

AGENDA

Advisory Board

Our Health Eagle Boardroom

Thursday, November 21, 2019

329 North Cameron Street, Suite 200, Winchester, VA

Call to Order

Public Comments

Approval of Minutes

September 26, 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

Date and Location of Next Meeting

January 23, 2020 4 p.m., Winchester Social Services

Adjournment

Minutes
 Winchester Department of Social Services
 Advisory Board Meeting
 Thursday, September 26, 2019

Present: Danielle Bostick, Marie Imoh, Anita Schill, Kate Simpson, Cindy Taylor, Elyus Wallace

Absent: Eden Freeman, Bibiana Herrera-Paniagua, Nicholas Robb, Patricia Simpson

Staff/Guests: Jodie Alt (*WDSS Admin. Programs Assistant*), Erika Arenas (*WDSS Admin. Services Manager*), Christine Cook (*WDSS Office Supervisor*), Amber Dopkowski (*Director*), Rebecca Hopkins (*WDSS Family Services Supervisor*), Steve Langenstein (*WDSS Benefits Supervisor*), Chasity Robinette (*WDSS Benefits Supervisor*), Candace Veney (*WDSS Family Services Supervisor*), Sarah Wingfield (*WDSS Family Services Manager*), Denise Britt (*Guest Speaker*), Jes Miller (*Guest Speaker*)

RECAP of Board Votes:

Motions:

Motion to adopt the Minutes of the July 25, 2019 Advisory Board Meeting

Action:

1st: Elyus Wallace
 2nd: Anita Schill

Status:

Approved
 Unanimously

Motion to adjourn

1st: Elyus Wallace
 2nd: Cindy Taylor

Approved
 Unanimously

Item	Discussion	Action
<p style="text-align: center;">Call to Order/Approval of Minutes</p>	<ul style="list-style-type: none"> • The meeting was called to order at 4:00 PM by Marie Imoh, Acting Chair 	<ul style="list-style-type: none"> • <i>The minutes from the July 25, 2019 meeting were accepted as submitted on motion by Mr. Wallace, seconded by Ms. Schill.</i>
<p style="text-align: center;">Public Comments</p>	<ul style="list-style-type: none"> • None 	
<p style="text-align: center;">Announcements</p>	<ul style="list-style-type: none"> • Welcome new Advisory Board member Danielle Bostick • Vice Chair is currently vacant 	<ul style="list-style-type: none"> • <i>Ms. Bostick was introduced and welcomed to the Advisory Board.</i> • <i>Vacancy will be considered at the next meeting.</i>
<p style="text-align: center;">Staff Reports</p>	<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, September 26, 2019

<p>Staff Reports (Continued)</p>	<ul style="list-style-type: none"> • Self-Sufficiency Team • Administrative Services 	<ul style="list-style-type: none"> • <i>Ms. Robinette presented staff report for the Self-Sufficiency Unit.</i> • <i>Ms. Cook and Ms. Arenas presented staff report for the Administrative Unit.</i>
<p>Vacancy Report</p>	<ul style="list-style-type: none"> • Social Services Vacancy Report 	<ul style="list-style-type: none"> • <i>Ms. Dopkowski presented all current vacancies.</i>
<p>McCrary Trust Fund</p>	<ul style="list-style-type: none"> • The fund currently has a balance of \$201,193.90 	<ul style="list-style-type: none"> • <i>Ms. Dopkowski presented the current fund balance. No request to utilize funds at this time.</i>
<p>Board Activities</p>	<ul style="list-style-type: none"> • No Report 	
<p>Old Business</p>	<ul style="list-style-type: none"> • Outstanding Community Partner Award Ceremony 	<ul style="list-style-type: none"> • <i>The award ceremony and reception will take place immediately following the November 21, 2019 Advisory Board Meeting in the Our Health, Eagle Boardroom.</i>
<p>New Business</p>	<ul style="list-style-type: none"> • Denise Britt and Jes Miller presented CFW Foster Care Families Annual Overview • FY19 Q4 Agency Dashboard • Local Board Member Handbook 	<ul style="list-style-type: none"> • <i>Supporting statistics and reports provided. Q & A throughout the presentation.</i> • <i>Dashboard was given to Board members for review.</i> • <i>Ms. Dopkowski informed Board members of new requirements.</i>
<p>Date and Location of Next Meeting/Adjournment</p>	<ul style="list-style-type: none"> • The next Social Service Advisory Board meeting will be Thursday, November 21, 2019, 4:00 pm in the Our Health Eagle Boardroom. 	<ul style="list-style-type: none"> • <i>On Motion to adjourn the meeting by Mr. Wallace, seconded by Ms. Taylor, the motion was passed unanimously.</i>

Signature

Date



Winchester

social services *Virginia*

NOVEMBER 2019

Winchester Social Services Manager's Report

Next Advisory
Board Meeting:
January 23, 2020
4PM @ WDSS

Family Services Team Update

Child Protective Services (CPS)

In September we received 85 calls regarding the safety and well-being of children. 40 of these resulted in family assessments, 16 investigations, 4 resulted in a Family Service Intake, and 25 were screened out.

