



*Tamara Green*  
*Director*

**FREDERICK COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

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**AGENDA**

Frederick County Social Service Board  
Tuesday, April 21, 2015  
8:30am

CALL TO ORDER

MINUTES

FINANCIAL AND PERSONNEL REPORT – Delsie Butts

- Quarterly Budget Update
- Compensation Plan review and approval
- State funding for Eligibility

PROGRAMS

- Questions on Eligibility Statistics?

PRESENTATION

- Local Board Actions Review and Discussion

DIRECTOR'S REPORT

- CFW Update

BOARD MEMBERS' COMMENTS

CHAIRMAN'S COMMENTS

ADJOURNMENT

# Frederick County Board of Social Services

## March 17, 2015

Present: Joanne Leonardis, Red Bud District  
Frank Heisey, Gainesboro District  
James Stephens, Opequon District  
Lisa Carper, Back Creek District  
Susan Marsh, Stonewall District  
Linda Martenson, Member, At-Large  
Karen Kimble, Shawnee District  
Gary Lofton, Board of Supervisors Representative  
Tami Green, Director  
Linda Gibson, Assistant Director  
Delsie Butts, Administrative Services Manager  
Janet Briscoe, Office Supervisor  
Sarah Gilbert, Family Services Supervisor

Call to Order. The meeting was called to order at 8:30AM a.m. by Ms. Joanne Leonardis.

- I. Minutes: Ms. Karen Kimble made a motion to accept the minutes as submitted, Ms. Lisa Carper seconded the motion. The February meeting was cancelled due to weather, so it was necessary to approve the January minutes; there were no February minutes. The minutes of the January, 2015 meeting were approved as presented.
- II. Financial Report: Ms. Delsie Butts reported that for the month of January 2015, collections for Special Welfare were \$1,033.28 and \$230.52 for Public Assistance for a total of \$1,263.80. Total disbursements from the Special Welfare Fund were \$5,075.81 for January 2015.

She reported that for the month of January 2015, there were no retirements. There was one resignation, Jeanette Farrell, Human Services Assistant I. There was one termination, Laura Binkowski, Family Services Specialist III. There was one promotion, BJ Dove, from Benefit Program Specialist II to Benefit Programs Specialist IV. There were two new hires, John Steele, Family Services Specialist II and Ilene Johnson, Family Services Specialist II. There were still 3 vacancies, Family Services Specialist III, a Human Services Assistant I and a Benefit Programs Specialist II.

Ms. Delsie Butts reported that for the month of February 2015, collections for Special Welfare were \$5,397.00 and \$166,780.10 for Public Assistance for a total of \$172,177.10. A check for \$166,000.00 was received from a provider for one of FCDSS clients who was deemed Medicaid eligible. The money was reimbursed to CSA who had paid bills prior to the determination. Total disbursements from the Special Welfare Fund were \$5,163.48 for February 2015.

She reported that for the month of February 2015, there were no terminations or new hires. There was one resignation, Melissa Crampton, Benefit Programs

Specialist II. There was one retirement, Judith Shade, Benefit Programs Specialist II. There were six promotion; Jennifer Freeze, Family Services Specialist II was redefined as a Family Services Specialist III, Sherri Reed, Family Services Specialist II was redefined as a Family Services Specialist III, Shaie Lambert, from Human Services Assistant III to Benefit Program Specialist II, Samantha Bagshaw, from Human Services Assistant I to Benefit Program Specialist II, Amy Devine, from Office Associate II to from Benefit Program Specialist II, and Ashley Stanley, from Office Associate II to Human Services Assistant I. There were still 5 vacancies, Family Services Specialist III, a Human Services Assistant I, Human Services Assistant III, and two Office Associate II positions.

Ms. Butts gave an update on the 2016 Frederick County budget. She went over preliminary areas of concerns from feedback given to her from the County Finance department. A Q & A session followed informational session. In response to some concerns with procedures with the County Finance department during this upcoming budget year, Mr. Heisey suggested setting up an MOU with Frederick County to better clarify expectations regarding budgeting procedures.

