

The Accomack County Board of Social Services met at its facility on Tuesday, May 15, 2018, at 9:30 A.M. Present were Ms. Reneta Major, Chairman; Ms. Laura B. Gordy, Vice-Chairman; Mr. Robert D. Crockett; Mrs. Elsie B. Mackie; Mr. John Sparkman; and Mrs. Vicki J. Weakley, Secretary.

Ms. Major called the meeting to order. She stated prior to Mrs. Mackie doing the Invocation she and Mrs. Weakley had received a letter from our Board Member Nicolette Hickman. She read the letter, as follows: **“Dear Board Members, it is with deepest regret that I must inform you of my decision to relinquish my seat on the Accomack County Board of Social Services effective immediately. It has been an honor to serve each and every one of you for the past 3-1/2 years, and I have thoroughly enjoyed getting to know you all. To me you are the true role models and enviable assets to the communities and the County you serve. This, by far, was not an easy decision to make. There have been a few new found circumstances for my family that have led to new obligations. Because of this I don't feel I have the time to devote to the position on the Board. My seat would be better served by someone who can give 100% and unfortunately right now that is not me. I wish you all the best and I truly feel sorry for any hardships or inconveniences my resignation causes. Please do not hesitate to reach out to me via phone or emails if you have any questions or need further information. Very truly yours, Nicolette Hickman.”**

Mr. Crockett stated he was sorry to hear the above and that she was a nice lady. Ms. Gordy stated that was such a nice letter. Ms. Major stated she was sorry to hear that; however, she wanted to apprise the Board of Mrs. Hickman's decision.

On motion by Mr. Crockett, seconded by Ms. Gordy, Mrs. Hickman's Letter of Resignation was accepted and approved. The motion carried.

Ms. Gordy inquired whether Mrs. Hickman was in Board of Supervisor Ron Wolff's District. Mr. Crockett stated she was probably in Ron Wolff or Grayson Chesser's District.

At this time Mrs. Mackie gave the Invocation.

Ms. Major proceeded to **Item 3 – Approve Minutes of April 17, 2018**. Ms. Major asked the Board their pleasure relative to approval of the Minutes. Mr. Crockett stated he made a motion for them to be approved. Mrs. Mackie stated she had one question. Ms. Major stated she would get there after she got a second on the motion. Mrs. Mackie stated there might be a correction to the Minutes. Ms. Major stated they would do that at the proper time. Mr. Sparkman then seconded the motion. Ms. Major then returned to Mrs. Mackie, who in turn stated on the discussion about the new employee, she did not think she had asked the difference between a II and a III as far as the Self-Sufficiency position. She believed she stated the difference between Gail Godwin and Jodi Urban and the job title as they had the same title. Mr. Sparkman stated he remembered Mrs. Mackie asking about that and Ms. Major stated she also remembered. Ms. Major asked the correction be noted.

At this time Office Supervisor Linda Rew spoke and stated she does the Minutes and when she transcribes same, she always puts everything stated at the meeting in them. She further stated she then gets Mrs. Weakley to proofread them and on this occasion she did not look at them again until they went out. Mr. Crockett stated to Mrs. Rew not to worry about it. Mrs. Rew then asked what they wanted her to do relative to the Minutes. Mrs. Weakley stated to change the II and III to Gail Godwin and Jodi Urban's names. She further stated she had originally changed the minutes to remove the individual names.

Ms. Gordy inquired for an explanation about the difference between the two positions as she did not understand it like Mrs. Mackie. Mrs. Weakley stated they had spoken about it at the last meeting, but basically the difference between Gail Godwin and Jodi Urban is Gail Godwin has taken on more responsibility, including more community groups and provided supervisory backup. Ms. Gordy stated she remembered all of that from the last meeting,

Mr. Crockett stated the end result is one was a II and one was a III. Mrs. Weakley stated they were both II's initially and then we redefined Mrs. Godwin's position, based on the extra work.

On motion by Mr. Crockett, seconded by Ms. Gordy, the Minutes were amended to show the wording relative to the corrections noted.

Ms. Major continued to **Item 4 – Report from Adult Services/VIEW/Child Care Unit: Supervisor Nadine Greenley**. Mrs. Greenley greeted the Board and stated it was Adult Abuse Awareness Month and she had made up purple packets for the Board Members. She stated she enjoyed talking about her unit and what they do.

