



THE FRANKLIN COUNTY BOARD OF SOCIAL SERVICES HELD THEIR REGULAR MONTHLY MEETING ON TUESDAY, OCTOBER 28, 2025, AT 9:30 A.M. AT THE GOVERNMENT CENTER, 1255 FRANKLIN ST. ROCKY MOUNT VA

THOSE PRESENT: Sharon Tudor, Chairperson, Rocky Mount District Representative
Leslie Holden, Vice Chair, Blue Ridge District Representative
Penny Guilliams, Blackwater District Representative
Bill Gruchow, Union Hall District Representative
Dave Thorp, Snow Creek District Representative
Barry Ferguson, Boone District Representative
Dr. Kristn Roberts, Gills Creek District Representative
Mike Carter, BOS Member

THOSE ABSENT: None

OTHERS PRESENT: Anita "Toni" Turner, Director
Jessica Davis, Assistant Director, Services Unit
Kathy Walker, Administrative Coordinator II

MEETING WAS CALLED TO ORDER BY SHARON TUDOR, BOARD CHAIR

Sharon Tudor, Chairperson, introduced and welcomed new Board Member, Dr. Kristn Roberts who will be representing the Gills Creek District.

Invocation was given by Mike Carter, BOS Member

Pledge of Allegiance was led by Barry Ferguson, Boones Mill District Representative

Pastor Trevor Clatterbuck, Rocky Mount Baptist Church, presented a donation in the form of a check to the FCDSS for a new shower/bathroom. The Board Members all thanked Pastor Clatterbuck for the generous donation.

CONSENT AGENDA

-Accounts Payable Listing & Approval of October 28, 2025, Board Meeting Minutes.

-SPECIAL CIRCUMSTANCES FOR BENEFITS, ADMINISTRATIVE AND SERVICES STAFF

Anita "Toni" Turner, Director, reports at this time, currently there are 8 vacancies. Services has 5 vacancies, Benefits has 2 vacancies, and Admin has 1 vacancy. It is recommended that we pay OT for any management approved emergency work in the Services Division due to the 5 vacancies. In particular, the Foster Care unit currently has 3 of the 5 Services vacancies with all foster care workers taking on more work than normal to cover the

vacancies. HR has repeatedly interviewed for the Foster Care positions. Unfortunately, the panel either did not select anyone they believed was a good fit or if selected, they did not accept the salary offered. Recruitment continues. It is also recommended that we pay OT for any mandatory sitting with displaced youth in our agency that may occur in November 2025. The management staff will oversee the overtime spending along with payroll to keep a close watch on the expenditures.

FAMILY SERVICES SPECIALIST I WORK DUTIES CLARIFICATION

The management team has met and decided that the Family Services Specialist I Job Descriptions all needed updated to meet the new On Call updated policy. When experienced workers are hired but still have not met the entire two-year training requirement, it has been decided that these new hires can be put on the On Call schedule earlier than 6 months as they were hired at a higher salary and have the experience needed to work On Call shifts. The supervisor and Assistant Director will determine when the new hire will be put on the On Call schedule.

**Adult Protective Services
Family Services Specialist I Entry Level**

A Family Services Specialist I represents the entry level in the occupational group. Employees learning their program areas. Employees will receive every training available to provide the foundation needed to successfully become a I with direction to move upward as needed.

