

The Accomack County Department of Social Services met at its facility on Tuesday, April 17, 2016, at 9:30 A.M. Present were Mr. R, Dodd Obenshain, Chairman; Ms. Kay W. Lewis, Vice-Chairman; Mrs. Nicolette A. Hickman; Ms. Reneta Major; Mr. John Sparkman; and Mrs. Mary E. Parker, Secretary.

Mr. Obenshain called the meeting to order. Mr. Sparkman gave the Invocation.

Mr. Obenshain proceeded to **Item 3 – Approve Minutes of February 16, 2016.**

On motion by Ms. Lewis, seconded by Ms. Major, the Minutes of February 16, 2016 were approved as written.

Mr. Obenshain continued to **Item 4 – Introduction of New Staff – Vicki J. Weakley, Assistant Director I.** Mrs. Parker introduced Mrs. Weakley to the Board and she was welcomed to ACDSS by the Board Members.

Mr. Obenshain stated there was an Organizational Chart in the Board packet. Mrs. Parker stated the agency's Organizational Chart had been updated. She stated the Chart shows each worker, his/her position title and number and also the vacant position numbers. She further stated Mrs. Weakley is responsible for the Family Services Unit and the Child Welfare Unit and has hit the ground running, Mrs. Parker stated she personally would still be responsible for the Front Desk, Fiscal, IT, and Benefit Program Units. Eastern Regional Consultant Amy Phillips will continue to oversee Benefit Programs as her schedule permits. Her responsibilities with VaCMS have kept her very busy with the piloting of SNAP in the Piedmont area, but she has continued to monitor renewal and application processing rates and frequently emails staff with reminders and suggestions. We are very fortunate to have her assisting our staff.

Mr. Obenshain inquired whether the vacancies were creating an issue for her.

He further stated there appeared to be quite a few. Mrs. Parker stated we just filled one in the Child Welfare Unit and we are in the process of advertising for the Family Services Specialist III position being vacated by Abigail Allen, who will be retiring at the end of May 2016. We hope to get it filled by someone prior to Ms. Allen's retirement. If someone from our Agency applies and is promoted to the position we would then have another vacancy.

Mrs. Parker stated they are currently reviewing applications for two Benefit Program Specialist positions. Ms. Lewis inquired about the Supervisor position left vacant by Patricia Morris' retirement. Mrs. Parker stated we would be filling that position; however, it had not been advertised yet.

Mr. Obenshain proceeded to **Item 5 – Director's Update. Community Relations: None**

Regular Meetings: On March 3, 2016 Mrs. Parker attended a regular CPMT meeting.

On April 7, 2016 Mrs. Parker attended a regular CPMT meeting.

On April 8, 2016 Mrs. Parker met with Smartbeginnings staff to plan an event in both Accomack and Northampton Counties for child care providers. This will enable providers a way to become involved in education and reading with the children. This should occur in May 2016.

Mrs. Parker stated she had shown on the Agenda an EOC Exercise meeting at the Emergency Operations Center; however, the meeting was actually held on March 10, 2016. That involved Virginia Department of Emergency Management

staff who created a scenario in which Accomack County, Chincoteague, and Northampton County EOC members participated. It was set up as if it was really happening; i.e., calls coming into the EOC relative to an IED device in a school. The audience was comprised of the Sheriff's Department, the State Police, the Health Department and everyone from EOC. At the end of the exercise we reviewed and discussed areas where we did well and areas where we need to improve. She was sure they would discuss it further at the next Disaster Preparedness meeting, which will be held later in the week.

Mrs. Parker stated the original exercise began with an unattended package at Arcadia High School and continued with unattended packages left in several different schools. Calls from the media and the use of social media exacerbated the situation from both the media aspect and parents calling the EOC as they had seen information posted on Facebook and Twitter. It was interesting to see how everyone reacted to everything that was occurring. The need for someone skilled in public relations during emergency management operations was obvious.

Regional/State Meetings: On March 14, 2016 Mrs. Parker attended the Eastern Regional Director's Meeting in Virginia Beach.

Mr. Obenshain continued to **Item 6 – Fraud Update – Fraud Investigator.** Mr. Obenshain stated there were two reports – one for February 2016 and one for March 2016. Mrs. Parker stated Mr. Thomas had a case in court the previous Thursday. Ms. Lewis stated the Tax Intercept figure for the month of March 2016 in the amount of \$26,000 looked good. Mrs. Parker then stated this helps pay for Mr. Thomas' position.