In October the agency received 67 calls, 30 of which became family assessments, 11 investigations, 5 resulted in Family Service Intakes, and 21 were screened out.

	Family Assessments	Investigations	FS Intakes	Screened Out	Total
September	40	16	4	25	85
October	30	11	5	21	67

CPS Ongoing Cases: In September 2019, the agency maintained 60 CPS Ongoing Cases involving 138 children. 4 of those cases were newly opened in September and 5 closed in September. Of those 60 families involved in Ongoing CPS we maintained 32 safety plans and 17 Protective Orders. We were put “on notice” for 1 youth.

In October 2019, the agency maintained 57 CPS Ongoing Cases involving 130 children. 3 of those cases were newly opened in October and 3 closed in October. Of those 57 families involved in Ongoing CPS we maintained 20 safety plans and 17 Protective Orders. We were put “on notice” for 1 youth.

CPS Ongoing	Cumulative For the Month	Number of Children Involved	Opened in Month	Closed in the Month	On Notice
September	60	138	4	5	5
October	57	130	3	3	6

Adult Protective Services

In September, the agency received 22 calls regarding vulnerable adults in the community. Of these calls, 11 resulted in APS investigations, 4 in an AS intake, 7 were screened out. We conducted 1 Medicaid Waiver Screenings.

In October, the agency received 21 calls, with 10 resulting in investigations, 4 leading to AS intakes, and 7 screened out invalid. We conducted 3 Medicaid Waiver Screenings.

2019 New Referrals		
	Sept	Oct
APS Investigations	11	10
AS Intakes	4	4
Screenings	1	3
Invalid (Screened Out)	7	7
Total	23	24

Family Services Team Update

FAMILY SERVICE TEAM HIGHLIGHTS

- ◆ Brittany Pitta and Stavia Lomas joined the team and have completed CPS New Worker training. They have started to receive assignments making the CPS team full with a rotation of 10 workers.
- ◆ 10/28/19-10/29/19 Workers participated in the Hugs and Kisses program at the elementary schools which teaches children about body safety.
- ◆ Karen Pollard celebrated her 2 year anniversary with WDSS on September 25th.
- ◆ Sarah Wingfield celebrated her 19 year anniversary with WDSS on September 12th.
- ◆ Cheyenne Spiker designated to be WDSS' "On-Notice" Worker.
- ◆ Lindsey Owen designated to be WDSS' Out-of-Family Investigation worker with WPS.
- ◆ All Staff received new IPADs issued by VDSS in November.
- ◆ Meredith White, Family Services Specialist II, celebrated 1 year with the Department on September 5, 2019.
- ◆ Veronica Vargas started with the Department on October 21, 2019 as a Human Services Assistant.
- ◆ Catherine Donnelly started with the Department on October 28, 2019 at a Family Services Specialist II and is working in the Foster Care/Adoption/Independent Living programs.

Foster Care & Adoption

In September 2019, the agency maintained 39 Foster Care Cases and 57 youth in care. 3 youth entered Foster Care in September due to Abuse and Neglect. 3 youth exited foster care in the month of September. Of those 3 youth, all were adopted by non-relatives. 1 youth exited foster care during the month due to turning 18 years old and reentered the Fostering Futures program by signing themselves back into the program. The agency maintained 58 adoption subsidy cases.

In October 2019, the agency maintained 39 Foster Care Cases and 57 youth in care. 3 youth entered Foster Care in October due to Abuse and Neglect. 3 youth exited foster care in the month of October. 1 of these youth exited foster care as the result of reunification with their biological parent, and 2 youth exited foster care as the result of adoption by a non-relative. 1 youth exited foster care during the month due to turning 18 years old and reentered the Fostering Futures program by signing themselves back into the program. The agency maintained 58 adoption subsidy cases.

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
September	39	57	3	3	2
October	39	57	3	3	3

Benefit Programs Team Update

APPLICATIONS:

The Fuel program started October 8th.