- Required to take all VDSS mandated training for Adult Services and Adult Protective Services staff;
- Learns how to use PEER PLACE and other systems needed to work with program assigned;
- Learns to effectively and appropriately work with stakeholders to include:
 - co-workers,
 - supervisors,
 - private providers,
 - clients,
 - law enforcement,
 - attorneys,
 - Health Department,
 - Assisted Living Facilities (ALFs),
 - Nursing Facilities (NF's), and
 - Community Services Board (CSB);
- Learns how to Interprets laws, policies and regulations as applied to specific area of responsibility;
- Learns to assess risk and safety;
- Learns available resources for population group serving and learns how to determine what resource best fits the senior/family working with;
- Learns how to performs APS investigations/Family Assessments;
- Learns how to performs UAI screenings and reassessments;
- Learns how to demonstrates appropriate and independent judgment in dealing with cases and clients;
- Learns how to develops Safety Plans and/or Case Plans for clients;
- Learns how to effectively, accurately, and articulately testifies in court cases;
- Learns proper technique and accurately documents all relevant case information;
- Learns how to effectively, accurately and articulately testify in court;
- Learns how to utilizes program-specific software to accurately document and update all case information, in a timely manner;
- Learns to serve as a resource to clients in the community in area of expertise;
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care (after 6 months if new FSS employment or 3 months after previous FSS DSS experience); **(Revised 100925)**
- Passes probation with a meets or higher EPPE rating;
- At the end of probation is able to functions independently, as a full-performance Family Services Specialist.

Knowledge, Skills, and Abilities:

Knowledge- Some knowledge of: Social work principles and practices; human behavior and motivational theory; and social, economic, and health problems.

Skills- Skill in operating a motor vehicle and personal computer with associated software.

Child Protective Services Family Services I Entry Level

A Family Services Specialist I represents the entry level in the occupational group. Employees learning their program areas. Employees will receive every training available to provide the foundation needed to successfully become a I with direction to move upward as needed.

- Required to take all VDSS mandated training for Child Protective Services Staff;
- Learns how to use OASIS, COMPASS, SPIDER, and any other system needed for the program assigned;
- Effectively and appropriately deals with any and all stakeholders to include:
 - co-workers,
 - supervisors,
 - Children's Services Act employees to include FAPT,
 - private providers,
 - clients,
 - family of clients;
 - law enforcement,
 - attorneys,
 - Health Department,
 - CASA,
 - Community Services Board (CSB).
- Learns how to Interpret laws, policies and regulations as applied to specific area of responsibility;
- Learns how to assess risk and safety;
- Learns appropriate and independent judgment in dealing with cases and clients;
- Learns how to independently develop Safety Plans and/or Case Plans for clients with timely submission when necessary to Court, FAPT, etc.;
- Learns how to understand and accurately utilize the CANS Assessment as documented by both the supervisor and the CSA Coordinator;
- Learns how to effectively, accurately, and articulately testify in court;
- Learns how to use proper technique and how to accurately documents all relevant case information;
- Learns how to utilize program-specific software (IPADS, Encryption programs) available to accurately document and update all case information, in a timely manner;
- Learns to serve as a resource to clients in the community in area of expertise;
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care (after 6 months if new FSS employment or 3 months after previous FSS DSS experience); (**Revised 100925**)
- Passes probation with a meets or higher EPPE rating;
- At the end of probation is able to functions independently, as a full-performance Family Services Specialist.

Knowledge, Skills, and Abilities:

Knowledge- Some knowledge of: Social work principles and practices; human behavior and motivational theory; and social, economic, and health problems.

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- Learns how to use OASIS, COMPASS, SPIDER, and any other system needed for the program assigned;
- Effectively and appropriately deals with any and all stakeholders to include:
 - co-workers,
 - supervisors,
 - Children's Services Act employees to include FAPT,
 - private providers,
 - clients,
 - family of clients;
 - law enforcement,
 - attorneys,
 - Health Department,
 - CASA,
 - Community Services Board (CSB).
- Learns how to Interpret laws, policies and regulations as applied to specific area of responsibility;
- Learns how to assess risk and safety;
- Learns appropriate and independent judgment in dealing with cases and clients;
- Learns how to independently develop Safety Plans and/or Case Plans for clients with timely submission when necessary to Court, FAPT, etc.;
- Learns how to understand and accurately utilize the CANS Assessment as documented by both the supervisor and the CSA Coordinator;
- Learns how to effectively, accurately, and articulately testify in court;
- Learns how to use proper technique and how to accurately documents all relevant case information;
- Learns how to utilize program-specific software (IPADS, Encryption programs) available to accurately document and update all case information, in a timely manner;
- Learns to serve as a resource to clients in the community in area of expertise;
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care (after 6 months if new FSS employment or 3 months after previous FSS DSS experience); (**Revised 100925**)
- Passes probation with a meets or higher EPPE rating;
- At the end of probation is able to functions independently, as a full-performance Family Services Specialist.