Mrs. Greenley stated the Family Services Unit is comprised of Adult Protective Services, Adult Services, Employment Services and Child Care Services. Mrs. Greenley started with Adult Protective Services (APS), we receive abuse and adult exploitation reports. Anyone can make that report; i.e., anyone in the community by calling the agency or the hotline. We will then respond to that call. In order for her unit to take an APS the complaint four characteristics must exist for an APS report to be valid: 1) The alleged victim is age 60 or over or 18 or older and incapacitated; 2) report is adult-specific. If we don't have a specific name, worker must be able to locate the person about whom the report is made; 3) circumstances described must allege suspected abuse, neglect, and/or exploitation or "at risk" (according to Virginia's definition); and 4) must be agency of jurisdiction. If the complaint comes to Accomack and the person involved is in Northampton County, we have to report that to Northampton County DSS.

If we determine the complaint is valid and it is a founded case for being at risk for abuse or neglect, at that point we will offer a variety of services to try and help them remediate the situation. It could be help with medical appointments, help with housing, nursing facility placement, or if they want to go to assisted living, or if they want to stay in their own home with personal care assistance. There are a variety of things we can offer and we can also monitor the situation if they prefer not to have services and only want eyes and ears in their home.

The hard part is if it is a competent adult and he/she refuses the services we can offer. Even though we go and see that person really needs the services; however, he/she says "I don't want it and I need you to step away," we have to go by their wishes and step away.

Mrs. Greenley stated they also do Adult Services in the home. If the worker decides the person needs services and it does not meet our criteria of Adult Protective Services but we do feel like they need some type of service, they can get one of the following:

1) **Preadmission Screenings** – personal care and nursing facilities. DSS Adult Services staff are mandated participants of the local screening team. We work in collaboration with nurses from the local Health Department and the Health Department Physician – everyone has to sign off on the document showing

whether they qualified or did not qualify – this is put into a system called EPASS (an electronically system which goes to DMAS and then is returned back to the agency through a benefits worker who keys in whether they are eligible or ineligible.)

2) **Home Based Care - Companion Services** – light housekeeping, grocery shopping and errands such as picking up prescriptions. Companions cannot transport clients due to the liability with their car insurance. –This program is not funded very well, and these are people who fall through the cracks, as they don't quite qualify for personal care or nursing home care. We have 69 people on a waiting list waiting for those services – the top one has been waiting for four years.

3) **Assisted Living Facility Assessments & Reassessments** – this has been a big difficulty that we have dealt with for the past one and one-half years – the closing of two assisted living facilities and the almost closing of Riverside Nursing Home. We had relocation teams for closures of the assisted living facilities, because we had to take the lead in the relocation processes. If someone was not able to be relocated, it becomes an APS report and we have to become involved to find a placement. We will continue to do assisted living assessments but we will no longer do reassessments. The only time we would complete an assessment would be if the person desires to go to an assisted living facility across the Bay.

4) **Guardianship** – Mrs. Greenley stated five years ago ACDSS was guardian of nine adults. Currently we are guardian of two adults. One of those has come up on the public guardianship list with Catholic Charities and he will soon no longer be under us. That will leave us with one guardianship; however, he is also on the list of Catholic Charities, so hopefully he will soon move to the top of the list.

5) **Guardianship Reports** – Mrs. Greenley stated these are done for individuals who have been deemed incapacitated and the court has appointed them a guardian. Of course, the purpose of this review, which is an annual report, is to make sure the client's needs are being met and that there is no need to suspect the person has been abused, neglected or exploited.

6) **Adult Foster Care** – Mrs. Greenley stated this is something new. We are currently not doing this, but our unit would like to start this program. It is an optional program, but needed on the Shore. Our cases are becoming more and more complicated as there are more issues involved with them. We have people that are dropping their loved one off at the hospital and just walking away, or just dropping them off at homes and leaving them. This is really sad but it is occurring. In some cases adult foster care would be a good option for us to have. It would be a temporary home for that person until we could find a more permanent placement for him/her. Mrs. Greenley has been informed that Ms. Wendy Swallow, who is the Supervisor at Virginia Beach DSS, was instrumental in starting it with Virginia Beach. Also, Ms. Kendall Perry in York County has also started it in their small agency. We are going to lean on them for advice and direction. It is locally driven and Mrs. Greenley stated she would probably be back to the Board Members to share information. The funding for this is Auxiliary Grants; however, our grants are down because when our people were moved from Quail Run many of the grants were dissolved as a lot of the people went home with family members, so we were not spending as much money as we previously were. We would be responsible for recruiting and approving the foster families. The client would go into their homes. Our understanding is each provider can have up to three adults in their home. Anything over that is considered assisted living. We are exploring this, as we feel it is a need for the Shore.

