BOARD MEMBERS PRESENT:
George Orr
Hilda Barg
Margaret Covington
Hammad Khan
Gregory White
Kevin Raymond

MEMBERS ABSENT:
Scott Weible
Muneer Baig

STAFF MEMBERS PRESENT:
Janine Sewell
Kay Taylor
Levi Bass
Lisa Tatum
Charles Toothman
Phyllis Jennings-Holt
Victor Evans
Debbie Carter

The meeting was formally convened at 6:34 p.m. by Chairman George Orr.

MINUTES:
MOTION by Mr. Khan and seconded by Mrs. Covington to approve the minutes of July 10, 2012. Motion passed.

CITIZENS' TIME:
No citizens present.

CONSENT AGENDA:
None.

ACTION ITEMS:
None.

DISCUSSION:
D-1 Director’s Report – BECC, Services, Personnel/Language Services, Residential

The Director referred members to the End of Year Director’s report is in their packets.
Lisa Tatum reported for the BECC Division – Application levels are stabilizing, but remain high. The number of cases is increasing which means people are not cycling off of receiving benefits. The VIEW program activities have been very strong this year – they came close to reaching state goal of 50% participation in job finding activity. The Call Center volume continues to be high.

Phyllis Jennings-Holt reported for the Adult and Children’s Services Division - The number of Adult Protective Services reports is lower, but the number of investigations has increased. This is attributed to a better screening process, but also more complex cases that have warranted investigation. The script they use for screening allows for better and more consistent screening. Most calls are about physical neglect and financial exploitation of senior adults. The response time has been at 100% of the goal. Companion services have remained stable (due to funding). Some funding for this program was eliminated at the state level.

Child Protective Service calls have increased significantly. The number of dropped calls has increased because of staff vacancies and because clientele do not necessarily want to wait on the phone line. Ms. Jennings-Holt reported that callers have the option to leave a voice message and receive a call back later.

The number of founded child abuse cases has increased. Ms. Jennings-Holt noted two errors in the report- Line 2.6 should read 98% and Line 2.8 should read 1.4%.

Mr. Orr questioned why line 2.3 was so different than the budget targets. Ms. Taylor explained the difference between investigations and family assessments. Discussion followed about how staff make projections of their performance targets.

Ms. Jennings-Holt reported that the number of children in DSS custody is below projected amount as was number of families in preventive assessment. She attributed this to family partnership meetings.

Ms. Kay Taylor reported on the Administration Division – Ms. Taylor reported on the number of new hires and vacancies in the Department. Mr. Orr asked about the impact of the eight BECC positions (term-limited) that were funded last year. Ms. Tatum stated she will provide data on their impacts as well as the barriers we have experienced at a future meeting.

Ms. Jennings-Holt and Ms. Tatum commented on the Language Resources – Their Divisions utilize both the Spanish Language interpreters and the language line to assist with client interviews and investigations.

Mr. Levi Bass reported on the Residential Division and reported that his Division’s numbers are approximately the same as last year. He corrected the annual utilization rate on item 4.5.4 to be 80% rather than the reported 63%.

D-2 Drop In/Cooling Center/Winter Shelter

Mr. Orr reported on a meeting with the partners involved in the cooling center/drop in center. He felt it was time to establish policies for all the drop-in shelters so that we have consistent policies and practices. For example: When they would be open, what temperature would trigger opening, who would be responsible for staffing, who would be responsible for providing meals. Having a
common understanding of standards for opening and for service will eliminate some of the confusion that was evident this summer when making decisions about how resources should be initiated and supported.

Ms. Sewell provided minutes from the August 3 meeting as well as some data about usage. She proposed creating mission statements for each program in order that all parties are clear about the basic purpose of the facilities and the variables used to determine when facilities should be open, who should be responsible for what services, etc. Ms. Sewell and Mr. Bass will task the new Homeless Services Coordinator with researching and documenting policies and practices for all the DSS related shelters.

Mrs. Barg would like to see measurements for success with our clientele (e.g. referrals to other agencies for assistance). Mr. White suggested entering clientele in a Homeless Information Management System to track demographic data and success indicators. Mr. Bass reported that we are using HIMS for the Winter Shelter but not for the Drop-In shelter.

We presently do not have a consistent policy for a cooling shelter. Mr. White reported that Reston Interfaith Services has a “no turn away” policy when temperatures exceed 90 degrees, as well as when there are certain other weather emergencies (e.g. thunderstorms). The question was raised about how the funding is managed for these unplanned events. Discussion followed about how a cooling center as well as other emergency operations should be budgeted and paid for through the budget process.