Knowledge, Skills, and Abilities:

Knowledge- Some knowledge of: Social work principles and practices; human behavior and motivational theory; and social, economic, and health problems.

Skills- Skill in operating a motor vehicle and personal computer with associated software.

In Home Services Family Services I Entry Level

A Family Services Specialist I represents the entry level in the occupational group. Employees learning their program areas. Employees will receive every training available to provide the foundation needed to successfully become a I with direction to move upward as needed.

- Required to take all VDSS mandated training for Child Protective Services Staff;
- Learns how to use OASIS, COMPASS, SPIDER, and any other system needed for the program assigned;
- Learns how to effectively and appropriately deals with any and all stakeholders to include:
 - co-workers,
 - supervisors,
 - Children's Services Act employees to include FAPT,
 - private providers,
 - clients,
 - family of clients;
 - fictive kin of clients;
 - law enforcement,
 - attorneys,
 - Health Department,
 - CASA,
 - Community Services Board (CSB).
- Learns how to Interprets laws, policies and regulations as applied to specific area of responsibility;
- Learns to assess risk and safety;
- Learns how to demonstrate appropriate and independent judgment in dealing with cases and clients;
- Learns how to independently develop Assessments and Safety Plans and/or Case Plans for clients with timely submission when necessary (Court, FAPT, etc);
- Learns how to understand and accurately utilize the CANS Assessment as documented by both the supervisor and the CSA Coordinator;
- Learns to effectively, accurately, and articulately testify in court;
- Learns to use proper technique and how to accurately document all relevant case information;
- Learns how to utilize program-specific software (IPADS, Encryption programs) available to accurately document and update all case information, in a timely manner;
- Learns to serve as a resource to clients in the community in area of expertise;
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care (after 6 months if new FSS employment or 3 months after previous FSS DSS experience); (**Revised 100925**)
- Passes probation with a meets or higher EPPE rating;
- At the end of probation is able to function independently, as a full-performance Family Services Specialist.

Family Partnership Meeting Facilitator Family Services Specialist I Entry Level

A Family Partnership Meeting Facilitator “FPM” is a Family Services Specialist I focused on the duties of an FPM. The FPM should have post-secondary education and possess knowledge and experience of the child welfare system. It is also recommended that you are familiar with prevention, CPS and Foster Care guidance. You should be able to demonstrate the skills necessary to assess physical and psychological safety, understand conflict resolution, and have the ability to manage the process and structure of the FPM. You will be required to complete training and maintain expertise in all aspects of the FPM model and how to apply it when working with families. The minimum training requirements for approved facilitator include: CWS420, Engaging Families and Building Trust-Based Relationships and SWS4030, Family Partnership Meeting Facilitator Training: All trainings are provided in the Virginia Learning Center. Employees will receive every training available to provide the foundation needed to successfully become a I with direction to move upward as needed.