Ms. Major stated it sounds like a good thing and she is aware we have foster care for children, but she was wondering whether it would follow the same procedure; however, she did not think it would be on a therapeutic scale. Mrs. Greenley stated it is more like supervision. The house has to meet standards and meet assisted living criteria. We had do have one lady who will help us, in an emergency. She has houses for rent and she will take someone into her home and make sure they are okay, until we find a placement. We pay her out of our APS money.

Mr. Crockett stated he was interested to see how many people would want to do this in their homes for Alzheimer's patients. On the flip side you want to be very careful if you have someone who wants to take an Alzheimer's patient - what is their motive? Is there a motive to make money or just help. This is going to be hard to find someone to do it for the right reason. If they are just doing it for the money, the care will not be very good.

Mrs. Weakley stated this has arisen as a result of the closure of Quail Run and G.F. Horne. In the past when we had those situations, either Quail Run or G. F. Horne would take them temporarily, until we could make other arrangements; however, we no longer have that as an option.

Ms. Major stated it is a valid concern; however, with foster care there is a slogan saying "It is hard work but it is heart work" and she is thinking that the money will not be astronomical and they could not do it for the money. Mr. Crockett stated the difference would be the mindset to take in a kid or the mindset to take in a person with Alzheimer's. The heart is softer to take in a kid than to take in a person with Alzheimer's - it will be interesting.

Mr. Sparkman stated if you take in a person with Alzheimer's that person may require round the clock care. Mrs. Greenley stated they could not meet the criteria of needing nursing home placement, but at least we would have a home for an emergency placement until we could find a permanent placement. Ms. Major stated it was something that needed to be explored.

Mr. Crockett then stated he had a legal question. Someone is in the hospital with Alzheimer's and he is being discharged and there is no family member and the person walks out on the street and no one is there to care for that person. By law who is responsible for that person? Mrs. Greenley stated it would be the hospital, as the hospital is responsible for discharged patients. Mr. Crockett said suppose this person has family who has relocated and left him behind to wander the streets, who is responsible for him? Mrs. Greenley stated it would be ACDSS. Mr. Crockett stated it is good to have a plan in place. He thought we were just taking it on because we wanted to take it on; however, if we are responsible for the person, we need a plan. Mrs. Greenley stated the hospital is responsible for a discharge plan. Sometimes the hospital might say they don't have any medical needs so we are not going to admit them. If not admitted, it is not the hospital's responsibility.

Mr. Sparkman inquired whether Virginia has a residency law like Maryland does, as you cannot just walk into a nursing home or hand off someone to them. Mrs. Weakley stated 24 hours in the State of Virginia makes you a resident. Mr. Sparkman stated Maryland has a period of several months. Mrs. Mackie stated they had previously been talking about Alzheimer's patients and she asked if Mrs. Greenley had seen other situations too. Mrs. Greenley stated no they had not except for abuse and neglect where they are scared and say they need a place to go. Mrs. Greenley gave a scenario of a gentleman who called around 5 PM and stated he was scared and we were told he had no food, and his caretaker was abusive. We confirmed his situation after 5 pm. It would have

been perfect if we could have said we have adult foster care, would you like to be placed in another home. If he had the capacity, he could actually make the decision to go.

Mrs. Mackie stated Mrs. Greenley had mentioned it would be funded from AG (Auxiliary Grant) and it would be all local money, and Mrs. Greenley stated that was correct. At that time Mr. Crockett inquired where she would be getting this money. Mrs. Mackie stated it used to be a small amount that was allotted to each person and Mrs. Greenley stated it is still the same. Mrs. Weakley said the State gave a raise of approximately \$100; however, a lot of our people who left Quail Run or G. F. Horne ended up going with family or to Maryland. That terminated their AG Grant so we still have those funds.

Mrs. Greenley stated their cases are becoming more complex. She then mentioned she wanted to share some statistics showing how our cases have increased. For the period from 01/01/2018 – 05/10/2018 we have had 56 APS investigations, 25 of which ended up being founded. We have 75 adult service cases, 8 companion service cases, 10 ALF reassessments prior to closure of assisted living facilities and 13 guardianships. Currently we have a grand total of 187 cases now, as opposed to this time last year when we had 152. Ms. Major inquired whether it counts all of the screenings done by workers. Mrs. Greenley stated yes it does and they are listed under adult services. We currently have 75 open adult service cases, whereas, we had 51 last year.

7) **Employment Services** – This is our Virginia Initiative for Employment not Welfare Program (VIEW). Participation is mandatory as a condition of eligibility for TANF and TANF-UP clients. Mrs. Greenley stated TANF is Temporary Assistance for Needy Families and UP is unemployed parent which is two parent households.

