

The Accomack County Board of Social Services met at its facility on Tuesday, February 18, 2025, at 9:30 A.M. Present in person were Ms. Reneta Major, Chairman; Mr. David Whalen, Vice-Chairman; Mr. Robert Martin; Mrs. Minnie White; 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 proceeded to **Item 3 – Approve Minutes of January 21, 2025**. Mr. Whalen made a motion, seconded by Mrs. White, to approve the Minutes as written. Hearing no discussion, the motion carried.

Ms. Major continued to **Item 4 - Fraud Report**. Mrs. Weakley stated that there is no fraud report due to the Fraud Investigator being on paternity leave.

Ms. Major proceeded to **Item 5 – Presentation from Troy Greenley, Information Systems Support Specialist II**. Mrs. Weakley introduced Mr. Greenley to the Board. The Board in unison welcomed him. Mr. Greenley stated that, basically, if something is plugged into electricity, he is the one to call. He has been with the agency for seven and a half years. His primary role is taking care of maintenance upgrades and making sure everything is running smoothly for all the agency's technology needs. His responsibilities include sixty PC's, fifty-six of those being laptops. They get refreshed and the agency receives new ones about every three years. When new computers are received, Mr. Greenley must make an image of them, swap all the employees' information, and get the employee set up and running again. Desktops have a different refresh cycle of five years. Everyone in the building has dual monitors, a printer, and about half of the staff have a scanner. It's a lot of equipment that he ensures is working properly, up-to-date, and running smoothly. There are seventy-four phones in the building and the agency is about to receive a brand-new voice system because the bandwidth was upgraded a few years ago. The internet was running slow, but the agency is up to date on that as well. There are three servers. One of them is called Laserfiche and it is the agency's document management system. When a paper comes through from a scanner, it makes a digital copy, and then overnight it gets uploaded to the State. The other servers are the domain controller and the file server so that files can be shared between people. It also runs Thomas Brothers for the fiscal department. There are three networks in the building. The State network that's incoming, the local Wi-Fi network, and a separate network that is just for backup. Every night all servers are backed up and once a month everything is copied and securely stored off site at our local bank. The agency has nine iPads. One is used for check-in located in the lobby, CPS workers have iPads they can take out on the road with a keyboard attachment, and they are remotely managed. There is a badging system for various doors throughout the building and to gain access. All employees receive a badge upon hiring. Each one is assigned specific access to different doors and then printed. He also manages the burglar system, fire system, and camera system. The camera system can be remotely viewed by a CPS worker for the visitation room. If anything should happen in the parking lots, building, or visitation room, the recordings can be pulled, and a physical media file made. There are four xerox, a Pitney Bowes mailing machine, and a shredder onsite. The shredder has the same standards as the Department of Defense which is one millimeter by five millimeters. The paper is conformed to dust. In addition to the hardware he maintains, he is also the local security officer. When a new employee comes in, he sets them up with a badge, a computer, calls the State to set up their email, and make sure they have access to every system needed to perform their duties. At last count, there were thirty to thirty-five systems that he is responsible for granting access to and each unit has a completely separate and multiple programs that they use. When an employee forgets their password or has been locked out from too many tries, he manages that as well. Mr. Greenley stated that those things are mostly what he does for the agency and asked if anyone had any questions. Ms. Major inquired if the service workers use Compass mobile. Mr. Greenley stated, yes, the software is on the iPad and the workers can access it on the online portal. Mr. Martin commented that if something were to happen to Mr. Greenley the agency would be in trouble. Mr. Greenley responded that he has been teaching Dawn Parks and she is the backup security officer. She knows quite a bit and it's been great to have if he were to take vacation or a day off. Ms. Major inquired when someone forgets their password is he the one they come to. Mr. Greenley state, yes. Ms. Major thanked Mr. Greenley for coming in and Mr. Greenley thanked the Board for having him.