- Required to take all VDSS mandated training for Child Welfare Systems;
- Learns how to use OASIS, COMPASS, SPIDER, and any other system needed for the program assigned;
- Learns how to effectively and appropriately deals with any and all stakeholders to include:
 - co-workers,
 - supervisors,
 - Children’s Services Act employees to include FAPT,
 - private providers,
 - clients,
 - family of clients;
 - fictive kin of clients;
 - law enforcement,
 - attorneys,
 - Health Department,
 - CASA,
 - Community Services Board (CSB).
- Learns how to Interprets laws, policies and regulations as applied to specific area of responsibility;
- Learns to assess risk and safety;
- Learns how to demonstrate appropriate and independent judgment in dealing with cases and clients;
- Learns how to independently develop Assessments and Safety Plans and/or Case Plans for clients with timely submission when necessary (Court, FAPT, etc.); as needed
- Learns to effectively, accurately, and articulately testify in court;
- Learns to use proper technique and how to accurately document all relevant case information;
- Learns how to utilize program-specific software (IPADS, Encryption programs) available to accurately document and update all case information, in a timely manner;
- Learns to serve as a resource to clients in the community in area of expertise;
- Facilitates, navigates, and guides FPMs
- Schedules and corresponds with all FPM parties regarding the FPM

UPDATED ON-CALL GUIDELINES

The Services management team has decided that too many workers are giving up their assigned On Call shifts. This is creating a scenario where workers are losing their On Call knowledge and also burning out the workers who are taking on the extra On Call shifts. It was decided that every eligible FSS worker must work at least 1 week of On Call shifts per year. After they have worked their required shift(s), then they can give up their subsequent shifts assigned to them.



AGENCY ON-CALL GUIDELINES

Overview / Procedures:

On-call duty covers Child Protective Services, Foster Care/Adoption, Adult Protective Services, and cases open to In Home Services. Workers may also get calls about custody issues, delinquents, police officers needing assistance, etc. If you are not sure what is appropriate for you to respond to, contact the appropriate supervisor.

On-call each week is divided into two halves with one worker assigned for each half. The first half starts Wednesday's at 4:30pm until Sunday morning at 12:30 am. The second half starts Sunday morning at 12:30 am until Wednesday at 8:30 am. Each half of an on-call week consists of eight (8) shifts of 8 hours at \$25.00 per shift for a \$200.00 total. Weeks will be pre-assigned in a rotation, with Holiday weeks being drawn and assigned at random. Please remember to turn in the on call payment form to your supervisor at the end of your on-call duty so you can be paid.

If you work the Wednesday – Sunday shift, please note this in writing on your on call sheet. This would help Lynn understand why the dates are overlapping with the worker who goes on call on Sunday at 12:30 am.

If you cover any shifts for a worker, but not their entire shift – please note this in writing on your on call sheet.

In the event that there is a holiday or unexpected agency closing on the day workers are to change, the on call worker may have to cover an extra shift. If the agency closes before 12pm (noon), the morning worker will be required to cover the added shift until 4:30 pm. If the agency closes after 12pm (noon), the afternoon worker will be required to cover the added shift. A worker receives \$25.00 (1 extra shift) extra for covering on-call during the day if the office is closed for a holiday or inclement weather. If this is not noted in writing on your on call sheet when you turn it in, you may not be paid for this extra shift.

If a worker responds to a call during on-call duty, the worker can be compensated by time for the door to door service. Time accrual will be earned as straight time for hours worked beyond 37.5 to 40 hours, and comp time for every hour past 40 hours for your work week. As the on call worker, you are allowed to count your time from the time you leave your home, until the time you return home. It is expected you attempt to flex this time throughout the week if possible. Door to door time will not be compensated with pay at the time of on call coverage.

Responsibilities / Requirements:

Workers are required to work one full shift (1/2 week) every 6 months (January 1 – June 30 and July 1 – December 31). Workers are required to cover their total shift. Additional shifts can be surrendered. Shifts can only be surrendered or traded if the worker is able to find coverage independently (in the event of an emergency, please contact your supervisor). There may be multiple workers interested in extra shifts of on-call and any interested workers should have equal opportunity to obtain extra weeks. If a worker plans to give up/trade an on-call week, they must give advance notice (at least 1 month in advance) to the on-call scheduler once coverage is obtained. Koryne Austin sends the rotation several months in advance, so you should be well aware of your upcoming shifts.

