

The Accomack County Board of Social Services met at its facility on Tuesday, October 16, 2018, at 9:30 A.M. Present were Ms. Reneta Major; Mrs. Elsie Mackie; Mr. Robert Crockett; Mr. John Sparkman; and Mrs. Vicki J. Weakley, Secretary.

In the absence of Chairman Laura B. Gordy, Vice-Chairman Reneta Major presided over the meeting. Ms. Major called the meeting to order and asked the Board to keep Chairman Laura B. Gordy in their prayers as she had been sick with a terrible cold. Ms. Major gave the Invocation.

Ms. Major proceeded to **Item 3 – Approve Minutes of August 21, 2018.** On motion by Mr. Crockett, seconded by Mrs. Mackie, the Minutes of August 21, 2018 were approved as written.

Ms. Major continued to **Item 4 – Introduction of New Employees: A) Verenice Pantaleon – Office Associate II – Eff. 9/1/18; B) Elizabeth Miller – Family Service Specialist II – Eff. 9/1/1/; C) Maria Vansant – Benefit Program Specialist II – Eff. 9/1/18; D) Lanequa Rogers – Benefit Program Specialist II – Eff. 9/1/18; E) Denise Stadler – Benefit Program Specialist II – Eff. 9/16/1/; F) Tierra Payton – Office Associate II – Eff. 9/16/18; G) Crystal Williams – Family Service Specialist III – Eff. 9/1/18 – PROMOTION.** Ms. Major stated we have an entourage of new employees. Mrs. Mackie stated we certainly have them and probably will have to do a few at the time. The first four entered the room. Mrs. Weakley stated we have Crystal Williams, our new Family Service Specialist III in the Child Welfare Unit. Ms. Weakley asked how long Mrs. Williams had been with ACDSS and Mrs. Williams stated nine years in January. Mrs. Weakley then introduced Elizabeth Miller, a new Family Service Specialist II in the Child Welfare Unit. Mrs. Weakley stated she will be out on the road a lot. Mrs. Weakley then introduced Tierra Payton and Verenice Pantaleon, new Office Associate II's in the front clerical unit. Ms. Payton is at the switchboard and Ms. Pantaleon had previously been serving as an emergency worker and is now fulltime. The Board welcomed the above four new employees.

Mrs. Weakley stated the remaining new Family Service Specialist II's would soon be appearing for introduction. Mrs. Mackie inquired whether all three would be in Supervisor Michelle Hart's unit. Mrs. Weakley stated yes – the Families and Children's Unit. Mrs. Weakley stated another worker in that unit had just left. Mr. Sparkman asked Mrs. Weakley why such a turnover. She stated we have not been completely staffed since Benefit Supervisor Linda Spence left. We had two people leave to go to social security because they pay 7 more a year than we do. Mr. Sparkman stated good reason. One person from m's unit left because her husband took a position in Northern Virginia and that would be too far to commute and another worker decided to go back to college fulltime.

At that time the new workers came into the Boardroom. Mrs. Weakley introduced Lanequa Rogers, Denise Stadler and Maria Vansant as new Benefit Program Specialist II's. Mrs. Weakley then introduced Brittney White, a new emergency energy assistance worker. She further stated the worker who had been asked to work energy assistance had backed out so Ms. White had come at a great time. The Board welcomed all workers to ACDSS.

Ms. Major proceeded to **Item 5 – Fraud Report.** Mrs. Mackie stated according to the report the referrals were increasing because without referrals you cannot do much. Ms. Major stated she was exactly right. Ms. Major then inquired whether Fraud Investigator Frances Bailey had completed her training. Mrs. Weakley stated she had done all of her training as fraud does not have a lot. The fraud investigators meet more regularly with State staff and investigators get inundated with emails that comes from the State giving hints on how to do this or that or we just learned some new information and wanted to share.

Sometimes these emails come on a daily basis and some of them come two or three times a day.

Ms. Major continued to **Item 6 – Director’s Report**. Mrs. Weakley stated she had attended the Regional Director’s meeting and another one was cancelled due to the storm; two Mock Fatality Review but one was cancelled and Governor Northam was supposed to come to that one; shelter duty and debriefing meeting after the hurricane and went over things that need to be done differently; CPMT(Community Policy and Management Team); an emergency CPMT meeting to do an audit response; an emergency CPMT meeting for a residential referral; a community presentation at Onancock Episcopal Church; and a healthy communities meeting. Mrs. Weakley wanted the Board to know we had Red Cross training for two days – August 21-22, 2018. It worked out well as it happened prior to the hurricane warning.

