

**HANOVER COUNTY
BOARD OF SOCIAL SERVICES
MINUTES
July 28, 2015**

I. CALL TO ORDER

Ms. Hutto called the meeting to order at 3:32 p.m.

The following members were present: Robert Barnette, Sheila Crossen-Powell, Sue Dibble (3:39 p.m.), Larry Huber, Lynn H. Saunders (3:42 p.m.), Robert "Rick" Richardson and G. E. "Ed" Via. Also in attendance: Jim Taylor, Deputy County Administrator; Dennis Walter, Senior Assistant County Attorney; Tamara Temoney, Assistant Director; Jacque Althizer, Budget Management Analyst Senior; Daricka Jackson, Program Coordinator II; Sherrethia Lowe, Benefit Programs Supervisor; Amanda Payne, Benefit Programs Supervisor; Christine Tillman, Family Services Supervisor-CPS; Judy Davis, Family Services Supervisor; Kelly Adkins, Benefit Programs Specialist III; Laura Mellott, Benefit Programs Specialist III; Rafeeq Akbar, Family Services Specialist I; Jamall Minor, Family Services Specialist I and Robin Riley, Administrative Assistant.

II. ORGANIZATION OF THE BOARD

The Board is required to determine the positions of Chair and Vice Chair each year. Members are eligible to serve two consecutive terms. Ms. Hutto opened the floor for nominations.

A. Election of Chairman

Mr. Huber nominated Mr. Barnette for Chair. Dr. Richardson seconded the motion and it was carried unanimously.

B. Election of Vice Chair

Mr. Barnette nominated Mr. Huber for Vice Chair. Dr. Richardson seconded the motion and it was carried unanimously.

C. Adoption of Meeting Schedule

Summary: The Board will need to decide how often and when it will meet during the upcoming 12 months. The Board is required to meet at least once every other month. A proposed meeting schedule has been distributed for the Board's consideration. *Action Needed:* Motion to approve the Board's meeting schedule from July 2015 through June 2016.

Ms. Hutto moved to adopt the meeting schedule as presented. Mr. Barnette seconded the motion and it was carried unanimously.

III. CITIZENS' COMMENT PERIOD

There were no comments. Guest was Ms. Maria Escalante, Atlee High School student, attending this meeting for a government class assignment.

IV. INTRODUCTION OF NEW STAFF

Ms. Jackson introduced Ms. Payne who was promoted to Benefit Programs Supervisor for the ABD-LTC unit. Ms. Jackson also introduced Ms. Lowe, Benefit Programs Supervisor for the Families and Children’s Medicaid unit. Ms. Lowe came to HDSS in February, 2015 from Henrico County. Ms. Payne introduced Ms. Adkins, Benefit Programs Specialist III, from Henrico County. Ms. Adkins will be working with ABD and LTC Medicaid. Ms. Lowe introduced Ms. Mellott, Benefit Programs Specialist III, also from Henrico County and formerly with Wythe County. Ms. Mellott will be working with Family and Children’s Medicaid. Ms. Jackson said Ms. Alexandria Patterson, Benefit Programs Specialist I, from King and Queen County, will be joining HDSS on August 3, 2015. She will be working with the SNAP/TANF programs and be located at Bell Creek.

Dr. Crossen-Powell said that interviews for the Family Services Specialist Worker/Adult Services will be held this week.

Ms. Hutto welcomed the new employees.

V. APPROVAL OF MAY 26, 2015 BOARD MEETING MINUTES

Mr. Huber moved to approve the May 26, 2015 Board Meeting Minutes. Dr. Richardson seconded the motion and it was approved unanimously.

VI. PRESENTATION: VIEW

(electronic copy of PowerPoint presentation sent to Board members July 29, 2015)

Dr. Temoney introduced Mr. Akbar and Mr. Minor. The VIEW workers also work with the child care program. Mr. Akbar was previously employed with the City of Richmond and worked with the VIEW program there for nine years.

