

The Accomack County Board of Social Services met at its facility on Tuesday, December 17, 2019, at 9:30 A.M. Present were Ms. Reneta Major, Chairman; Mrs. Elsie Mackie, Vice-Chairman; Mr. Robert Crockett; Mr. John Sparkman; Mr. Robert Martin, Ms. Laura B. Gordy; and Mrs. Vicki J. Weakley, Secretary.

Ms. Major called the meeting to order. Mr. Robert Crockett gave the Invocation.

Ms. Major proceeded to **Item 3 – Approve Minutes of November 19, 2019.** On motion by Ms. Gordy, seconded by Mr. Crockett, the Minutes were approved as written. The motion carried.

Ms. Major continued to **Item 4 – Farewell to Board Member Laura B. Gordy.** Ms. Gordy stated we could skip this item. Mrs. Weakley stated we could not skip this item as Ms. Gordy had been on the Board longer than any other Board Member and has been part of our Agency for a long. She further stated we wanted to say Thank You very much and we hoped she had a happy retirement. At that time she presented Ms. Major a large arrangement of flowers from the Agency. Mr. Crockett and Ms. Major each thanked Ms. Gordy for her service. Mr. Crockett stated Ms. Gordy had been very dedicated. Ms. Gordy tearfully stated she had enjoyed it.

Mr. Sparkman stated he had been on the Board for approximately eight years and he could remember Ms. Gordy way back. Ms. Major stated she and Mr. Crockett represented their Districts; however Ms. Gordy was the Accomack County Board of Supervisors representative on the ACDSS Board. Ms. Major further stated she was sure Ms. Gordy knew the sentiments of the Board and that Ms. Gordy had added a lot to the Board. She appreciated Ms. Gordy's diligence. She further stated there could be a possibility someone might not read the ACDSS Board Minutes; however, she knew Ms. Gordy did. Ms. Major thanked Ms. Gordy for her service. Ms. Gordy again stated she had enjoyed it and thanked the Board Members. Everyone stated it had been a pleasure working with her on our Board. At that time everyone gave her a hand for her service.

Mrs. Weakley stated she was welcome to attend a meeting anytime. Mr. Crockett stated and she was welcome to attend our luncheons. Mrs. Weakley stated we would be sure she got an invitation.

Ms. Major proceeded to **Item 5 – Fraud Report.** Ms. Gordy stated Fraud Investigator Frances Bailey must be pretty busy as she was getting ready for Tax Intercept for 2020 and trying to finish up with 2019.

Mrs. Weakley stated Mrs. Bailey had been in her office that morning in a panic and she had received an email which stated there was a case which was three years overdue. She then stated she then realized this happened before she came onboard at ACDSS and she was okay. Mr. Crockett stated it was good she looked at it that way.

Mrs. Weakley stated Mr. Crockett had previously mentioned the client who was given a 35 year sentence and the reasoning why the sentence was reduced so much. Mrs. Weakley stated the client agreed to plea so he would not be violated on his probation and that played into the judge's decision.

Ms. Major continued to **Item 6 – Director's Report.** Mrs. Weakley stated she had attended the following meetings: 1) Eggs and Issues at the Eastern Shore Chamber of Commerce; 2) Regional Directors' meeting for new directors; i.e., a director who has been on for less than three years. They talked to the directors

about the systems to check on workers to see all deadlines are being properly met; 3) CPMT (Community Policy and Management Team) meeting; 4) Monthly ACDSS Supervisors' meeting; 5) Mrs. Weakley stated she missed the VLSSE (Virginia League of Social Service Executives) Professional Development Committee meeting as issues were being addressed at the agency – she will be working on attending January 2020 forward; and 6) Eastern Regional Directors' meeting.

Mrs. Weakley stated she had some updates about what is transpiring at the Eastern Regional Director's Office. Eastern Regional Director, Jo-Ann Wilson-Harfst, has resigned (retired), along with a number of other Regional Directors.

There are a number of people in the Central Office in Richmond who have resigned as well. Mrs. Wilson-Harfst was the Eastern Regional Director in Norfolk and she covered twenty-three agencies. She supervised all of the Eastern Regional Specialists who do case readings, and assist us when we call because policy is not clear, or a client has an unusual situation and we cannot figure out how to apply policy.

