



THE FRANKLIN COUNTY BOARD OF PUBLIC WELFARE MET IN REGULAR SESSION ON TUESDAY, JUNE 28, 2022, AT 9:30 A.M. AT THE GOVERNMENT CENTER, 1255 FRANKLIN ST. ROCKY MOUNT VA: ROOM B75

THOSE PRESENT: Sharon Tudor, Chairperson, Rocky Mount District Representative
Mark Young, Vice Chair, Gills Creek District Representative
Leslie Holden, Blue Ridge District Representative
Kimberly Seagle, Snow Creek District Representative
B.W. Wright, Blackwater District Representative
Tommy Cundiff, BOS Member

OTHERS PRESENT: Toni Turner, Director
Ashley Rutter, Assistant Director, Benefits Unit
Carol Craig, Assistant Director, Services Unit
Carol Callaway, Administrative Office Manager
Carolyn Furrow, DSS Attorney
Aaron Jordan, CPS Supervisor

THOSE ABSENT: Ben Cook, Boone District Representative

MEETING WAS CALLED TO ORDER BY ANITA "TONI" TURNER, PRO TEM

- Pledge of Allegiance was led by Leslie Holden, Blue Ridge District Representative

- Invocation was given by Tommy Cundiff, BOS Member

CALL FOR VOTE: DSS 2022 Board Chair:

Board Members voted on the DSS Board Chair based on nominations presented in June’s Board meeting. The Board elected Sharon Tudor as the DSS Board Chair. The vote proceeds as follows:

(RESOLUTION #01-06-2022)

BE IT THEREFORE RESOLVED by the Franklin County Board of Public Welfare to appoint Sharon Tudor, Rocky Mount District Representative as Franklin County Board of Public Welfare Chair

MOTION BY: Tommy Cundiff

SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Cook

CALL FOR VOTE: DSS 2022 Board Vice Chair:

Board Members voted on the DSS Board Vice Chair appointment based on nominations presented in June's Board meeting. The Board elected Mark Young as the DSS Vice Chair. The vote proceeds as follows:

(RESOLUTION #02-06-2022)

BE IT THEREFORE RESOLVED by the Franklin County Board of Public Welfare to appoint Mark Young, Gills Creek District Representative, as the Franklin County Board of Public Welfare Vice Chair

MOTION BY: Kimberly Seagle

SECONDED BY: Tommy Cundiff

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Cook

- **CONSENT AGENDA**

Consent Agenda items:

- **Approval of minutes of May 24, 2022**

- **CONTINUANCE OF SPECIAL CIRCUMSTANCES/OT PAY**

The Board adopted the new policy Special Circumstances/Overtime Pay. Each month, the Board will approve or deny a Special Circumstance/OT pay continuance when requested by Anita Turner, Director.

Due to continued staff vacancies in the Services Division, new hire training is needed for staff to independently manage their caseload. Anita Turner, Director recommends the Board to continue the Special Circumstances/Overtime allowance. The Benefits Unit staff is being utilized for special projects, as Services are not able to manage all the overtime needs.

Staff respectfully request the Board to approve the continuance of Special Circumstance/OT for all Divisions.

(RESOLUTION #03-06-2022)

BE IT THEREFORE RESOLVED by the Franklin County Board of Public Welfare to approve the Consent Agenda as presented above.

MOTION BY: Mark Young

SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none
ABSENT: Cook

- **CHILD PROTECTIVE SERVICES OVERVIEW**

Aaron Jordan, CPS Supervisor, provided the Board with an overview of daily function of the DSS CPS Unit including potential cases that require Agency response. Aaron Jordan also spoke about how CPS Ongoing and Prevention Units work with community partners such as the Police and School System to provide service to the citizens of Franklin County.

- **DEPARTMENT UPDATE: SERVICES UNIT- Safe Measures**

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. Carol Craig, Assistant Director, updated the Board on the decrease in CPS Timeliness to Victim Contact. The SafeMeasures Board report on June 6, 2022, was showing 84% for CPS Timeliness to Victim Contact, with six missing contacts. Three CPS Workers had two children each in a family that they missed making the contact with within the response time, however multiple attempts were made but some families were on vacation. Carol Craig, Assistant Director, discussed with the supervisors that once the worker has been notified by the family that they are on vacation, it is acceptable to make a virtual visit and then follow up with a face-to-face visit when the family returns. Foster care monthly visits decreased to 78%. The Agency still has one teenager that is AWOL. (Absent Without Official Leave). There were three IL (Independent Living) children that the worker was not able to make contact with for the month, and the remaining were visits that were not documented when the information was retrieved for the Board report. The worker went in on the morning of June 6, 2022 to update all of her monthly foster care visits on June 7, 2022 the SafeMeasures numbers for foster care monthly visits showed 94%, however, after reviewing the documentation, it was determined to be inaccurate. The worker's Supervisor was updated that this was unacceptable for her worker to not get in documentation timely, and also to not have thorough documentation. Supervisor Morris spoke with the worker and discussed in great detail the importance of accurate, timely, and thorough documentation. This discussion followed through with a verbal write up.

- **DEPARTMENT UPDATE: BENEFITS UNIT**

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

- **BPS III Interviews:**

BPS II interviews will be conducted on July 1, 2022. Several experienced applicants have applied.

- **BPS Engagement Events:**

The first BPS engagement outing was a success, with the second taking place today. (June 28, 2022)

- **Cooling Assistance:**

Cooling Season began on June 15, 2022. As of June 20, 2022, the Agency received 148 applications in addition to the over 570 households that were pre-approved for cooling assistance.

