



THE FRANKLIN COUNTY BOARD OF SOCIAL SERVICES MET IN REGULAR SESSION ON TUESDAY, April 25, 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  
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

**MEETING WAS CALLED TO ORDER BY SHARON TUDOR, BOARD CHAIR**

Pledge of Allegiance was led by Kimberly Seagle, Snow Creek District Representative  
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Invocation was given by B. W. Wright, Blackwater District Representative  
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**CONSENT AGENDA**

- Approval of Minutes of March 28, 2023

**- SPECIAL CIRCUMSTANCES FOR BENEFITS, ADMIN AND SERVICES STAFF**

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

Due to increased staff vacancies in Benefits, Administration, and Services noting all units with new hired staff are not trained as needed to independently manage their work/caseload, the Agency recommends continued allowance of the Special Circumstances/OT.

Staff respectfully request the Board to approve the continuance of Special Circumstance/OT for Benefits, Administration, and Services to include all units; Adult Services, In Home Services, Child Protective Services and Foster Care Services.  
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**HOME BASED CARE POLICY**

The Board pulled the Home-based Care Policy from the agenda, for discussion in May.  
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**AFFIRMATIVE ACTION POLICY STATEMENT**

Director Turner was researching Equal Employment under Chapter 1 of the Administrative/Human Resource Manual for Local Departments of Social Services. It was determined that Franklin County Department of Social Services has not created the mandated Affirmative Action Policy Statement. Upon the direction of VDSS, Bedford Department of Social Services was contacted to assist in completing the Affirmative Action Policy Statement. This policy statement is to be reviewed annually each year. This policy statement, once approved by the Board Chair, is to be distributed annually to all staff. This policy is to be put on the agency W Drive for easy access by employees and given out at Onboarding for all new employees.

The DSS Board is being asked to read and review the Affirmative Action Policy Statement created to meet Federal Law and VDSS Equal Employment Opportunity guidance followed by the Franklin County Department of Social Services.

Staff respectfully request Board, to approve as submitted, the Franklin County Affirmative Action Policy Statement.

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**FY 23/24 ANNUAL COMPENSATION PLAN**

Annually every April, Non-Deviating Localities must submit a Compensation Plan.

The 2023-2024 Franklin County Compensation Plan was discussed, reviewed and approved as drafted by the Compensation Committee/Sharon Tudor. No changes were made from last year's compensation plan.

Staff respectfully request Board to approve 2023-2024 Annual Compensation Plan to be submitted to the State by April 30, 2023, as approved.

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**(RESOLUTION #01- 04-2023)**

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the aforementioned Consent Agenda items, as presented.

MOTION BY: Kim Seagle

SECONDED BY: Tommy Cundiff

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: None

ABSENT: None

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**NOMINATIONS FOR CHAIR AND VICE CHAIR**

**(RESOLUTION #02-04-2023)**

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the nomination for Chair to Social Services Board, Sharon Tudor, Rocky Mount District Representative.

MOTION BY: Mark Young

SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: None

ABSENT: None

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**(RESOLUTION #03-04-2023)**

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the nomination of Vice Chair to Social Services Board, Mark Young, Gills Creek District Representative.

MOTION BY: Kim Seagle

SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: None

ABSENT: None

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**DEPARTMENT UPDATE: SERVICES UNIT**

Carol Craig, Assistant Director, Services Unit, reported 99% accuracy for CPS Timeliness to Victim Contact. There was one missed contact for the month of march. The worker did not see one victim child in the case because she thought that child was listed as a sibling instead of victim child.

Carol Craig, Assistant Director, Services Unit, reported Foster Care monthly visits were at 98% for March 6, 2023, with one missing visit, the child that is AWOL. The AFCARS-Approved Court Hearing Status was at 95%.

Carol Craig, Assistant Director, Services Unit, reported April is Child Abuse Prevention Month and the agency will provide a family fun activity planned for April 22<sup>nd</sup>. The event is from 11-4 at FCDSS.