Mrs. Weakley stated so many Regional Directors have left, the State is taking the opportunity to rewrite their job descriptions, not only for regional directors, but for regional consultants as well. Mrs. Weakley stated they were changing the names for the regional consultants, but she could not remember the new title. Mr. Crockett stated a consultant was not a proper title as that is someone who comes from the outside you bring in to review. Mrs. Weakley stated apparently the plan is for folks with the new job title to start spending more time as "practice consultants" instead of regional consultants. They are supposed to be physically in the local DSS offices more often. Mrs. Weakley stated this is the plan and they are redoing the SOP's for them and the Regional Directors.

Mrs. Weakley stated they were having a meeting on that day and hopefully they would provide additional information about writing new budgets for the year. Our new budget was due on December 13, 2019; however, Mrs. Weakley had to ask for an extension because she did not have all the information from the State, to make good decisions on the budget. She further stated they would be adding, across the State, new SNAP-E&T positions; however, she did not believe Accomack or Northampton would get any of those. They are adding 89 TANF (Temporary Assistance for Needy Families) positions across the State. She did not believe Accomack would be getting any of those positions, either. They are also adding 423 Family Service Specialists across the State; i.e., 120 DSS agencies. She did believe Accomack might possibly get some of those; however, no one can tell her how they are going to decide, but they may decide based on class size. Accomack is a Class 2 agency. Class 1 agencies will get 1-1/2 people. They have yet to tell us how many positions a Class 2 agency might be assigned, so it is hard to determine how much our match would be. Further, they have not told us what our match would be, although the standard 15% is a reasonable guess. They have not informed us how much funding they will be giving us for the family service specialist positions. They also said they were going to add, across the State, 428 administrative support workers. Mrs. Weakley stated she assumed we would get some of those positions, as well.

Ms. Major inquired how much funding would be received for the SNAP-E&T program. Mrs. Weakley stated there had been no information shared from the State, at this time. They have given the State over \$1 million dollars for SNAP-ENT; however, there has been no discussion on how they will divide that up. Someone asked a regional representative who she believed mistakenly informed her they could use VIEW money for SNAP-E&T. Mrs. Weakley further

stated these are two separate pots of money. Mrs. Weakley stated that would be good as we have funds we could use; however, she did not think that was feasible. They will not let us use VIEW funds for SNAP programs. The guidance hasn't been released, yet, so we do not know specifics regarding that program.

Mrs. Weakley stated they will continue to work on the Performance Improvement Plans with reference to the JLARC study and the improvements with response time for child welfare; i.e., visits and documentation. They started with five agencies, including some smaller agencies and some larger agencies, like Norfolk. Once they complete the pilot they will prepare their expectations and pass it onto the rest of the directors/agencies in the Region.

Mrs. Weakley stated they also talked with the directors about difficult employees. She does not agree with their philosophy as they believe you should try and save every employee. Mrs. Weakley and Mr. Crockett totally were in disagreement with their philosophy. Mrs. Weakley further stated no one has the time to improve a "useless employee." Mr. Crockett stated he would call their position a "politically correct decision."

Mrs. Weakley stated the final discussion at the meeting was the Workload Measures. The report has been done; however, they have not completed the time study yet. She is unaware of the holdup. She stated they requested the directors to send an email and they would forward them the download. Mrs. Weakley sent the email and to date she had not received a response. They want us to download a clock onto our computers and when a worker starts a task, he/she will click on the clock and they will be asked what they are doing. The worker then hits start and it will continue until he/she finishes the task. It allows a worker to do more than one task at a time; i.e., a worker getting interrupted with a phone call. There is a lot of concern across the State about the time it will take; however, all of the agencies who have tried this stated there was a lot of groaning and misery in the beginning; however, when they got into it, they found it was very easy and simple. The reason they are asking us to do is in the past they have used Random Moments Sampling. This is when they periodically, randomly sample workers and record what they are doing at the time of the random sampling. They make projections about how much time workers spend doing the activity they were cited. We get funding depending on what the random moments state. According to them it should take approximately 22 minutes to do a SNAP case. Mrs. Weakley stated there is no way you can complete a SNAP case in 22 minutes. Mr. Crockett inquired whether this would give a more accurate count. Mrs. Weakley stated it would. The agencies that have started doing the above process stated they have been able to expand the 22 minutes by saying a SNAP case that previously was not eligible with no changes, takes about 2.7 hours to complete the case. A case that needs limited eligibility confirmation; where you have most of what you need, takes 5.28 hours and one that has full eligibility determination takes 8.125 hours. Mrs. Weakley stated this is a significant difference. If you base how many employees you need on the 22 minutes versus the 8.125 hours, you will get a completely different response.

