

The Accomack County Board of Social Services met at its facility on Tuesday, August 21, 2018, at 9:30 A.M. Present were Ms. Laura B. Gordy, Chairman; Ms. Reneta Major, Vice-Chairman; Mrs. Elsie B. Mackie; Mr. Robert Crockett; Mr. John Sparkman; Mr. Robert B. Martin; and Mrs. Vicki J. Weakley, Director.

Ms. Gordy called the meeting to order. Mr. Sparkman gave the Invocation.

Ms. Gordy proceeded to **Item 3 – Introduction of new Board Member: Robert B. Martin.** Ms. Gordy stated she had the pleasure of introducing Mr. Robert B. Martin to the Board; however, she believed everyone had previously met him. At that time Mr. Martin stated he had been introduced to everyone. Ms. Gordy then asked everyone present to say his/her name for Mr. Martin.

Ms. Gordy continued to **Item 4 – Approve Minutes of July 17, 2018.** On motion by Mr. Mr. Crockett; seconded by Ms. Major, the Minutes of July 17, 2018 were approved as written.

Ms. Gordy proceeded to **Item 5 – Presentation by Troy Greenley – Information Systems Support Specialist II.** Ms. Gordy stated Mr. Greenley would be giving an IT report. Mrs. Weakley informed Mr. Martin each Supervisor had been giving a report to the Board Members concerning the duties of each unit. Mr. Greenley introduced himself and stated he was an Information Systems Support Specialist II and then handed out booklets to the Board showing a brief overview.

Mr. Greenley stated the job roles and responsibilities include being the Security Officer; giving access to all new workers for VaCMS and other programs; and getting trainings set up and filed away. He further stated probably the hardest part of the position was the hardware and software of the agency; i.e., troubleshooting, maintenance, upgrades, repairs and backups. This is a brief overview of his numerous duties.

Mr. Greenley stated his job as Security Officer includes maintaining user access in training records and he keeps employee files with all of the information. He collects the National Directory of New Hires Training which the new benefit workers have to take. He also collects user acknowledgment for IT resources and training to be sure everyone is aware of our information and insurance policies. He also makes sure workers follow the security compliances we have, such as locking computers when they leave their desks to be sure no one can get access to their computers. He sits down with the workers to set them up, help set up their email and be sure they can log into their computers. He also calls VITA which is the State's IT Department and they deal with setting up a PIN and a password so when they call the Help Desk relative to VaCMS they can verify it is actually them and not a random person not affiliated with the State or a former employee of the State. We have over 20 plus systems he has access to and some are hosted here and some are on servers for the State. The password resets for those is a high volume of users saying they are locked out.

Mr. Greenley then showed a slide explaining some of the programs we have at the agency. OASIS is a large program used by Child Welfare Unit to do all of their documentation and the Adult Protective Services uses ASAPS to do all of their documentation. The large program for the Benefit Units is VaCMS and Mr. Greenley stated he uses SAMS most of the time for accessing some of the programs as well. We recently changed to Gmail which was a major transition approximately a year ago. Some people like it and some don't; however, it is calming down a little as people are getting used to it.

Mr. Greenley then stated the Information Technology Support is the program that requires most of his time. Laserfische is the first of the servers we have locally

and it is probably the most used one. This is our document management server so most of the documents we get on the benefit side; i.e., applications for different programs, medical information, expenses, etc. are electronically stored so we can review them at a later date. He worked with the company and the State, who required their own document management system, so they could have a copy of the documentation. That caused an issue not only with our system, but with theirs as well. We had to double scan documents and that was very time consuming. So now overnight our server is hooked up with theirs and it will upload, package all of the files, send them over and they will have small bits of information called metadata and it will be uploaded on their system as well as ours so we will each have a copy.

The next server we have is EZ-Filer which is the old name they used. It hosts Thomas Brothers which is a financial system. Mr. Greenley stated he upgraded it to a new server. The other system was a 2003 and it was barely chugging along. We have a 24TB NAS which is a storage unit. Basically Laserfische and EZ-Filer backups are done overnight and are placed on this large storage unit. With 24TB it is quicker, faster and reliable.

Mr. Greenley then stated the next server we have is the security system. This is how we get into all of the doors of the building and make sure workers can get access to what they need. However, some don't need to have access into some of the file rooms. Also, if workers lose their badges he has to go into the system and remove the badge and make sure no one else has picked it up and used it. Mr. Greenley stated he also prints off new badges.

Mr. Greenley stated we have a relatively new server called MagicInfo. It is smaller and it actually looks like a desktop. It is used for the digital sign-in we have in the reception area which lets clients know about upcoming events. If anyone in the agency would like something placed on it, they go to Human Services Specialist II Meghan Gaffney and she will place it as a slideshow on the television we have set up in the reception area.