Mr. Obenshain proceeded to **Item 7 – Thanksgiving & Christmas 2015 and Spring 2016 Projects Coordinated by Family Services Specialist III Gail Walker.** Mrs. Parker stated the report covers from Thanksgiving 2015 to Easter 2016. These are things Ms. Walker does. They involve working with community resources to assist individuals and families.

Mrs. Parker stated 168 families received Thanksgiving baskets. Arranging all of the baskets, etc. takes a lot of time; however, Ms. Walker has been doing it for a number of years and is versed in the process.

Mrs. Parker stated the Adopt-A-Family project was assisted by several adults and children, Also, several churches participated and they do it on an annual basis.

Mrs. Parker further stated Ms. Walker sends thank you notes to everyone. We purchase stationery and envelopes for that purpose.

Mrs. Parker stated at Easter we had food baskets which were donated by the Ocean View UMC.

Mr. Obenshain continued to **Item 8 – Internal Inspection by DSS Information Security and Risk Management on April 8, 2016. Review of iPad Registration and Tracking – Information Systems Support Specialist II Steve Niblett.**

We are required to be inspected by the State as we receive taxable information and retain Social Security information here. This is a measure to ensure we safeguard this information. All information has to be locked up; i.e., if a worker is not at his/her desk or off, the information cannot be left out on the desk, We are inspected three times within a three year period before the Internal Revenue Service goes out and does a full State inspection of selected agencies.

Mr. Niblett stated all of the discrepancies were highlighted on the page being reviewed by the Board. At the time of the inspection Mr. Niblett stated #1 was limited access for controlled security monitor did not request ID; i.e., driver's license, student ID, etc. Since they left, this discrepancy has been corrected. We have a new check-in system in the reception area which every person signs onto upon entry into our facility. It asks for your name, an ID, and why you are at the agency. According to the IRS rules we have to ask for an ID, but we do not have to see it.

Mr. Niblett further stated he could place the names of the Board Members on an Access List which will enable them to enter our building. So, when the Board Members would come into the agency, he/she would go to the front window and say the purpose of the entry was for a Board meeting. The Access List would be readily available and you would show your ID and not have to use the check-in system.

Mr. Niblett stated the #2 discrepancy was keys do not state – DND – “Do Not Duplicate” and there are no markings on them plus we do not have a key wall. We are in the process of talking with the County and they have an engraver who will determine the best way to design our keys. We plan to use a numerical system on the keys and the worker who has been assigned each key. We can track our master access keys. We went to OBS and they made them for us. Normally they say master or DND but by law we are not supposed to duplicate them, Our keys does not have that on them, Mrs. Parker stated our custodians have a key; however, they will not have them much longer but will have a swipe pad to enable them to get into the mechanical room, Mrs. Parker stated currently Mr. Niblett, Assistant Director Vicki Weakley, Office Supervisor Linda Rew, Administrative Office Manager Shirley Harmon and Mrs. Parker are the only staff to have DSS access keys. Anything door that is locked inside the Agency can be opened by the access key. Mr. Niblett stated at the present time the janitors do not have access to the file rooms and same have to be opened and cleaned while workers are still in the Agency.

Mr. Niblett stated another discrepancy is the Access List has to be printed monthly. Another discrepancy was janitors were left unattended after business hours relative to confidential information; i.e., mail and fax machine should be secure after hours. On the intake aisle we currently walk into an open area where the fax machine and postage meter are located, The County is talking with a contractor who will be building a frame and putting up a door. We will put two strike pads on either side of the entrance. If a fax comes up after hours the janitors will not have access into the room.

Ms. Major inquired how the agency mail is distributed. Mr. Niblett stated it is distributed by clerks. The unopened envelop is date stamped and placed in the individuals mail cubicle. This is another issue from the inspection. The Benefit and Service staff have cubicles with all of the workers names on same. We did not pass inspection on this as well as they want that area enclosed with a locked door so only authorized personnel have access to the documents placed inside. If the worker is not here that day or if worker forgets to take out mail in slot before leaving for the day, the mail is left unattended. We have been speaking with a local company that sells and installs locking doors that can be rolled down and locked each night. We hope to have it done prior to the end of June 2016.

Mr. Sparkman inquired about an emergency situation and how would we be able to get into a lot of locked areas. Mr. Niblett stated every worker will have a badge that can be used to open the doors. Mrs. Parker stated if it were an

emergency situation where we would need 911, Mrs. Parker, Mr. Niblett or Mrs. Rew would receive a call.

Ms. Lewis inquired how the areas get cleaned if they are not accessible by the janitors. Mr. Niblett stated they will have to clean the area while staff is at the Agency. The janitors come into the office at 4 PM and they have until 5:30 PM to clean those rooms.