Ms. Major continued to **Item 6 – Director’s Notes**. Mrs. Weakley stated that since the last meeting she attended the VLSSE (Virginia League of Social Services Executive) board meeting, meeting with State HR (In preparation for the time and attendance system Mrs. Weakley attempted to align this agency’s leave policy up with the county’s policy. State HR told her that it was not possible. Ms. Major inquired if the agency was going with the same system that the county is using. Mrs. Weakley stated, yes, it is the same company.), supervisor’s meeting, two MSW intern consults, virtual American Public Human Services Association (ASPHA) (This involved an executive order discussion that seemed to cause panic amongst clients. They were concerned about what benefits may be cut as a result; however, with the court orders, calls have slowed down. Unfortunately, workers are unable to answer questions.), full staff meeting (Active Shooter Training), Director’s Coffee Break, CPMT (Community Planning and Management Team) retreat, and security training.

Ms. Major proceeded to **Item 7 – Purge EBT Logs**. Mrs. Weakley stated that there are documents related to the electronic benefits transfer dating from 2020 to 2021. Every time a card is issued and are sent out, a receipt is made along with a receipt log. These receipts are ready to be purged in accordance with state guidelines. Mr. Whalen made a motion, seconded by Mrs. White, that the mentioned 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 8 – February is Benefits Appreciation Month**. Mrs. Weakley referred members to the Pronouncement from the State Board of Social Services Resolution of Appreciation in the board packet. The agency arranges for benefit workers to either go as a group to a restaurant or order in lunch from a restaurant of their choice. Each worker has an allowance of \$20.00 for lunch.

Ms. Major proceeded to **Item 9 – Christmas Projects**. Mrs. Weakley stated that there are several different Christmas projects that are held during the holiday season. This year, the Toy Closet, which is when a parent/guardian comes to the agency to pick out toys for their child/children, served 455 children which represents 185 families. The Adopt-A-Family program served 5 families, and the Angel Tree program served 94 children, 27 adults, which totaled 58 families served. Community members, churches, schools, and employees who contribute to these projects.

Mr. Martin thanked Mrs. Weakley for partnering with the Atlantic Fire Company during Christmas. The donated toys were very much appreciated by the families who received them. With the agency’s help they were able to increase the number of families they serve through their efforts with the community.

Item 9 – Financial Statement. Ms. Linton was absent from the meeting. The local budget was \$944,084.00. The Year-To-Date Local Expenditures were \$501,987.45, and the Total Local Balance-To-Date is \$442,096.55. Currently the budget is running about 7% below. Ms. Major inquired how the agency was doing with VIEW expenditures. Mrs. Greenley stated that it has been a struggle. The VIEW workers have been in contact with someone whom they feel is trustworthy, will perform maintenance on vehicles, and who understands the billing process. This person may also be a source where the program can purchase used vehicles at a lower cost. Mrs. Weakley stated that since COVID and the program started up again, people are not interest in participating in the VIEW program. They would rather close their case.

Closed Session – On motion by Mr. Whalen, seconded by Mrs. White, the Board went into Closed Session for the purpose of discussing items stated only on the Agenda (Foster Care Case #21223006, EPPE – Kamesha Watson, 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. Whalen – yes; Mr. Martin – yes; Mrs. White – yes; Ms. Major - yes). The motion carried.

Mrs. White made a motion, seconded by Mr. Martin that the Board accept foster care case #21223006. Ms. Major called a vote for all in favor to signify by Aye. The motion carried.

Mr. Whalen made a motion, seconded by Mrs. White, that the Board accept the EPPE for Kamesha Watson. Ms. Major called a vote for all in favor to signify by Aye. The motion carried.

The next Board meeting is scheduled for Tuesday, March 18, 2025, at 9:30 A.M.

Mrs. White made a motion, seconded by Mr. Whalen, to adjourn the meeting at 10:28 A.M.

APPROVED: **Cassandra Reneta Major**

ATTEST: **Vicki Weakley**