



THE FRANKLIN COUNTY BOARD OF SOCIAL SERVICES MET IN REGULAR SESSION ON TUESDAY, AUGUST 22, 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
Kimberly Seagle, Snow Creek District Representative
Leslie Holden, Blue Ridge District Representative (In at 9:40)
Barry Ferguson, Boone District Representative

THOSE ABSENT: Tommy Cundiff, BOS Member
B.W. Wright, Blackwater 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 Barry Ferguson, Boone District Representative

Invocation was given by Sharon Tudor, Chairperson, Rocky Mount District Representative

CONSENT AGENDA

-Accounts Payable Listing & Approval of Minutes for July 25, 2023.

-SPECIAL CIRCUMSTANCES FOR BENEFITS, ADMINISTRATIVE AND SERVICES STAFF

Toni Turner, Director, reported at this time, there are 6 vacancies. Each division has vacancies. We have been able to hire new staff in Administration, and Services however the new hired staff are not trained as needed to independently manage their work/caseload so other trained staff are still carrying the extra burden of those workloads until new staff can take over. The Agency recommends continued allowance of the Special Circumstances/OT payout for the month of September.

(RESOLUTION #0 1-08-2023)

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

MOTION BY: Mark Young

SECONDED BY: Kimberly Seagle

VOTING ON THE MOTION WAS AS FOLLOWS:

AYES: Gruchow, Seagle, Young, Ferguson and Tudor

NAYES: None

ABSENT: Cundiff, Wright, Holden

DEPARTMENT UPDATE: SERVICES UNIT

Carol Craig, Assistant Director, Services Unit, reported for the SafeMeasures pull for the board on 8.8.23, SafeMeasures was showing 94% with two missed contacts for CPS timeliness to victim contact. The worker made several unsuccessful attempts to see the victim children and was just unable to make contact before the deadline.

Carol Craig, Assistant Director, Services Unit, reported foster care monthly visits were at 92% for 8.8.23, with six missing visits. The child that is AWOL, and the rest were all Fostering Future youths (who are adults in foster care) and they did not respond to calls or texts to make the face-to-face visit. She reported she has requested that the workers start at the beginning of the month contacting Fostering Future youths to make the visits and not wait until the end of the month. The AFCARS-Approved Court Hearing Status was at 100%.

Carol Craig, Assistant Director, Services Unit, reported she is working on a Safe Sleep Franklin County campaign to get awareness out to the community about safe infant sleeping. She reported we recently had another child fatality of a two-month-old baby that did not have a safe sleeping space. She reported she would like to partner with doctor's offices and community partners to get the information out to their clients that they see in their offices.

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 APTrack compliance report for the month of July 2023 reflects 100% 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 the monthly call log report shows that the call volume continues to climb with 2,984 calls for the month of July. 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 476 applications as of 8/15/2023. 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; additionally, the state did not issue payments timely to AEP/vendors, and this has generated numerous phone calls and inquiries.

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 will continue to assist 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: ONE OF THREE CATEGORIES SCORED ABOVE STATE GOALS

Made State Goal 8 out of the last 10 Months

Timeliness of First Contact	Goal > 95%	extracted	extracted	extracted	extracted
With Victim		05.02.23	06.05.23	07.04.23	08.07.23
Contacted Timely		100.0%	100.0%	97.1%	93.9%
Not Timely		0.0%	0.0%	2.9%	6.1%
Count		38	39	35	33

Foster Care Visits Pass State Goal 9 of the Last 10 Months

Monthly Foster Care Visits	Goal > 95%	05.02.23	06.05.23	07.05.23	08.07.23
Contact made		98.7%	98.7%	95.1%	92.3%
Contact Missing		1.3%	1.3%	4.9%	7.7%
Count		76	78	81	78

AFCARS Hearing Pass State Goal 3 of the Last 4 Months

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: July 16, 2023 - August 15, 2023

Total Agency Vacancies as of 07/15/2023: 6

Services Division - 2 (2 Family Services Specialist I/II)

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

Administration Division - 2 (2 Human Services Specialist III)

Recruitment completed: Family Services Specialist I/II (06,58,71016,71017,71020) - with 9 eligible applicants for interview, with 4 interviewed.

Offer made: 4

Hired: 4 with start dates of 08/01/2023 and 08/07/2023

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

Offer made: 0

Hired: 0

Holding with possible restructuring.

Recruitment completed: Human Services Assistant III - with 11 eligible applicants for interview, 10 interviewed.

Offer made: 3

Hired: 2 with start dates of 07/17/2023 and 08/10/2023

Current Postings:

Family Services Specialist I/II

Human Services Specialist III

Benefits Trainer

Future Postings:

None

New Hires:

Aaron Moore 08/07/2023
Heather Anderson 08/01/2023
Heather Amos 08/07/2023
Karen Southerland 08/07/2023
Jamie Goad 08/10/2023

Promotions:

None

Contract Worker:

Ashleigh Martines BPS IV for Long Term Care Unit

Separations:

Karl Hicks HSA III resigned 07/28/2023
Jana Keen FSS II resigned 07/31/2023

Retirements:

None

RECOMMENDATION: No recommendations at this time.

OTHER MATTERS BY BOARD MEMBERS:

-NOVEMBER BOARD MEETING

Sharon Tudor, Board Chair, reported that due to unforeseen circumstances she will be out of the state during the November Board meeting. She also reported Board Vice Chair, Mark Young, may have personal circumstances arise suddenly that would prevent him from being present at the November meeting. Director, Anita "Toni" Turner, will be on vacation from November 4th until November 18th out of state, working around the current Board meeting on November 28th.

Sharon Tudor, Board Chair, presented to the Board options of (1) cancelling the November meeting until December, (2) cancelling the November meeting totally and then hold the meeting on December 18th with inclusions of the November reports, or (3) make other suggestions.

Sharon Tudor, Board Chair, reported she had spoken with Tommy Cundiff, BOS Member, and B.W. Wright, Blackwater District Representation, prior to the Board meeting, both of whom agreed to cancelling the November meeting totally and include the reports in the December 18th Board meeting.

(RESOLUTION #02-08-2023)

BE IT THEREFORE RESOLVED, by the Franklin County Board of Social Services to approve the aforementioned November Board Meeting matters to cancel the November

Board meeting totally and hold the meeting on December 18th, 2023, with the inclusion of the November reports.

MOTION BY: Leslie Holden

SECONDED BY: Bill Gruchow

VOTING ON THE MOTION WAS AS FOLLOWS:

AYES: Gruchow, Seagle, Holden, Young, Ferguson and Tudor

NAYES: None

ABSENT: Cundiff, Wright

Sharon Tudor, Chair, adjourned the meeting until September 26 , 2023.

Chairperson

Secretary