Mr. Niblett stated another issue which resulted from the inspection was "non-DSS staff in restricted area – non-DSS staff is a coalition of churches – Accomack Interfaith Crisis Council." This group is here every Tuesday morning from 9:30 AM to Noon to take applications from walk-ins for assistance with short term emergency needs. They interview 12 people and normally two individuals come each week. They use two vacant offices on the Adult Services aisle and they have files they keep in a locked file cabinet in one room to store applications they receive and process. The Inspector noted that they are not employees of our agency and should not be in this area of our building. Ms. Major stated she was trying to understand this as we are a social services agency and that is what we do. Mr. Niblett stated that is what he told the Inspector; however, it did not make a difference as they are still non-DSS employees.

Mr. Niblett stated while they were doing the inspection in the Adult Services area one of the AICC representatives went to the copy machine to make a copy of some documentation relative to an application. Mr. Niblett stated the Inspector was standing in the same room where the person was making copies and the mail slots are also located there. He said since that person was not a DSS employee he could turn around and remove items from the mail slots. Mr. Niblett stated we have a set time frame to respond and provide our action plan to correct the problems. How are we going to handle this? We can stop the AICC from coming; however, our community would lose a valuable resource.

Mrs. Parker stated if we choose to do nothing we will fail that part of the inspection each time. We have tried to think how we could handle this situation; however, nothing comes to mind. We cannot put them in our training room every Tuesday as we have trainings periodically. Mr. Obenshain wanted to know the ramifications in case we did not comply with the request. Mrs. Parker stated if we are chosen by Feds for the review she does not know what the ramifications would be. It could be possible to fail one item and pass the rest. She does not feel it is the right thing to do.

Mr. Niblett stated after we give our first response, they give you a few days and they come back and see what you have done and if not done, they will write up another report stating it has not been corrected within the specified amount of time.

Mr. Niblett stated the two end doors have the restrictive information on them; however, we are in the process of getting the information printed for all of our other entrance ways. Mr. Niblett stated another issue was a log when he wipes the hard drives clean – he does it three times over to be sure they are cleaned. However, the Inspector mentioned Mr. Niblett did not keep a log when he completes this action. He has now corrected this and a log has been created for this purpose. Mr. Niblett wanted to commend the ACDSS staff for the outstanding job they did in preparation for the inspection. Everyone was very receptive, worked hard and made sure everything was locked up. We had everything done on a timely basis.

The Board thanked Mr. Niblett for his presentation.

Mr. Obenshain continued to **Item 9 – Members Helping Members**. Mrs. Parker stated the sheet showed the funds we were to receive. Normally, Northampton DSS gets one-third and Accomack gets two-thirds. We received \$26,677 and we are in our third week of taking applications. Mrs. Parker stated she has been asked to meet with the Members Helping Members Board at their June 22, 2016 meeting.

Mr. Obenshain proceeded to **Item 10 – Family Services Specialist Recognition Month**. Mrs. Parker stated the workers had their luncheon at The Island House on April 14, 2016 and everyone stated the food was excellent.

Mr. Obenshain continued to **Item 11 – Financial Statement – Administrative Office Manager Shirley Harmon**. Mrs. Harmon stated as we did not have a meeting in March 2016, our Total Expenditures for February were \$320,517.17 and our Total Expenditures for March were \$313,270.13. Our Total Local Adjustment was \$478,268.36 and our Total Local Balance to Date is \$287,089.64. We have two months left in the State's Fiscal Year and we go through the month of June for the County. Mr. Obenshain inquired if there was any line we needed to be watching before the end of the year. Ms. Harmon stated she was watching the Foster Care line as we have had some large expenses recently. However, she could request additional funds if needed.

Mr. Obenshain proceeded to **Item 12 – LDSS Compensation Plan for 2016-2017**. Mrs. Parker stated we do this annually and it has to be completed by April 30, 2016. We will probably get our funding amounts the first part of May from the State. The County has approved the budget. The front page gives the basic information about who to contact, etc. The second page shows "State Supported Local Increase." The General Assembly did approve a local increase of 2% for State supported positions; however, they do not have the money yet as they have not had a veto session. We will get an update on this from the State. This would become effective November 1, 2016. We will not be doing a merit increase. We are also not doing an internal alignment unless the Board decides to do it at another time during the year. You can change these things and when you do, you have to act on it and it has to be sent for approval. Mr. Obenshain inquired about how long it had been since our last realignment. Mrs. Parker stated approximately three years. Mr. Obenshain inquired whether we could do one now. Mrs. Parker stated as long as we have the funding to do it; however, it would be better to wait until the middle of the year to decide.