Mr. Khan asked how many people used the drop-in center when it was open due to excessive heat and was informed that it was eleven people. Mr. Orr clarified that we are talking about overall procedures for the drop-in center, both under regular circumstances and when hours are extended because of excessive heat. The question of whether the county opens a “cooling center” in heat emergencies should be addressed thru the emergency operations process.

Ms. Sewell stated she will submit a draft of Standard Operating Procedures by mid-October (before the opening of the Winter Shelter).

**DIRECTOR’S TIME**

Ms. Sewell responded to Mr. Khan’s questions about how we establish and prioritize critical needs. She detailed the process including all the factors that are considered and the risk matrix that helps staff prioritize needs. The highest priorities included CPS staffing, residential facility staffing (MESH) and IT staff and Personnel team staff. Lower priority items would be a child care position for BECC. She doubts we will get funding for any of our priorities in the coming budget year.

Ms. Sewell distributed an example of the ranking exercise tool that was used by staff to determine risk. The County Exec will be meeting with each budget congress group soon to review their priorities and hi/lo risk activities in preparation for the BOCS retreat in October.

Ms. Sewell reported that the agency annual report should be completed next week.

Ms. Sewell stated she wants to review the cost and impacts of opening emergency shelters. There should be a line in the budget to cover these expenses.
Ms. Sewell reported that plans are moving forward to acquire a therapeutic dog to assist with CPS investigations. An agency committee has been formed along with representatives for Companion Canines for Independence. Ms. Sewell and the committee will visit Stafford County’s program and other localities that are using dogs for activities such as interviews with CPS cases or visiting in facilities (MESH, JDC).

Ms. Sewell reported that she and Ms. Jennings-Holt are participating in the Innovators for Success Council which is looking at ways to strengthen all services to families.

Ms. Sewell stated that she will bring information to the next meeting about the application process for community partners.

The October 2 Board of Social Services meeting will be at the Youth For Tomorrow campus. YFT has received a federal grant to provide assistance to youth who are aging out of the foster-care system. They will provide case management and support as well as housing vouchers. We will be referring some of our clients to them for services.

ANNOUNCEMENTS
Mr. Evans reported that Prince William County has been selected as one of the 100 Best Communities for Youth. An announcement about the award will be made on September 12. He also announced that he will be on the state and local advisory SEC (CSA) council.

Mr. Bass announced that LaToya Blake will start her position as Homeless Services Coordinator on September 17. He is also in the process of hiring a case manager as well as Winter Shelter monitors. Mr. Bass has contacted the Adult Detention Center staff about using inmates to do cleaning, painting and sanitizing of the Winter Shelter before it opens. The police will be providing some security guidance. He will work with the Community Council On Ministries to develop a program for clientele.

Mr. Toothman reported that we have successfully completed several audits this summer.

Ms. Tatum reported that her Division has begun the implementation of the CommonHelp program, which allows clients to apply for benefits on-line. She would like to train other human service community partners on how to assist their clients to use CommonHelp. She also reported that she is Chairing the Department’s 75th anniversary committee celebration for 2013.

Ms. Taylor reported that the Personnel Team is processing all employee evaluations before the deadline of October 1.

BOARD MEMBER’S TIME
Mr. Orr requested that the BOSS members review Ms. Sewell’s evaluation before the next meeting. They will have an executive session at next meeting to discuss and complete her evaluation. Ms. Sewell stated she would send out her job description and a soft copy of her self-evaluation to all Board members before the next meeting.

Mr. Orr reported that he visited the Hilda Barg Homeless Shelter recently on behalf of the Community Council on Ministries. He noted that many residents have evening jobs.
Mr. Orr met with Supervisor Mike May to discuss what would be the impact of the new health care laws on Prince William. Ms. Tatum will resend to the BOSS members the presentation that she made on this topic.

Ms. Barg requested that we provide the numbers of Prince William youth who are at Youth for Tomorrow. Ms. Evans stated he will respond to this request.

**ADJOURNMENT:**

**MOTION** by Mr. Raymond and seconded by Mr. White to adjourn the meeting at 8:37 p.m. Motion passed. Meeting adjourned.

\[Signature\]
George H. Orr, Chairman
Prince William County
Board of Social Services

\[Signature\]
Janine M. Sewell, Director
Prince William County
Department of Social Services