

AGENDA

Advisory Board
Winchester Department of Social Services
Thursday, January 23, 2020
24 Baker Street, Winchester, VA

Call to Order

Public Comments

Approval of Minutes

November 21, 2019

Announcements

Staff Report

Director Report – Amber Dopkowski
Family Services Team – Rebecca Hopkins, Sarah Wingfield & Candace Veney
Benefit Programs Team – Steve Langenstein & Chasity Robinette
Administration Team – Christine Cook & Erika Arenas

McCrary Fund — Amber Dopkowski

Board Activities

Vice Chair Vacancy

Old Business

2019 Community Partner Award Ceremony

New Business

Recruitment and Retention in Child Welfare

Date and Location of Next Meeting

March 26, 2020 4 p.m., Winchester Social Services

Adjournment

Minutes
 Winchester Department of Social Services
 Advisory Board Meeting
 Thursday, November 21, 2019

Present: Danielle Bostick, Nicholas Robb, Anita Schill, Kate Simpson, Patricia Simpson, Cindy Taylor, Elyus Wallace

Absent: Eden Freeman, Bibiana Herrera-Paniagua, Marie Imoh

Staff/Guests: Jodie Alt (*WDSS Admin. Programs Assistant*), Erika Arenas (*WDSS Admin. Services Manager*), Kristin Boehne (*WDSS Program Manager*), Christine Cook (*WDSS Office Supervisor*), Amber Dopkowski (*Director*), Rebecca Hopkins (*WDSS Family Services Supervisor*), Chasity Robinette (*WDSS Benefits Supervisor*), Candace Veney (*WDSS Family Services Supervisor*), Sarah Wingfield (*WDSS Family Services Manager*)

RECAP of Board Votes:

Motions:

Motion to adopt the Minutes of the September 26, 2019 Advisory Board Meeting

Action:

1st: Kate Simpson
 2nd: Cindy Taylor

Status:

Approved
 Unanimously

Motion to adjourn

1st: Elyus Wallace
 2nd: Kate Simpson

Approved
 Unanimously

Item	Discussion	Action
Call to Order/Approval of Minutes	<ul style="list-style-type: none"> The meeting was called to order at 4:00 PM by Patricia Simpson, Chair 	<ul style="list-style-type: none"> <i>The minutes from the September 26, 2019 meeting were accepted as submitted on motion by Ms. Kate Simpson, seconded by Ms. Taylor.</i>
Public Comments	<ul style="list-style-type: none"> None 	
Announcements	<ul style="list-style-type: none"> Ms. Dopkowski introduced Kristin Boehne, Program Manager, who started October 29th. 	
Staff Reports	<ul style="list-style-type: none"> Staff Report – <ul style="list-style-type: none"> Director's Report Protective Services Team Family Services Benefits Team 	<ul style="list-style-type: none"> <i>Ms. Dopkowski presented news and announcements for the agency.</i> <i>Ms. Veney and Ms. Wingfield presented the staff report for the Protective Services team.</i> <i>Ms. Hopkins presented the staff report for the Family Services team.</i> <i>Ms. Robinette presented staff report for the Benefit Unit.</i>

Minutes
 Winchester Department of Social Services
 Advisory Board Meeting
 Thursday, November 21, 2019

