



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

THOSE ABSENT: Barry Ferguson, Boone District Representative

OTHERS PRESENT: Anita "Toni" Turner, Director
Ashley Rutter, Assistant Director, Benefits Unit
Carol Craig, Assistant Director, Services Unit
Carolyn Furrow, DSS Attorney
Kathy Walker, Administrative Assistant II

MEETING WAS CALLED TO ORDER BY SHARON TUDOR, BOARD CHAIR

Pledge of Allegiance was led by Kimberly Seagle, Snow Creek District Representative

Invocation was given by B.W. Wright, Blackwater District Representative

CONSENT AGENDA

-Accounts Payable Listing & Approval of Minutes for June 27, 2023.

-SPECIAL CIRCUMSTANCES FOR BENEFITS, ADMINISTRATIVE AND SERVICES STAFF

Toni Turner, Director, reported at this time, there are 11 vacancies. Each Division has vacancies. 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. Due to Medicaid Unwinding, the Agency received \$67,734 dollars to be used to pay all overtime for processing of Medicaid Unwinding overdue renewals. This money is 100% reimbursable through a new budget line 851 and is available to the agency through April 2024.

(RESOLUTION #0 1-07-2023)

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

MOTION BY: Tommy Cundiff

SECONDED BY: Kimberly Seagle

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: None

ABSENT: Ferguson

DEPARTMENT UPDATE: SERVICES UNIT

Carol Craig, Assistant Director, Services Unit, reported for the SafeMeasures pull for the board on 7.6.23, SafeMeasures was showing 97% with one missed contact for CPS timeliness to victim contact. The missed contact for this child was because he was in an acute care hospital in Leesburg, VA. The worker did attempt several unsuccessful attempts at making a virtual visit but was unable to get cooperation from the facility.

Foster care monthly visits were at 95% for 7.6.23, with four missing visits. The child that is AWOL, one child was adopted and did not need a visit but the case wasn't closed before the SafeMeasures pull so it showed a missed visit, and twin girls that is on a caseload of a worker that her father passed away unexpectedly at the end of the month and that visit did not get made. The AFCARS-Approved Court Hearing Status was at 96.7%.

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 for the month of June 2023 which reflects 98.78% for non-expedited applications and 100% for expedited applications. The most recent Performance monthly indicator report reflects 100% timeliness for Childcare and TANF assistance, and 96% for Medicaid application processing.

Ashley Rutter, Assistant Director, Benefits Unit, reported this month BPS staff conducted training with SNAP regional consultant Bonnie Lee at the Franklin Center to review interim report processing procedures, SNAP work requirement policy and implementation, system inquiries, and notices review.

Ashley Rutter, Assistant Director, Benefits Unit, reported the monthly call log report reflects a total of 2,876 total calls for the month of June (an increase of approximately 400 calls from last month's report and an increase of approximately 1,000 based on calls from April and previous months). This is a significant increase, however, uptick in phone calls was anticipated due to Medicaid renewals resuming normal operations and also cooling assistance applications and inquiries. The increase in call volume has been manageable

by the 4 clerical staff members at this time. The agency now also has a dedicated energy assistance phone line with general information for the public as well.

Ashley Rutter, Assistant Director, Benefits Unit, reported the agency began receiving cooling assistance applications on 6/15/2023. These applications are being processed by our newly formed energy assistance unit which consists of 2 workers who have received 366 applications as of 7/17/2023. The agency has also discovered that many of the pre-approved cooling assistance applications processed by the state’s automated system were denied incorrectly and need re-evaluation by the local department. These cases are being evaluated and processed in addition to the applications received at the locality.

Ashley Rutter, Assistant Director, Benefits Unit, reported the agency has experienced an increase in overtime hours worked due to Medicaid unwinding; reports indicate a significant increase in renewal processing from previous months. Senior worker Cindy Cundiff is now assisting the LTC unit with MC renewals since the agency has been unable to hire for the vacant LTC senior worker position.

SAFE MEASURES REPORT

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

Notable: THREE OF THREE CATAGORIES SCORED ABOVE STATE GOALS

Make State Goal Seven out of the last Eight Months

Timeliness of First Contact	Goal > 95%	extracted	extracted	extracted	extracted
With Victim		04.04.23	05.02.23	06.05.23	07.04.23
Contacted Timely		98.6%	100.0%	100.0%	97.1%
Not Timely		1.4%	0.0%	0.0%	2.9%
Count		71	38	39	35

Foster Care Visits Pass State Goal for Nine Consecutive Month

Monthly Foster Care Visits	Goal > 95%	04.04.23	05.02.23	06.05.23	07.05.23
Contact made		98.7%	98.7%	98.7%	95.1%
Contact Missing		1.3%	1.3%	1.3%	4.9%
Count		79	76	78	81

AFCARS Hearing Status Close to State Goal

AFCARS Approved		extracted	extracted	extracted	extracted
Court Hearing Status	Goal > 95%	04.04.23	05.02.23	06.05.23	6.28.23
Current		95.1%	98.5%	93.4%	96.7%
Not Current/Not found		4.9%	1.5%	6.6%	3.3%
Count		61	68	61	60

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: June 16, 2023 - July 15, 2023

Total Agency Vacancies as of 07/15/2023: 11

Services Division - 5 (5 Family Services Specialist I/II)

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

Administration Division - 4 (3 Human Services Specialist III & 1 Administrative Program Assistant II)

Recruitment completed: Administrative Program Assistant (#22) - with 9 eligible applicants for interview, with 4 interviewed.

Offer made: 1

Hired: 1 with start date of 08/01/2023

Recruitment completed: Family Services Specialist III (#52) - with 1 eligible applicant for interview, with 1 interviewed.

Offer made: 1

Hired: 1 with start date of 07/01/2023

Recruitment completed: Family Services Specialist I/II (06, 58, 71016, 71017, 71020) - with 2 eligible applicants for interview, with 1 interviewed.

Offer made: 1 but no response to multiple calls.

Hired: 0

Reposted

Recruitment completed: Benefits Program Specialist IV (71012) - with 1 eligible applicant for interview, with 0 interviewed.

Offer made: 0

Hired: 0

Reposted

Recruitment completed: Human Services Assistant III - with 22 eligible applicants for interview, 4 interviewed.

Offer made: 1

Hired: 1 with start date of 07/17/2023

Reposted

Current Postings:

Family Services Specialist I/II

Human Services Specialist III

Benefits Trainer

Benefits Program Specialist IV

Future Postings:

None

New Hires:

None

Promotions:

Lauren Powell - Family Services Specialist III (07/01/2023)

Nicole Perdue - Family Services Specialist III (07/01/2023)

Contract Worker:

Ashleigh Martines BPSIV for Long Term Care Unit

Separations:

None

Retirements:

None

OTHER MATTERS BY BOARD MEMBERS:

There were no other matters before the Board.

Sharon Tudor, Chair, adjourned the meeting until August 22, 2023.

Chairperson

Secretary