Ms. Butts stated she will prepare the State's annual compensation plan for next meeting for review and approval.

- III. Foster Care Quarterly Statistics: All Board members reviewed the Foster Care statistics presentation that was sent out with the January minutes prior to the meeting. The Board did have a Q & A session with Ms. Sarah Gilbert about the statistics given in the presentation regarding vendor costs and available community resources. After the Q & A, the Board made the decision that each member will prepare their questions on future presentations and email them to Tami ahead of time, so each Supervisor can be better prepared to answer questions at the meeting.
- IV. Strategic Plan Presentation: Ms. Tami Green reviewed strategic plan strategies # 3 and #4. She informed them of the particular goals related to strategy #3, the current status of each goal with the outcome or barrier of completion. For strategy #4, more Board interaction with the Agency staff, there was an open discussion to gather input from the Board. The decision was made to invite Board members to attend any special events and staff training within the Agency. Following the presentation, there was a Q & A session with the Board and Ms. Green.
- V. Director's Report:
  - Ms. Green explained the difference between the Agency's grievance policy and the County's grievance policy. She pointed out that the County would have to amend their policy to include the Director in the grievance process. The County would have to be asked if they would be willing to change their policy to include this exception. A Q & A session followed after information was presented. The decision was made to table this issue until the new County Administrator is introduced and has a chance to get settled.

- Ms. Linda Gibson presented a letter from the County Attorney for the follow-up on the Social Security fraud policy of the Agency. This gave closure to this topic for the Board members.
- Ms. Green gave an update on the Agency's evaluations for the staff. She stated that all the annual evaluations were completed at this time and that Ms. Joanne Leonardis, Chairman, and Mr. Frank Heisey, Vice Chairman, completed Ms. Green's annual evaluation as well.
- Ms. Green informed the Board that the Agency will be doing more preventable community outreach to assist with more education for our clientele. The first item of this is the Agency will be having parenting classes for our clientele for the month of March and beginning of April. This education will continue throughout the year with varying topics.
- Ms. Green handed out the Agency's 2014 State profile to the Board for their review. There was a Q & A session upon review of the profile.

VI. Chairman's Comments: Ms. Joanne Leonardis stated that the local board training given by Ms. Johnson-Scott was very informative and got a lot out of it as did the other members who attended on March 12<sup>th</sup>. She stated she would like more information or training regarding FIOA request as it relates to public meetings and for the for the Board members to sign the confidentiality form annually going forward.

Ms. Leonardis started a conversation with the Board members regarding future Board member appointments. They agreed that there should be more information given to possible candidates to better make the decision if they want to be part of the Board or not. Joanne will draft an informational letter stating what is involved and give tools such as the Annual Report for the Board of Supervisor for each district to give out. In addition, the future candidates will be invited to a meeting in order to get a better sense of what is discussed and reviewed each month.

VII. Adjournment: There being no further business, the meeting was adjourned at 10:22am.

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Tamara Green, Secretary

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Joanne Leonardis, Chairman

# Eligibility Update

4/15/2015

# Statistics – Intake

		SNAP Non- Expedited			SNAP Expedite d		SNAP \$		Medicaid**			TANF	
Month	Total Apps	# out of compliance	% in Compliance	Total Apps	# out of compliance	% in Compliance		Approved	Denied	Total Apps	Total Apps	# out of compliance	% Timeliness
			>97%			>97%							>97%
Jan '15	120	1	99.17%	58	0	100%	709,398	115	180	295	47	0	100.00%
Feb '15	139	7	*94.96%	46	0	100%	709,514	125	170	395	42	0	100.00%
Mar '15	163	2	98.77%	69	1	98.55%	715,002	122	186	308	43	2	95.35%

- ▶ \*Adapt glitch didn't automatically close 5 cases as it was supposed to causing us to be out of compliance. % should have been 99%
- ▶ \*\*Medicaid #'s are VaCMS only. No ABD/LTC cases are included in these numbers

