

The Accomack County Board of Social Services met at its facility on Tuesday, June 18, 2024, at 9:30 A.M. Present in person were Ms. Reneta Major, Chairman; Mrs. Elsie Mackie, Vice-Chairman; Mr. David Whalen; Mr. Robert Martin; Mr. Jackie Phillips; Mrs. Vicki Weakley, Secretary, and Mrs. Nadine Greenley, Assistant Director.

Ms. Major called the meeting to order and welcomed the Board Members. Mr. Martin gave the Invocation.

Ms. Major continued to **Item 3 – Approve Minutes of May 21, 2024**. Mrs. Mackie made a motion, seconded by Mr. Whalen, to approve the Minutes as written. Hearing no discussion, the motion carried.

Ms. Major proceeded to **Item 4 – Introduction of New Employees – Zachary Parks & Verenice Pantaleon**. Mrs. Weakley introduced Zachary Parks as the new Fraud Investigator. Mr. Parks comes to us from the sheriff's department and his introduction has been prolonged due to his attendance at a fraud conference and shadowing with the Newport News fraud unit. Next, Mrs. Weakley introduced Verenice Pantaleon. Ms. Pantaleon was previously employed with the agency at the front desk prior to COVID and she has return as a Benefit Programs Specialist. Ms. Major welcomed them to their new positions. The Board, in unison, expressed the same.

Ms. Major continued to **Item 5 - Fraud Report**. Mrs. Weakley stated that, Mr. Parks has now completed his fraud training. He was hired just in time to attend the fraud conference and he spent two days shadowing the Newport News fraud unit. Newport News as well as the Director and Fraud Investigator of Northampton County DSS has agreed to assist in showing show him some of the computer pieces. He's doing well. Yesterday, he was given copies of previous fraud reports, so we expect that there will be a fraud report next month.

Ms. Major proceeded to **Item 6 – Director's Notes**. Mrs. Weakley stated that since the last meeting she attended a Benefit Programs Specialist interview, a meeting with Northwoods (Northwoods is a company that offers case aid services for family services, but their pricing is not within our budget. A different company will be presenting virtually for case aid services for benefit programs. Ms. Major inquired what things a case aid offers. Mrs. Weakley stated that there is a system set up so that a worker can call the company and speak to a live person. The company will track down records, do various pieces of paperwork and assist with dictation. This is a personal interaction, which is different from the State, in which a worker can have a conversation with the case aid. On the initial call, a case aid is assigned to the family services worker and will be the contact from that point forward. This sounded better to the workers as opposed to the State dictation system that is currently used. With the State system, workers never know who they will be talking to, and dictation often comes back garbled. The worker then must correct the dictation and send it back which is very time consuming. With the case aid services, workers are speaking to a live person and anything that needs correction can be done directly. The difficulty is it's \$133.00 a call and you must make six hundred calls in a year. That comes to \$79,800.00 for the year. That amount is not within our budget. We do not know what the cost of the case aid services for benefits will be. A virtual meeting in early in July is being planned. We are hopeful that being this company was started by someone who was a benefits worker, that maybe they'll be a little more reasonable. This company would answer a lot of the phone calls in which people just want to ask a question or to make change. These types of calls consistently interrupt workers, which slows down case processing. It would be similar to Tritake which was tried a few years ago. Tritake was when a couple of workers were assigned to take all the phone calls and make all necessary changes. However, no matter how it was maneuvered, it always meant that someone couldn't get their work done because of the volume of calls. So, the company would take that part over so that workers could focus more on processing cases.) an agency wide training retreat, the regional Directors meeting, the Directors Coffee Break, the CPMT (Community Planning and Management Team), a CSA Funding Change meeting (For the first time in a long time, it appears that change will be a very positive thing. Currently CSA (The Children's Services Act), distributes a certain amount of funds to the agency each year. When those funds run out, there is a complicated process that must be gone through in order to receive additional supplemental funds. The request must be broken down into categories of use. It is difficult to predict the future use of funds. Mrs. Parks ends up being the one who does

the figuring and paperwork for the supplement. The request is then sent electronically to the CPMT chair to review and approve, then it is passed to the Accomack County fiscal agent for approval, and finally to CSA for approval and release of funds. There used to be a fourth department it was sent to for approval, but that no longer occurs. With the forthcoming change, the multiple approval process will be eliminated. A single request will be given to CSA to release supplemental funds and the funds will be sent. The change is not set to begin until fiscal year 2026.), a truancy meeting, a supervisor's meeting, and an ice cream social for staff.

