



THE FRANKLIN COUNTY BOARD OF PUBLIC WELFARE MET IN REGULAR SESSION ON TUESDAY, JULY 26, 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
Ben Cook, Boone District Representative
Bill Gruchow, Union Hall District Representative
Leslie Holden, Blue Ridge District Representative
Kimberly Seagle, Snow Creek 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
Cannon Morris, Foster Care Supervisor
Jessica Davis, Foster Care Supervisor

THOSE ABSENT: B.W. Wright, Blackwater District Representative

MEETING WAS CALLED TO ORDER BY SHARON TUDOR, CHAIRPERSON

- Pledge of Allegiance was led by Ben Cook, Boone District Representative

- Invocation was given by Leslie Holden, Blue Ridge District Representative

- CONSENT AGENDA
Consent Agenda items:
 - Approval of minutes of June 28, 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 #01-07-2022)

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

MOTION BY: Tommy Cundiff

SECONDED BY: Ben Cook

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Wright

- **BILL GRUCHOW, UNION HALL DISTRICT REPRESENTATIVE INTRODUCTION**

The Board was introduced to the newest Board Member, Bill Gruchow. Bill Gruchow expressed how he is looking forward to participating on the DSS Board. Bill Gruchow represents the Union Hall District.

- **FOSTER CARE SERVICES OVERVIEW**

Cannon Morris, Foster Care Supervisor, and Jessica Davis, Foster Care Supervisor, provided the Board with an impactful insight regarding "A Day in the Life of a Foster Care Worker". The Board was provided with case scenarios that exemplified daily trauma, along with challenging decisions that Foster Care Staff are presented with daily.

- **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.

- SafeMeasures was showing 93% for CPS timeliness to victim contact, with two missing contacts. Both were an R1 (24 hour response) Contact was attempted multiple times but the children was unable to be located within the response time.
- Foster care monthly visits were at 96%. We still have the one teenager that is AWOL (Absent Without Official Leave) There were two children that were discharged from care but were not closed out of the system before the SafeMeasures report was

generated which factored in the worker visits reporting. One visit was not conducted due the worker not being able to coordinate with the TFC worker to make the visit.

- On July 13, 2022, Virginia State Police Special Agent Patrick Meade visited the Agency to speak with the Service workers regarding safety concerns to look out for relating to drugs and drug paraphernalia while conducting home visits. This was very informative with workers being allowed to ask questions about specific drugs and what they look like and what they need to be on the lookout for.

- **DEPARTMENT UPDATE: BENEFITS UNIT**

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

July reports reflect a timeliness of 100% accuracy for both expedited and non-expedited applications. A monthly BPS training session was held on 6/28. Trainer, Candace Kelly discussed system searches, changes, and energy assistance updates. Training progress meetings for units continued with a completion of two additional units this month. During progress sessions, workers provided additional feedback regarding Long Term Care (LTC) and VIEW training needs which are currently being assessed.

Melinda Woods from Henry-Martinsville DSS was selected for one of the 3 vacancies in the Eligibility Unit. Melinda comes to the Agency with over 8 years of direct BPS experience and will be supervised by Shawanda Weatherspoon, BPS Supervisor.

Director, Anita Turner and Assistant Director, and Assistant Director, Ashley Rutter attended the Virginia League of Social Services Executives in Richmond on July 13-14 and obtained information regarding the PHE (Public Health Emergency)/ Medicaid unwinding process, IT upgrades, and information about potential supplemental payments for Energy assistance clients in the fall due to additional ARPA funds.

Since the last board meeting, the agency has received 309 total cooling applications. 268 applications were at the time of report. Limited information continues to be available regarding the end of the PHE and the unwinding process of Medicaid, however, agency is taking action to provide training for Medicaid renewals and developing in-house procedures for utilizing front desk staff to enter in renewal packet dates as renewals begin to pour into the agency in the upcoming months. The QC findings report noted one error for the agency, however, this was not an error in the way that policy was applied to the case, but a client caused error. Action was completed the same day to correct the case.

- **SAFE MEASURES REPORT**

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

Timeliness of First Contact	Goal > 95%	extracted	extracted	extracted	extracted			
With Victim	State> 88%	4.10.22	5.08.22	6.05.22	7.05.22			
Contacted Timely		91.0%	83.6%	84.2%	93.1%	87.0%	<=====	State> 88%
Not Timely		9.0%	10.4%	15.8%	6.9%	11.0%		
Count		67	61	38	29	42.67		

Refer to Carol's Report – Above State Goals - almost at Federal Goal - congrats

Congregate Care Placement %	Goal > 16%	4.03.22	5.08.22	6.05.22	7.05.22			
Non-Congregate Care		78.7%	77.8%	76.7%	79.7%	78.1%		
Congregate Care		21.3%	22.2%	23.3%	20.3%	21.9%	<=====	Goal > 16%
Count		75	72	73	74	73.0		

Steady above Goal achievement

Kinship Care Placements %	Goal > 24%	4.03.22	5.08.22	6.05.22	7.05.22			
Kinship		13.9%	16.9%	16.7%	20.0%	17.9%	<=====	Goal > 24%
Not Kinship		86.1%	83.1%	83.3%	80.0%	82.1%		
Count		72	65	66	65	65.3		