- **Case Reading Progress Meetings:**

On 6/22, the Agency began implementing Case Readings Progress meetings with individual workers to meet with the worker, his/her supervisor, Candace Kelly and Ashley Rutter in order to discuss any training needs, performance issues, or any trends that might be appearing in case readings.

- **Apptack Report:**

The Apptack report for the month of May 2022 reflects 100% accuracy for both non-expedited and expedited applications. However, there was one agency error in timeliness for expedited that will be reflected in June's report, which will put the agency at 98.61 percent for expedited cases. A BPS training session held at the Franklin Center will take place later today (June 28, 2022) in which Candace Kelly will train on handling changes to the case, uploading required system searches, and answer any questions workers may have. Currently our agency has been selected by the State's SNAP Performance Improvement Team to participate in a case review. A total of ten cases were selected at random for review. Results should be available for review by the end of July.

- **SAFE MEASURES REPORT**

Summary of Attachment #6: Review and Discussion of Safe Measures Report by Mark Young, Vice Chair, Gills Creek District Representative

Family Services						PROJECTED 4th Q		
Referrals:	N/A	extracted	extracted	extracted	extracted	AVERAGE		
					6.05.22			
now: closed before due date					5.6%	5.6%		
now: not closed before due date					49.6%	49.6%		
now: due date not passed					39.2%	39.2%		
now: No due date					5.6%	5.6%		
Count		121	136	133	125	129.0		

Referrals reported by new categories for the first time

Timeliness of First Contact	Goal > 95%	extracted	extracted	extracted	extracted			
With Victim	State> 88%	3.08.22	4.10.22	5.08.22	6.05.22			
Contacted Timely		98.0%	91.0%	83.6%	84.2%	83.9%	<=====	State> 88%
Not Timely		2.0%	9.0%	10.4%	15.8%	13.1%		
Count		49	67	61	38	49.5		

Refer to Carol's report

Monthly Foster Care Visits	Goal > 95%	3.08.22	4.10.22	5.08.22	6.05.22			
Contact made		92.4%	70.7%	98.9%	77.5%	88.2%	<=====	Goal > 95%
Contact Missing		6.5%	28.3%	1.1%	22.5%	11.8%		
Ended in Month		1.1%	0.0%	0.0%				
Began in Month		0.0%	1.1%	0.0%				
Count		87	92	89	89	89.0		

What is causing the see saw pattern?

AFCARS Approved		extracted	extracted	extracted	extracted			
Court Hearing Status	Goal > 95%	3.08.22	4.03.22	5.08.22	6.05.22			
Current		83.5%	85.5%	86.5%	87.5%	87.0%	<=====	Goal > 95%
Not Current		12.7%	9.2%	9.5%	12.5%	11.0%		
Not Found		0.0%	1.3%	0.0%	0.0%	0.0%		
In Case Less Than 60 Days		3.8%	3.9%	4.1%				
Count		79	76	74	72	73		

Gradual but steady improvement

DIRECTOR’S REPORT:

○ **Staff Vacancy Report:**

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

Vacancy Time Period: May 16, 2022 – June 15, 2022

Total Agency Vacancies: 8

Services Division – 5 (4 Family Services Specialist I, 1 Family Services Specialist IV)

Benefits Division – 3 (3 Benefits Program Specialist I)

Recruitment completed: Family Services Specialist 1 – revised to OUF (Open Until Filled) 2 applicants applied. 2 Interviewed. 1 selected and accepted position.

Hiring Date: TBD

Recruitment Completed: BPS III - closed with 11 applicants with 9 eligible for interview with 5 interviews.

Offer made: 1 applicant, 1 acceptance Hire Date 6/01/2022

Recruitment Completed: FSS III- closed with 1 applicant and 1 eligible applicant for interview.

Offer Made: 1 applicant, 1 acceptance. Hire start date: June 01, 2022

Recruitment Completed: BPS I - closed with 16 applicants and 10 eligible applicants for interview
Upcoming interviews to be scheduled.

Current Postings: Family Services I- CPS Unit, Family Services I- Foster Care Unit – Open Until Filled

New Hires: FSS IV- June 15

Resignations: FSSII Resignation Date: 6/01/2022- Start date was 11/02/2020

FSSII Resignation Date: 6/13/2022- Start date was 07/01/2017

STRATEGIC PLAN REVISION:

Toni Turner, Director, provided the Board with a revised Strategic Plan for the Franklin County Department of Social Services. Toni Turner, Director, completed individual tasks and timeframes for each goal strategy provided in the Plan.

Toni Turner, Director, met with the management team and discussed each goal and strategy in detail including discussing the tasks and time frames for each. Many of the tasks have been completed or are ongoing.

Staff respectfully request Board to approve the revised Strategic Plan with the addition of the tasks and timeframes.

The vote proceeds as follows:
(RESOLUTION #04-06-2022)

BE IT THEREFORE RESOLVED by the Franklin County Board of Public Welfare to adopt the revised Strategic Plan with update to the tasks and timeframes.

MOTION BY: Mark Young

SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Cook

Other Matters by Board Members:

There was no other business to come before the Board.

Staff Reports/Misc. Reports

Reports provided to the Board (as updated by VDSS) :

- Year To Date Budget Report
- Monthly Budget Variance Report
- Monthly Staffing Report
- Monthly Staffing Update Report
- Quarterly Local Agency Dashboard Report
- VSSS Performance Indicator Monthly Report
- OASIS/CFSR Report
- Local Workforce Summary
- Local Agency Budget Balance Report
- Intake Applications Received (Medicaid/SNAP/TANF)
- Summary of Claims and Fraud Investigations
- State Budget Allocation Report

****The Board is scheduled to resume on July 26, 2022, at 9:30 AM****

Chairperson

Secretary