



THE FRANKLIN COUNTY BOARD OF SOCIAL SERVICES MET IN REGULAR SESSION ON TUESDAY, MARCH 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
Bill Gruchow, Union Hall District Representative
Leslie Holden, Blue Ridge 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
Donna Barbour, Benefit Programs Supervisor
Julie Bowling, Benefit Programs Specialist IV
Jessica Dillion, Family Services Specialist Senior Worker
Carolyn Furrow, DSS Attorney

THOSE ABSENT: Tommy Cundiff, BOS Member

MEETING WAS CALLED TO ORDER BY SHARON TUDOR, BOARD CHAIR

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

Invocation was given by Sharon Tudor, Chairperson, Rocky Mount 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 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.

(RESOLUTION #01-3-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the aforementioned Consent Agenda as presented. MOTION BY: Kim Seagie
SECONDED BY: Leslie Holden

VOTING ON THE MOTION WAS AS FOLLOWS:

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

NAYES: none

ABSENT: Cundiff

ABD MEDICAID APPLICATION OVERVIEW:

Donna Barbour, Benefit Programs Supervisor, and Julie Bowling, Benefit Programs Specialist IV, provided the Board with a presentation illustrating how resources are calculated during the benefits eligibility determination process for Aged, Blind, and Disabled adults.

AGENCY CPS EVENT OVERVIEW:

Jessica Dillion, Family Services Specialist Senior Worker, provided the Board with a presentation informing the Board of the Agency's Child Abuse Prevention Month event being held at the Agency on Saturday, April 22, 2023.

DEPARTMENT UPDATE: SERVICES UNIT:

Carol Craig, Assistant Director, Services Unit, reported 86% accuracy for CPS Timeliness to Victim Contact. Carol Craig, Assistant Director, reported seven missed contacts for the month of February. Five of the missed contacts were a sibling group in which the worker missed the deadline due to court hearings and a family emergency that resulted in the worker missing the deadline by a few hours. One contact was missed due to the worker waiting on law enforcement. One contact was missed because the worker misread the due date/time.

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. Carol Craig, Assistant Director, Services Unit, reported that the AFCARS-Approved Court Hearing Status was at 99%.

Carol Craig, Assistant Director, Services Unit, informed the Board that March is Social Worker/Family Services Specialists Appreciation Month. Youth Connect provided an appreciation lunch for the Services staff on March 14, 2023.

Carol Craig, Assistant Director, Services Unit, informed the Board that Dana DeHart, Clinical Services Manager of Piedmont Community Services in Patrick County provided training for Services staff on Secondary Trauma on March 24, 2023.

Carol Craig, Assistant Director, Services Unit, informed the Board that April is Child Abuse Prevention Month. The Agency will provide a family fun event on April 22, 2023.

DEPARTMENT UPDATE: BENEFITS UNIT

Ashley Rutter, Assistant Director, Benefits Unit, provided the Board with an update of the APPTTrack compliance report as of March 21, 2023, that reflects 100% timeliness for both expedited and non-expedited applications. The Rushmore Case review report is currently unavailable due to the pending ME review.

CONSOLIDATED APPROPRIATIONS ACT

Ashley Rutter, Assistant Director, Benefits Unit, provided the Board with an update to The Consolidated Appropriations Act of 2023 which delinks the continuance of Medicaid coverage during the PHE. Although there is no announcement date regarding the PHE ending, this Act indicates that the Agency must discontinue coverage and resume normal eligibility standards of operation in April. In preparation, workers are completing online training. The Franklin Center has also been reserved for hands-on training in March. Medicaid management reports and case action status reports are now being utilized and processed by Ashley Rutter Assistant Director, and Candace Kelly, Benefits Trainer. The Agency currently has one remaining vacant BPS position which is the Senior Worker position for Long Term Care. Although this position has been posted several times, the Agency has not been able to select a candidate. To assist this unit with the vacancy, the Agency is hiring a Contract/Temporary worker to process cases for this specialized program.

Ashley Rutter, Assistant Director, Benefits Unit, updated the Board that two of the four new hires have previous BPS experience and will be trained together to carry a normal caseload. The remaining two new employees hired that do not have previous BPS experience will be trained to oversee Energy programs and Medicaid at this time to provide experienced staff the ability to focus on the Medicaid unwinding project. Multiple workers have expressed interest in working for the Agency as a Contract experienced worker.