Staff Reports (Continued)	<ul style="list-style-type: none"> • Self-Sufficiency Team • Administrative Services 	<ul style="list-style-type: none"> • Ms. Robinette presented staff report for the Self-Sufficiency Unit. • Ms. Cook and Ms. Arenas presented staff report for the Administrative Unit.
Vacancy Report	<ul style="list-style-type: none"> • Social Services Vacancy Report 	<ul style="list-style-type: none"> • Ms. Dopkowski presented all current vacancies.
McCrorry Trust Fund	<ul style="list-style-type: none"> • The fund currently has a balance of \$201,193.90 	<ul style="list-style-type: none"> • Ms. Dopkowski presented the current fund balance. No request to utilize funds at this time.
Board Activities	<ul style="list-style-type: none"> • None 	
Old Business	<ul style="list-style-type: none"> • 2019 Community Partner Award Ceremony and Reception 	<ul style="list-style-type: none"> • Community Partner Award ceremony and reception immediately follows this Advisory Board meeting.
New Business	<ul style="list-style-type: none"> • Vice Chair Vacancy 	<ul style="list-style-type: none"> • The floor was opened to nominations for Vice Chair. • Ms. Kate Simpson proposed Ms. Imoh, who was not in attendance. • Tabled until next meeting.
Date and Location of Next Meeting/Adjournment	<ul style="list-style-type: none"> • The next Social Service Advisory Board meeting will be Thursday, January 23, 2020, Social Service Board Room. 	<ul style="list-style-type: none"> • On Motion to adjourn the meeting by Mr. Wallace, seconded by Ms. Kate Simpson, the motion was passed unanimously.


 Signature

1-23-2020
 Date



Winchester

social services *Virginia*

JANUARY 2020

Winchester Social Services Manager's Report

Next Advisory
Board Meeting:
March 26, 2020
4PM @ WDSS

Family Services Team Update

Child Protective Services (CPS)

In November we received 56 calls regarding the safety and well-being of children. 27 of these resulted in family assessments, 6 investigations, 3 resulted in a Family Service Intake, and 20 were screened out.

In December the agency received 40 calls, 17 of which became family assessments, 4 investigations, 2 resulted in Family Service Intakes, and 17 were screened out.

	Family Assessments	Investigations	FS Intakes	Screened Out	Total
November	27	6	3	20	56
December	17	4	2	17	40

CPS Ongoing Cases: In November 2019, the agency maintained 60 CPS Ongoing Cases involving 141 children. 8 of those cases were newly opened in November and 4 closed in November. Of those 60 families involved in Ongoing CPS we maintained 20 safety plans and 17 Protective Orders. We were put “on notice” for 2 youths.

In December 2019, the agency maintained 59 CPS Ongoing Cases involving 137 children. 6 of those cases were newly opened in December and 9 closed in December. Of those 59 families involved in Ongoing CPS we maintained 15 safety plans and 23 Protective Orders. We were put “on notice” for 1 youth and taken off notice for 1 youth.

CPS Ongoing	Cumulative For the Month	Number of Children Involved	Opened in Month	Closed in the Month	On Notice
November	60	141	8	4	8
December	59	137	6	9	8

Adult Protective Services

In November, the agency received 20 calls regarding vulnerable adults in the community. Of these calls, 8 resulted in APS investigations, 4 in an AS intake, 8 were screened out.

In December, the agency received 21 calls, with 4 resulting in investigations, 1 lead to AS intakes, and 6 screened out invalid.

2019 New Referrals		
	Nov	Dec
APS Investigations	8	4
AS Intakes	4	1
Invalid (Screened Out)	8	6
Total	20	11

Family Services Team Update

FAMILY SERVICE TEAM HIGHLIGHTS

- ◆ Provided mandated reporter training for Child Protective Services and Adult Protective Services during the Consumer Directed Attendant Informational Sessions at the Handley Library with the Virginia Department of Medical Assistance Services.
- ◆ Strengthening Collaborations Meeting: Child Welfare staff participated in a collaborative meeting with Frederick County Dept. of Social Services; Valley Health; Northwestern Community Services Board; Health Department; Healthy Families –NSV; and Infant Toddler Connection regarding how to best serve children that have been born substance exposed and their families.
- ◆ State PIP: Staff attended the Virginia Department of Social Services Child and Family Services Review Program Improvement Plan meeting in Richmond, VA which focused on Service Array and CSA.
- ◆ Internal preparation for 2 Child and Family Services Reviews in January and February.
- ◆ Staff attended the ChildSafe Center- CAC Open House
- ◆ Trainings: All FSS Staff completed a two day training with Action 4 Child Protection, a national expert in child welfare safety and permanency practices. 2 Supervisors completed Principles of Leadership training in Warrenton, VA. 2 FSS completed training in Assessing Safety, Risk, and Protective Capacities in Child Welfare. 1 FSS completed The Helping Interview training in Warrenton, VA. 2 FSS attended Understanding Domestic Violence Training in Warrenton, VA. 1 FSS attended Advanced Interviewing: Motivating Families for Change in Warrenton, VA.
- ◆ Katie Lo Monaco, Family Services Specialist II, celebrated 1 year with the Dept. on Nov. 1, 2019.