Mr. Akbar discussed the following information:

What is VIEW

- VIEW (Virginia Initiative for Employment, not Welfare) is a program providing employment, education and training opportunities to recipients of TANF (Temporary Assistance to Needy Families).
- Eligibility is based on income and limited to a 24-month clock. After that time has expired, participants are then ineligible for 24 months. There is a lifetime 60 month clock limit that will follow a client regardless of where they live.
- Clients are required to participate in 35 hours of an approved work activity per week. Approved work activities include:
 - Core Work Activities (first 20 hours)
 - Job search/job readiness, limited to six weeks per fiscal year
 - Unsubsidized employment, earning at least minimum wage of \$7.25/hour. Full-time employment is counted at 30 hours per week.
 - Subsidized employment – not available in Hanover. This program is one where the employer would receive a fixed monthly stipend and the participant would not receive a TANF payment.

- CWEP (Community Work Experience Program) or PSP (Public Service Placement): unpaid work placement designed to improve employability. This is for clients with no employment history or who have not worked in a long while; helps build employment experience and skills.
 - On the Job Training: paid training from an employer such as work study or apprenticeship.
 - Vocational Education and Training: education directly related to employment in a trade or vocation; can only be used for 12 lifetime months.
- Non-Core Work Activities
- Job skills training: general training such as keyboarding and computer literacy to prepare an individual for employment
 - Unpaid internships
 - Education below post-secondary: GED and ESL classes
- Supportive Services are provided to remove barriers to the individual's participation and to stabilize employment.
 - Child care: full or part-time options; client is responsible for any amount not covered by the maximum reimbursable rate paid by DSS
 - Transportation and related services: van/cab service, vehicle repairs, driver's license reinstatement, vehicle purchase, gas cards
 - Medical/dental services: payment for services not covered by Medicaid and directly related to VIEW activities or employment
 - Expenses for work such as clothing, tools, certifications
 - Assistance during crisis situations, i.e., rent, utilities, evaluated on a case-by-case basis
 - Challenges
 - Transportation: More transportation options are needed; transportation cost was 70-80% of budget expenditures for last fiscal year
 - Criminal history
 - Education
 - Learning disabilities, mental health, physical disabilities
 - Domestic violence: a case example was discussed about a person who had to change their identity and was then hired by the City of Richmond
 - More public service placements needed
 - Full Employment Program (FEP) needed. Most employers are only providing up to 30 hours a week so no health care coverage is available.

Ms. Dibble asked if there is a definitive age range. Mr. Minor said that people over 60 are exempt and the average participant's age is early 20s. The majority are from Hanover but many transfer out due to the cost of living in Hanover.

Mr. Huber asked about using County resources such as the trade school. Mr. Taylor said the trade school is only available to school-age students. He will look into partnering with the schools for adult programs, possibly a pilot program. Ms. Dibble asked about funding and Dr. Crossen-Powell said that federal funding could be used toward tuition. Dr. Richardson asked about building in an educational component for evening classes which would be a better use of the trade school. Mr. Huber said such a program would attract a lot of County residents.

Mr. Barnette asked if day care centers are evaluated and Mr. Minor said that workers are not allowed to recommend or solicit business for child care providers.

Clients must contact and select a center themselves and the VIEW staff will work with that center regarding payments. Dr. Temoney said that DSS advocates for the parents to select their own center. A grant from the State through the QIP (Quality Improvement Program) is used for training to help parents assess what would be a good child care program based on their child's needs. Many clients make selections based on convenience and DSS advocates for selection based on the child's needs and what the center can offer. The State pays the providers directly and clients are issued a swipe card to pay.

Mr. Minor said that VIEW works with RSVP, a program that provides a Medview nurse who comes once a month to evaluate clients with mental or physical limitations. The nurse assists the clients with applying for Social Security and completing medical forms that will exempt them from participating in the VIEW program. There is a program called WAT (Work Adjustment Training) where the client will go 30 hours per week to learn computer and other skills and to volunteer at a job placement one day during the week. The program also helps clients with finding jobs, but since it is fairly new, there have not yet been any referrals.

Ms. Hutto asked if there were any questions, and thanked Mr. Akbar and Mr. Minor for the presentation.

VII. BUDGET UPDATE

Ms. Althizer discussed information in the handout distributed. There will be a small amount of general fund to return. There is a 2½% increase in the budget for salaries in the coming year. Mr. Barnette asked if there are any changes in Federal, State or Local percentages and Ms. Althizer said that no cuts are anticipated. The percentages are still the same. Dr. Crossen-Powell said DSS is expected to request additional Federal funding for Foster Care. Work on the 2017 budget will begin in the next few weeks.

