

AGENDA

Advisory Board Winchester Department of Social Services
Thursday, November 19, 4p.m.
24 Baker Street, Winchester, VA 22601

Call to Order

Approval of Minutes

September 24, 2015

Announcements

Appointment of Marie Imoh to the Winchester School Board
WDSS Food Drive
Highland Food Pantry
WDSS Staff Appreciation Luncheon

Staff Report

Protective Services Team—Sarah Wingfield
Family Services Team—Jaimi Lineberg
Benefit Programs Team--Cindy Cooper & Vicki Whitmore
Self-Sufficiency Team-- Georjean Coco
Administration Team-- Nancy Valentine & Sherry Champney

Social Services Vacancy Report—Amber Dopkowski
McCrary Fund —Amber Dopkowski

Board Activities

Public Relations--Adoption Awareness Month—Jaimi Lineberg

Old Business

2015 Community Partner Reception—Amber Dopkowski

New Business

Community Partner Award Nominations 2016—Amber Dopkowski
WDSS Fall Staff Retreat—Amber Dopkowski
WDSS and F&R Stuff the Truck Event—Amber Dopkowski
Coordination of Holiday Giving—Sarah Wingfield and Jaimi Lineberg
FY2015 WDSS Annual Report—Georjean Coco

Date and Location of Next Meeting

January 28, 4pm, Winchester Social Services

Adjournment

Minutes

Winchester Department of Social Services
Advisory Board Meeting
Thursday, September 24, 2015

Members Present: Betty Curtis, Ann Dillard, Kim Herbstritt, Marie Imoh, Les Taylor, Karen Shipp, Tricia Stiles, Kathy Tagnesi,

Members Absent: Eden Freeman, Patrick Wingfield

Staff/Guests: Amber Dopkowski (WDSS Director), Georjean Coco (WDSS Asst. Director), Cindy Cooper (WDSS Benefits Supervisor), Jaimi Lineberg (WDSS Family Services Supervisor), Nancy Valentine (WDSS Finance Supervisor), Sarah Wingfield (WDSS Family Services Supervisor), Connie Greer (WDSS Admin Programs Asst.),

RECAP of Board Votes:

Motions:

Motion to Adopt the Minutes of the July 23, 2015 Advisory Board Meeting
Motion to Adjourn

Action:

1st: Kathy Tagnesi
2nd: Betty Curtis
1st: Les Taylor
2nd: Kathy Tagnesi

Status:

Approved
Unanimously
Approved
Unanimously

Item	Discussion	Action
Call to Order/Approval of Minutes	<ul style="list-style-type: none"> • The meeting was called to order at 4:05 pm by Tricia Stiles, Board Chair 	<ul style="list-style-type: none"> • <i>The Minutes from the July 23rd meeting were reviewed. On motion by Kathy Tagnesi and seconded by Betty Curtis, the Minutes were approved. The motion was approved unanimously.</i>
Announcements	<ul style="list-style-type: none"> • None. 	<ul style="list-style-type: none"> • <i>No action required.</i>
Staff Reports	<ul style="list-style-type: none"> • Management Team Report <ul style="list-style-type: none"> ○ Child Protective Services/Adult Protective Services ○ Family Services 	<ul style="list-style-type: none"> • <i>Ms. Wingfield reported there have been approximately 50 valid CPS reports, leading to 40 Family Assessments and 10 investigations. Intakes in Child Protective Services and Adult Protective Services are up. There have been 15 APS referrals, 12 intakes and 22 screenings.</i> • <i>Meetings continue with Frederick County regarding handling substance abuse related cases.</i> • <i>The Department continues to handle various Freedom Of Information Act requests.</i> • <i>The Family Services Team cross-trained with the Zoning department in an effort to</i>

Minutes

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	<ul style="list-style-type: none">○ Benefits Team ○ Self-Sufficiency Team ○ Administrative/Finance Services	<p><i>identify situations of safety hazardous housing and rectifying the problems.</i></p> <ul style="list-style-type: none">• <i>Ms. Lineberg reported CPS has approximately thirty seven open cases, and approximately twenty-five active safety plans.</i>• <i>Ms. Lineberg also reported we now have thirty-seven children in foster care, and thirty-seven ongoing adoption subsidy cases. There has been a change in state policy which requires an adoption negotiator to be involved in negotiating ongoing adoption subsidy payments.</i>• <i>Ms. Lineberg informed the Advisory Board that several trainings took place including a blood borne pathogens training</i>• <i>The summer intern from ODU has gone back to school.</i>• <i>Ms. Cooper reported that the benefits team have been preparing for the new scanner program DMIS.</i>• <i>Phase I of the Age, Blind and Disabled Medicaid is now functioning.</i>• <i>543 total benefit program applications were received August-September.</i>• <i>The waitlist for daycare continues.</i>• <i>Fuel Assistance program starts October 13-November 13, 2005.</i>• <i>Midway through cooling program with 220 applications so far.</i>• <i>Ms. Valentine reported that during the month of August 1,174 individuals came into the office.</i>• <i>The budget process for FY2017</i>
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Minutes
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	<ul style="list-style-type: none"> • Social Services Vacancy Report • McCrory Fund 	<p><i>starts in October.</i></p> <ul style="list-style-type: none"> • <i>Currently we have two vacancies; Family Services Specialist IV and Benefits IV.</i> • <i>The current balance is \$198,567.50. This can only be accessed by Advisory Board approval.</i>
<p>Board Activities</p> <p>Old Business</p>	<ul style="list-style-type: none"> • Public Relations <ul style="list-style-type: none"> ○ Upcoming Awareness Months • Community Partner Award Reception 	<ul style="list-style-type: none"> • November 2015 is Adoption Awareness Month. Ms. Lineberg is planning a reception for November 12, 2015. Ms. Herbstritt expressed interest in helping. • Nominations being sought beginning November 1, 2015 for 2016 Community Partner Award.
<p>New Business</p>	<ul style="list-style-type: none"> • Eligibility Modernization: Document Management Imaging System 	<ul style="list-style-type: none"> • Ms. Coco presented information about the new Document Management Imaging System (DMIS).
<p>Date and Location of Next Meeting/Adjournment</p>	<ul style="list-style-type: none"> • The next Social Service Advisory Board meeting will be held Thursday, November 19, 2015, 4:00pm in the DSS Board Room 	<ul style="list-style-type: none"> • On Motion by Mr. Taylor, seconded by, Ms. Tagnesi, the motion was passed unanimously. The meeting was adjourned with the Community Partner Award Reception immediately following.