Four-month trending improvement

Monthly Foster Care Visits	Goal > 95%	4.10.22	5.08.22	6.05.22	7.05.22			
Contact made		70.7%	98.9%	77.5%	95.6%	90.7%	<=====	Goal > 95%
Contact Missing		28.3%	1.1%	22.5%	4.4%	9.3%		
Ended in Month		0.0%	0.0%					
Began in Month		1.1%	0.0%					
Count		92	89	89	90	89.3		

Passes State Goal

AFCARS Approved		extracted	extracted	extracted	extracted			
Court Hearing Status	Goal > 95%	4.03.22	5.08.22	6.05.22	7.05.22			
Current		85.5%	86.5%	87.5%	85.3%	86.4%	<=====	Goal > 95%
Not Current		9.2%	9.5%	12.5%	14.7%	12.2%		

Stationary improvement – below Goal

- **ENTERPRISE FLEET MANAGEMENT CONTRACT REVIEW**

DSS Attorney, Carolyn Furrow, briefed the Board regarding an overview of the Enterprise Fleet Management contract.

- **DIRECTOR'S REPORT:** (Reported by Assistant Director, Ashley Rutter)

- **Staff Vacancy Report:**

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

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

Total Agency Vacancies: 9

Services Division – 6 (6 Family Services Specialist I)

Benefits Division – 3 (3 Benefits Program Specialist I)

Recruitment completed: Family Services Specialist 1 OUF (Open Until Filled) – with 6 eligible applicants for interview, with 5 interviews

Offer made: 5 applicants, 2 accepted, 1 declined, 1 withdrew, 1 pending.

Hire Date: 07/18/2022, 08/01/2022

Recruitment Completed: Benefits Program Specialist I - closed with 10 eligible applicants for interview, with 4 interviews

Offer made: 1 applicant, 1 acceptance

Hire Date: 08/01/2022

Recruitment Completed: Human Services Specialist III (TANF/VIEW) - closed with 10 eligible applicants for interview, 3 interviews

Offer Made: 1 applicant, 1 acceptance.

Hire start date: TBD

Current Postings: Family Services Specialist I - CPS Unit, Human Resource Specialist

Future Postings: Human Services Specialist III (Benefits), Administrative Coordinator II

New Hires: FSS IV- June 15

FSSIII – June 1 (promotion)

FSSI – Total: 3 - Start dates – 4/23/22 and 5/11/22

BPS I – Start Date – 4/25/2022

Retirements: N/A

OFFICE SAFETY PROTOCOL:

The Board was provided the following updates on continued DSS office safety measures:

- **June 21---**reached out to the County Property Director, Brandie Rosser regarding the agency having no smoke detectors. The County maintenance came in the same week and installed smoke detectors in all areas they deemed necessary.
- **July 7---**Andy Pendleton, Franklin County Fire Marshal completed an agency office fire assessment.
- **July 7---**Anita Turner, Director reached out to IT Director of Infrastructure, John Harrison to begin the discussion of our need for a warning system due to the size and configuration of the building not being conducive to alerting workers verbally in the event of a natural disaster or harming incident. A desire to provide an intercom system was suggested but not feasible at this time due to desk phones not having this capability. John Harrison is working with vendors to research several types of warning systems. The Agency will then decide upon the selections, once factoring cost consideration and seeking Board guidance.
- **Anita Turner, Director, requested Carol Callaway, Administrative Office Manager, and her staff to update a most current map that includes office and cubicle space additions to provide to John Harrison.**

- **July 15---Captain Ken Holland reached out to solidify the request regarding an office safety assessment, mock shooter scenario trainings with and without staff, and classroom shooter training. Captain Ken Holland and his tactical response teammates are scheduled to complete an office safety assessment July 21, 2022. Captain Holland stated that he will partner with the Agency to schedule evening dates for live, in-office shooter training with and without employees. Captain Holland desires for his team to familiarize themselves with the layout of the DSS building in the event of a real shooter event occurring, and would like to have volunteers participate from the office so the event can be more realistic for the agency workers.**
- **Captain Holland has set up CRASE/CRCC (Civilian Response to Active Shooter and Critical Response Casualty Care) training on August 23, 2022 and August 30, 2022 specifically for DSS staff. This training will also include Stop the Bleed and Tourniquet training which is designed to provide staff training to assist their coworkers in need until the EMTs are released to come into the agency in the event of an emergency.**

ENTERPRISE FLEET MANAGEMENT LEASE UPDATE:

Carolyn Furrow, Agency Attorney, received the Enterprise Lease Contract for review. Carolyn Furrow, will update the Board on her assessment of the lease.

The Agency purchased a Dodge Mini Van using Carryover funding provided from the previous fiscal year with permission from the County's Vehicle Committee and VDSS). This is necessary to fulfil the need for larger passenger vehicles for DSS staff. The Dodge Mini Van is added to the Agency's fleet management reservation system and is currently available for worker usage.

Brian Carter, County Finance Director, updated the Agency on June 26, 2022 and July 18, 2022 regarding the larger vehicles requested from Enterprise. Brian Carter stated that Enterprise received confirmation from the Nissan dealership that the Agency's Nissan Rogue order request was cancelled. Enterprise is currently contacting dealerships for similar vehicles, requesting these dealerships honor State contract pricing. Brian Carter stated he is currently working with County Procurement to secure additional funding for Enterprise to proceed outside of the Enterprise contract if needed for securing larger vehicles. Brian Carter stated he would follow up when he receives any new information.

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 August 23, 2022, at 9:30 AM****

Chairperson

Secretary