Mr. Greenley proceeded to the Unify Phone System which he uses for new employees; i.e., setting them up by giving new passwords and setting up their phones. If someone calls the switchboard, there is a directory service and they can start typing the name on the keypad and the call will go directly to the worker and not be sent back to the operator.

Mr. Greenley then stated we have an Alibi Camera System with 15 cameras in the building for security purposes and CPS (Child Protective Services) has a camera in the visitation room with audio on it while family is visiting with the children. The CPS workers can actually log into that camera and get a live feed directly on their computers. It is also recorded so if something were to happen during the visit, Mr. Greenley can pull that video off and put it on DVD's for use in court, etc.

Mr. Greenley stated we have 60 desktops in offices and most of them have dual monitors which is 120 monitors; 15 surface tablets which are held by all CPS and APS workers which can be used while they are on the road or have an emergency; 15 cellphones which are used by the same workers and they also have internet service; 45 scanners used for Laserfische primarily or to scan documents; 60 printers, and 5 Xerox machines, four of which are black and white only and one is color Xerox – this is used by assigned workers only as the cartridges are more expensive and he manages that Xerox as well.

Mr. Greenley then proceeded to Networking. He stated this was the most confusing part as there are two routers, four switches and three mesh Wifi

routers. The easiest way to explain it is we have a router which is connected to the internet and has switches which distributes the internet to the entire building for access by workers. One of the routers is connected to the State and that is how we can receive all applications. We have a router which is similar to the one we have in our homes which powers a wireless signal to the building. We can also control the temperature to the thermostats in the building which saves money on the electric bill as the temperature is lowered at night when no one is in the building. It also controls the check-in system when you enter the building and enables workers to see who is here. Benefit workers also have access to it so they can determine whether their clients have arrived for an appointment.

Mr. Greenley stated finally we were at Upgrades and Recycling. Our PC's in the agency are on a 4-5 year refresh cycle depending on what type it is with the State and VITA. Sixty PC's are a lot to install with every employee. We are up for a refresh in January. We should receive 50-some if everything goes well; however, they have just gotten a new contractor and that might take a little longer.

Mr. Greenley stated when he has to do upgrades he has to send a list to VITA and make sure our inventory is what it is supposed to be and then they will approve it for either return or destruction. He had a list showing items he had been collecting for the past year for recycling in the building and shed – mostly small items.

Mr. Sparkman inquired when a system or computer becomes outdated, how do they destroy them. Mr. Greenley stated when some are sent back to VITA and they are new enough, VITA will bulk sell them. However, if recycled they will grind them down. Most computers have a slight amount of gold in them so they will have companies go inside and strip the motherboard and extract the gold. Mr. Sparkman also inquired how the computers are cleaned as they have a lot of sensitive material. Mr. Greenley stated the ones he takes he removes the hard drives and locks them up in a cabinet until he can destroy same. He takes them apart and breaks the platters and hard drive. They look like metal but they break with the plastic and there is no way to get the data. However, when they are returned to the State the hard drives are inside. The State decides how they will be handled and are responsible for removing the data. All of the tablets and laptops we have are encrypted.

Ms. Major inquired about our scanners and whether we had DMAS scanners to which Mr. Greenley replied we did as well. They are very expensive. The Energy Department is the only unit that totally scans everything into DMAS because of an issue with the VaCMS numbers are loaded so they scan manually.

Ms. Gordy inquired whether anyone had any questions. Everyone stated they enjoyed the presentation.

Ms. Gordy proceeded to **Item 6 – Director's Report**. Mrs. Weakley stated she attended the following meetings: Chamber of Commerce Annual dinner; Healthy Communities Executive Committee Planning Retreat; Virginia Department of Housing and Community Development meeting, CPMT (Community Policy and Management Team); Emergency CPMT; Trauma Informed work group; and Resilience Action Workshop. We also had a QAA (Child Welfare Review) on August 7, 2018. They only reviewed one record at that time. They noted the file was well organized, making it easy to verify eligibility and IVE approval, custody, placement and licensing. They found one error which has been corrected. We are required to turn everything in for IV-E as it is federally funded within 10 days. There was a misunderstanding with staff as they cannot get a birth certificate within 10 days and without it the case would

be denied for IV-E. They now realize they may not have the birth certificate within 10 days, but after the birth certificate is received policy allows a worker to go back in and reevaluate the case and approve it for IVE. We have now corrected this misunderstanding.

At that time Ms. Major inquired about the status of the CSA Coordinator position. Mrs. Weakley stated all of the documents; i.e., a new job description an EPPE (Evaluation tool we use) for the person; new organizational chart; local position request form and one additional form. State HR Department will give us a position number and as soon as we receive that we will advertise the position. Ms. Gordy confirmed this is the position for Accomack and Northampton Counties and Mrs. Weakley stated it was.

Ms. Gordy continued to **Item 7 – Fraud Report – Frances Bailey – Fraud Investigator**. Ms. Gordy stated the report was in the Board packet. Mrs. Weakley stated Ms. Bailey is back from maternity leave and we hope she will be with us for a long time.