Immediately notify on call scheduler of any emergency changes to the schedule.
Should there be last minute / emergency changes to the schedule, worker must notify the following parties via telephone Hotline: **1-800-368-1019** and Sheriff's Department: **540-483-9227**. (Hotline and ical may require a supervisor to notify them of changes)

Workers will not be allowed to cover more than three consecutive weeks of on-call at a time. Should weeks remain without volunteers for coverage, workers may ultimately be required to cover weeks originally assigned OR names will be drawn at random to ensure coverage. If there is an emergency and you are not able to cover your shift please notify your supervisor immediately.

Your work cell phone is designated as the “On Call Phone”. Workers will be added to the rotation after 6 months of service, intake training and required trainings are completed. The on-call rotation will be scheduled in advance and can be found in your Calendars. Koryne Austin also sends updates via email regularly.

For your first **FIVE** times of being on call, it is required that the worker contact a supervisor regarding all calls received while on call. Supervisor's and Administrative Staff are not included in the regular rotation, as they are available to workers on call at all hours. Workers can call the supervisors at any time day or night for information, guidance, or help. If the Sheriff's Department or Hotline is unable to make contact with the scheduled on-call worker, they will follow up with a supervisor. Please keep in mind that if there is a major event- example drug bust – and there are numerous children involved that several of us may be asked to assist the on-call worker.

The matrix code will be sent out monthly by your supervisor. This allows you to contact the hotline as a CPS worker for more information. To access the updated Foster Care list please contact Supervisor Heather Anderson or Supervisor Cannon Morris. The updated Foster Parent List can be found on the OneDrive.

CPS Procedures:

You must have CWS2000.1W completed if a CPS worker and if you are not a CPS worker, you must also have CWSE 1515 (Module 1 & Module 2), CWSE 2020 and CWS2020W completed.

The on-call worker is responsible for responding to calls received on call immediately.
Please note- CPS has deadlines to respond to CPS calls starting with the time the call is received, and situations that needs to be responded to **within 24 hours are likely to arise.** These can be the responsibility of the on-call worker. When responding to an on-call situation, please ensure you are equipped with drug tests, drug test results forms, the **PAT (Permanency Assessment Tool), releases of information, and blank safety plans.** Please contact the CPS Supervisor for guidance if needed.

Workers are required to enter information into OASIS as soon as possible (immediately on the next business day) and supervisors must be notified immediately upon agency opening. State Hotline referrals will be entered, unless their system is down. Please get an overview of the information as well as the OASIS number when notified. If there is a delay in entering information into the computer then the on-call worker should provide the supervisor and appropriate case worker with information either verbally, in an email, or by providing a copy of handwritten notes. **If you are going to be out of the office – please call and share your on-call information with the appropriate supervisor immediately.**

There are also CPS requirements that require 2 hour notifications to Law Enforcement and Commonwealth Attorney.

Franklin County Sheriff's office should be notified by emailing
Lt. JP Nolen (jp.nolen@franklincountyva.gov) ; Lt Holly Willoughby (holly.willoughby@franklincountyva.gov) ; Lt Jonathan Holley (Jonathan.Holley@franklincountyva.gov) ; Inv. Morgan Mooreman (morgan.moorman@franklincountyva.gov)

If the case is in the town, please notify the Rocky Mount Police Department by emailing
Sgt Jeff McCarty – Rocky Mount Police Department (jmccarty@rockymountva.gov),
Inv. Trey Poulin – Rocky Mount Police Department (tpoulin@rockymountva.gov),
Inv Ed Hodges – Rocky Mount Police Department (elhodges@rockymountva.gov)

Commonwealth Attorney Cooper Brown (Cooper.Brown@franklincountyva.gov),
Assistant Commonwealth Attorney Sara Jamison (sara.jamison@franklincountyva.gov)

APS Procedures:

You must have knowledge center training ADSE5052. When APS calls are received the on-call worker is only permitted to act as an “intake worker” unless that worker has received all mandated APS trainings. Once a call is received, the on call worker **MUST** contact APS Supervisor Emily Worrell or Senior Worker Wendy Webb immediately about the call and any possible responses needed. All APS calls must be entered into the system within 48 hours. If that is not possible information must be recorded on the APS Intake Form and turned into the APS Supervisor in a timely manner, so the information can be entered on time. Please get in touch with the APS Supervisor Emily Worrell for any further instructions.

