



THE FRANKLIN COUNTY BOARD OF SOCIAL SERVICES MET IN REGULAR SESSION ON TUESDAY, FEBRUARY 28, 2023, AT 9:30 A.M. AT THE GOVERNMENT CENTER, 1255 FRANKLIN ST. ROCKY MOUNT VA

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

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
Diana Cundiff, Benefit Programs Supervisor

THOSE ABSENT: Leslie Holden, Blue Ridge District Representative

MEETING WAS CALLED TO ORDER BY SHARON TUDOR, BOARD CHAIR

Pledge of Allegiance was led by Bill Gruchow, Union Hall District Representative

Invocation was given by Mark Young, Gills Creek District Representative

CONSENT AGENDA

- Approval of Minutes of February 28, 2023
- 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/O T 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 #01-2-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services 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: Kim Seagle

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Holden

IV-E ELIGIBILITY PRESENTATION

Diana Cundiff, Benefit Programs Supervisor, provided the board with an overview of the Title IV-E program including IV-E allowable costs, denial reasons of IV-E funding requests, consultant reviews and current caseload counts (33 ongoing IV-E cases and 6 ongoing Fostering Future cases).

DEPARTMENT UPDATE: SERVICES UNIT- SafeMeasures

Carol Craig, Assistant Director, Services Unit, reported 100% accuracy for CPS Timeliness to Victim Contact.

Foster care monthly visits were at 98% for February 2, 2023, with one missing visit, the child that is AWOL. The AFCARS-Approved Court Hearing Status was at 86%. The completed court screens are reporting in OASIS however they are not reporting in SafeMeasures. Currently, the AFCARS is at 90%. This number is fluid and depends upon when court hearings are entered.

March is Social Worker/Family Services Specialists Appreciation Month. Carol Craig, Assistant Director, will be recognizing each unit weekly again this year in a "Spotlight." Youth Connect will also be providing lunch for the Service Unit one day in March to show their appreciation for the workers.

DEPARTMENT UPDATE: BENEFITS UNIT

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

Ashley Rutter, Assistant Director, Benefits Unit, provided the Board with an update of the APTrack compliance report as of February 1, 2023, reflects 100% timeliness for

non-expedited applications and 98.29% for expedited applications. The Rushmore report reflects a 100% payment accuracy rate.

Ashley Rutter, Assistant Director, Benefits Unit, presented the Board with The BP Critical Skills Plan, which was created in order to develop opportunities for critical skills growth among staff and also create opportunities for staff to learn more complex programs allowing additional compensation based on their knowledge. This is pending Board approval.

(RESOLUTION #02-2-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the BP Critical Skills Plan .

MOTION BY: Mark Young

SECONDED BY: Tommy Cundiff

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Holden

CONSOLIDATED APPROPRIATIONS ACT

Ashley Rutter, Assistant Director, Benefits Unit, provided the Board with and update to The Consolidated Appropriations Act of 2023 which delinks the continuance of Medicaid coverage during the PHE; although there is no announcement about the PHE ending, this Act indicates that we no longer must continue coverage and resume normal operation in April. In preparation, workers are completing online trainings. The Agency has also reserved Franklin Center for hands on training in March. Medicaid management reports and case action status reports are now being utilized and processed by Ashley Rutter and management team. Current vacant positions are being advertised and filled ahead of the April start date to utilize these workers for data entry and support for more experienced workers. A poll was conducted to determine interest in workers participating in an overtime project for pay with approximately 10 workers indicating their interest in participation. BPS Supervisors and Ashley Rutter, Assistant Director will assign work to staff and manage reports to ensure cases are completed from a scheduled list that will be distributed from the State at a future date. Based on feedback received from PD 12 region, it appears that the agency is much further along on planning and preparation for unwinding compared to other DSS agencies at this time.

Ashley Rutter, Assistant Director, informed the Board that revisions made to the agency phone system continue to be successful. The Agency has not received any complaints by the staff regarding the workload. Client feedback also indicated that clients are being connected with the appropriate worker and have expressed

gratitude at being connected with a 'live' person instead of a phone tree. There is, however, a likelihood for a significant increase in the number of calls received in upcoming months due to the Unwinding process. Monthly phone reports will evaluate call volume to determine if additional staff will need to be utilized for the increase in call volume.