# Statistics – Ongoing

Month	% Compliance Medicaid Reviews	Denominator	Numerator	Overdue cases	Reviews due current month	Total Active Cases
	>97%					
Jan '15	92.45%	4,903	4,533	370	359	7550
Feb '15	90.63%	4,985	4,518	467	394	7486
Mar '15	88.80%	4,991	4,432	559	389	7551

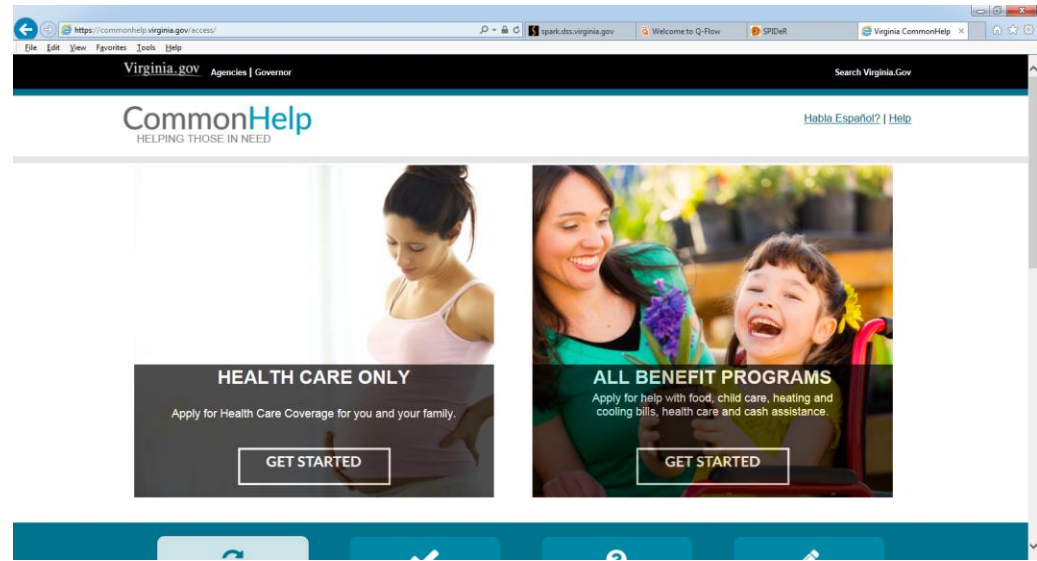
# Statistics – Other

		VIEW			ENERGY			FRAUD			DAY CARE	
Month	Elig Clients	# participating	Fed Work Participation Rate– Original		Apps Taken	Total \$	Referrals	Cases Completed	Collections	Active cases	Cases Processed	Total \$
			> 50%									
Jan '15	30	20	66.67%	Crisis	72		19	19	\$2,947		16	\$51,550
Feb '15	32	17	53.12%		37	Fuel \$201,225	15	11	\$7,458		15	\$44,830
Mar '15					70	Crisis \$22,243	6	10	\$20,979	102	11	

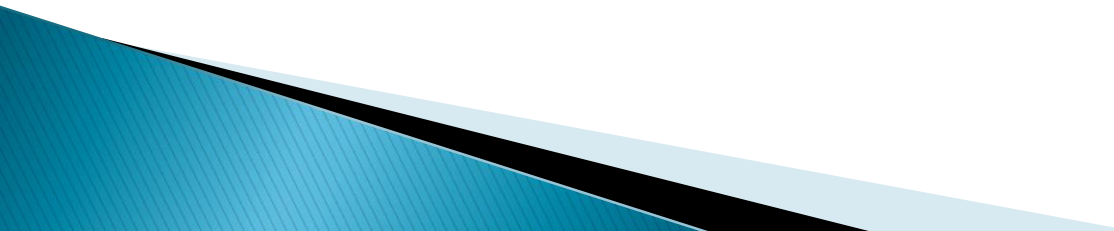


# Filing a Medicaid application, renewal, or change

- ▶ **There are many ways to file an application:**
  - Paper
  - **Common Help** – Client completes online. Received electronically by agency through
    - Agency inbox or
    - Self-direct



