

**HANOVER COUNTY
BOARD OF SOCIAL SERVICES
MINUTES
November 17, 2015**

I. CALL TO ORDER

Mr. Barnette called the meeting to order at 3:37 p.m.

The following members were present: Robert Barnette, Sheila Crossen-Powell, Larry Huber, Robert "Rick" Richardson, Lynn H. Saunders (3:43 p.m.), Page Sening and G. E. "Ed" Via. Also in attendance: Jim Taylor, Deputy County Administrator; Dennis Walter, Deputy County Attorney; Tamara Temoney, Assistant Director; Marc René, Division Director, Human Services Business Operations (BOT); Jacque Althizer, Budget Management Analyst Senior; Judy Davis, Family Services Supervisor-Permanency; Ginny Ferguson, Quality Assurance Coordinator; Sherrethia Lowe, Benefit Programs Supervisor; Christine Tillman, Family Services Supervisor-CPS; La'Trelle' Layton, Benefit Programs Specialist I and Robin Riley, Administrative Assistant.

Absent: Sue Dibble; Victoria Hutto

II. CITIZENS' COMMENT PERIOD

There were no comments.

III. INTRODUCTION OF NEW STAFF

Ms. Lowe introduced Ms. Layton, Benefit Programs Specialist I. She is from Children's Hospital of Richmond and will be working SNAP, Medicaid and Energy Assistance programs. Mr. Barnette welcomed Ms. Layton.

IV. APPROVAL OF SEPTEMBER 22, 2015 BOARD MEETING MINUTES

Mr. Huber moved to approve the September 22, 2015 Board Meeting Minutes. Ms. Sening seconded the motion and it was approved unanimously.

V. APPROVAL OF SEPTEMBER 22, 2015 NEW BOARD MEMBER ORIENTATION MINUTES

Ms. Sening moved to approve the September 22, 2015 New Board Member Orientation Minutes. Dr. Richardson seconded the motion and it was approved unanimously.

VI. ADOPTION OF RESOLUTION IN RECOGNITION OF MS. LYNN H. SAUNDERS' SERVICE TO THE SOCIAL SERVICES ADVISORY BOARD

Mr. Barnette read the resolution and presented it to Ms. Saunders. Mr. Barnette thanked Ms. Saunders for her service to the Social Services Advisory Board and Hanover community.

VII. ADOPTION OF RESOLUTION IN RECOGNITION OF MR. G. E. "ED" VIA'S SERVICE TO THE SOCIAL SERVICES ADVISORY BOARD

Mr. Barnette read the resolution and presented it to Mr. Via. Mr. Barnette thanked Mr. Via for his service to the Social Services Advisory Board and Hanover community.

VIII. HANOVER HUMAN SERVICES STRATEGIC PLAN UPDATE: MR. JIM TAYLOR, DEPUTY COUNTY ADMINISTRATOR

(Electronic copy of slide presentation sent to Board Members 11-18-15.)

The Human Services Strategic Plan – FY 15 was presented at the Board of Supervisors meeting on October 28, 2015. It encompasses Social Services, CSB, Community Resources, the Health Department and Juvenile Court Services. The first few slides are pictures of Hanover Youth Service Council members participating as flag-bearers in the opening ceremonies for the UCI cycling championship race and children from Kiddie Kingdom child care attending the Hanover 911 ceremony.

Tier 1 Key Indicators

1. In 2015, Hanover County retained its rank of 7th in the state on Health Factors:
Answer: True, answered by Ms. Sening

2. Hanover County slipped in the County Health Rankings from 13th to 22nd overall in the state due to:
Answer: length of life ranking, answered by Mr. Via

Hanover has a premature mortality rate relative to peer counties. Length of life ranking dropped from 11th to 18th place.

3. The following Key Indicators are better than the benchmark for 2015:
a. Adult obesity rate
b. Population living in poverty
c. Students receiving free or reduced lunch
d. Teenage pregnancy rate
Answer: all of the above, answered by Ms. Saunders

4. The percentage of Hanover County kindergarteners passing the PALS-K benchmark:
Answer: Decreased slightly, answered by Dr. Temoney
The percentage has decreased from 94.3% to 92.6%. Dr. Richardson commented that statistically, 95% is a realistic goal. Mr. Taylor said 95% is the stretch goal.