Ms. Major continued to **Item 7 – Library of Virginia (Certificate of Records Destruction): Benefit Case Records (Closed); Benefit Case Records (Receipt Books); and Benefit Case Records (Prior to 3 Year Retention Period)**. Mrs. Weakley stated we had lots of files to purge. After the Energy Assistance workers completed the cooling season, we had them go through both of our file rooms and reduce the amount of clutter and we had old receipt books that needed to be done. Everything has been done according to the Library of Virginia policies. On motion by Mr. Crockett, seconded by Mr. Sparkman, the purged files were to be destroyed in accordance with the policies of the Library of Virginia. The motion carried.

Ms. Major proceeded to **Item 8 – Back to School Project 2018 and Back to School Clothing Project 2018**. Ms. Weakley stated 17 families and 38 children were helped with school supplies this year. There was a donation from Ocean View UMC of \$400.00 and State Farm Insurance donated the 25 back packs as well as school supplies. She further stated we had spent \$435.74 at WalMart to also assist the families. There is a clothing project which is assisted by Salvation Army. A total of 21 families and 47 children were served.

Ms. Major stated she was going to combine **Item 9 – Transmittal Updating Local Board Member Handbook and Item 10 – Local Board Member Training Update (11/7/18)**. Ms. Weakley stated she had sent the Board a copy of the changes that occurred in the Local Board Member Handbook. She further stated she had recopied it and given everyone a copy of new handbook. Mrs. Weakley further stated the Local Board Member Training will be on November 7, 2018 at Accomack County DSS and Northampton County DSS Board will also be in attendance. The meeting will commence at 10 A.M. She handed out menus for Board selection and requested each member to inform Office Supervisor Linda C. Rew of their selection.

Ms. Major continued to **Item 11 – VPI Extension Office presence**. Mrs. Weakley stated the VPI Extension Office has been coming and sitting in the front reception area. They have been informing clients of hints for healthy eating, where to get food and how to prepare same. Mrs. Mackie inquired how often they are here and Mrs. Weakley stated they have been here once but they may come back. Mrs. Mackie stated they were at the Agency that morning. Mrs. Weakley stated they scheduled to come once a week for the month of October. They would see how it is received and make a further decision. She further stated the gentleman from VEC normally comes once a month normally on Tuesdays.

Ms. Major proceeded to **Item 12 – Medicaid Expansion**. Mrs. Weakley stated Medicaid Expansion stated we will commence receiving applications

November 1, 2018, which is earlier than the January 1, 2019 date stated. Most of the applications will be the pre-printed applications for people who are already getting some Medicaid but not full Medicaid, people who were recently denied but an application is still on file, people with Families First which is limited Medicaid. and they will automatically start sending those to us through the computer. We are in a difficult position as the ongoing unit which will receive most of the applications only has two experienced workers left in the unit and the rest of the unit workers have been here less than one year. We are scrambling to get everyone trained. They were scheduled for their first training. We were not expecting the CBBT to be closed due to high winds from the storm; however, the girls were able to get across the Bay for their training. We are scheduling training in Roanoke for the next training as it will take too long to get training in Virginia Beach.

