



THE FRANKLIN COUNTY BOARD OF PUBLIC WELFARE MET IN REGULAR SESSION ON TUESDAY, JANUARY 24, 2023, AT 9:30 A.M. AT THE GOVERNMENT CENTER, 1255 FRANKLIN ST. ROCKY MOUNT VA: ROOM B75

THOSE PRESENT: Mark Young, Vice Chair, Gills Creek District Representative
Tommy Cundiff, BOS Member
Bill Gruchow, Union Hall District Representative
Kimberly Seagle, Snow Creek District Representative
B.W. Wright, Blackwater District Representative
Leslie Holden, Blue Ridge District Representative

OTHERS PRESENT: Anita "Toni" Turner, Director
Ashley Rutter, Assistant Director, Benefits Unit
Carol Craig, Assistant Director, Services Unit
Carol Callaway, Administrative Office Manager
Carolyn Furrow, DSS Attorney
Jessica Shortt, Benefits Programs/Fraud Supervisor
Angela Adams, Fraud Investigator

THOSE ABSENT: Sharon Tudor, Chairperson, Rocky Mount District Representative

MEETING WAS CALLED TO ORDER BY MARK YOUNG, VICE CHAIR

Pledge of Allegiance was led by B.W. Wright, Blackwater District Representative

Invocation was given by Kimberly Seagle, Snow Creek District Representative

CONSENT AGENDA

- Approval of minutes of November 29, 2022
- Continuance of Special Circumstances/Overtime Pay

The Board adopted the new policy Special Circumstances/OT. Each month, the Board will determine if there is a need to approve or deny a Special Circumstance/OT requested by Director or to approve or deny a continued request for Special Circumstance/OT.

Due to increased staff vacancies in the Adult Services, Child Protective Services and Foster Care Services units with new hired staff not yet trained as needed to independently manage their caseload, the Agency recommends continued allowance of the Special Circumstances/OT. Currently, OT is not recommended for In Home Services, Benefits, or Administration.

Staff respectfully request the Board to approve the continuance of Special Circumstance/OT for Adult Services, Child Protective Services and Foster Care Services.

(RESOLUTION #01-1-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Public Welfare to approve the aforementioned Consent Agenda as presented and the proposed amendment to add discussion regarding CPMT to the February Board meeting agenda.

MOTION BY: Tommy Cundiff

SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

AYES: Cundiff, Gruchow, Holden, Seagle, Wright, Young

NAYES: none

ABSENT: Tudor

FRAUD CLAIMS PRESENTATION- A Day in The Life of a Fraud Investigator

Angela Adams, DSS Fraud Investigator and Jessica Shortt, Fraud Supervisor provided the Board with data illustrating the fraud referral process, steps taken during an investigation, and additional duties completed by the Fraud Investigator including PARIS Matches, IRMS and Tax Intercept reports, and annual training of staff regarding Fraud referrals.

DEPARTMENT UPDATE: SERVICES UNIT- SafeMeasures

Carol Craig, Assistant Director, Services Unit, informed the Board that the SafeMeasures report provided by the Virginia Department of Social Services uses analytics to assist Social Service agencies in achieving better outcomes, improve service, and operate more effectively.

SafeMeasures reported 100% accuracy for CPS Timeliness to Victim Contact. Foster care monthly visits were at 98% for December 6, 2022, with one missing visit, the child that is AWOL. Foster care monthly visits were at 96% for January 6, 2022, with three missing visits, the AWOL child, and two missing sibling visits due to those children leaving care in December. This resulted in the worker not having to do a monthly contact visit. The AFCARS-Approved Court Hearing Status was at 90% for December 6, 2022, and 92% for January 6, 2023.

DEPARTMENT UPDATE: BENEFITS UNIT

Ashley Rutter, Assistant Director, Benefits Unit, provided the following updates for the Benefits Unit to the Board:

The APPTTrack compliance report as of January 23, 2023 reflects 100% timeliness for both expedited and non-expedited applications. Rushmore report reflects case readings for veteran employees were paused by Benefits Trainer Candace Kelly temporarily due to the high volume of case readings to be completed for trainees during this time period.

The BP Critical Skills Plan was created in order to develop opportunities for critical skills growth among staff. This plan also creates opportunities for staff to learn more complex programs and to be compensated based on their knowledge.

(RESOLUTION #02-1-2023)

BE IT THEREFORE RESOLVED by the Franklin County Board of Public Welfare to table discussion of the BP Critical Skills Program to the February meeting agenda.

MOTION BY: Bill Gruchow

SECONDED BY: Kim Seagle

VOTING ON THE MOTION WAS AS FOLLOWS:

AYES: Cundiff, Gruchow, Holden, Seagle, Wright, Young

NAYES: none

ABSENT: Tudor

Consolidated Appropriations Act

The Consolidated Appropriations Act of 2023 delinks the continuance of Medicaid coverage during the PHE (Public Health Emergency). Although there have been no announcements regarding the PHE ending, this Act indicates that the Agency must discontinue coverage and resume normal protocol in April. In preparation, workers are completing online trainings. The Franklin Center has also been reserved for hands on training in March. Medicaid management reports and case action status reports are now being utilized and processed by Ashley Rutter, Assistant Director, and Candace Kelly, Benefits Trainer. Current vacant positions are being advertised and filled prior to the April start date to utilize new hires for data entry and to provide additional support to seasoned workers. A poll was conducted to determine interest in workers participating in an overtime project for pay. Approximately 10 workers expressed interest in this project. Benefits Supervisors and the Assistant Director for Benefits will assign the project work and manage reports to ensure that workers are completing an average of 17 additional cases per month to meet the deadline. This will allow the Agency to complete the 3632 overdue cases within the 14-month requirement.