Ms. Major continued to **Item 7 –Medicaid Unwinding**. Mrs. Weakley stated that, as previously discussed, the State revoked overtime funds and stated they would redistribute them. The redistribution was given to about five agencies that had the most cases to process and Accomack County DSS was not one of those agencies. Any benefits case worker can volunteer to take on cases from another agency except their own and get paid for doing so. Ms. Major stated that she believes it would be more prudent if they would give the funds to workers who actually worked at the agency. Mrs. Weakley stated that it has been offered in the past. We have several workers who we are paying out of our budgetary funds that used to work here, and two individuals who work for Northampton County DSS, but also used to work at Accomack County DSS assisting with the overdue cases which is working out well. We have had outside assistance in the past and cases were done incorrectly so workers were having to clean up the mess. Workers would have been better off doing the work themselves which would have been less frustrating. Workers are comfortable having those with a work ethic they know and understand to assist in this processing. The new deadline has been set for July 31, 2024, to have all overdue Medicaid cases processed. One hundred and ninety-four cases were processed last week, so the agency has 1,127 cases remaining. There are seven weeks to the deadline and workers are feeling confident that the deadline will be met. Ms. Major stated that she wished there was an extra incentive. Ms. Linton stated that when \$57,000.00 was given to the agency for Medicaid unwinding, workers were doing all they could to work overtime, but they have other busy work, or they were just burnt out. Ms. Weakley continued that for a period of time, workers were working overtime and they would become exhausted, so the overtime dwindled for a few weeks, but would pick back up again. Mrs. Mackie added that sometimes overtime is not worth it. Mrs. Weakley stated that some workers feel that they would rather have the comp-time to be able to take time off later and they certainly can do that. We will do a celebration of some kind at the ending of the Medicaid unwinding. Ms. Major added that, with moral, you have to make people feel good, like they're wanted.

Ms. Major proceeded to **Item 11 - Purge Benefit Case Records**. Mrs. Weakley stated that there are 1,209 benefit case records and 693 family services case records, particularly childcare, assisted living assessments, nursing home care, guardianships, and conservator guardianship, and VIEW case records that are ready to be purged according to state guidelines. Mr. Phillips made a motion, seconded by Mr. Whalen, that the mentioned case records be purged. Hearing no discussion, Ms. Major called a vote for all in favor to signify by Aye. The motion carried.

Ms. Major continued to **Item 12 – Financial Statement**. Ms. Linton stated that the local budget was \$944,084.00. The Year-To-Date Local Expenditures were \$697,203.79, and the Total Local Balance-To-Date is \$246,880.21. Ms. Linton added that the locality funds that are leftover will be paying May's expenses in June. Ms. Major inquired if a lot of funds would be returning for any line items. Ms. Linton stated that a mid-year review was completed and certain budget line funds were returned at that time so that it could be redistributed to other agencies, but the budget balances are running down and there will not be a lot returned. Ms. Linton stated to keep in mind, like with budget line 855, admin charges need to be allocated the same for next year as prices continue to rise. The \$500,000 seems like a lot of money, but with the realignment and the cost of all other admin charges that continue to rise, we need to anticipate to have that for next year. It is going to be a tight budget next year. The 855-budget line is a broad allotment and it's hard to break down all of the expenses. The county gives us a set amount for our budget and if we were to run over, we can always get a pass-through. However, the pass-through funds must have 66% of local funds and 34% reimbursed. We are running 13.96% below budget.

Closed Session - On motion by Mr. Phillips, seconded by Mrs. Mackie, the Board went into Closed Session for the purpose of discussing items stated only on the Agenda (Approval of Performance Plan – Nadine Greenley and Director’s Consult) as permitted by the Code of Virginia, Section 2.2.3712. The motion carried.

On motion by Mr. Whalen, seconded by Mr. Martin, the Board returned from Closed Session and confirmed that the only items discussed were the ones listed on the Board Members’ Agenda. Ms. Major called a vote (Mr. Phillips – yes; Mr. Whalen – yes; Mr. Martin – yes; Mrs. Mackie – yes; Ms. Major - yes). The motion carried.

Mr. Phillips made a motion, seconded by Mrs. Mackie, that the Board accept the Performance Plan of Nadine Greenley. Ms. Major called a vote for all in favor to signify by Aye. The motion carried.

Ms. Major expressed to Mrs. Mackie that, on behalf of the Board, they wish her well and thanked her for her eight years of contribution, expertise, and wisdom that she has imparted during her time of service as a Board member. The Board in unison expressed the same. Mrs. Mackie thanked the Board stating it has been a pleasure and she has enjoyed getting to know people that she might not otherwise have met.

The next Board meeting is scheduled for Tuesday, July 16, 2024, at 10:24 A.M.

Mr. Whalen made a motion, seconded by Mrs. Mackie, to adjourn the meeting at 10:24 A.M.

APPROVED: **Cassandra Reneta Major** _____

ATTEST: **Vicki Weakley** _____