Signature

Date

/cpg

Enclosure: Eligibility Modernization Presentation

**ADVISORY BOARD
ATTACHMENTS
September 24, 2015**

HSA-Admin

Scans documents handed directly to them

If not known, search for worker. Scan to client ID and send to uncategorized box

For QA purposes, will keep documents for 3 workings days then will shred

Ask client if info is due that day.

HSA-Benefits

Will receive documents in Uncategorized box and in mailbox.

Uncategorized box - complete QA, index to assigned worker

Mailbox info - search for worker, sort, scan to client id, QA, index and send to assigned worker.

If unable to locate client, refer to Benefit Program Supervisor

BP/Self-Sufficiency Specialist

Scan documents handed directly to them or by email

Scan to client id, QA and index

Check and process uncategorized box minimum 3 times day

Check and process Inbox minimum 3 times a day

Document Management Imaging System

DMIS

What is it?

Document Imaging

- Will allow uploading documentation directly into Virginia Case Management System (VaCMS) that used to be put in a paper file
- Paper files are difficult to search, problematic to store
- Results in centralized location of information which makes documents easier to find
- Reduces the risk of misplaced documents
- Cost savings by reducing use of paper, ink, printers, etc.

Timeline for DMIS

- **September 2015- Migration Phase 1**
MA F&C, ABD/LTC & Child Care are in the VaCMS and required documents for those programs will be scanned into DMIS
- **Migration Phase 2- 2016**
SNAP, TANF, and LIHEAP will enter VaCMS and required documents for those programs in addition to the other programs mentioned will be scanned into DMIS
- **TBD** - Future considerations will be made to include additional documents and other services

Who will do the scanning

- 3 scanners are assigned to the Human Services Assistant- Admin at the front desk. They will scan documents given to them by our clients
- 1 scanner is assigned to the Human Service Assistant-Benefits. He will scan documents that we receive by mail, fax or in the drop off box.
- Created office space for a centralized scanner for the use of Benefit Programs Specialists and Self-Sufficiency Specialists to use.

Scanning Procedure

- Document received and scanned
- Scan is reviewed for quality; delete and re-scan as needed
- Documents are automatically placed in "awaiting index" queue
- Indexing Is Automatic when a Barcode is used
- Indexes document according to document type
- If unable to determine index values, document is placed in "uncategorized" que
- Returns original document to client
- Documents are electronically available within Case Worker Inbox for processing/review

DMIS allows users to upload documents in multiple ways

- **Mail-in, drop-off, walk in with interview**
Documents can be scanned at front desk
- **CommonHelp**
Customers can upload electronic documents via CommonHelp
- **VaCMS**
Workers can upload an electronic document into the VaCMS (Files cannot exceed 1MB in size)

What can be scanned

- After Migration Phase 1, only certain documents will be uploaded to DMIS. However, as more programs are added to the VaCMS, the types of documents that will go into DMIS will expand.

What can be scanned for Medicaid

- Applications and Renewals
- Identification
- Permanent Verifications
- Authorization/Consent Forms

Additional Medicaid Scanning for ABD/LT Medicaid

- Resources
- Contract Verifications
- Life Insurance Verifications
- Trust Verifications
- Will Verifications

What Can Be Scanned for SNAP

- Applications, Interim Reports, and Renewals
- Identity
- Permanent Verifications
- Authorizations/Consent Forms
- Resources

What Can Be Scanned for TANF

- Applications and Renewals
- Identity
- Permanent Verifications
- Age & Relationship Documentation
- Court Orders
- Acknowledgement of Paternity

What Can Be Scanned for Child Care

- Applications and Renewals
- Identity
- Permanent Verifications

What Can be Scanned for Energy Assistance

- Application
- Authorization/Consent Forms
- Identification
- Permanent Verifications
- Disability Documentation

Training

- Ten WDSS staff were selected to attend upcoming training on Document Imaging/Scanning
- The will provide in-house training to our remaining staff
- Implementation date is September 28, 2015

To conquer fear is the beginning of wisdom" -Bertrand Russell