Foster Care Procedures:

On-call does receive calls regarding children already in the custody of the agency. Please gather as much information as possible from the caller. These calls could include children running away, a child needing emergency medical treatment, or the need for a new foster care placement. Please contact Foster Care Supervisor Heather Anderson or Foster Care Supervisor Cannon Morris immediately and ask for assistance if you are unsure of how to proceed. If the information that is received while on call is not urgent, please inform the appropriate worker and supervisor immediately the next working day.

In Home Services Procedures:

Calls received while on call that is open to In Home Services may also be serious. The information gathered may need to be considered as a new CPS complaint. If the information does not appear serious, please take all information and pass along to worker the next business day. Any questions or concerns please call In Home Services Supervisor Alexandra Young.

As Approved by the Franklin County Board of Social Services 10/28/2025 Resolution #01-10-2025

(RESOLUTION # 01-10-2025)

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

MOTION BY: Bill Gruchow

SECONDED BY: Barry Ferguson

VOTING ON THE MOTION WAS AS FOLLOWS:

AYES: Roberts, Thorp, Ferguson, Holden, Carter, Guilliams, Gruchow and Tudor

NAYES: None

ABSENT: None

DEPARTMENT UPDATE: BENEFITS UNIT

Kartrina Davis, Self-Sufficiency Specialist III, Benefits Unit, provided an overview of the VIEW Program.

TANF-TEMPORARY ASSISTANCE FOR NEEDY FAMILIES. (cash assistance program). You can have a single parent, unemployed parents (TANF-UP) or grandparents. One of the main eligibility factors is proof of relationship. The child must be related to the applicant, and this can be verified by a birth certificate. There is a 60-month limit on receipt of TANF.

Once approved for TANF, the client will be required to participate in VIEW (Virginia Initiative for Education and Work.)

VIEW is a program of employment, education and training.

They may not be required to participate in VIEW if they have a child in the home less than 12 months old or meet an exemption. The main exemption is medical.

The TANF worker will refer the mandatory VIEW case to me, I will maintain the SNAP and Medicaid with that TANF/VIEW case.

VIEW program offers participants the opportunity to:

1) Learn work skills necessary for self-sufficiency. This is done by my referrals to Career Support Systems.

2) Achieve economic independence by providing positive incentives to look for work such as gas cards. I purchase once a month from Sheetz and distribute on the 3rd Tuesday and Wednesday of each.

3) Obtain skills to prepare for a job and work experience. We have a job readiness class twice a month at our office. TAP (Total Action for Progress) provides the counselor. She does career coaching and support counseling.

I must complete an initial VIEW assessment. I schedule the client to come into the office for a face-to-face interview.

The client must sign the VIEW Agreement of Personal Responsibility (APR). Once signed, there is a 24-month VIEW eligibility period.

2 clocks will be counting on the VIEW participant. 60-month Federal TANF clock and 24-month VIEW clock. Both clocks must be monitored in VaCMS.

I assign VIEW participants to work activities which they must do for the month. One of the core activities is Job Searches. The maximum number of Job Search hours per week is 35. They must complete the Job Searches on a job search form which is due by the 5th of each month. I must enter each job search contact date in ESP (Employment Service Program) in VaCMS by the 15th of each month.

I have phone interviews once a month with my ongoing VIEW participants.