Ashley Rutter, Assistant Director, Benefits Unit, informed the Board that the most recent available PMIR report indicates that the Agency will have 3,846 total Medicaid cases to review during Unwinding.

Ashley Rutter, Assistant Director, Benefits Unit, updated the Board that the Agency phone message has been revised to allow the public to dial zero at any time in order to speak directly to a front desk staff member in lieu 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. Diana Cundiff, Benefits Specialist Supervisor, reports that the phone updates have generated positive feedback from clients. No issues have been reported by staff. The monthly phone log count is 1,841 total calls for the month of February 2023.

ME EXIT INTERVIEW

Ashley Rutter, Assistant Director, informed the Board that the ME exit interview has been rescheduled twice by the ME federal reviewer. The Agency is awaiting a rescheduling date.

Ashley Rutter, Assistant Director, informed the Board that Candace Kelly, Benefits Trainer, has accepted a position as Compliance Training Supervisor for Spotsylvania County. Her last day with the Agency was March 25, 2023.

SAFE MEASURES REPORT

Mark Young, Vice Chair, Gills Creek District Representative provided review and discussion of the SafeMeasures Report:

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 Time in Seven Months Missed State Goal or Better.

Oct Nov Dec Jan

| | | | | | | | |
|-----------------------------|------------|-----------|-----------|-----------|-----------|---|------------|
| Timeliness of First Contact | Goal > 95% | extracted | extracted | extracted | extracted | | |
| With Victim | | 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

| | | | | | | | |
|----------------------------|------------|----------|----------|----------|----------|---|------------|
| Monthly Foster Care Visits | Goal > 95% | 12.04.22 | 01.04.23 | 02.06.23 | 03.05.23 | | |
| 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

| | | | | | | | |
|-----------------------|------------|-----------|-----------|-----------|-----------|---|--------------------------|
| AFCARS Approved | | extracted | extracted | extracted | extracted | | |
| Court Hearing Status | Goal > 95% | 12.04.22 | 01.04.23 | 02.06.23 | 03.05.23 | | |
| Current | | 98.0% | 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 |

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 | | extracted | extracted | extracted | extracted | | |
| Court Hearing Status | Goal > 95% | 11.07.22 | 12.04.22 | 01.04.23 | 02.06.23 | | |
| Current | | 82.2% | 90.8% | 92.6% | 86.6% | ← | Goal > 95% |
| 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: February 16, 2023 - March 15, 2023

Total Agency Vacancies as of 03/15/2023:

7 Services Division – 4 (3 Family Services Specialist I & 1 Family Services Specialist III)

Benefits Division - 3 (2 Benefits Program Specialist I & 1 Benefits Program Specialist IV)
Administration Division - 0

Recruitment completed: Benefits Program Specialist with 6 eligible applicants for interview, with 6 interviewed. Offer made: 2
Hired: 2 with start date 03/06/2023 & 03/27/2023

Recruitment completed: Family Services Specialist III with 1 eligible applicant for interview, with 1 interviewed. Offer made: 1
Hired: 1 with start date of 03/01/2023

Recruitment completed: Family Services Specialist IV - with 2 eligible applicants for interview, with 1 interviewed. Offer made: 1
Hired: 1 with start date of 02/15/2023

Recruitment completed: Human Services Specialist III - with 1 eligible applicant for interview, 1 interviewed. Offer made: 1
Hired: 1 with start date of 03/13/2023

Recruitment completed: Family Services Specialist IV - with 1 eligible applicant for interview, with 1 interviewed. Offer made: 1
Hired: 1 with start date of 03/15/2023

Current Postings:

Benefit Program Specialist I
Family Services Specialist I

Future Postings:

Benefit Program Specialist IV
Family Services Specialist III

New Hires:

Brandy Mesinas - Benefits Program Specialist I
Angela Wymore - Benefits Program Specialist I
Jasmine Tomale - Family Services Specialist III
Roseann Stedman - Human Services Specialist III
Sarah Lawrence - Family Services Specialist IV

Separations:

None

Retirements:

None

Other Matters by Board Members:

There were no other matters before the Board.

Sharon Tudor, Chair, adjourned the meeting until April, 25 2023 at 9:30 a.m.

Chairperson

Secretary