VIII. HANOVER DSS SCORECARD

Dr. Crossen-Powell discussed the July 2015 Dashboard. The number of new benefits customers previously unknown to any DSS increased to 43 from 28 last month. There was a slight drop in the number of cases carried, a decrease of 30 from the previous month.

PIMR – represents Benefit Programs and VIEW

The one area that needs improvement is Medicaid reviews being done timely. Ms. Jackson said the State has 10,000 overdue renewals so it is a state-wide problem. The FAMIS CPU no longer exists, and all FAMIS cases have been given to localities, many of which came to Hanover already overdue. Hanover received 500 cases and employees are making good progress. The unit lost three eligibility staff members within one month. The new workers came from Henrico so they are used to high volume and are very knowledgeable. Their major focus is reducing the overdue renewals. A lot of the time, workers are waiting on the customers who have three months in which to decide to do their renewal or not, without having to reapply. The State sent a request to CMS which is the Center for Medicare/Medicaid Services requesting that workers be able to look at SNAP data to do the renewals. If that is approved, workers will not have to wait on customers to send in the renewal forms.

If they have done a SNAP renewal within the last six months, workers can log in to the ADAPT system, pull that information and do the Medicaid renewal for them. Dr. Crossen-Powell said the program for SNAP and Child Care is VACMS, and ABD cases will be migrated into that program in September. The State keeps making changes to the system, and in a recent Inspector General's report, the major complaint was about so many problems with VACMS. The different programs do not "talk" to each other and there are frequent "glitches" that require contacting the Help Desk. The Help Desk is not resolving issues timely causing the cases to stall in a holding pattern while the workers continue their efforts to process the customers' cases in order to maintain their benefits.

COR – Critical Outcomes Report – represents Services Units

Congregate care numbers have increased as there a number of children with many issues coming into care from juvenile court. There are no foster homes or therapeutic foster homes available. The State of Virginia is looking at implementing an "extreme foster care recruitment" program. Foster home visits are at 100%. Family-based placements are sometimes difficult due to issues in the family such as substance abuse by the parents and/or children. Dr. Richardson asked if follow up information was available on the February data as discussed at the last Board meeting. There were a number of vacancies in the Protection unit at the time. Issues were discussed with the supervisor who discussed with the workers that their performance was unacceptable. If data on SDM (Structured Decision Making) indicated that visits with a child needed to be ongoing and these visits were not made, the child could be at risk. Hanover workers would be held responsible if something happened. Every adult listed as in the home is supposed to be visited monthly; however, many of them are no longer in the home but their names were not removed from the Oasis system. This data has now been corrected. The State requires that information be entered into the system within 30 days. Some workers got behind due to handling other case loads. Workers may have tried to make contact and attempt visits but the family is often not available. The monthly data will still reflect a penalty, however, and telephone contact does not count. Dr. Crossen-Powell said the State considers that if an action is not documented, it has not been done.

Mr. Taylor asked if interviews are being held this week and Dr. Crossen-Powell said they are. However, DSS may also be losing another worker in that department.

Dr. Crossen-Powell said that if other data is needed, to send her an email with the information requested.

IX. DIRECTOR'S UPDATE

The CSB Executive Director and Dr. Crossen-Powell conducted initial interviews for the Director of the Human Services Business Operations Team (BOT). Line staff from both departments participated in second interviews. Mr. Marc René was offered the position and he accepted. He will start in his new position August 3rd and will be in charge of the BOT for DSS and CSB.

Several members of the Leadership Team toured CarMax to view the office layout as a possible model for restructuring the Human Services front lobby areas. There

will be a single point of entry for CSB and DSS customers and better access to the CSB conference room.

Dr. Crossen-Powell attended the final LMR class and graduation.

A meeting will be held with Fire/EMS this week to discuss expectations of APS/AS workers with regard to the Code of Virginia. Unless adults are incompetent or have a guardian, they are deemed capable of making their own decisions even if DSS workers think those decisions are not in their best interest. These issues are revisited about every 3-4 years due to staff changes in both Fire/EMS and DSS.

DSS staff members are scanning eligibility documents to the shared drive.

Dr. Temoney and her team attended Learning Collaborative meetings.