Foster Care & Adoption

In November 2019, the agency maintained 39 Foster Care Cases and 57 youth in care. 3 youth entered Foster Care in November due to Abuse and Neglect. 2 youth exited foster care in the month of November. Of those 2 youth, 1 youth returned to the custody of a biological parent, and custody of 1 youth was transferred to a relative.

In December 2019, the agency maintained 39 Foster Care Cases and 56 youth in care. 1 youth entered Foster Care in December due to Abuse and Neglect. 1 youth exited foster care in the month of December. Custody of this youth was transferred to the State of Georgia, as the youth was a resident of Georgia and this is where the youth's parents resided. Virginia's Commissioner provided approval for this transfer of custody.

2019 Foster Care Cases	Cumulative Number of Cases	Cumulative Number of Children in Care	Number of Children that entered in the Month	Number of Children exited in the Month	Number of Open ICPC Cases
November	39	57	3	2	4
December	39	56	1	1	3

Benefit Programs Team Update

APPLICATIONS:

The Fuel program ended November 8. Crisis (Security deposit and equipment repair only) began November 9 and ran through December 31. Crisis (Purchase of primary fuel for heating and payment of primary heat utility) began January 2 and will run to March 16.

2019 APPLICATIONS RECEIVED	November	December
SNAP	85	91
MEDICAID	113	86
TANF	13	14
CHILD CARE	4	5
LIHEAP	52	13

In November, the agency received 85 applications for SNAP, 113 applications for Medicaid, 13 applications for TANF, 4 applications for Child Care Assistance, and 52 applications for Energy Assistance.

In December, the agency received 91 applications for SNAP, 86 applications for Medicaid, 14 applications for TANF, 5 applications for Child Care Assistance and 13 applications for Fuel Assistance.

CASE MANAGEMENT:

In November, the agency provided case management for 1513 SNAP cases, 3757 Medicaid cases, 65 TANF cases, 24 VIEW cases, 53 Child Care cases, 0 Child Care Wait List cases, and 321 Fuel Assistance cases.

In December, the agency provided case management for 1539 SNAP cases, 3817 Medicaid cases, 61 TANF cases, 24 VIEW cases, 54 Child Care cases, 0 Child Care Wait List cases and 326 Energy Assistance cases.

2019 CASE MANAGEMENT	Nov	Dec
SNAP	1513	1539
MEDICAID	3757	3817
TANF	65	61
VIEW	24	24
CHILD CARE	53	54
CHILD CARE WAIT LIST	0	0
LIHEAP	321	326

Benefit Programs Team Update

Fraud Investigation

In November, the agency received 3 Fraud/Over Payment referrals, had 2 pending investigations and established 1 SNAP claim for a total amount of \$706 in overpayments.

In December, the agency received 2 Fraud/Over Payment referrals, had 3 pending investigations and established 1 claim for a total amount of \$137 in overpayments.

2019 FRAUD/OVERPAYMENT	Nov	Dec
Referrals Received	3	2
Referrals Pending	2	3
Claims Established	1	1
Claim Amount	\$706	\$137

Title IV-E & Medicaid (Foster Care & Adoption Subsidy)

In November, the agency received 3 Title IV-E eligibility applications, maintained 63 ongoing Foster Care cases, 59 Adoption Subsidy Cases and 105 Medicaid cases.