Mrs. Weakley stated the above is the reason the State wants to use the time tracker. They have had some trouble with some agencies as their IT departments have so many security blocks, they cannot get the tracker to work or even download. We are ready to go if they send us the information. The gentleman who is in charge of the project is based out of Williamsburg. He has agreed to come to our agency and show staff how to use it and answer any questions. We hope in early 2020 we will have it and be able to participate in the time measure study and determine how many employees we should really have. Mrs. Weakley stated even though she would love to have additional

workers, we do not know where we would put more workers. She further stated we might have one room available in the entire building and that includes turning each conference room at the end of the halls into office spaces.

Ms. Major continued to **Item 7 – Financial Statement – Administrative Office Manager – Shirley Harmon**. Ms. Harmon stated for the month of November our Total Expenditures were \$333,037.01. Our Year-To-Date Total Local Adjustment was \$254,069.76 and our Total Local Balance to Date is \$562,229.24. Mr. Crockett stated we are 6.37% below budget. He then inquired whether Ms. Harmon saw any problems. She stated in the month of December we do our mid-year review for the State. There are a couple of foster care programs which needed her to ask for more money for the rest of the year and other than that we are in good shape. Ms. Major inquired whether at the end of the year we have to send money back. Ms. Harmon stated if there are any programs with excess funds we have to return same to the State. VIEW has excess funds and we will be returning them to the State.

On motion by Mr. Crockett, seconded by Mr. Martin, the Board went into Closed Session for the purpose of discussing Foster Care Custody Case #20895862; Bailey EPPE; Stanley EPPE; Rudy Zavala (Probation Completed); and Director's Consult, as permitted by the Code of Virginia Section 2.2.3712.

On motion by Mr. Crockett, seconded by Ms. Gordy, the Board came out of Closed Session and confirmed that the only items discussed were the ones listed on the Board Members' Agenda. Ms. Major called a vote (Mr. Martin – yes; Mrs. Mackie – yes; Ms. Gordy – yes; Mr. Crockett - yes; Mr. Sparkman – yes; and Ms. Major – yes). The motion carried.

Ms. Major stated there was only one action item and that was Foster Care Custody Case #20895862. On motion by Mr. Crockett, seconded by Mrs. Mackie, the above foster care custody case was approved. The motion carried.

Mrs. Weakley relayed to Ms. Major the EPPE's needed to be approved. Ms. Major inquired whether she wanted to do them collectively or separately. Mrs. Weakley stated Ms. Major should do Mr. Zavala's separately as he just completed his one year's probation.

Ms. Major then requested a motion relative to the two EPPE's relative to Bailey and Stanley. On motion by Mr. Crockett, seconded by Mr. Martin, the two EPPE's were approved. The motion carried.

Ms. Major needed a motion relative to Mr. Zavala having completed his one year's probation. On motion by Mr. Crockett, seconded by Mrs. Mackie, the EPPE was approved. The motion carried.

At that time Mr. Crockett requested Mrs. Weakley on the regular Board Agenda and the Closed Session Agenda to indicate the ACTION items. Mrs. Weakley stated she would. Mr. Crockett stated it would make it easier for the Chairman.

Ms. Major stated the next regular meeting will be held Tuesday, January 21, 2020, at 9:30 A.M.

Ms. Major then stated to Ms. Gordy it had been a pleasure working with her on the Board and she joined with Mrs. Weakley to be sure Ms. Gordy got an invitation to all of our Agency luncheons. Mr. Crockett also stated it had been a pleasure to work with her. Ms. Gordy then stated she had enjoyed working with everyone.

On motion by Ms. Gordy, seconded by Mr. Crockett, the meeting adjourned at 10:28 A.M.

APPROVED: C. Reneta Major

ATTEST: Vicki J. Weakley