Supportive Services that we offer:

Child Care

Transportation-vehicle repair, car insurance payments, car payments, purchasing vehicles

Housing- security deposits, rent, mortgages, and electric bills

Medical/Dental-eye appts/glasses, routine cleanings

Once a participant is employed. TANF may close due to excess income. If so, they will be eligible for VTP (VIEW Transitional Payment) of \$50.00/mo up to 12 months. They must maintain 30 hours per week of employment to receive this payment.

I do job follow-up with VTP participants every month which has to be entered into EPS in VaCMS by 15th of each month.

DEPARTMENT UPDATE: BENEFITS UNIT

Jessica Davis, Assistant Director, Services Unit, reported, in the absence of Ashley Rutter, Assistant Director, Benefits Unit, statistics for Benefits Report based on most recent PIMR (Performance Indicator Monthly Report) from August 2025 and current SNAP Apptrack:

Program:	FCDSS	GOAL	STATEWIDE
SNAP (expedited)	96.15%*	97%	96.6%
SNAP	100%	97%	99%
TANF	100%	97%	97.9%
VIEW	10.5%**	50%	25.4%
Medicaid Reviews	99%	97%	97%
Child Care	100%	97%	88%

Jessica Davis, Assistant Director, Services Unit, The agency dropped below 97% for the month on expedited applications because 2 cases were being out of compliance; one of the cases, the client missed the initial interview and contacted the agency on the last day (day 7) requesting the worker complete the interview that day near the end of the work day; the worker interviewed the client right away in attempts to complete the case on day 7 which would be timely, but due to the fact that the client did not complete the interview until late in the day, processing ran past 4:30 p.m. for our normal processing business hours, resulting in a late issuance; however, had the client kept the original appointment, the agency would not have been in error or the client had contacted the agency instead of waiting until the final moments of processing, this would have been in compliance but the worker was trying to accommodate the client's request for the interview time. The

other case that was noted as out of compliance, was actually processed timely on day 7 as well, however, when the worker contacted the client to inform the client that they could pick the card up or ask if the client preferred for their benefits card to be mailed, the client did not answer and did not contact the agency until 3 days later and the card was issued at that time. The application itself was processed timely, however, due to the fact (that was beyond the control of the worker-the client did not answer and could not be notified about the card issuance), the card could not be issued the same day, resulting in the agency being out of compliance in getting benefits to the client.

**The VIEW participation rate refers to the client's participation in work, education, or training experiences. The agency can encourage, guide, provide opportunities, etc. however, it is ultimately up to the participant to choose to participate. Additionally, the participation rate includes participants who are exempt from participation in the program due to medical reasons, having a child under the age of one year, etc. Additionally, if a client willfully chooses not to participate, it results in a sanction of their benefits, which also contributes to our work rate participation numbers. The agency has a low number of participants who are required to participate, and one participant being sanctioned can result in a significant reduction in our rate.

The agency is working towards reducing the overall SNAP error rate of the state. The management team and Assistant Director are meeting bi-weekly to discuss internal case review process and to pinpoint error trends. In addition, Assistant Director Ashley Rutter has met with the Assistant Directors from both Martinsville/Henry County and Shenandoah Valley DSS to discuss strategies and share information on how to support staff; Additionally, Assistant Director Rutter made arrangements for VDSS staff Sharma Rajkumar (state SNAP compliance Coordinator, Strategic Outcomes) to meet with FCDSS management team in order to ensure that the management team is accurately reviewing cases for errors. Benefits staff met for their quarterly training meeting on Oct 23rd to discuss continued strategies for reducing errors and to continue to deliver benefits in an accurate and timely manner to the citizens of Franklin County.

DEPARTMENT UPDATE: SERVICES UNIT

Jessica Davis, Assistant Director, Services Unit, reported for the SafeMeasures data reviewed on October 17, 2025 with extraction data of October 17, 2025. For the data pulled, we met AFGAR documentation, Kinship Placements, Foster Care visit, and In Home contacts. We did not meet our goal of 95% for First Victim Contact due to one family not willing to make contact with us within that timeframe, one family due to safety concern for potential retaliation over the weekend, one family not willing to bring all the children for us to see, and one family we were not aware if the youth was an adult or a victim child. However, all contacts were made but after the response time.