# What is Self-direct?

- ▶ The VaCMS (Virginia Case Management System) will attempt to automatically process Medical Assistance (MA) Applications and Renewals from CommonHelp or the Cover VA Call Center if it can confirm certain information provided electronically (through the federal hub).
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# Ways to File an Application – continued

- ▶ **CoverVA**– Client contacts state call center & completes by phone – Received electronically by agency through:
  - Agency inbox (mixed applications such as applying for both Medicaid & Snap)
  - Self direct
  - Effective 4/13/15 applications, when the only program requested is Medicaid Family & Children, will be processed by CoverVA and sent electronically to agency

# Ways to File an Application – continued

- ▶ **FFM (Applications only)** Clients apply for Health Insurance through the Federal Market Place, if applicant appears to be Medicaid eligible the application is sent to CoverVA to process. If eligible, case is electronically transferred to local agency

# Challenges

# Self direct actions & challenges

## ▶ Self-direct – System Approved

- Agency action
  - LDSS pulls, scans, and sends Notice of Action
  - Check MMIS (Medicaid system) to confirm approval opened Medicaid or renewal updated next renewal date
  - LDSS, as of 3/2015, must review each incoming approval for accuracy due to system errors that have been uncovered.
- Policy and system issues
  - Applications for pregnancy have been approved for Plan First (Family Planning) in error
  - New case numbers established instead of associating with existing case
  - Client given a second client ID in the system
  - Cases approved for Plan First that need to be reviewed for Aged, Blind, or Disabled (ABD) are referred to LDSS, often much later than the original application date

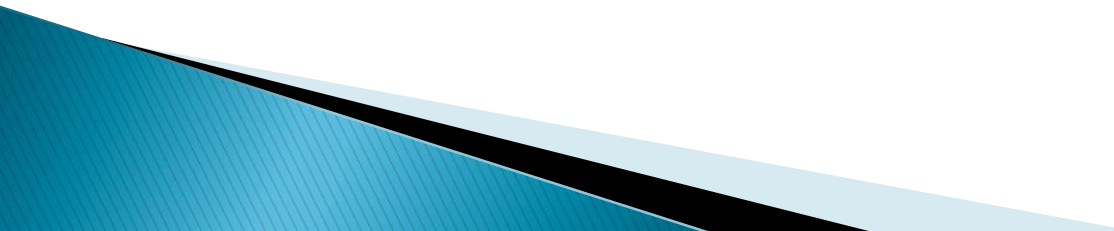
# Self direct actions & challenges-con't

## ▶ Self-direct –Failed

### ◦ Agency action

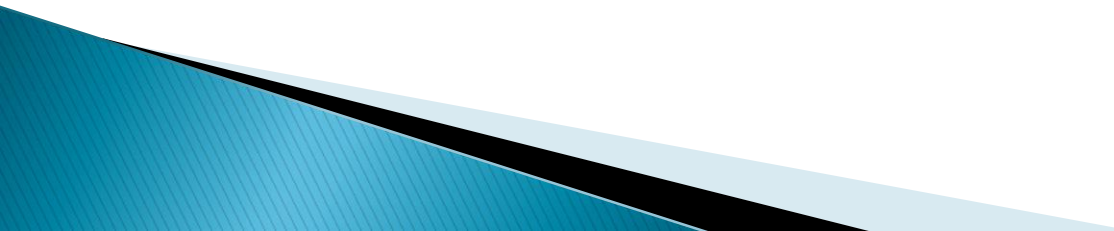
- Determine where failure occurred, anywhere from registration through data collection to bridging to MMIS
- Complete application or renewal through intake or ongoing unit depending on type of application

# Additional challenges

- ▶ System latency
  - ▶ Presumptive Eligibility – Eligibility is determined by certified hospitals with follow-up application to LDSS
  - ▶ System tickets, slow to be addressed by State technical staff, requires follow-up. If an enhancement to VaCMS is identified in order to resolve the ticket, the case remains on agency overdue statistical report while waiting for resolution
- 