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**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 APPTTrack compliance report as of April 17, 2023 which indicated a 98.25% for non-expedited and a 95.88% for expedited SNAP cases; however, after further review, the cases is error attributed to Franklin County where actually at different localities and the system is incorrectly associating those cases with Franklin County; this was noted and regional consultant was notified regarding the system error.

Ashley Rutter, Assistant Director, met with reviewer, Jacqueline Slayton, to discuss results of the ME (federal) audit that was conducted. The review is currently in progress; however, the reviewer noted that the agency had minimal errors, excellent documentation that was clear, easy to follow and consistent. Corrections on the errors were procedural errors and no payments errors detected. The corrections made to the cases in question are pending review; however, AD has already scheduled training to address the errors with regional consultant, Bonnie Lee, that will be held in May.

Ashley Rutter, Assistant Director, reports the agency phone message has been revised so that the public can 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. Supervisor Diana Cundiff reports that the changes made have generated in positive feedback from customers and no issues have been reported by staff. Monthly Phone log count is 1,834 total calls for the month of March 2023, which is comparable to previous months’ figures (February 2023’s report indicated 1,841).

Ashley Rutter, Assistant Director, reported the LTC senior worker position has been reposted. Until the position is filled, a contract worker has been hired to work part time to assist with processing LTC Cases. All other vacant positions for Benefits have been filled.

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**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 Candace Kelly. Only one remaining vacant Benefit Programs Specialist position is available at this time which is the senior worker position for LTC. Although this position has been posted several times, we have not been able to select a candidate. In order to assist this unit with the vacancy, we are hiring a contract/temporary worker in order to process cases for this specialized program. Out of the new hires, two of the four have BPS experience and will be trained together to carry a normal caseload. The other two new employees hired do not have previous BPS experience, and in order to best utilize them during this time, they will be trained to take over energy programs and Medicaid only instead of SNAP training and have generated a lot of interest from multiple workers who would like to work for the agency as a contract experienced worker. The most recently available PMIR report indicates that the agency will have 3,846 total Medicaid cases to review during Unwinding.

The agency was allotted \$1,647 in Overtime funding to process Medicaid cases for the month of April. At the VLSEE meeting at the beginning of April, additional overtime funding for the month of May was promised; however, the amount is unknown. Additional funding beyond the month of May is contingent upon the adoption of a budget by the General Assembly.

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**SAFE MEASURES REPORT**

Mark Young, Vice Chair, Gills Creek District Representative, advised the Board the State has suspended distribution of the Dashboard pending changes. Mark Young, Vice Chair, shared with the Board the SafeMeasures reports, as they continue to track the Agency’s ongoing changes in performance.

Notable: First time in seven months missed state goal or better.

		Oct	Nov	Dec	Jan		
<b>Timeliness of First Contact</b>	<b>Goal &gt; 95%</b>	extracted	extracted	extracted	extracted		
<b>With Victim</b>		12.04.22	01.04.23	02.06.23	03.05.23		
Contacted Timely		100.0%	100.0%	100.0%	86.3%	←←←←←	Goal > 95%
Not Timely		0.0%	0.0%	0.0%	13.7%		
Count		61	45	62	51		

**Foster Care Visits Pass State Goal for Sixth Consecutive Month**

		12.04.22	01.04.23	02.06.23	03.05.23		
<b>Monthly Foster Care Visits</b>	<b>Goal &gt; 95%</b>						
Contact made		98.9%	96.6%	98.8%	98.8%	←←←←←	Goal > 95%
Contact Missing		1.1%	3.4%	1.2%	1.2%		
Count		88	89	86	81		

**AFCARS Hearing Status Passes State Goal for first Time**

		extracted	extracted	extracted	extracted		
<b>AFCARS Approved</b>							
<b>Court Hearing Status</b>	<b>Goal &gt; 95%</b>	12.04.22	01.04.23	02.06.23	03.05.23		
Current		90.0%	92.6%	86.6%	98.6%	←←←←←	Goal > 95%
Not Current/Not found		9.6%	7.4%	*13.4%	1.4%		
Count		83	68	82	73		*all documented in OASIS

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**BUDGET COMMITTEE MATTERS/PHONE BILL/TRAINING**

Mark Young, Vice Chair, shared with the Board an overview of Budget Line spending in BL. 5306-55307 was requested by the Board in order to provide explanation of the increased usage rate outlined on the Year-to-Date Munis Report.