In December, the agency received 1 Title IV-E eligibility application, maintained 62 ongoing Foster Care cases, 59 Adoption Subsidy Cases and 104 Medicaid cases.

CASES	Nov	Dec
Title IV-E applications received	3	1
IV-E F/C Cases	63	62
IV-E Adoption Subsidy Cases	59	59
Medicaid	105	104

BENEFIT TEAM HIGHLIGHTS

- ◆ **Our agency has continued to meet the state target of 97% timely SNAP application and renewal processing for November (99.2%) and December (100%).**
- ◆ **We continue succession planning for all program areas.**
- ◆ **View worker attended Chamber Workforce Luncheon in November.**
- ◆ **View Supervisor and worker attended View Conference in Richmond in December.**
- ◆ **Began interviewing candidates for Benefit Programs Specialist vacancy in December.**
- ◆ **Through donations of toys by Mountaineer Gas, our agency provided 12 families with gifts for Christmas.**

Administrative and Finance Team Update

In November, the Office Supervisor attended an OSHA training. This training outlined the basics of OSHA compliance. This was a significant training to our department due to the current renovation that was underway during this month, as well as having knowledge of OSHA compliance for building maintenance.

In December, the Administrative Human Services Assistant's and Office Supervisor attended a customer service course at Lord Fairfax Community College. This training focused on customer service philosophies from Chick-Fil-A and Southwest. After this training, the team gathered to discuss how we could incorporate what we learned in the training to our customer service model. We are currently enforcing those changes discussed and continuing to work on our customer service model. Also in the month of December, we completed the office renovation to include two interview rooms and a small conference room. During this month, a panic button upgrade was also completed. Our current panic alarm panel was working properly, however it was outdated, so we could not add any additional panic buttons. We needed to complete this upgrade due to the additional office space created by the office renovation.