# Additional challenges– continued

- ▶ Many new VaCMS Medicaid cases approved from 10/2013–1/2014 due for review beginning in 9/2014 were not displayed on the Medicaid Review Due Report due to a system worker # issue. These cases displayed on the 1/2015 report as overdue. Most of these cases were never sent paperwork for renewal as they were not identified causing a large increase in overdue medicaid cases.
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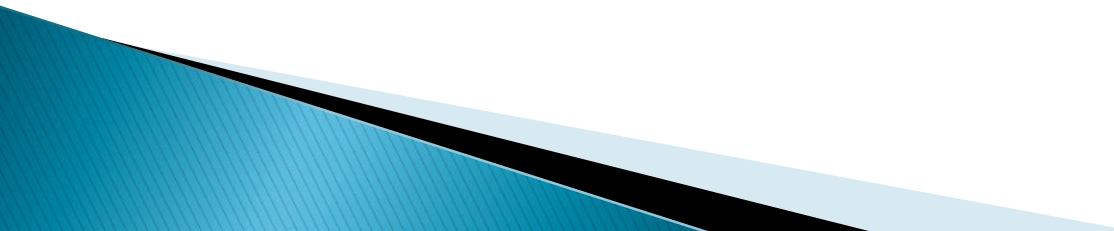
# Additional challenges– continued

- ▶ Working 3 months behind and 3 months ahead on Medicaid renewals
  - Medicaid allows a client closed for failure to complete renewal or provide verifications to have 90 days to comply from the date of closure
  - Exparte MA – Identifying cases that can be processed without client contact or renewal forms by using system inquiries available to the LDSS. Reviews must be looked at 3 months in advance to allow time to send renewal form and complete if exparte is not possible
- ▶ Volume of calls and changes

# Meeting the challenges

- ▶ Developing procedures to review all incoming self-direct approvals and /or failures for accuracy and completion
  - ▶ Primary worker identified in both Intake and Ongoing Unit to review and follow-up on outstanding tickets
  - ▶ Renewal forms are being sent on overdue MA cases and assigned to a worker to be processed if forms returned or closed if no response
  - ▶ Developing procedures to identify which Medicaid renewals can be exparte,\* review of July cases will begin this month
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# Meeting the challenges–con't

- ▶ Staff are being assigned where needed based on what area is pressing regardless of being connected to a certain unit, Intake or Ongoing, or being assigned to a certain team, Review, Changes
  - ▶ Ongoing is holding brief weekly Monday morning meetings to address the priorities of the week
  - ▶ Developed measures to review staff's workload so strengths and weaknesses can be addressed within the banked caseload
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# Looking ahead

- ▶ ABD (Aged, Blind, & Disabled) Migration into VaCMS is scheduled to begin in August 2015
  - Staff is being sent to State ABD policy training as needed
  - All staff scheduled to attend a 3 day VaCMS training for ABD migration throughout May and June
- ▶ Providing in-house trainings either by Supervisors or Regional Office Specialist on topics identified as needing additional training

# Looking ahead – con't

- ▶ Cross training Human Service Assistants (HSA) for efficiency and backup
- ▶ Continue working between units for the most efficient use of staff

