

The Accomack County Board of Social Services met at its facility on Tuesday, March 17, 2009, at 9:30 A.M. Present were Mr. R. Dodd Obenshain, Chairman; Mr. C. Ray Davis, Vice-Chairman; Ms. Kay W. Lewis; Mrs. Betty Wood; Ms. Reneta Major; and Mrs. Mary E. Parker, Secretary.

Mr. Obenshain called the meeting to order. Ms. Reneta Major gave the Invocation.

Mr. Obenshain proceeded to **Item 3 – Approve Minutes of February 12, 2009.** On motion by Ms. Lewis, seconded by Mrs. Wood, the Minutes of February 12, 2009 were approved as written.

Mr. Obenshain continued to **Item 4 – Building Update.** We had a leak when it snowed and it was on the floor where the Board meetings are held as well as one area where three windows are located. The County workers thought the issue was on the outside and there was an opening where the water or ice fell and then worked its way on the side of the wall. The wall was not wet – just the floor. It could have been a combination of ice and snow. They are trying to figure how it occurred. We will keep checking on this.

Another issue we have had is the employee entrance door at the eligibility end of the building. There is a problem with the door opening and clicking shut too quickly. If you place your badge on the scanner and have your other arm on the door, you can gain access; however, if you just scan your badge and try to get to the door, it relocks prior to your doing so. ADT has been to the Agency twice. The Public Works employees said it was ADT and ADT said it was the County's door. The final decision was the County needed to order an internal part for the mechanism that opens and shuts the door automatically.

Mr. Obenshain inquired whether we had heard anything from Public Works relative to spreading the two piles of dirt in front of the Agency. Mrs. Parker stated she had not. She further stated we currently have trees at Thomas Gardens which need to be planted. Mr. Obenshain stated the piles of dirt are another security problem. He further inquired whether Thomas Gardens would be planting the trees for us. Mrs. Parker stated they would if we paid them. We got a gift certificate last year to cover the cost of the trees. She stated she could check and see what they would charge to plant them for us. Mr. Obenshain stated if the County is not going to do it, we will have to hire someone. Mrs. Parker then stated Ms. Gordy had mentioned at the February meeting she was going to talk with Public Works Director Stewart Hall about the issue. Mrs. Parker had thought the dirt would be leveled and the trees planted before now. Mr. Obenshain stated we need to get a cost for spreading the dirt and planting the trees. Mrs. Parker stated the County had requested proposals to have the work done, and they should have the information.

Mr. Obenshain continued to **Item 5 – Fraud Update.** Mrs. Parker stated we did well with Tax Intercept by receiving over \$9,000. We submitted claims for \$151,000; however, if people do not file income tax returns, we do not receive any money.

Ms. Gordy arrived at the meeting and apologized for being late. Mr. Obenshain informed her we were discussing **Item 5 – Fraud Update.**

Mr. Davis stated the total does not add up correctly. He was looking at Savings Year to Date - \$156,714.00. If he added up Tax Intercepts, Recoupments and Cash Payments it still would not equal that figure. Ms. Lewis stated it could be the Front Ends making the difference because we did not pay it out; however, we saved it. Mrs. Parker stated she would have Fraud Investigator Jack Thomas clarify the breakdown.

Mr. Obenshain proceeded to **Item 6 - Director's Update.** **Community Relations:** On March 16, 2009 Mrs. Parker met with the Accomack Interfaith

Crisis Council's Board to discuss Members Helping Members and requested they take applications for the program each Tuesday. She answered their questions and left them to further discuss the project and make a decision. As of the date of this meeting, Mrs. Parker had not received a response. One member of the group was at the Foodbank meeting on March 16, 2009 and stated it appeared the AICC would probably take the applications for Members Helping Members. One question raised by the group was if they take an application and the bill is over \$250.00, could they complete their application, have the individual sign the Members Helping Members application and not have to complete a second application for the information they normally gather for the AICC. Mr. Obenshain stated he did not want to speak for the Members Helping Members Board; however, he thinks the group would like to help people as much as possible. Mrs. Parker stated she would take it to the Board to see if they were agreeable. They do not want to duplicate their efforts.

On March 16, 2009 Mrs. Parker had a Foodbank Board meeting. They have a lot of fundraisers planned. The Elks had a seafood feast and auction on behalf of the Foodbank and they raised over \$10,000.

Regional/State Meetings:

On February 23, 2009 Mrs. Parker and Clerical Supervisor Steve Niblett (who also serves as the IT person for our Agency) participated in a conference call with Northrop Grumman, VITA, State DSS IT, and self-supporting local departments of social services. The meeting lasted approximately three hours. Northrop Grumman was not prepared. People asked questions, but they did not have answers. They had assured State DSS they had all of the answers. The decision was made to have a conference call with each individual agency.