Benefit workers determine whether they are exempt or non-exempt. Mandatory TANF registrants are referred to the queue through VaCMS and all referrals should be assessed within 10 days of receipt but no later than 30 days.

The first activity a client is given is a job search, followed by going out and using one of our work experience locations. The Food Bank and Head Start are both work experience locations for our area.

8) - **Child Care Services** – Mrs. Greenley stated there is a list of services we provide and they normally come through the portal which is the same portal for SNAP and they can apply for child care services at the same time, as follows:

- A. **VIEW Child Care** – Participating in the VIEW Program and needs child care services in order to maintain employment or participate in assigned activities in the program.
- B. **Transitional Child Care** – 12 additional months of child care after the TANF case has closed due to employment. Clients will have a co-pay.
- C. **Fee Child Care** – Eligibility based on income. Clients will have a co-pay.
- D. **Head-Start Wrap Around** – Eligibility based on income and Head Start enrolled child. The child enrolled in Head Start can be paid for out of Head Start money unless there is a waiting list for fee child care services. At that point all of the children in the family can use that money. However, we have a problem keeping subsidy vendors. They

are dropping – last year we had 23 and now we are down to 9. No one wants to be a vendor for us, as they have changed all of the rules and regulations around that. Even Head Start has dropped out and they are no longer a subsidy provider.

9) **Family Services Unit participates in the following Committees:**

- A. Head Start Policy Council
- B. Healthy Communities Coalition/Food Access and Equity Workgroup (see handout)
- C. Food Bank of the Eastern Shore/Advisory Council (see handout)
- D. Community Partners of the Eastern Shore/Rapid Response Team
- E. Smart Beginnings
- F. Community Partners of the Eastern Shore/HMIS Evaluation and Monitoring Committee

10) **Family Services Special Projects:**

- A. Angel Tree Project
- B. Child Care Newsletter
- C. Adult Abuse Awareness Reception for agency partners
- D. Job Fair – we had a Job Fair at the agency a few weeks ago Tysons, Perdue, Kendall's Restaurant and Baxter Enterprises (McDonalds), participated.
- E. Veteran's Job Resource Fair
- F. Grandparent's Day at Public Schools
- G. Annual Older Americans Extravaganza on Chincoteague

Mrs. Greenley stated there was something in her presentation packet which shows what we do with each project.

The Board thanked Mrs. Greenley for her presentation.

Ms. Major continued to **Item 5 – Adult Abuse Prevention Month** – Ms. Major stated Mrs. Greenley made mention of this in her presentation. Mrs. Weakley mentioned the display outside of the Board Room.

Ms. Major proceeded to **Item 6 – Fraud Report** – Mr. Sparkman stated the Board needed to look at the Tax Intercepts amount on Page 2 of Fraud Investigator Frances Bailey's report. Mrs. Mackie stated she was doing an excellent job.

Ms. Major continued to **Item 7 – Director's Notes** – Mrs. Weakley stated she had the following meetings for the past month:

- 1) Family Preservation, as part of the new legislation that is coming into place.
- 2) A State CPS Appeal. No decision has not been rendered yet by the State.
- 3) the Drug/Opioid Task Force meeting and the Community Opioid Awareness event at the ESCC.
- 4) CPMT (Community Policy and Management Team) where they have been able to identify a private provider and a parent representative in order to be more in compliance with what the State expects from us.
- 5) United Way Breakfast.

6) Virginia League of Social Service Executives Conference (VLSSE) – they had some discussion on child care and the concern about people dropping out and clients not wanting to participate because they have to go through Division of Child Support Enforcement (DCSE) in order to get the child care funding. A lot of people are baulking at that and they are trying to create something to determine why clients are backing out and trying to get a handle on the reasoning. Also, they raised the issue about child care centers backing out in our area; i.e., the child care representative plans to talk with her, in the future about trying to start a pilot program on the Shore to recruit more child care vendors and centers back into the fold.

Mrs. Weakley stated an issue discussed at the VLSSE Conference was that Medicaid Expansion would probably pass, and the prediction is it will increase our caseloads by 2,000 cases. This does not address how many people will apply, thinking they will be eligible when they will not be. State DSS has had a number of conversations with our DSS Commissioner and our Governor in reference to how all of this will happen. They gave us some loose figures at the Conference. It appears for Accomack County it may result in 3-4 possible new employees. The State is going to fully fund the positions for six months. After that we will need a 15.5% Local Match to the State funds. They have stated they will give us approximately a six month notice.