Data on psychotropic medication is being studied. Children in foster care are 77% more likely to take psychotropic drugs.

There are approximately 30 children in foster care. Five younger children will be adopted. DSS is working with a State adoption negotiator and looking for adoptive families for older children. Mr. Via asked what percentage of children are adopted by family members. Dr. Crossen-Powell said that most of the time, the children are adopted by the foster parents. All other possibilities such as placement with family members or other relatives must first be exhausted before terminating parental rights. Extensive searches for relatives are done using the "CLEAR" program. Mr. Via asked how many adoptions there are per year and Dr. Crossen-Powell said there are approximately five per year.

CPS staff provided mandated reporter training to summer staff of the Parks and Recreation Department.

The Administration/Finance Department is preparing for The LRT (Local Review Team) who will review April, 2015 administrative costs. The unit is working to gather all of the requested information.

Shared County IT support is being worked on. Northrup Grumman had one issue that has now been resolved.

Interviews were held for the Family Services Specialist/Adult Services (AS) worker vacancy. Ms. Charelle Price was the former AS worker and she moved into the Adult Protective Services (APS) worker vacancy. APS and AS workers will be cross-trained to ensure adequate coverage in both areas.

The 2015 Energy Share Program allotment of \$6,750.04 was received from Dominion Power. Cooling Assistance began on June 15th and will end August 17th. The maximum amount an eligible person/family can receive this year is \$200 and that amount is determined by the State.

Benefit Programs staff members participated and will continue to participate in DMIS (Document Management Imaging Solutions) webinars. This is the system the State is using to go paperless. The State sent several scanners to DSS; however,

they are not yet connected. DSS does have in-house scanners connected and is using them to scan Benefit Programs documents to workers.

The Office Manager attended the Central Regional Office Managers' meeting.

The CSA Coordinator attended the Rural Vendors' Fair sponsored by the Goochland CSA. She is also working on vendor contracts, and vendors will be required to submit invoices within 30 days of services ending.

The CPS Supervisor attended the Central Region's Child Fatality Team meeting. She is a member of that team. She also attended the Multidisciplinary Child Sexual Abuse Response meeting sponsored by the Commonwealth's Attorney's office.

HDSS received custody of eight children within a ten-week period. The Permanency Supervisor met with the Adoption Assistance person assigned to the Central Region. There are five children on whose cases she will be working with DSS.

Dr. Crossen-Powell attended the Hanover Early Childhood Council meeting. Hanover now as a home visitor model with Family Lifeline. Ms. Mona Berry is the home visitor assigned to Hanover, and she has 14 years of experience. She presented information to the HDSS Leadership Team and will return on July 30th to present at the staff meeting.

Dr. Richardson asked about the Adoption Negotiator position and the reason it was created. Dr. Crossen-Powell said VDSS created the position for decision-making purposes and also to save money. There are currently five Adoption Negotiators in the State. Local Family Services Specialists are not trained as negotiators and might be put in an untenable relationship with foster parents if they do not concede to the adoptive family's requests. Dr. Temoney said that Family Service Specialists have a history with the family which might put them in a difficult position as they are looking out for the best interests of the child, not always the fiscal aspect. The Adoption Negotiator or Facilitator's responsibility is to assess the situation objectively. Dr. Richardson asked if there would be a study on the impact of adoption rates. The progress will be monitored by the Inspector General's office and the Commissioner.

Dr. Richardson asked for an update on the open Board position replacement. Dr. Crossen-Powell said that two people were interviewed but did not respond further. Mr. Taylor spoke with Ms. Kelly-Wiecek, Board of Supervisors representative for the Chickahominy District, who has contacted several more candidates, and she will continue to follow up.

Dr. Richardson asked about DSS' interaction with day care centers. Dr. Crossen-Powell said that VDSS is responsible for licensing and they have a Licensing Department. As of July 1, 2015, DSS can only use child care funds for licensed home day care centers and facilities. Mr. Barnette asked about inspections. DSS does not do inspections unless there is a CPS complaint and the CPS worker will accompany the licensing agent from the State to investigate.

X. ADJOURNMENT

The meeting was adjourned at 4:59 p.m. by Ms. Hutto.

Robert Barnette, Chair

Next meeting: Tuesday, September 22, 2015; 3:30 p.m.