November 2019: 394 Drop offs and 451 Walk-ins

December 2019: 389 Drop offs and 519 Walk-ins

Finance Team

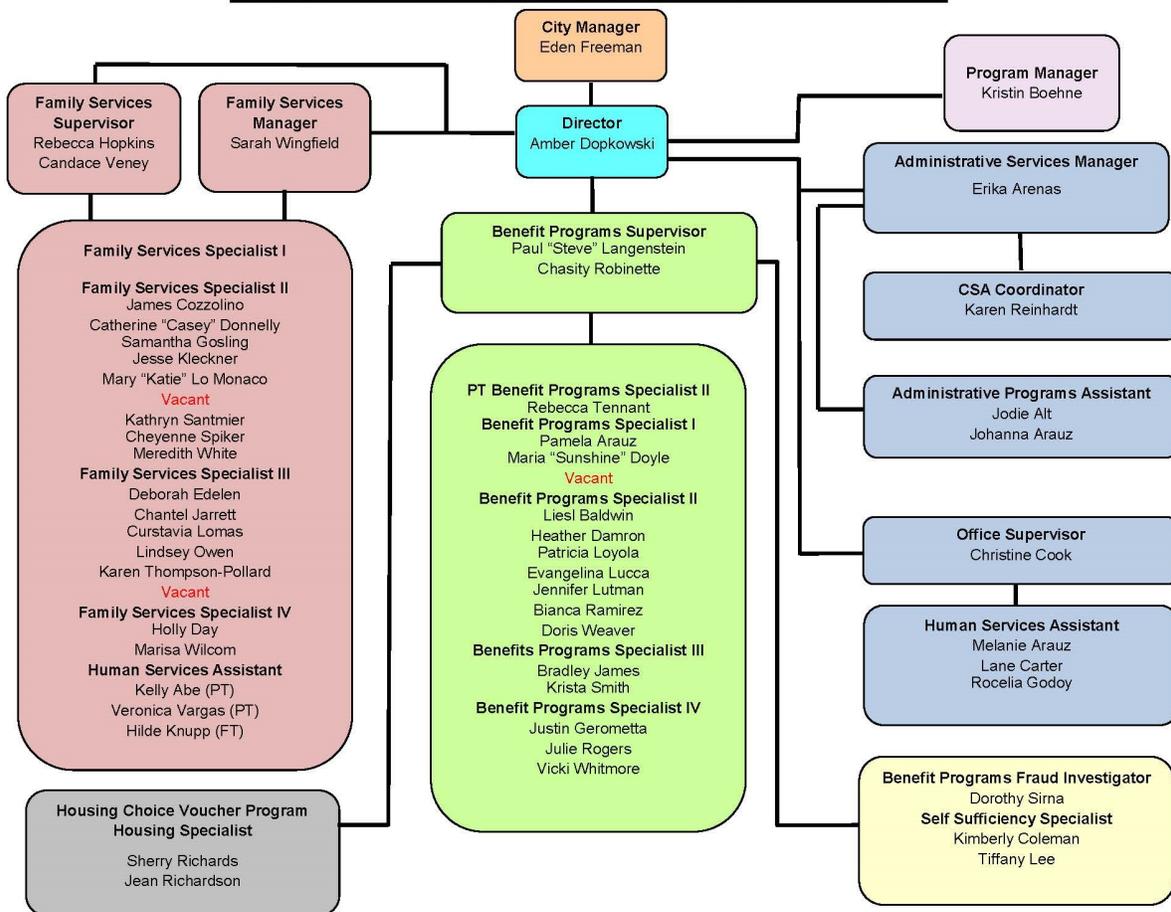
During the months of November and December, the Admin Services Manager and Agency Director prepared the FY2021 Agency Budget, which was finalized and submitted for approval on December 13, 2019 to the Director of Finance. Some major highlights include an additional agency vehicle and the installation of an HVAC unit in our visitation room to increase the level of comfort for families.

In December, we submitted our Mid-Year requests to Virginia Department of Social Services asking for additional funding allocations in (3) three program areas: Promoting Safe & Stable Families (PSSF) (\$5,000), Substance Abuse (\$10,000) and Block Grant/Preservation & Support (\$5,000). To determine how much funding to request, our Finance team keeps record of all expenditures in each ancillary fund to determine spending history and averages. Then, in collaboration with our Family Services Supervisors, we determine how much funding they anticipate needing to serve their clients through the end of the fiscal year.

Regarding technology updates, Virginia Department of Social Services has notified each local agency of the latest computer VDSS will be issuing as the default model for computer refresh. The HP 1030 G4 convertible (laptop/touchpad) computer is designed with speed, agility and mobility in mind, which is ideal for our case workers and supervisors, who regularly work in the field. We had (2) two successful upgrades in December: (1) Family Services Supervisors, (2) Program Manager.

WDSS Organization

City of Winchester Department of Social Services Organization Chart



1/14/2020 11:54 AM

City of Winchester Mission:

To provide a safe, vibrant, sustainable community while striving to constantly improve the quality of life for our citizens and economic partners.

