnette.

***NEXT MEETING: TUESDAY, JULY 26, 2016; 3:30 P.M.***