Safe Measures		FCDSS	PIEDMONT	STATE	Prior Month (FCDSS)	Last year year same month (FCDSS)
CPS Timeliness of Victim Contact	GOAL 95%	94%	82.5%	84.9%	96.5%	93.7%

Foster Care Monthly Visits	GOAL 95%	98.7%	94.9%	92.3%	98.7%	98.5%
In Home Services First Contact	Goal 90%	95.4%	88.5%	87.6%	95.1%	93.7%
AFCARS-Court Documentation in OASIS	GOAL 95%	98.2%	84.3%	84.4%	98.2%	100%
Kinship Placements	GOAL 24%	26.4%	24.4%	22.8%	26.4%	20.8%

DIRECTOR'S REPORT/STAFF VACANCY REPORT:

Anita "Toni" 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.

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

VACANCY TIME PERIOD: September 16, 2025 - October 15, 2025

Total Agency Vacancies as of 10/15/2025: 8 Vacancies

Services Division - 5 (#62, #71017, #87, #48 Family Services Specialist I/II, Child Protective Services, and Foster Care/Foster Care-Adoption-Recruitment & #90 Family Partnership Coordinator

Benefits Division - 2 (#49 Fraud Investigator & Benefits Program Specialist #57 Long Term Care)

Administration Division - 1 (#52 APAII)

Recruitment in Process: Family Services Specialist I/II (Family Partnership Meeting Facilitator) Req #4644 #90

Applied: 6

Screened: 3

Interviewed: 2

Offer: 1

Hired: 11/17/2025

Recruitment in Process: Family Services Specialist I/II Req #4645 #71017 & #48 Foster Care and Foster Care/Adoption/Recruitment

Applied: 3

Screened: 1

Interviewing: 1

Offer: 1

HIRED: 0-the applicant offered declined the salary requesting \$10,000 more than we could offer

Reposting with new Req #

Current Postings:

FSS I/II #48 & #71017

Future Postings:

FSS I/II #62 Foster Care

FSS I/II #87 CPS
Fraud Investigator II #49
APAI #52
BPS I/II LTC #57

New Hires:

N/A

Promotions:

Jamie Goad #1000597 moved from HSAILI to FSSI with the required FSS experience being met per State HR

Lateral Move:

N/A

Temporary Part Time Emergency Worker:

N/A

Separations:

N/A

Retirements:

Rosetta Jeffries #57 09/30/2025

Interns:

Keira Kennedy Ferrum College 1 paid intern under #87 (20 hours week in CPS unit)

24-25													
Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	March 25	April 25	May 25	June 25	July 25	Aug 25	Sept 25	Oct 25	
8	5	NA	6	7	8	8	6	8	8	7	7	8	

OTHER MATTER DISCUSSED

Dave Thorp stated he was very proud and amazed at what our workers do. Bill Gruchow said he was very pleased with how well FCDSS is doing budget-wise. Anita "Toni" Turner stated the Budget Committee will look at salaries again at next meeting.

Bill Gruchow had a question about a post he saw online regarding the Foster Care team working on sponsoring children in our care for Christmas. Jessica Davis explained that we have approximately 80 children in foster care currently and the program is designed for each sponsor to receive the first name and a wish list of a child. The sponsor will then purchase presents for their given child, spending approximately \$100-\$150 per child. The presents will then be delivered to each child by a team member from FCDSS.

Mike Carter asked if we have any figures or information on the homeless situation in the county. Anita "Toni" Turner relayed that Pam Chitwood with West Piedmont would have the most accurate information and she would reach out to Pam to see if she could get some accurate information.

Sharon Tudor, Chair, adjourned the meeting until Monday, November 17 , 2025.

Chairperson

Secretary