On March 4, 2009 Mrs. Parker and Mr. Niblett participated in a conference call with Northrop Grumman, VITA, and State DSS IT to address concerns specific to DSS agencies. This teleconference was held in order to determine if we should choose the full or shared support service model. Northrop Grumman was not prepared for that meeting either. They wanted to know whether we use any other type of software. Mrs. Parker stated we have E-Z Filer and Thomas Brothers. They stated we could prepare a script to be used when employees are having a problem with either of the programs. The employee would call in the problem and their staff would read the script to assist them with this problem. Mrs. Parker stated if we already know what should be done to correct the problem, why should we call them? Mr. Niblett stated he had worked with Bob Luce, who had been the initial owner of E-Z Filer, and other agencies call him for guidance, so why should he contact Northrop Grumman when he already knows how to correct the problem?

Mr. Obenshain inquired how much we pay for outside IT. Mrs. Parker stated we do not pay anything. The money is paid by State DSS and the State Government through a contract with Northrop Grumman. Mr. Obenshain then inquired how the State deals with the problems. Mrs. Parker stated the State DSS is aware of the issue and they are not happy about it. They are in the middle because this was put into motion by Governor Warner and they are trying to make it work. Northrop Grumman thought they would be working solely with State agencies and had no concept of a state supervised locally administered agency.

Mr. Obenshain continued to **Item 7 – CCTV Surveillance System ADD-ON**. Mrs. Parker asked ADT to provide us with the cost for additional cameras and connectors to complete our system and the additional service plan cost. Mr. Obenshain needed to refresh his memory on where the two new cameras would be located. Mrs. Parker stated they would cover the front part and the back part better. Mr. Obenshain then inquired whether these were the areas where individuals were coming at nighttime. Mrs. Parker stated we did have people in the back of the building on one occasion. It will completely cover the front

parking area. The other three cameras would be located inside the building, as follows: eligibility entrance, social work entrance, and Child Welfare visitation room. This would be used during family visits so that the Social Worker can monitor the visit online.

On motion by Ms. Gordy, seconded by Ms. Major, the Board instructed Mrs. Parker to proceed with the purchase of additional surveillance cameras for the Agency.

Mr. Obenshain stated he is afraid where this office is located and the number of people coming and going at night, we would be remiss if we did not do something to protect staff.

Mr. Obenshain proceeded to **Item 8 – FY 09/10 County Budget – Employee Health Insurance**. Mrs. Parker stated she had given each Board Member a copy of County Administrator Steve Miner's Memo. She further stated she had attended a meeting with the County Department heads and Mr. Miner, who had reviewed the Memo. Part of the proposal for the County savings would be to go from the County paying 100% of employee medical insurance coverage to only paying 75% with the employee paying the remaining 25%. In 1992 this benefit was given to Agency staff, as well as other County employees, in lieu of a cost-of-living raise. Mrs. Parker stated she hoped the County did not misunderstand; however, they failed to consider they only pay 15.5% of our medical insurance coverage as 84.5% is paid with State and Federal dollars. If you look at Page 2, they are proposing a higher cost for a single subscriber for the next Fiscal Year for a policy that has higher co-pays and 20% of hospital stays and other services through the hospital. They are proposing \$436.69. The single subscriber cost is \$109.17, which is 25% of the above amount. The County would pay the remaining \$327.62. From that amount of money they would draw down State and Federal funds in the amount of \$276.75, leaving the County with a total monthly cost per employee of \$50.77 while the employee pays \$109.17. The cost to the County per year for each single subscriber is \$609.24 while the employee would be paying out \$1310.04 each year and 25% of single subscriber benefits.

This would cause Accomack County to lose State and Federal reimbursements in the amount of \$59,776 per year.

Mrs. Parker further stated we are proposing what is shown on the top sheet, which is take the single subscriber cost - the State and Federal reimbursement of the whole amount is \$369.00. The cost of the premium per employee after reimbursement is \$67.69. The employee would pay \$16.92, which is 25% of 15.5% and the County would still only have an actual cost of \$50.77, which seems to be more reasonable than what the County is proposing. It is different from a County employee for whom the County is solely responsible for their full single subscriber premium.

Mr. Davis inquired why it would not be fair. Mrs. Parker stated the County would only be paying \$50.77 per employee; whereas, DSS employees would be paying \$109.17 each month.

Mr. Obenshain inquired relative to the 1992 benefit of single subscriber coverage in lieu of a raise. He asked whether this was just Social Service employees. Mrs. Parker stated she thought it was for all County employees. We found it in the Board Minutes for 1992. She also thought Supervisor Donald Hart mentioned it the previous week at a Board of Supervisors meeting. The County is pulling back 25% of that raise. Mrs. Parker further stated another issue for us is the County got a cost-of-living increase in July; however, our last raise was in December 2007. It does not seem fair and equitable. Agency staff has met twice to discuss the health insurance issue. Mrs. Wood inquired how this was affecting staff. Mrs. Parker stated that staff was not happy. She further stated Agency staff would like to know whether the Board would support what we have suggested; i.e., 25% of the 15.5%. Mr. Davis stated he supports 25% of the

County's cost. Ms. Gordy felt this was the proper way to proceed. Mrs. Parker stated some staff is planning to go to the Public Hearing and speak about the health insurance issue.