The State promised they would multiply the number of trainings and they have not done it yet. Mrs. Mackie stated November 1<sup>st</sup> is around the corner. The State gave us enough money to employ two new workers. Mrs. Maria Vansant, who was introduced earlier, is one of the two hired with the funding; however, the second one offered a position had to decline due to her driving record. We have re-advertised and interviewed the previous Friday and more the next day to replace the girl who was not able to take the position and also replace the position vacated by Terence Smith. If we can get enough out of the next round benefits will be fully staffed but unfortunately, they will not be trained. Ms. Major stated we have a young group of workers. Mrs. Weakley stated age wise they are young in experience but age wise they are a little more mature. Mrs. Mackie inquired whether the Intake Unit could help with some of the work. Mrs. Weakley stated intake is slammed without Medicaid Expansion starting. Mrs. Mackie stated with all of the new workers not receiving training we were going to see overdue applications. Mrs. Weakley stated it appears the group of new workers are picking up and learning very quickly. A couple of them had been exposed to Medicaid in their previous jobs. We are very excited about one worker who was offered more money but she decided to come anyway. The State has been challenging; for example, they gave us a little money so we have spoken to Ms. Vera Hayes who was a benefits worker and retired. She is coming out of retirement to assist us with applications. We are going to see if we can get her to start a little earlier and help with existing applications. Ms. Madonna Wessells who was also a benefits worker and retired had come back part time to assist us. Part of the problem in addition to this they are changing vendor for all computers. All computers that were supposed to be refreshed this year will not be refreshed until next year. We do not have any spare computers so some people do not have computers. We were going to purchase laptops for the new workers; however, the State would not let us have them until we had a warm body in place. We have requested one for Mrs. Vansant and a response was returned to me that they were taking her request under consideration. Mrs. Weakley further stated staff is apprehensive as the State has informed us we will probably have 2000 more Medicaid cases – 2000 cases and two new workers will not work. Mrs. Mackie stated they are setting us up to fail from the beginning and with all the new workers that is double jeopardy.

Mrs. Weakley stated she has had a conversation with the Eastern Regional Office and explained the situation we have and the young staff we have. Our overdue numbers are increasing. Ms. Major stated that is on the benefit side and we don't need to talk about the service side. Mrs. Weakley stated we are meeting on a regular basis and come up with a clever idea to make things work. We have called all of our recent retirees as they know the program. We are trying to be as proactive as we can be. We are hearing every state that has implemented m e the numbers have been greater than what was expected. With 2000 applications they are saying that number represents clients who are

approved and not the number of applicants who apply and we have to deny them. We are anticipating more than 2000 applications.

Mr. Crockett stated to Mrs. Weakley if he were in her position he would be making notes of all the impossibilities they are asking her to meet so at such time when "powers that be" want to blame locals of not doing it, she could shoot back a letter to them. Mr. Crockett stated they will definitely blame locals.

Ms. Major proceeded to **Item 13 – Shelters**. Mrs. Weakley stated we are updating things and get ourselves in a better space. Hurricane Florence gave us a dry run. It turned out not to be bad and she believed we served approximately 13 people. We closed one shelter early. It really identified some things we need to do differently. It made us realize we needed to make some changes with our supplying the shelter kits so the next time we have to open shelters, we will be on it.

Mr. Crockett stated he noticed she did a debriefing after the shelter duty which he thought was wise. He further stated he hoped the Governor's Office did a debriefing and they learned from the experience. They called it way too soon. Mr. Sparkman mentioned a pet shelter. Mrs. Weakley stated they did have a pet shelter but the pets had to be current on their vaccines and in a crate. Mr. Crockett stated they are currently working on another shelter with the Accomack County School Board at Nandua High School.

Ms. Major inquired whether the persons working the shelters were going to be compensated and Mrs. Weakley said they were working on it. She stated Jen Cooper, the Regional Administrative Specialist, stated we should put the money through reimbursement; however, it might take two or three years to get it. Currently we have given them comp time. Ms. Cooper stated she was going to get clarification on this. Mrs. Weakley stated Ms. Cooper stated she thought the workers should only be compensated for the time they were actually doing something. Mrs. Weakley stated she sort of went off on Ms. Cooper for the remark. Mr. Crockett stated this would not get to first base with the Fair Labor Standards policies. Mrs. Mackie stated it is bad enough if a worker has to go. She further asked how long they had to stay and Mrs. Weakley stated they anticipate staying 72 hours. Mrs. Mackie then stated a worker is required to stay 72 hours; however, they will only be paid for 22 because they were sitting there the remainder of the time sitting in a chair not doing anything? She stated the main part of shelter duty is getting everyone registered after that is completed unless you are preparing meals, they would be sitting.

Ms. Major stated the social services staff mans the shelter and they are responsible for seeing the shelter is running by periodically checking on people. Mr. Crockett stated it is our responsibility. Mrs. Mackie stated if they are not going to pay the workers for two years, how are we going to keep track of a worker's comp time? Mrs. Weakley stated Ms. Cooper would be checking with the State on how to handle this.