Ms. Gordy proceeded to **Item 8 – FPM (Family Partnership Meeting Award) – Mrs. Weakley** stated we received \$1500 as a result of five Family Partnership meetings in the first quarter of this Fiscal Year – the first one having been on Tangier Island.

Ms. Gordy continued to **Item 9 – Local Board Member Training Update (10/25/18)**. Mrs. Weakley stated 10/25/18 is the date of the training in Norfolk. Our Eastern Regional Director has agreed to come to the Shore; however, she has not given us a date, but she anticipates the first part of November. Ms. Gordy inquired whether she would come to ACDSS and Mrs. Weakley stated she would. We have also invited Northampton County DSS to attend.

Ms. Gordy proceeded to **Item 10 – Financial Statement – Administrative Office Manager Shirley Harmon**. Ms. Harmon stated for the month of July our Total Expenditures were \$298,392.65. Our Year-To-Date Total Local Adjustment was \$77,347.66 and our Total Local Balance to Date was \$708,951.34. Ms. Gordy inquired whether anyone had any questions. Mr. Crockett stated we were below budget and it was good work.

Mrs. Weakley had an additional item for the Agenda – **Partial Deviation Request (Action Item)**. Mrs. Weakley stated the Board may recall when we had the last Board training, we learned even though we were functioning as a partially deviating agency, we were not. Mrs. Weakley was requested to work on getting that straightened out with the State. She submitted all of the documents to the State and at that time she was informed by Human Resources Director Donna German it would be around June 2018 before anything would be official. Then, in June or July Ms. German retired. When her replacement took over, Mrs. Weakley called and asked the status of the above and he had no idea about it. She re-emailed the email sent in January, and he in turn sent it to the next person in line. There were some concerns because with the County policies Mrs. Weakley sent, there is some compensation that is woven into the holiday and bad weather policies. She was concerned about it because the State policies are much more comprehensive. There were some specific things she mentioned in case we opened shelters. The State policy says if you got comp time for shelter duty and later the agency without using that comp time, you would be paid for that time. The County policy says you lose it, if you have not used it when you leave. The State policy addresses the fact if it is a holiday and a worker shows up for work, they do not get paid time and a half for showing up on holidays. However, the County policy is silent. She suggested we make the

request to deviate on the holiday and weather policies, but not change any of the compensation policies and for us to remain on the State compensation policy.

Mrs. Weakley stated the above has to be approved by the Board and then forwarded to Accomack County Resource Director Kathy Carmody and Accomack County Administrator Mike Mason for their signatures. Mrs. Weakley stated the Board Members had the actual holiday and bad weather emergency closure information and it is comparable. It is the compensation policy that is woven into the County's policies for holidays and bad weather that is different. The Human Resource person suggested we not deviate on the compensation piece. Ms. Gordy stated we needed a motion to approve or disapprove the above.

Mr. Crockett stated he had a question. Backing up a little bit he wanted to know whether Mrs. Weakley was speaking about staying with the County or State comp plan? Mrs. Weakley stated we would remain on our current comp plan. Mr. Crockett then asked whether we were changing anything. Mrs. Weakley stated we requested to deviate, from the State, on the holiday and bad weather closing policies. Mr. Crockett stated we would then be with the County, for those issues. Mrs. Weakley stated yes – that is what we have been doing; however, on paper it shows we are not doing that. We are trying to make the two match.

Ms. Major then stated she wanted to be sure she understood. We are following the County policy for closures, etc. and for the comp piece we are staying with the State. Mrs. Weakley stated that was correct.

On motion by Mr. Crockett, seconded by Ms. Major, the above documentation was approved as presented by Mrs. Weakley. The motion carried.

At that time Mr. Crockett stated he had another engagement and had to leave the meeting.

On motion by Elsie Mackie, seconded by Renetta Major, the Board went into Closed Session for the purpose of discussing Custody Case #20895862; Guardianship Case #1937558; and Director's Consult, as permitted by the Code of Virginia, Section 2.2.3712.

On motion by Ms. Major, seconded by Mrs. Mackie, the Board returned to Open Session (Mr. Martin – yes; Ms. Major – yes; Mrs. Mackie – yes; and Mr. Sparkman – yes).

On motion by Ms. Major, seconded by Mr. Martin, the Board approved the following (Mr. Martin – yes; Ms. Major – yes; Mrs. Mackie – yes; Mr. Sparkman – yes):

- I. Custody Case #20895862
- II. Guardianship Case #1937558

Ms. Gordy stated the next regular meeting is scheduled for Tuesday, September 18, 2018, at 9:30 A.M.

On motion by Ms. Major, seconded by Mrs. Mackie, the meeting adjourned at 10:25 A.M.

APPROVED: Laura B. Gordy

ATTEST: Vicki J. Weakley