

The Accomack County Board of Social Services met at its facility on Tuesday, August 18, 2009, at 9:30 A.M. Present were Mr. R. Dodd Obenshain, Chairman; Mr. C. Ray Davis, Vice-Chairman; Mrs. Betty Wood; Ms. Kay W. Lewis; and Mrs. Mary E. Parker, Secretary.

Mr. Obenshain called the meeting to order. Ms. Lewis gave the Invocation.

Mr. Obenshain proceeded to **Item 2 – Approve Minutes of July 21, 2009.** On motion by Mr. Davis, seconded by Ms. Lewis, the Minutes of July 21, 2009 were approved as written.

Mr. Obenshain continued to **Item 3 - Introduction of New Employee – Jillian Yunker, Social Worker I, Child Welfare Unit.** Mrs. Parker stated Mrs. Yunker will be a Social Worker I. During Mrs. Yunker's probationary period she will remain a Social Worker I; however, when the probationary period is over, she will become a Social Worker II. On behalf of the Board Mr. Obenshain welcomed Mrs. Yunker to ACDSS.

Mr. Obenshain proceeded to **Item 4 – Walk Through of the Accounting Unit – Staff will provide an overview of duties during the walk through.** Mrs. Parker stated Administrative Office Manager Shirley Harmon would not be present and therefore unable to do the overview of duties. On her behalf Administrative Program Assistant II Ms. Mashonda Davis gave a thorough explanation of all duties

handled in the Accounting Unit. She explained her personal duties as well as those of Fiscal Assistant II Jill Fitzgerald. The Board left the walk through with a better understanding of the functions of the Accounting Unit.

Mr. Obenshain continued to **Item 5 – Fraud Update**. Mrs. Parker stated Fraud Investigator Jack Thomas did not have any Fuel Program amount for the month. She further stated the report uses the DSS Fiscal Year.

Mr. Obenshain proceeded to **Item 6 – Director’s Update**.

Community Relations: On August 5, 2009 Mrs. Parker attended a lunch meeting with Foodbank of Southeastern Virginia Board of Directors and staff at the Tasley site. Mrs. Parker stated once a year the Advisory Council for the Southeastern Virginia Food Bank come to the Shore for a visit. They had everyone for lunch. Before the luncheon the Advisory Council had packed bags of food. During lunch each person explained some things about what they do, and why they are interested in Foodbank.

Regular Meetings: On August 8, 2009 Mrs. Parker attended a Truancy Board meeting. This is a new group dealing with children who have not been to school for a period of time.

On August 6, 2009 Mrs. Parker attended the regular CPMT meeting.

On August 17, 2009 Mrs. Parker was unable to attend the Foodbank Advisory Council meeting.

Regional/State Meetings: On August 4, 2009 Mrs. Parker participated in a conference call with Social Work Supervisor Libby Beasley, Social Worker III Sylvia Stanley, Northampton DSS Director Richard Sterrett and his foster care staff, Eastern Regional Director Steve Blythe, Foster Care and CPS consultants, and Flora Harris, VDSS Resource Family Specialist. There will be a Town Hall meeting on October 15, 2009 and we are hoping we will get more people on the Shore interested in becoming foster parents. This was at the suggestion of Steve Blythe. If it works on the Shore, there are other areas in the State which will try to do something similar. The push is to try and get children out of residential facilities and get them back home unless the child needs acute care. We currently have four children off Shore, but it is difficult to get people to take teens. The other factor is we need to build a larger network. We are in competition with private providers. They are paying more to become foster parents because of the therapeutic setting. The State is moving so we can pay our foster parents more if they have sufficient training and a higher level of being able to provide support for children.

On August 7, 2009 Administrative Office Manager and Mrs. Parker attended the Local Directors and Office Managers meeting in Norfolk. Mike Gump from the State Finance Office, who is in charge of the local budgets, gave an overview of his job. Jett Dougherty from Human Resources talked about changes in our job titles and gave clarifications. She also talked about when a person applies for a State position, they are able to file their application. Later, if you want to apply for another position, the application is sitting there and you can pull it up and apply for the second position. In this manner you do not have to keep submitting applications for various positions. The State is looking to moving local agencies towards this prior to the end of the year.