**FREDERICK COUNTY DEPT OF SOCIAL SERVICES  
LOCAL BOARD ACTION OR LOCAL POLICY SUMMARY**

<b>Policy Chapter &amp; Section</b>	<b>Summary of Policy</b>	<b>Current Practice</b>
Chapter 1, Section I. Equal Employment Opportunity	Allows local employees to bring complaints of discrimination, harassment or retaliation to Chair of local board and states that charges will be promptly and thoroughly investigated and corrective action taken if charge is founded.	
Chapter 1, Section III. Affirmative Action	Requires local board to ratify the Affirmative Action policy statement which is then signed by the local director and chairperson of the local board	
Chapter 2, Section I. Classification and Compensation	Requires local board to approve and adopt the local compensation plan subject to final approval by VDSS HR.	-Board approves compensation plan each year on or around April.
Chapter 2, Section II. Fair Labor Standards Act (FLSA)	Requires the LDSS to record all hours worked and maintain and retain certain records.	-worked hours are maintained on our electronic timesheet system supported by our county
Chapter 2, Section III. Guidance for Determining FLSA Exemption Status of Employees	Requires the LDSS, in consultation with their local board, to certify FLSA status for each employee.	Only members of the Management team are classified as exempt employees.
Chapter 2, Section IV Compensatory Leave*	Allows local board to select an alternate holiday schedule.	Follow County holiday calendar
Chapter 3, Section II. Background and Record Checks	Gives local board the option to require certain background checks on prospective and current employees. These checks may include criminal record, driving record, credit history, or child support history. This section requires a Child Protective Service Central Registry record check on each prospective and/or current employee.	-CPS Central Registry -Driving record upon hire and reviewed annually -drug screen upon hire and random for all employees -drug screen may be required for certain vehicle accidents
Chapter 4. Section I. Annual Leave	Grants local board the authority to provide employees transferring from another LDSS or VDSS with the same annual leave accrual rate of the previous position.	Allow same accrual rate only if employee had no bona fide break in service.
Chapter 4, Section III. Leave Without Pay	Grants local board the authority to permit the pro rata use of paid and unpaid leave to protect employee benefits.	

Chapter 4, Section III. Leave Without Pay	Grants local board the authority to continue certain benefits during LWOP.	-If employee is under FMLA Health benefits are continued paid for employer portion. Employees are required to reimburse agency for employee portion if paid leave is exhausted -leave accruals are not accrued if employee is on LWOP status for that pay period -VRS contributions are not effected by LWOP
Chapter 4, Section V. Educational Leave	Grants local board the authority to allow employees paid or unpaid leave for educational purposes.	
Chapter 4, Section VI. Administrative Leave	Grants local board the authority to allow paid or unpaid leave for certain administrative purposes.	-Allow for Admin leave for employee birthday -Allow for one hour per month per employee -Allow for Admin leave for disciplinary purposes set by the Director
Chapter 4, Section VII. Bereavement Leave	Grants local board the authority to extend the use of accrued sick leave for the death of a spouse or child.	Approved by Board to use the VDSS policy which allows 3 weeks of sick leave and unlimited days of annual leave for such purposes.
Chapter 4, Section VIII. Sick Leave	Grants local board the authority to determine limits for the use of accrued sick leave for the employee's own care or the care of a family member.	Approved by Board not to set limit
Chapter 4, Section VIII. Sick Leave	Allows local board to determine the maximum payout upon separation of up to 25% of the accrued sick leave balance, as approved by VDSS HR.	Approved on compensation plan is maximum of \$5,000 as of June 2014
Chapter 4, Section VIII. Sick Leave	Grants local board the authority to credit uncompensated sick leave balances for employees transferring from another LDSS or VDSS.	Allow 37.5 hours of uncompensated sick leave to be transferred from another LDSS or VDSS
Chapter 4, Section IX. Disability Leave Program	Allows local boards to limit sick leave for employees covered under employer paid short and long term disability plans.	Approved by Board to use the VDSS policy of Disability Sick leave plan
Chapter 4, Section IX. Disability Leave Program	Allows local boards to determine how frozen sick leave for employees opting in to the VRS Hybrid Retirement Plan will be treated.	
Chapter 4, Section X. Family and Medical Leave Act (FMLA)	Requires local board to designate the months which will become the twelve month period of eligibility (e.g. calendar year, fiscal year, another fixed 12 month period, or a rolling 12 month period looking back for the date the leave is requested).	Use rolling 12 month period looking back for the date the leave is requested