Mrs. Parker stated regarding starting pay we do a compensation decision worksheet and an experience ratio worksheet. The experience ratio takes all of the jobs the person has had and you decide whether or not they are closely related, directly related or not related to the position. It takes everything and adds it up. Then, you put in the salary and then you determine – based on salary levels for the position employee is to be placed – the beginning salary for the employee. You have to consider the salaries of current employees doing the same job and had been here for a long period of time, so you may not be able to give them as much as the experience ratio indicates they should get because you have staff that are making less doing that job for a number of years.

Mrs. Parker stated we do not give an end of probation increase. End of trainee period increase – she is not sure why an end of trainee period is different from end of probation – we do not do this either. For promotion we do 10%. If you give them 10% and they are going from clerical to benefit position, that may not put them on beginning salary of benefits and then you have to go to the minimum salary.

For redefinition of duties upward we do 10%. For demotion it is 5% with a maximum of 15%. The same thing would apply for demotion for performance. She has not had to do either of them.

Temporary acting pay for non-supervisory responsibilities is 5% and for additional supervisory responsibilities is 10%. Adjustment for attainment of a critical skill would be someone who is bi-lingual and that is 5%.

On-call compensation for child protective services was increased from \$12 to \$16 and for those who perform social work while on-call duty, we provide compensatory leave – time and one-half – for each hour of direct services in excess of 40 hours in a work week. We provide special duty leave for each hour actually worked while on-call. That would cover anything other than our regular hours of employment. Non-exempt employees we provide special duty leave for each hour actually worked. A non-exempt employee would be the line staff.

Our evaluation date is annually or on the anniversary of his/her employment with the agency. We pay for one-quarter of your sick leave up to \$5,000 and we would like to continue this.

The Board previously adopted the Disability Leave Program initiated by the State. Since then any employee not previously vested in the Virginia Retirement System follows the hybrid plan. We have five or six employees under that plan. If you come to work for our agency as a vested employee from another agency, then he/she is vested in the old plan.

On motion by Ms. Major, seconded by Ms. Lewis, the 2016-2017 Compensation Plan was approved as written and reviewed.

On motion by Mrs. Hickman, seconded by Ms. Lewis, the Board went into Closed Session for the purpose of discussing Personnel (Employment and Resignation); Termination; and Acceptance of Custody – Foster Care Case #001-054227007), as permitted by the Code of Virginia Section 2.2-3712.

On motion by Ms. Major, seconded by Ms. Lewis, the Board returned to Open Session. On motion by, Ms. Major, seconded by Ms. Hickman, the Board confirmed the matters discussed in Closed Session (Ms. Hickman – yes; Ms. Major – yes; Ms. Lewis – yes; Mr. Sparkman-yes).

On motion by Ms. Major, seconded by Mrs. Hickman, the Board approved the following Personnel matters (Mrs. Hickman – yes; Ms. Major – yes; Ms. Lewis – yes; Mr. Sparkman – yes):

- I. Personnel:
 1. Employment:
 - A. Shannon Aleman, Emergency Office Associate II – Effective 2/29/16
 - B. Vicki J. Weakley, Assistant Director I – Effective 3/21/16
 - C. Kerrie Jensen, Emergency Office Associate II – Effective 3/24/16
 - D. Terence Smith, Jr., Emergency Human Services Assistant II – Effective 4/4/16
 - II. 2. Resignation:
 - A. Fabiola Torres, Emergency Office Associate II, Effective 2/12/16
 - B. Alba Castillo, Emergency Office Associate II – Effective /29/16
 - C. Peggy McCann, Benefit Programs Specialist II, Effective

2/29/16

III. 3. Termination:

A. Sandra Hickman, Emergency Benefit Programs Specialist III –
Effective 2/19/16

On motion by Ms. Lewis, seconded by Ms. Major, the Board confirmed the following (Mrs. Hickman – yes; Ms. Major – yes; Ms. Lewis – yes; Mr. Sparkman – yes):

IV. Acceptance of Custody:

A. Foster Care Case #001-054227007

Mr. Obenshain stated the next regular Board meeting is scheduled for Tuesday, May 17, 2016, at 9:30 A.M.

On motion by Ms. Major, seconded by Mrs. Hickman, the meeting was adjourned at 10:50 A.M.

APPROVED: R. Dodd Obenshain

ATTEST: Mary E. Parker