They also discussed Random Moment Sampling and reviewed its importance and how much money it brings to the State. They want us to do it correctly as we are being monitored. Ms. Lewis stated she had no idea that every hit brought \$20,000 to the State.

Mr. Davis inquired about our being in competition with private agencies relative to foster care and why we would want to compete with these private agencies if they are able to provide services needed and it is not costing us anything. Mrs. Parker stated a lot of therapeutic services are not available on the Shore. Sometimes it would be a therapeutic foster home across the Bay. We are trying to keep all children in our community. Mr. Davis then inquired whether the alternative groups providing services cost us anything. Mrs. Parker stated they do through CSA – Comprehensive Services Act. Mr. Davis inquired whether we pay for those services. Mrs. Parker said we do pay a portion as there is a Local Match to CSA.

Mr. Obenshain continued to **Item 7 – Consider Rescheduling the September 15, 2009 Board Meeting** – Mr. Obenshain stated he has a conflict for the regular September 15, 2009 meeting date. He suggested moving the meeting date to September 22, 2009. A decision was made by the Board Members to move the September meeting from September 15, 2009 to September 22, 2009.

Mr. Obenshain proceeded to **Item 8 – Customer Service Training – Lemon List**. Mr. Davis stated the list seems to have had a large circulation. Mrs. Parker stated everyone on staff got it. Mr. Davis then inquired about the source of the list. Mrs. Parker stated the source of the Lemon List was Agency staff. Mrs. Parker then proceeded to explain to the Board that over a four day period Northampton and Accomack DSS employees attended Customer Service training at the ESCC. It was done over a four day period because the class size could not be over 20 people and each Agency had to have coverage during the time workers were out. Mrs. Parker attended on the first day. The trainer stated it was her practice at the end of each day to present each worker with a piece of paper shaped like a lemon. She would then ask each worker to write down an issue which needs to be resolved at his/her respective agency. The items would be placed on a tree and each worker would then go up and select another worker's lemon and write a resolution to the problem. The trainer asked Mrs. Parker and Benefits Program Specialist Supervisor Scottie Paschall of Northampton County DSS how they would like to handle the Lemon List. Some of the workers had previously indicated they did not want their Director to see the list because they might recognize their handwriting. At that point Mrs. Parker stated she personally did not want to see the lemons and suggested on the last day the Lemon List for Accomack County DSS be placed in an envelope and given to Northampton County DSS and vice versa. Northampton County could then type up Accomack's list and email it to us and we would type up Northampton's list and email it to them. On the last day of the training the instructor did the opposite and gave Accomack's envelope to an Accomack employee and Northampton's envelope to Northampton's director. Mrs. Parker stated she was away when the envelope was brought back to the Agency. Secretary I Linda Rew took the lemons and typed and emailed the list to her for review and distribution to workers. Mrs. Rew destroyed the lemons. Mrs. Parker then sent the list to staff with a few notes regarding some of the issues.

Mrs. Parker stated the door at the Benefits end had still not been repaired. The County had sent an electrician but the issue has never been resolved. Mr. Obenshain inquired whether Mrs. Parker had informed Public Works that this was a safety issue. Mrs. Parker stated she had and further informed him we had clients who just opened the door and walked in. Mr. Obenshain stated Mrs. Parker should contact County Administrator Steve Miner. Mrs. Parker stated we could take Local Only money and have the door repaired; however, it is the County's door and she did not feel we should pay for the repair. Mr. Obenshain inquired whether we could deduct the repair cost from our rent. Mr. Davis stated he thought we had put some special wording in the Lease relative to having repairs done at the Agency. Mrs. Parker stated the issue was resolved in that the County workers keep a record of hours spent at our Agency and it is turned in to Public Works and we pay only those costs directly attributable to our facility.

Mr. Obenshain inquired what the next step was concerning the Lemon List. Mrs. Parker stated she had informed staff we would meet in September to go over workers concerns on the list.