Ms. Major proceeded to **Item 14 – Commissioner's Letter**. Mrs. Weakley stated she had given the Board Members a copy of the letter. At that time Ms. Major inquired whether the Board Members had received a copy of the letter from the Commissioner. The Board stated they had not. Ms. Major got a copy of the letter from the Commissioner. Mrs. Weakley stated the Commissioner was informing us we are over the numbers they want us to be for IV-E which is the foster care money. Our error rate is 33.33% which represents two mistakes. We

have corrected the issue. There was a misunderstanding with staff because they could not get the birth certificate quick enough and they were not getting all of the paperwork submitted to benefits to get the child approved for IV-E. Now they understand they turn in the paperwork and get an initial denial. When the birth certificate arrives, they turn it in and the case is revisited and approved. This should clear up that problem going forward. In SNAP our error rate is 16.67%, which represents one mistake of \$49.00. Ms. Major stated she did not know what the mistake was; however, she wanted to make our Board know a mistake could be as simple as an unchecked box. She is not trying to minimize this but she wanted the Board to know the State wants us to be at 100% but with young staff and training is held at far locations, we are facing these issues. We are going to get cited.

Ms. Major stated she had never been sent a letter directly from the Commissioner; however, she assumed they probably thought she was still the Chairman of the ACDSS Board. She further stated when the State starts sending letters like this to Board Members, they want the Board to be aware.

Mrs. Weakley stated this was discouraging and if you are telling me one mistake will give me an error rate of 16.67%, she cannot make any mistakes. Mrs. Mackie inquired how one mistake can result in a 16.67% error rate. Ms. Major stated it depends on the size of your caseload. She stated larger agencies can make 10 errors and not get a 16% error rate. They have such large caseloads.

Mrs. Mackie inquired whether the State comes to review IV-E cases. Mrs. Weakley stated they come and review cases every time we get a new one. They come at least every three months; however, it feels like we have been constantly reviewed. Mrs. Weakley stated the latter part of the week the Federal reviewers will be back to review more cases. Mrs. Weakley stated because we are such a small agency, we have been pulled every year for a review. They only pull four to five cases in the entire State and we are always in that number. Mr. Crockett stated our code is 001.

Ms. Major continued to **Item 15 – Financial Statement – Administrative Office Manager – Shirley Harmon**. Mrs. Harmon stated we did not have a Board meeting in September. The financial statement shows for the month of August our expenditures were \$317,983.91 and for the month of September our expenditures were \$293,170.66. Our Year-To-Date Total Local Adjustment was \$158,291.76 and our Total Local Balance to Date was \$628,007.24. Mr. Crockett stated we are four months into the new Fiscal Year and on budget would have been 33.3% and we are at 26.17% which is good news.

On motion by Mr. Crockett, seconded by Mrs. Mackie, the Board went into Closed Session for the purpose of discussing Acceptance of Custody (Custody/Non-Custodial – Case #001-054503004); Employee Evaluation – Information Systems Specialist II – Troy Greenley; Employee Evaluation – Office Supervisor – Linda C. Rew; Employee Resignations: (Tyler Major – Benefit Program Specialist II – Eff. 7/3/18; Cielo Crianza – Benefit Program Specialist II; Ebonne Tate – Benefit Program Specialist II – Eff. 9/30/18; Terence A. Smith, Jr. – Benefit Program Specialist II – Eff. 10/12/18); and Director's Consult, as permitted by the Code of Virginia, Section 2.2.3712.

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

Ms. Major stated the next regular Board meeting is scheduled for Tuesday, November 20, 2018, at 9:30 A.M.

Ms. Major stated the Board needed to decide how they wanted to do Director Weakley's Evaluation; i.e., do it like it was done last cycle or in another way. Mrs. Weakley inquired whether they wanted her to put it on the November Agenda and Mr. Crockett stated yes.

Mr. Crockett stated he might be a few minutes late for the November 7, 2018 Board Training as he has another appointment at 9:30 A.M. Ms. Major then inquired who was supposed to be notified relative to their attendance at the training and lunch selection. Mrs. Weakley stated they should contact Office Supervisor Linda Rew.

On motion by Mr. Crockett, seconded by Mrs. Mackie, the meeting adjourned at 10:40 A.M.

APPROVED: **Reneta Major**\_\_\_\_\_

ATTEST: **Vicki J. Weakley**\_\_\_\_\_