Ashley Rutter, Assistant Director, informed the Board that the Benefit Program Specialists were given an appreciation luncheon on February 22, 2023, to recognize and celebrate Benefits Appreciation Month.

Anita Turner, Director, and Ashley Rutter, Assistant Director, met with Piedmont regional consultants for SNAP, Medicaid, and TANF/VIEW to debrief for the consultant's review that was conducted over cases that were randomly sampled from all programs. TANF/VIEW located no payment errors. The VIEW work participation rate from Jan-Nov 2022 was 100% and 99.6% for the entire year of 2022. TANF/VIEW Consultant. Keith Keohane, noted that percentage was 'unreal' and in the top 2 of the best he's seen and noted that he also covers for other regions in the state as well. The Agency's total participation rate was 20% during pandemic and when participation is voluntary which significantly exceeds the state average of 8% participation; it was noted that this percentage of participation rate is the best seen anywhere since the Pandemic began. For SNAP, Consultant Bonnie Lee found no payment errors during the review and commented that staff case documentation was some of the best she's ever seen during reviews. Medicaid consultant, Julia Clingenpeel indicated that she also found no payment errors and that our workers had great documentation and historical case narrative.

Ashley Rutter, Assistant Director informed the Board that the agency is currently under federal ME Audit for SNAP and anticipates results around the first week in March.

Anita Turner, Director, Carol Craig, Assistant Director, Ashley Rutter, Assistant Director, Cannon Morris, Foster Care Supervisor, and Diana Cundiff, BPS Supervisor, met virtually with Regional IV-E Consultant, Frances Goad for an exit interview for case readings and received an outstanding review. The Consultant provided the feedback that she 'wished she could take Franklin County on tour around the state' as an example to other agencies and noted that the state's high expectations can be achieved based on the results of our recent review.

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 SIX consecutive months of breaking State Goal for :

First Contact and THREE consecutive 100% months

Oct Nov Dec Jan

Timeliness of First Contact	Goal > 95%	extracted	extracted	extracted	extracted		
With Victim		11.06.22	12.04.22	01.04.23	02.06.23		
Contacted Timely		96.1%	100.0%	100.0%	100.0%	←←←←←	Goal > 95%
Not Timely		3.9%	0.0%	0.0%	0.0%		
Count		51	61	45	62		

Foster Care Visits Pass State Goal for Fifth Consecutive Month

Monthly Foster Care Visits	Goal > 95%	extracted	extracted	extracted	extracted		
Contact made		11.07.22	12.04.22	01.04.23	02.06.23	←←←←←	Goal > 95%
Contact Missing		98.9%	98.9%	96.6%	98.8%		
Count		1.1%	1.1%	3.4%	1.2%		
Count		88	88	89	86		

AFCARS

We are seeing improvement All “Not Current” cases documented in OASIS

AFCARS Approved	Goal > 95%	extracted	extracted	extracted	extracted		
Court Hearing Status		11.07.22	12.04.22	01.04.23	02.06.23	←←←←←	Goal > 95%
Current		82.2%	90.0%	92.6%	86.6%		
Not Current/Not found		17.8%	9.6%	7.4%	*13.4%		
Count		73	83	68	82	*all documented in OASIS	

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: January 16, 2023 - February 15, 2023

Total Agency Vacancies as of 02/15/2023: 11

Services Division - 3 (1 Family Services Specialist I & 1 Family Services Specialist III & 1 Family Services Specialist IV)

Benefits Division - 6 (3 Benefits Program Specialist I & 2 Benefits Program Specialist III (LTC unit & SNAP/MC/Energy unit) and 1 Benefits Program Specialist IV)

Administration Division - 2 (2 Human Services Assistant III)

Recruitment completed: Family Services Specialist IV - with 2 eligible applicants for interview, with 2 interviewed.