Chapter 4, Section X. Family and Medical Leave Act (FMLA)	Allows local board to require the use of paid leave concurrently with unpaid FMLA leave.	Employees are required to use accrued leave while on FMLA in conjunction with the LWOP policy in VDSS policy that state LWOP is not granted if paid leave is available.
Chapter 4, Section XI. Leave Sharing	Allows local board to implement a leave sharing program for employees in regular or restricted positions.	-sick leave bank is available only to non-hybrid employees -must be a member that donated 7.5 annual leave within 90 days of employment or at open enrollment period -have to be off 15 consecutive days to start using -must have exhausted all accrued sick leave and used down to 37.5 hours of annual leave to use
Chapter 5, Section I. Hours of Work	Grants local board the authority to set the office hours and to establish the standard workweek for the LDSS. Requires the local director to set and adjust employee work schedules in consideration of the needs of LDSS clients and the general public.	-employees must work 37.5 work week -public office hours were approved by board to be 8:30-4:30 M-F -Board approved employee flex schedule allowing employees with supervisor approval to work 4 days that total 37.5 versus 5 days
Chapter 5, Section II Inclement Weather*	Allows local board chairperson, in conjunction with the local director, to make decisions regarding closing during inclement weather.	Follow the county decision to open late or close office
Chapter 5, Section II. Inclement Weather	Allows local board, in conjunction with the local director, to determine which classes of employees are essential.	
Chapter 5, Section III Use of Internet and Communications System	Allows local board to adopt policies setting forth the work-related purposes for which access to computer and other communications systems are provided to employees.	Agency follows the VDSS information security policy, standards and acceptable use.
Chapter 6, Section I Performance Evaluation*	Grants local board the authority to follow the local jurisdiction's policy for performance evaluations.	
Chapter 6, Section I. Performance Evaluation	States that the local jurisdiction's elected governing body or local board of social services structure determines who completes the performance plan and the performance evaluation for the local director.	Board complete performance plan and evaluation for Director
Chapter 6, Section I Performance Evaluation*	Grants local board the authority to follow the local jurisdiction's policy for probationary period.	Employees serve a 12 month probationary period per VDSS policy

Chapter 6, Section IV Standards of Conduct*	Grants local board the authority to follow the local jurisdiction's policy for standards of conduct.	Agency follows the VDSS Standards of Conduct policy
Chapter 6, Section V Alcohol and Drugs	Grants the LDSS the right to test employees for the presence of controlled substances and/or alcohol under certain circumstances.	-random drug/alcohol tests are performed monthly -tests are requested upon Director suspicion
Chapter 6, Section VI Political Activities*	Grants local board the authority to follow the local jurisdiction's policy for political activity.	
Chapter 7, Section I Layoff*	Grants local board the authority to follow the local jurisdiction's policy for layoff.	
Chapter 7, Section I Layoff	Grants local board the authority to fill valid vacancies.	
Chapter 7, Section II Grievance Procedure*	Grants local board the authority to follow the local jurisdiction's grievance procedure. Local jurisdiction policy must provide local director access to grievance procedure.	Agency follows the VDSS grievance procedures.
Chapter 7, Section II Grievance Procedure	Defines the role(s) of the local director and the local board in the grievance procedure and in implementation of the administrative hearing decision.	

## FINANCIAL REPORT – March 2015

### REPORT OF COLLECTIONS

<u>Special Welfare</u>	<u>Public Assistance</u>	<u>Total</u>
\$7,113.16	\$19,798.98	\$26,912.14

### SPECIAL WELFARE EXPENDITURES

Total      \$8,443.69

### PERSONNEL UPDATE

Resignations: N/A

Terminations: N/A

Retirements: N/A

Promotions: Belinda Loudan, Human Services Assistant III, #45, started March 1, 2015

New Hires: Donna Keplinger, Office Associate II, #28, started March 2, 2015  
Dorothy Yost, Office Associate II, #54, started March 11, 2015

Vacancies: Family Services Specialist III, #55  
Human Services Assistant I, #71

I hereby certify that the actions shown on the above report have been accepted and approved by the Frederick County Board of Social Services for the month of March 2015.

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Date

DEPARTMENT OF SOCIAL SERVICES  
Organizational Chart