Carol Callaway, Administrative Office Manager, reports budget line charges for Budget Line 5306-55307- Phone - include agency cellphone costs along with internet service for both agency locations.

Carol Callaway, Administrative Office Manager, reports as shown on the Administrative payment report attached, a double payment of \$5358.69 was paid for July 22 resulting in a 16.1% usage rate for this budget line. The double payment was a result of an invoice received in the mail that had not reflected the previous payment amount sent by the Agency resulting in Finance staff duplicating the payment amount in error with an explanation of this action indicated on the July 22 Budget Variance Report.

Carol Callaway, Administrative Office Manager, reports the September 22 Munis report reflects a payment of \$3641.02 paid in error to T-Mobile that resulted in a 45.0% usage rate. Due to the migration between Sprint and T-Mobile, all agency staff currently with Sprint cellphone service received new devices. As the devices were to be at no cost, the Agency was charged by T-Mobile in error. While waiting for the account to reflect the credit, the T-Mobile invoice was paid in error by the Finance Department. As T-Mobile corrected the error, a credit was issued to the account. Carol Callaway, Administrative Office Manager, spoke with Toni Turner, Director, and both agreed to have this credit remain on the bill to cover upcoming invoices while providing explanation of the overage

to the September 2022 Budget Variance Report. The credit of \$3641.02 has been applied to incoming T-Mobile bills that average \$380.00 monthly. The current balance of the T-Mobile bill as of April 2023 is a credit of \$1552.19.

Due to increasing devices due to staffing needs, along with an upgrade to the Agency's internet service provided by Shentel, this is an explanation of expenses of Munis Budget Line 5306-55203.

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**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: March 16, 2023 - April 15, 2023

Total Agency Vacancies as of 04/15/2023:

Services Division - 5 (3 Family Services Specialist I & 1 Family Services Specialist III & 1 Family Services Specialist IV)

Benefits Division - 2 (1 Benefits Program Specialist Trainer & 1 Benefits Program Specialist IV)

Administration Division - 2 (1 Human Services Assistant III & 1 Administrative Coordinator I)

Recruitment completed: Benefits Program Specialist I (#55, #26) - with 5 eligible applicants for interview, with 4 interviewed.

Offer made: 2

Hired: 2 with start date 04/17/2023

Recruitment completed: Family Services Specialist III (#65) - with 2 eligible applicants for interview, with 2 interviewed.

Offer made: 1

Hired: 1 with start date of 04/14/2023

Recruitment completed: Family Services Specialist I (#71016) - with 1 eligible applicant for interview, with 1 interviewed.

Offer made: 1

Hired: 1 with start date of 04/17/2023

Current Postings:

Family Services Specialist I

Family Services Specialist IV

Future Postings:

Benefit Program Specialist IV

Family Services Specialist III

Human Services Assistant III

Training Specialist

Administrative Coordinator I

New Hires:

Jennifer Hodge - Benefit Programs Specialist I

Amanda Wiseman - Benefit Programs Specialist I

Michele Shannon - Family Services Specialist I

Susan Mitchell –Human Services Assistant III  
Amore Hinds - Family Services Specialist I

Separations:

LaShawna Scott 03/17/2023 Resignation  
Candace Kelly 03/24/2023 Resignation  
Kimberly Whorley 03/24/2023 Resignation  
Allison Parker 03/31/2023 Resignation  
Chelsee Armsworthy 04/13/2023 Resignation

Retirements:

None

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**OTHER MATTERS BY BOARD MEMBERS:**

There were no other matters before the Board.

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Sharon Tudor, Chair, adjourned the meeting until May 23, 2023.

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Chairperson

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Secretary