Mr. Obenshain inquired whether an action item was needed for Mrs. Parker to speak at the Public Hearing and address our health insurance issue. Mrs. Parker stated the Board could do so.

On motion by Mr. Davis, seconded by Ms. Wood, the Board requested Mrs. Parker to present our Board's support of 25% of the County's cost of 15.5%.

Mrs. Parker said the County could also have checked into Optima through Anthem. This appears to be a better policy than the one the County is proposing. The co-pays are also better for the employee as well. The County mentioned they would have to approve the budget in April in order to have everything ready in May for June.

Mr. Obenshain felt Mrs. Parker should attend the next Board of Supervisors meeting and discuss the issue. He further stated Mrs. Parker should draft a letter to the Board of Supervisors expressing this Board's feeling that they understand we all need to suffer through the current economy; however, the Agency Board suggests it be done according to the County's cost to our employees. Mr. Obenshain further stated Mrs. Parker needed to share the Board's view of this issue as we are concerned about employee morale.

Ms. Gordy stated she did not think County Administrator Steve Miner was aware of our situation; i.e., State and Federal funding of 85% towards the cost of our health insurance. Mrs. Parker stated she had sent Mr. Miner an email explaining everything to him and she had also spoken with Director of Finance Mike Mason. on numerous occasions.

Mr. Davis stated the motion passed by our Board is very clear and does not leave any room for discussion. It is what it is – 25% of the County's cost of 15.5%.

Mrs. Parker stated she would draft a letter and email a copy to Mr. Obenshain and Mr. Davis for review prior to mailing same to the Board of Supervisors.

Mr. Obenshain proceeded to **Item 9 – Locality IT Support**. Mrs. Parker stated she inadvertently neglected to send a letter from Northrop Grumman in the packet to Board Members. The colored information is part of the first conference call we had, which was setting forth responsibilities and not speaking about costs. In the beginning of the first conference call they discussed setting up network printers. Workers do not want to leave clients in their offices while they go to a network printer to obtain printed documents. This was an issue. They also mentioned full support of our system. We do not want this as Steve Niblett keeps us going. He has the mirrored image of what computers have on them when we get them from the State. If he has to put in a motherboard, he can use that and it will be like the one we got from the State. They mentioned internet service would not be provided to our Agency, and I asked why. They stated they could not substantiate a cost for that, which meant it was tied up in money somewhere. We would have to get our own internet system. Mrs. Parker did some research and we can get internet service for \$69.99 per month from Verizon for the entire Agency. Mr. Davis inquired what type of band we would receive. Mrs. Parker stated it would be 5.0. Mr. Davis also inquired as to the number of modems we have. Mrs. Parker stated we have 60 users. The cost of installation will be \$400 plus a maintenance fee. Mrs. Parker further stated the \$69.99 would cover all employees. Mr. Davis stated it did not make sense. Mrs. Parker stated they call it a **“dry loop”** because we are within 18,000 cable feet of the Central Office in Onancock. Mrs. Parker stated she would explore it more fully and get it in writing. We can take care of the internet need within reason. Mr. Davis inquired about the period of commitment. He is concerned that we will be on this for 30

days and then determine the band is not large enough to meet the needs of 60 employees. Mrs. Parker did not know the period of commitment. The Verizon representative wanted to sign us up at that time; however, Mrs. Parker informed the representative she just wanted information right now because Northrop Grumman could change their mind and provide internet service.

Mr. Obenshain continued to **Item 10 – Virginia Enterprise Application Project (VEAP) Enterprise Content Management Shared Service Offering.** Mrs. Parker stated she had spoken previously about E-Z Filer, which is a document management system. Norfolk, Richmond and State IT folks have been meeting to try and provide an enterprise system available to everyone. It would cost us as a subscriber. The cost would decrease according to the number of subscribers we have. It would provide better service than what we have now. We would not have the issues we currently have with E-Z Filer. This system would be off-sight. It is set up so when a case ages out it would automatically be deleted. If it is financial information and you have had an audit within five years, the information could be deleted. If a client is deceased and there was no assistance for five years, the file can be deleted. Mrs. Parker stated she was definitely interested in this and would like to have more information.

Mr. Obenshain proceeded to **Item 11 – Social Work Month – April 2009.** Mrs. Parker stated we would be planning a reception at the Agency to celebrate our appreciation for staff; i.e., Eligibility, Social Work and Clerical. This will probably be held the latter part of April.

Mr. Obenshain continued to **Item 12 – Financial Statement – Office Manager – Shirley Harmon.** We have just completed the ninth month of our Fiscal Year. Our Total Expenditures for February were \$324,281.35. Our Year to Date Total Local Adjustment was \$430,449.08 and our Local Total Balance to Date is \$273,407.92.

There were no items for Closed Session.

The date of our next Regular Meeting will be April 21, 2009.

The meeting adjourned at 10:40 A.M.

APPROVED: _____

ATTEST: _____