Mr. Crockett then stated someone would be asking the County for about 46-47% of a salary total. If the salary and benefits are around \$60,000 you will be asking for \$28,000. Mrs. Weakley stated at the moment we are going to look at the money we already have. Mr. Crockett stated the County budget is solid. Mrs. Weakley stated at the present time she did not have any intention of asking the County for money as we would use what we currently have.

Ms. Major stated a lot of employees have left that were higher salaries. Mr. Crockett stated it is “turn-over money”. Ms. Major stated that is correct as you do not start new employees at that high level. Mrs. Mackie then stated Mrs. Weakley has filled a lot of positions with higher salaries. Mr. Crockett then stated good job. Mrs. Weakley stated the problem is going to get people hired and trained prior to the commencement of Medicaid expansion. They are currently talking January 1, 2019 for it to go into effect.

7) Mrs. Weakley stated she also attended the CPMT (Community and Policy Management Team) meeting that meets monthly.

Ms. Major continued to **Item 8 – FPM Award Letter** – Mrs. Weakley stated we had \$300.00 added to Budget Line 855 as a result of one Family Partnership Meeting. The Child Welfare Unit has found some creative ways to use the funds, as the money can only be used for more Family Partnership Meetings.

Ms. Major proceeded to **Item 9 – Personnel (Interview Selection Records)**. Ms. Major stated this was an action item. Mrs. Weakley requested Office Supervisor Linda C. Rew to speak about this item. Mrs. Rew stated these are the records we retain after an interview processes. We have a folder that shows the process we went through; i.e., the questions asked each person being interviewed, the name of the people being interviewed and other items relative to the process. We did not realize at that time that we were to be processing all of the above and after the retention period for the records had expired, we were supposed to report everything to the Library of Virginia. We were then informed ACDSS needed a Records Officer and Mrs. Weakley requested I be responsible for the position. Now Mrs. Rew stated she sees all interview selection records are purged in accordance with the rules of the Library of Virginia, a list made for the

Board's approval, the records destroyed by Shred-It and the form requested by Library of Virginia completed and mailed to them.

Mrs. Rew stated the next files she would be reviewing would be the grievances and CPS appeals. Of course, there are certain rules and regulations relative to the destruction or retention of some of these, but she was in the process of reviewing what could be done.

On motion by Mr. Crockett, seconded by Ms. Gordy, the Board voted unanimously to destroy the above Personnel (Interview Selection Records). The motion carried.

Ms. Major continued to **Item 10 – Financial Statement: Administrative Office Manager Shirley Harmon**. Ms. Major inquired who was going to represent Ms. Harmon in her absence. Mr. Crockett stated he would represent her and that we had spent 77% of the budget and we are in excellent financial condition. Mrs. Weakley stated Mrs. Harmon was at a Financial Director's meeting. Mrs. Weakley stated we had extra money so we had the interior of the building repainted. We also had Stanley Steamer come and shampoo all of the carpets, as it had not been done since we moved into the building.

On motion by Mr. Crockett, seconded by Mrs. Mackie, the Board went into Closed Session for the purpose of discussing Foster Care Custody (Case#20895862 and Case #001-054502008), Employee Evaluations and Director Consult, as permitted by the Code of Virginia, Section 2.2-3712.

On motion by Mr. Crockett, seconded by Mrs. Mackie, the Board returned to Open Session. On motion by Mr. Crockett, seconded by Mrs. Mackie, the Board confirmed the matters discussed in Closed Session (Mrs, Mackie – yes; Ms. Gordy – yes; Mr, Crockett – yes; Mr. Sparkman – yes).

On motion by Mr. Crockett, seconded by Mrs. Mackie, the Board approved the following Foster Care Custody cases (Mrs. Mackie – yes; Ms. Gordy – yes; Mr. Crockett – yes; Mr. Sparkman – yes):

- I. Foster Care Custody Case #20895862
- II. Foster Care Custody Case #001-054502008

On motion by Mr. Crockett, seconded by Mrs. Mackie, the Board approved the following Employee Evaluations (Ms. Mackie – yes; Ms. Gordy – yes; Mr. Crockett – yes; Mr. Sparkman – yes):

- I. Nadine Greenley
- II. April Major
- III. Gar Kellam

The next regular Board meeting is scheduled for Tuesday, June 19, 2018, at 9:30 A.M.

On motion by On motion by Mr. Crockett, seconded by Ms. Mackie, the meeting adjourned at 10:55 A.M.

APPROVED: **C. Reneta Major** _____

ATTEST: **Vicki J. Weakley** _____