Advisory Board Membership

Danielle Bostick

Bibianna Herrera-Paniagua

Marie Imoh

Nicholas Robb

Anita Schill

Kate Simpson

Patricia Simpson-Chair

Cindy Taylor

Elyus Wallace

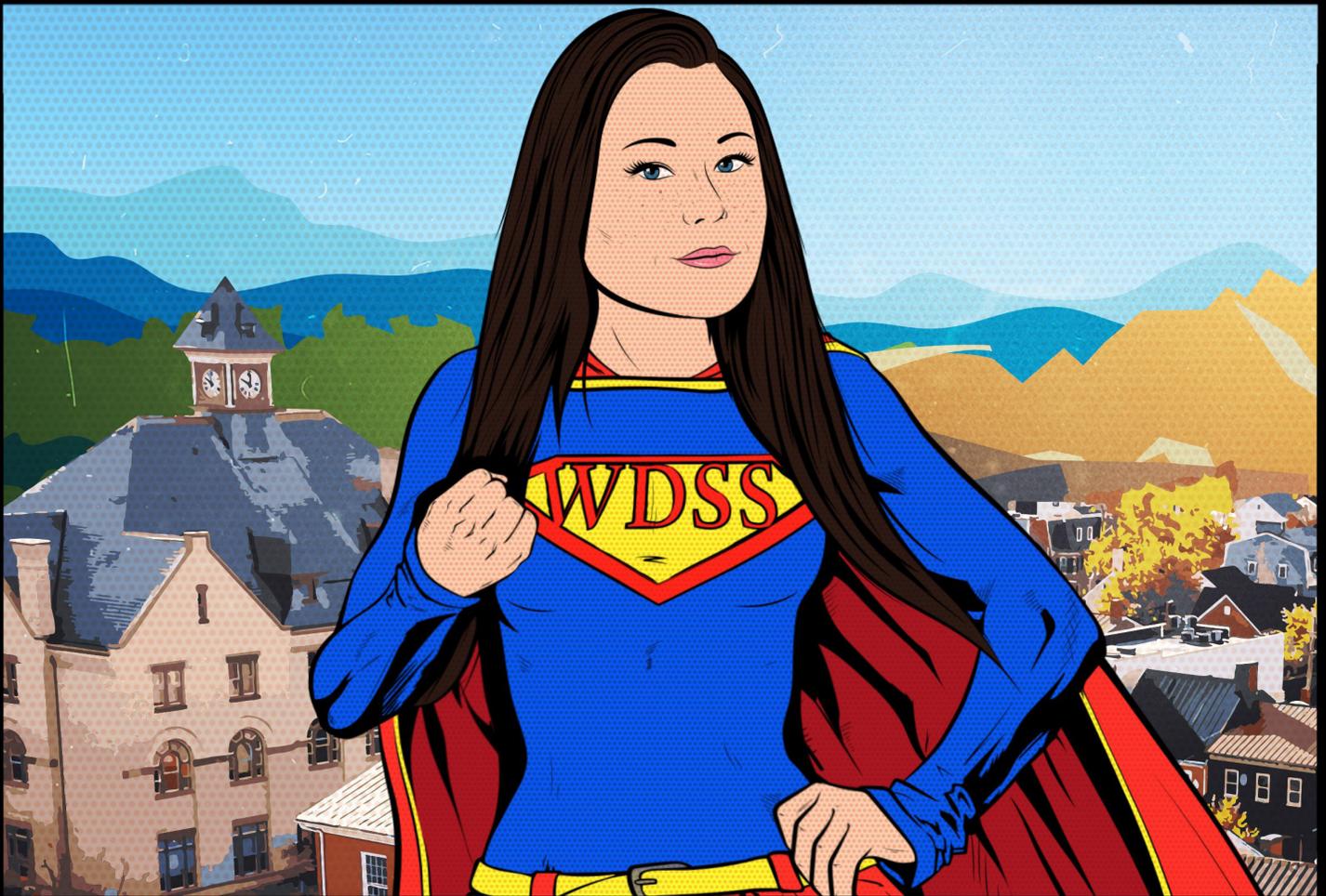


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More THAN A Job

Winchester
social services Virginia



Now Hiring

Family Services Specialists
for Child Protective Services
and Foster Care
Winchester, Virginia

At the City of Winchester Department of Social Services, we are more than just Social Workers. We protect, care for and help local children in need. We are ready at a moment's notice to serve our families when they need it most. Our team is devoted to our clients, our community and each other. Join our team and use your skills and knowledge to help others and make a difference.

Apply online: [GovernmentJobs.com/Careers/WinchesterVA](https://www.governmentjobs.com/careers/winchesterva)