The Consolidated Appropriations Act also indicates that all EA allotments (additional SNAP benefits) will end effective Feb 28, 2023. VDSS has taken on the assignment of notifying recipients for the local agencies. The State has also implemented a call center to assist in fielding inquiries about EA’s ending.

The Agency phone message has been updated to allow the public to dial zero at any time in order to speak directly to a front desk staff member instead of cycling through the phone tree. An additional clerical staff member has been added to this rotation to assist with the influx of callers requesting to speak to a ‘live’ person. Front Desk Supervisor, Diana Cundiff, reported that the changes made have generated in positive feedback from customers. No issues have been reported by staff at this time.

The Appropriations Act included federal funding for individual states to develop a plan to replace benefits lost by DSS clients due to EBT card skimming and phishing scams. The State of Virginia will submit a plan to FNS for approval by Feb 27, 2023. This legislation will cover the period of Oct 2022-Sept 2024. The Agency is tracking the data from the clients who have reported loss of benefits during this time frame to better identify these clients once a state plan has been approved.

February is Benefit Programs Specialist Appreciation month. Assistant Director and Benefit Supervisors are developing plans to show appreciation and acknowledgement to all BPS and supporting staff members.

SAFE MEASURES REPORT

Review and Discussion of Safe Measures Report by Mark Young, Vice Chair, Gills Creek District Representative:

While the State has suspended distribution of the Dashboard pending changes, SafeMeasures reports continue to track the Agency’s ongoing improvements in performance. Notable are the three categories listed below.

Breaking new ground with FIVE consecutive months of breaking State Goal for First Contact

		Sept	Oct	Nov	Dec		
Timeliness of First Contact	Goal > 95%	extracted	extracted	extracted	extracted		
With Victim		10.05.22	11.06.22	12.04.22	01.04.23		
Contacted Timely		96.0%	96.1%	100.0%	100.0%	=====	Goal > 95%
Not Timely		4.0%	3.9%	0.0%	0.0%		
Count		50	51	61	45		

Foster Care Visits Pass State Goal for FOURTH Consecutive Month

		extracted	extracted	extracted	extracted		
Monthly Foster Care Visits	Goal > 95%	10.05.22	11.07.22	12.04.22	01.04.23		
Contact made		98.8%	98.9%	98.9%	96.6%	←←←←←	Goal > 95%
Contact Missing		1.2%	1.1%	1.1%	3.4%		
Count		83	88	88	89		

AFCARS

We are seeing improvement

		extracted	extracted	extracted	extracted		
AFCARS Approved		10.05.22	11.07.22	12.04.22	01.04.23		
Court Hearing Status	Goal > 95%						
Current		83.6%	82.2%	90.0%	92.6%	←←←←←	Goal > 95%
Not Current/Not found		16.2%	17.8%	9.6%	7.4%		
Count		80	73	83	68		

DIRECTOR'S REPORT:

STAFF VACANCY REPORT:

Anita Turner, Director reviews the Vacancy Report at each Board Meeting reviewing the number of vacancies, interviews in process, and answering any questions asked by Board members.

Director, Anita Turner, provided the Board with the following staff vacancy update:

Vacancy Time Period: December 16, 2022 – January 15, 2023

Total Agency Vacancies as of 01/15/2023: 10

Services Division – 4 (3 Family Services Specialist I & 1 Family Services Supervisor)

Benefits Division – 3 (1 Benefits Program Specialist I & 2 Benefits Program Specialist III (LTC unit & SNAP/MC/Energy unit) and 1 Benefits Program Specialist IV)

Administration Division – 3 (2 Human Services Assistant III and 1 Administrative Coordinator II)

Recruitment completed: Human Services Specialist – with 3 eligible applicants for interview, with 2 interviewed. Offer made: 1

Hired: 1 with start date 01/17/2023

Recruitment completed: Administrative Coordinator II – with 3 eligible applicants for interview, with 2 interviewed. Offer made: 1 (pending)

Recruitment completed: Family Services Specialist I – with 0 eligible applicants (1 applied).

Offer made: 0 (Reposted)

Recruitment completed: Benefits Program Specialist III - with 2 eligible applicants for interview. Interview TBD.

Current Postings:

Family Services Specialist I
Family Services Specialist IV

Future Postings:

Benefit Program Specialist I
Human Services Associate III

New Hires:

Benefits Supervisor

Separations:

Shawanda Weatherspoon---12/31/2022
Felisha Mellott---12/31/2022
Melinda Wood---01/06/2023
Madison Drew---01/09/2023

Retirements:

Alice Emmons---12/31/2022

BOARD BYLAWS:

(RESOLUTION #03-1-2023)

BE IT THEREFORE RESOLVED by the Franklin County Board of Public Welfare to table Board discussion and action on revised Board Bylaws to the February Board meeting agenda.

MOTION BY: Bill Gruchow

SECONDED BY: Kim Seagle

VOTING ON THE MOTION WAS AS FOLLOWS:

AYES: Cundiff, Gruchow, Holden, Seagle, Wright, Young

NAYES: none

ABSENT: Tudor

DISCRETIONARY FUNDS:

Anita Turner, Director, reviewed with the Board the Agency's Discretionary Fund balance. The discussion addressed expenditures made by the Agency to monitor future transactions to decrease the spending in this budget line. The Board will be reviewing the discretionary fund spending every month.

Other Matters by Board Members:

There were no other matters before the Board.

****Adjournment until February 28, 2023, at 9:30 AM****

Chairperson

Secretary