Offer made: 1

Hired: 02/15/2023

Recruitment completed: Benefits Program Specialist III - with 2 eligible applicants for interview, with 2 interviewed.

Offer made: 1

Hired: 02/01/2023

Current Postings:

Benefit Program Specialist I

Benefit Program Specialist IV

Family Services Specialist I

Family Services Specialist III

Human Services Assistant III

Future Postings:

Benefit Program Specialist III

Family Services Specialist IV

New Hires:

Gabrielle Laffette—Human Services Assistant III

Kathy Walker---Administrative Coordinator II

Suzannah Carter--- Ferrum College Intern

Separations:

Cory Simons---02/17/2023 Resignation

Retirements:

Renee Smith---01/31/2023

DSS BOARD BYLAWS

Anita Turner, Director, received a request from Henry Martinsville Department of Social Services for the Agency's ByLaws to assist in the creation of ByLaws for their agency. After researching, including all past Board Minutes on site, and contacting the County of Franklin as well as contacting VDSS, it was determined that no ByLaws existed for Franklin County Department of Social Services. Upon the direction of VDSS, Bedford Department of Social Services was contacted to assist in completing the ByLaws.

The DSS Board was asked to read and review the Franklin County Social Services Board ByLaws to determine that these ByLaws meet the powers and duties of the Franklin County Social Services Board as mandated in Virginia Code 63.2-301.

RECOMMENDATION: Staff respectfully request, Board to approve as submitted, the Franklin County Social Services Board ByLaws.

(RESOLUTION #03-2-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the DSS Board Bylaws as presented with the addition of April assigned as the Board Member nomination month .

MOTION BY: Mark Young

SECONDED BY: Tommy Cundiff

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Holden

***** The Assistant Director or their designee is directed to review the CPMT monthly agenda for any action items that may impact the DSS. The Assistant Director is then to meet with the Agency Director to review the action item. The Agency Director is then directed to present the same to the DSS Board Chair and at the next scheduled Board meeting.

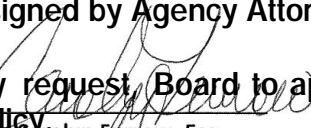
CPMT LOCAL AGENCY POLICY REVIEW

Anita Turner, Director is reviewing each section of and revising, if needed, the Agency Local Manual

The CPMT Agenda Review Local Policy was created to provide additional oversight and protections to the Agency, the Assistant Director over Services, the Director and to the Board charged with protecting and providing needed services for the families we work with. Policy was reviewed and signed by Agency Attorney, Carolyn Furrow.

RECOMMENDATION: Staff respectfully request, Board to approve as submitted, the CPMT Agenda Review Local Agency Policy

APPROVED AS TO FORM:



Carolyn Furrow, Esq.
DDS Department

2/1/23
DATE

Approved and adopted by the Board of Public Welfare on 11/22/2022. Resolution Number _____.

CLOSED SESSION:

(RESOLUTION #04-02-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to enter into a Closed Meeting in Accordance with 2.2-3711, (A)(1), Personnel Discussion, of the Code of Virginia, as Amended.

MOTION BY: Bill Gruchow

SECONDED BY: Tommy Cundiff

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Holden

(RESOLUTION #05-02-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services and certified by a recorded vote that, to the best of each Franklin County Board of Public Welfare member 's knowledge, only public business matters lawfully exempted from the open meeting requirements of the Virginia Freedom of Information Act and identified in the motion authorizing the closed meeting were heard, discussed, or considered in the closed meeting in accordance with 2.2-3712 Closed Meetings Procedures; certification of proceedings, of the Code of Virginia, as Amended.

MOTION BY: Bill Gruchow

SECONDED BY: Tommy Cundiff

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Holden

Chairperson , Sharon Tudor, called the meeting to order.

(RESOLUTION #06-2-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the aforementioned CPMT Local Agency Policy as presented.

MOTION BY: Mark Young

SECONDED BY: Kimberly Seagle

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Holden

Other Matters by Board Members:

There were no other matters before the Board .

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

Chairperson

Secretary