In September, the agency received 114 applications for SNAP, 156 applications for Medicaid, 11 applications for TANF, 9 applications for Child Care Assistance, and 0 applications for Energy Assistance.

2019 APPLICATIONS RECEIVED	September	October
SNAP	114	112
MEDICAID	156	117
TANF	11	17
CHILD CARE	9	7
LIHEAP	0	163

In October, the agency received 112 applications for SNAP, 117 applications for Medicaid, 17 applications for TANF, 7 applications for Child Care Assistance and 163 applications and 142 pre-approvals for Fuel Assistance.

CASE MANAGEMENT:

In September, the agency provided case management for 1531 SNAP cases, 3666 Medicaid cases, 65 TANF cases, 55 VIEW cases, 57 Child Care cases, 0 Child Care Wait List cases, and 158 Fuel Assistance cases.

In October, the agency provided case management for 1523 SNAP cases, 3683 Medicaid cases, 65 TANF cases, 57 VIEW cases, 56 Child Care cases, 0 Child Care Wait List cases and 261 Energy Assistance cases.

2019 CASE MANAGEMENT	Sept.	Oct.
SNAP	1531	1523
MEDICAID	3666	3683
TANF	65	65
VIEW	55	57
CHILD CARE	57	56
CHILD CARE WAIT LIST	0	0
LIHEAP	158	261

Benefit Programs Team Update

Fraud Investigation

In September, the agency received 3 Fraud/Over Payment referrals, had 2 pending investigations and established 1 SNAP claim for a total amount of \$576 in overpayments.

In October, the agency received 0 Fraud/Over Payment referrals, had 0 pending investigations and established 2 claims for a total amount of \$3608 in overpayments.

2019 FRAUD/OVERPAYMENT	Sept	Oct
Referrals Received	3	0
Referrals Pending	2	0
Claims Established	1	2
Claim Amount	\$576	\$3608

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

In September, the agency received 2 Title IV-E eligibility applications, maintained 58 ongoing Foster Care cases, 58 Adoption Subsidy Cases and 101 Medicaid cases.

CASES	Sept	Oct
Title IV-E applications received	2	3
IV-E F/C Cases	58	60
IV-E Adoption Subsidy Cases	58	58
Medicaid	101	103

In October, the agency received 3 Title IV-E eligibility applications, maintained 60 ongoing Foster Care cases, 58 Adoption Subsidy Cases and 103 Medicaid cases.

BENEFIT TEAM HIGHLIGHTS

- ◆ **Our agency has continued to meet the state target of 97% timely SNAP application and renewal processing for September (100 %) and October (99.2%).**
- ◆ **We continue succession planning for all program areas.**
- ◆ **Our Benefits team has implemented a plan utilizing a Benefit Worker as an Intake/Customer Service worker to better meet the needs of our expedited SNAP and PG Medicaid applicants.**
- ◆ **In October, Benefit Supervisors attended a SNAP Accuracy Conference in Hot Springs, VA.**
- ◆ **October 28th, Medicaid Income policy changes went into effect, resulting in major changes in the processing of Medicaid applications.**
- ◆ **In October, Bianca Ramirez joined the Benefits team.**

Administrative and Finance Team Update

In September, the Administrative Human Services Assistant's and Office Supervisor attended a VDSS EBT (Electronic Benefits Transfer) Training. This training focused on all EBT federal and state requirements; including EBT forms, card processing, and card inventory. We also attended a meeting to discuss the beginning stages of the upcoming office renovation to start October 1, 2019.

In October, the office renovation began. During this month the following happened during the renovation:

- ◆ A partition was built to divide the lobby from the construction zone.
- ◆ The outline of two office spaces and one conference room was completed
- ◆ HVAC ruff ins were completed.
- ◆ Electricity was run to the new office spaces and conference room.
- ◆ Installation was installed.
- ◆ Drywall installation started.
- ◆ Painting started.
- ◆ Doors installed.
- ◆ Ceiling installation started.

The Office renovation expected completion date is November 22, 2019.

Also in October our newest Admin-HSA's attended a VDSS training introducing them to the Document Management and Imaging System (DMIS). This course is intended for front desk employees. DMIS is the system that we utilize for scanning Eligibility documents.