5. Mr. Taylor reviewed the measurements in the Key Indicator Chart and the following 2014-2019 Human Services Strategic Plan areas:

- Healthy Hanover
- Caring Hanover
- School Ready Hanover
- Accessible Hanover

6. The new Hanover Parents as Teachers home visiting program:
 - a. Partners with Family Lifeline to provide services
 - b. Increases parent knowledge of childhood development and early learning
 - c. Improves positive parenting behaviors to support emotional competence
 - d. Assesses children for developmental delays

Answer: all of the above, answered by Mr. Barnette

Drs. Crossen-Powell and Temoney are on the team to implement this program. Hanover County has partnered with Family Lifeline which has received approval for one full-time person. That person can handle up to 23 family caseloads.

7. The Hanover Health Department has been collaborating with the “Healthy Hanover” coalition as well as state and regional groups to develop a “CHA”. CHA stands for Community Health Assessment. Healthy Hanover was selected by the CDC pilot program and is the only group to represent the state of Virginia.

8. Overall volunteer reporting nearly doubled from FY 14.

Answer: True, answered by Ms. Saunders. Ms. Saunders asked if this includes all departments and Mr. Taylor said it does. There were 475,000 hours by 21,000 volunteers which, based on the IRS per hour rate, translates to \$10,147,926 in value of volunteer hours. The hourly rate of \$21.37 was used for calculation. Pictures of volunteers receiving the Governor’s Award and Presidential Award were shown.

9. Program areas of the Community Services Board (CSB) include:
 - a. Mental health services
 - b. Developmental services
 - c. Substance abuse services
 - d. Crisis and assessment services

Answer: All of the above

A joint CSB/DSS Board meeting is being considered.

A comparative graph of CSB clients by category was reviewed. Training in mental health first aid has been completed for 37 people. 214 clients have been served at the mental health center, and law enforcement can drop people off there. Housing vouchers increased from 83 to 134. The Board of Supervisors approved a new position of Clinician to be stationed at the jail.

10. Department of Social Services

A graph of benefits for FY 14 and FY 15 compared to the state averages was discussed. There has been a steady flow of customers with at least 6,400 each month. Dr. Crossen-Powell said that there were 71 people in September not previously known to any DSS; however, that figure was in the 20s during the summer. It is not known what was driving the downtick.

11. Children’s Services Act

A graph of trending expenditures per child was reviewed. The data is for FY 2010 through 2014 and actual expenditures to date for 2015 (dollars per child).

12. Courts: Juvenile Court Services

A chart for FY 2014 and 2015 was shown with measurements for:

- Petitions for civil matters
- Juveniles supervised through probation, direct care and parole
- Probationers in school or employed at time of release
- Juveniles participating in community service
- Juveniles monitored for 2001 days through the electronic incarceration program
- Juveniles and their parents participated in the Juvenile Drug Treatment Court. Juveniles can go through the drug court program and have no offenses on their record.
- Juveniles successfully completed and graduated from the Juvenile Drug Treatment Court
- Face-to-face contacts occurred with Drug Court participants with 64% taking place outside of regular business hours (evenings, weekends and holidays). Participants created a poster representing recovery.

13. Aunt Bertha.com is a resource directory by zip code and services available. Resource listings have nearly doubled, and there have been 729 seekers with 5,000 searches for resources.

14. Hanover Human Services renovation

There will be one lobby for CSB and DSS with a designated HIPAA room for privacy in meeting with clients. Renovation is ongoing.

15. Looking Ahead

- Home visiting to reach capacity
- Map course for Healthy Hanover
- ID (Intellectual Disability) waivers funding: The State is making an effort to redesign and redistribute the waivers. Ms. Saunders asked what kind of services are available. Mr. Taylor said examples would be respite and day health centers.