Ms. Lewis stated the one area on the list which concerned her was the repeated comments about the Front Desk. It is one thing to have a problem with Hispanics and a language barrier. Mrs. Parker stated the Front Desk is an issue. Mrs. Parker stated it would be nice if we had a translator at the Front Desk. We currently have three translators but none are located full-time at the Front Desk. There are other issues occurring at the Front Desk and Mrs. Parker stated she was in the process of trying to resolve this issue.

Mr. Davis stated he had a problem with circulating a list of dissatisfaction with a particular group to the entire group unless you are prepared to resolve the issues. Mrs. Parker stated she did not disagree with his remark; however, we did not know this was going to happen. She thought it best for workers to know what co-workers had to say. Mrs. Parker removed herself from the list. Mr. Davis stated he did not like discrimination unless you can fix it. Mr. Obenshain stated we are working towards a goal. He further stated other organizations have issues as well.

Mr. Obenshain continued to **Item 9 - Financial Statement**. Mrs. Parker stated we have finished the second month of the new Fiscal Year. Our Total Expenditures were \$79,340.98 and our Balance to Date is \$603,400.02. The Energy Assistance Cooling Program ended August 17, 2009. We will be gearing up for the Heating Program which commences in October 2009. Ms. Lewis inquired how many Cooling Assistance applications we had. Mrs. Parker stated she did not know; however, she would have the total at the September meeting.

On motion by Ms. Lewis, seconded by Mrs. Wood the Board went into Closed Session for the purpose of discussing Personnel (Disciplinary Action, Leave Without Pay and Employment); and Acceptance of Custody, as permitted by Code of Virginia, Section 2.2-3712. Mr. Obenshain requested Mr. Davis to handle the first item on Closed Session as he recused himself from this item due to a conflict of interest.

On motion by Mrs. Wood, seconded by Ms. Lewis, the Board returned to Open Session. On motion by Ms. Lewis, seconded by Mrs. Wood, Mr. Obenshain polled the Board to confirm the matters discussed in Closed Session (Mrs. Wood - yes; Mr. Davis - yes; Ms. Lewis - yes). On motion by Ms. Lewis, seconded by Mrs. Wood, the Board approved the following with the exception of Mr. Obenshain who abstained from this Personnel item:

I. Personnel:

A. Disciplinary Action:

1. Group One Offense - Written Notice

On motion by Mrs. Wood, seconded by Ms. Lewis, the Board was polled approved the following:

B. Leave Without Pay:

1. Mary Rasmussen - Benefit Programs Specialist II - 43.75 Hrs.
Sick Leave -7/9-8/3/09; .25 Hr. Annual 7/31/09
2. Nicole Victory - Benefit Programs Specialist II - 8 Hrs.
Sick Leave 7/27 and 7/31/09; 2.25 Hrs. Annual 7/29-30/09, 8/3-4/09
Group I Written Notice)
3. Andrea Hunter - Office Associate II - 4.50 Hrs. Annual
4. Group One Offense – Written Notice

C. Employment:

1. Sue Duer - Emergency Office Associate II - Eff. 07-06-09

2. Estrella Medina Gutierrez - Benefit Programs Specialist II - Eff. 06/30/09

3. Jillian Yunker, Social Worker I - Eff. 07/27/09

Mr. Obenshain polled the Board in order to determine the above items listed were discussed in Closed Session (Mrs. Wood - yes; Mr. Davis - yes; and Ms. Lewis - yes).

On motion by Mrs. Wood, seconded by Ms. Lewis, the Board approved the following:

II. Acceptance of Custody:

1. Foster Care Case #001-046730000

Mr. Obenshain polled the Board in order to determine the above item was discussed in Closed Session (Mrs. Wood - yes; Mr. Davis - yes; and Ms. Lewis - yes).

Mr. Obenshain stated the next Regular meeting will be held on September 22, 2009 at 9:30 A.M.

On motion by Mr. Davis, seconded by Ms. Lewis, the meeting adjourned at 10:40 A.M.

APPROVED: _____

ATTEST: _____