September 2019: 373 Drop offs and 670 Walk-ins

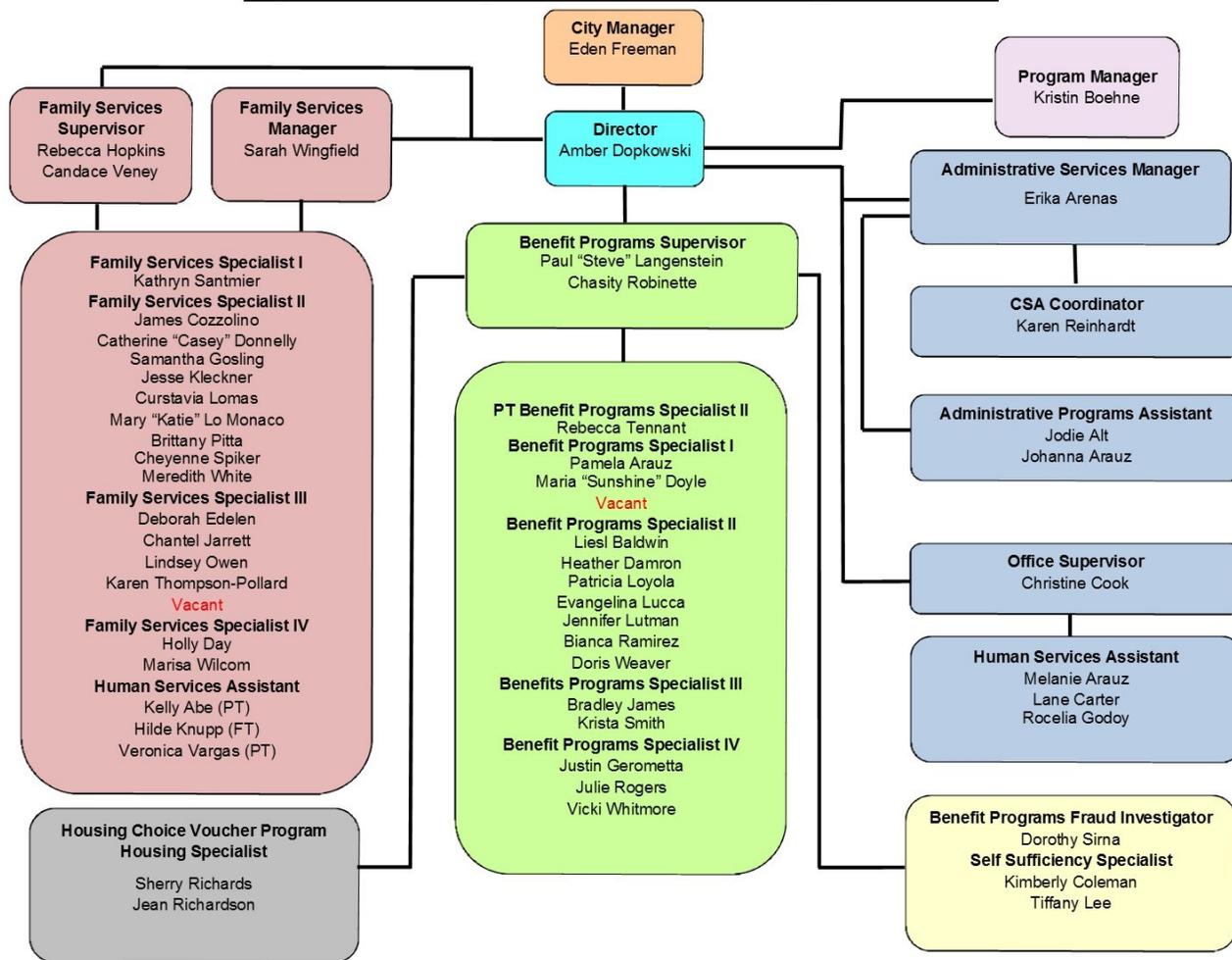
October 2019: 437 Drop Offs and 554 Walk-ins

Finance Team

Some highlights from our Finance department include the implementation of a Goods and Services Affidavit Form now required to be signed by clients receiving purchased goods from our case workers for auditing purposes and to comply with VDSS Policy. Our entire team worked collaboratively in preparation for our most recent Title IV-E Foster Care review that occurred October 23 through October 25, 2019 (PUR March 1 through August 31, 2019). This benefitted our agency because it was an ideal opportunity to review our internal processes and confirm all records were accurate prior to the review dates. Our CSA Coordinator hosted an IACCT (Independent Assessment, Certification and Coordination Team) training on October 29, 2019 for all DSS case workers and outside agencies involved in the FAPT process. The objective of this training is to prepare the caseworkers during situations where youth are entering or transitioning between residential placements.

WDSS Organization

City of Winchester Department of Social Services Organization Chart



11/19/2019 10:34 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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