16. Senior Rides

This program provides rides for senior citizens in the area.

Mr. Taylor thanked the staff members for making these efforts happen.

IX. BUDGET UPDATE

(Electronic copy of presentation forwarded to Board members 11-17-15)

Ms. Althizer presented an overview of the FY 17 Budgeted Revenue. The County does not yet have the personnel figures in. Mr. Taylor said the merit increase date was late this year, October 1 instead of July 1. Ms. Althizer said expenditures will be close to last year's figures. Mr. Barnette asked if all positions are filled. Dr. Crossen-Powell said the CPS worker will begin on December 1st. She is from New Jersey and not yet certified in Virginia. One resignation from a Benefit Programs Worker was received today and there is a viable candidate from the previous interview pool to whom the position will be offered.

Budget request highlights for 2017 are:

- Two new position requests:
 - Family Services Specialist – Services Intake
 - Family Services Specialist – CSA
- Reclassification of Positions
 - To align positions within the newly formed Human Services Business Operations Team
- Continuation of LaserFiche Project (document imaging system)

Mr. Barnette asked if there would be any capital expenditures. Ms. Althizer said just the LaserFiche which may be moved to the IT Department depending on the Finance Department’s decision. Dr. Crossen-Powell said a lot of the capital budget falls under Facilities Management, i.e., county vehicles. DSS needs a new Jeep for the CPS unit, hopefully before Christmas.

X. HANOVER DSS SCORECARD

Ms. Ferguson said the information presented is for September 2015. New customers are tracked manually. There is a new measurement – Energy Assistance Intake Count. This is for the number of heating/cooling assistance applications, and those programs are now handled by Benefit Programs workers. This number will be reported monthly. The intake count is up and ongoing count is down a bit.

Benefits – Performance Indicators Measurement Report

Only a few Medicaid applications were not processed timely. Job retention dropped a bit. Medicaid reviews timely met the standard for this report. Dr. Crossen-Powell said Ms. Jackson had her baby last Friday, November 13th.

Services – Critical Outcomes Report

Dr. Crossen-Powell said the federal government is coming in 2016 for a QA review. HDSS will contract with someone who has a child welfare background to review cases and determine how HDSS is doing based on federal guidelines. The CFSR review will be conducted in 2017. The State will have a representative visit every agency in the state. HDSS will have ten cases pulled for review, 60% CPS and 40% foster care. Ms. Davis said that she and Ms. Tillman would be giving a presentation to CASA tonight. There are currently 29 children in foster care:

5	Congregate care
2	Independent living
5	Adoptive homes
4	Trial home visits
1	With relatives
12	Foster homes

Five children should be adopted early in the first quarter of the year. Of the twelve children in foster homes, five, possibly six will be on home trial visits by the end of the year.

Mr. Barnette asked about the recent JLARC study regarding cracks in the Medicaid eligibility system that is costing the State a lot of money in regard to their findings. He asked if this has been seen in Hanover. Dr. Crossen-Powell said there are currently five cases of Medicaid and SNAP fraud at the Commonwealth Attorney's office. These cases must be \$5,000+ to prosecute. Mr. Barnette asked if DSS is tracking the number of instances and cost. Dr. Crossen-Powell said the cost is being tracked.

XI. DIRECTOR'S UPDATE

- The move to Shared Support has been completed. All employees now have County email addresses and access to the County shared "T" drive. There were a few glitches but those have been identified and fixed.
- Cross-training of Business Operations staff began in early October. Thanks to Mr. René, the renovation of the former DSS lobby is partially complete with only the office cubicles to be installed. Staff should hopefully be moved by the end of December, 2015.
- Dr. Temoney attended several State and Local Advisory Team (SLAT) Board meetings and also Child Welfare Advisory Committee (CWAC) meetings.
- The Program Coordinator II, Ms. Jackson, and Dr. Temoney attended the Central Regional Directors meeting which usually occurs on the same day as the Agency Head meeting the Director attends.
- CSB and DSS customers have a single point of entry to the building.
- The Director attended the not-for-profit/faith-based organizations meeting on the proposed motel/hotel residency rules in Ashland. This topic will be discussed at the Ashland Town Council meeting tonight with discussion of a possible ordinance change to limit the hotel stay time.
- There were 89 women who applied for PG Medicaid and who were mailed the pamphlet on the County's new home visiting model.
- Child welfare staff members participated in a "Learning Collaborative" webinar on foster children and psychotropic medications. There is one more meeting remaining. This Learning Collaborative is funded by the Casey foundation for foster care prevention and child welfare.
- The fuel program began on October 15th and ended November 13th. People were applying earlier this year.
- HDSS worked with the Christmas Mother to distribute applications and consents to exchange information for potentially eligible children. 1,313 applications were mailed (155 less than last year). The application is for SNAP and TANF recipients with children under 18. The application must be returned to the Christmas Mother and not DSS. An information line was set up for customers – 365-6646.
- Notice was received from the State Department of Health (DPH) that HDSS is now completing UAIs in an average of ten days, which is within the 31-day timeliness standard. These assessments are done along with the Health Department, and if for a child, also with CSB. Previously, no one from the State ever advised how to count days, whether it was from the date the UAI was done or the date the request was received. The State DPH assisted in instruction on how to count the days.

- The CSA Coordinator, CPMT chair, HDSS and CSB met with UMFS about Hanover's inclusion on the High Fidelity Wrap Model grant. Hanover was accepted as a participant, but was invited "late" so only has until late Winter to decide how to spend the \$10,000 in grant funds. This is the last year Hanover will be accepted. Ms. Brooks, CSA Coordinator, is working with community partners and UMFS (who is holding the grant) to determine how to utilize this money. It must be spent on something sustainable for the best benefit of customers.
- Management has been working to prioritize some of the issues identified during the Agency Retreat held on October 15th. Most of the identified areas have been given to various workgroups and/or individuals to develop solutions. Some of the issues mentioned: too many meetings and having to drive to Ashland from Bell Creek to attend meetings. Ms. Adams is looking at Skype/Go to Meetings programs for teleconferencing.
- The first Energy Share contribution of \$8,190 was received and spent in three weeks. An additional \$8,000 was received this week.
- The CPS position had to be re-advertised due to the top candidate accepting a position elsewhere. However, a candidate has been hired and she will start with DSS on December 1st.
- DSS now has a Spanish voice mail message which directs Spanish-speaking citizens to call one of DSS' Spanish-speaking workers for assistance. It also provides benefits information and how to secure a translator.
- The DSS and CSA budgets were finalized and submitted to Finance. A meeting is scheduled this Friday, November 20th.
- Mr. René, Ms. Althizer and Ms. Towne attended the Virginia Government Finance Officers Association (VGFOA) meeting.
- The Fall Festival was held at DSS on October 29th with employees from the Health Department and CSB as judges for a cupcake contest. This event was a good morale builder.
- Services supervisors and IT staff met with the LaserFiche company project managers in preparation for using these services. LaserFiche will make case management easier and help when there is an appeal.
- An internal audit of SNAP was completed. A draft report was received from the Local Review Team (LRT) indicating no findings.
- The Director attended a Homeward Board meeting.
- There were 38 out of 120 local DSSs recognized for error-free compliance during the Child Care Payment Accuracy Review and Hanover was one of these.

Mr. Barnette asked when the agency is closed for the holidays. For Thanksgiving, DSS is closed Thursday and Friday, November 26-27, 2015. For Christmas, DSS is closed Thursday and Friday, December 24-25, 2015.

Ms. Saunders and Mr. Via were thanked for their service to the Board. Ms. Saunders suggested that Board members attend staff activities when possible and get to know employees. Dr. Crossen-Powell said that staff members welcome when DSS Board members, Board of Supervisors members, Mr. Harris and Mr. Taylor attend events.

X. ADJOURNMENT

The meeting was adjourned at 4:55 p.m. by Mr. Barnette.

Robert Barnette, Chair

Next meeting: Tuesday, January 26, 2016; 3:30 p.m.