

**POWHATAN COUNTY BOARD OF SOCIAL SERVICES**  
**August 25, 2020 9:00 AM**  
**Phone Conference Meeting**

**Attendance:**

Gay Bartlett, Board Chair  
Mike Smith  
Lindia Cox  
Karen Carmack

**Management Team and Staff:**

Sharon Rochelle, Director  
Sharon Bartley, Finance and Operations Manager  
Phoebe Wright, Benefit Programs Manager  
Audra Morris, Children's Services Manager  
Meghan Carroll, Family Services Supervisor  
Jayne Lloyd, Office Associate

**Call to order:**

Ms. Gay Bartlett called the meeting to order at 9:01 a.m.

**Invocation:**

Ms. Gay Bartlett provided the invocation.

**Public Comment Period:**

There were no public comments at this meeting.

**Announcements:**

There were no announcements at this meeting

**Approval of Minutes:**

Ms. Lindia Cox motioned to approve the minutes of the June 2, 2020 meeting. Ms. Gay Bartlett seconded and the Board voted to approve the minutes of the June 2, 2020 meeting.

**Administrative Bills, Receipts and Budget Balance Report:**

Ms. Sharon Bartley, Operations/Finance Manager presented the May, June, July and August administrative bills, receipts and budget balance report. Sharon Bartley explained the purchase of multiple scanners for the Benefits unit for use in working remotely. Requested and approved CARES Act funding for COVID-19 related projects for seniors was also reviewed.

## May, June, July, August 2020 Bills

### MAY 2020

Copy Fax, copier usage and maintenance, April, May 2020	\$283.48
Quill, office supplies	\$136.94
Shred It, confidential agency document shredding	\$83.81
Toshiba Financial Services, copier usage and maintenance	\$169.00
Verizon, agency cell phones	\$360.60

### JUNE 2020

County of Powhatan, agency phone charges 7/19 – 5/20	\$1830.03
Copy Fax, copier usage and yearly contract fee	\$745.92
Department of State Police, criminal history check, new employee	\$20.00
Powhatan Public Schools, agency car maintenance and repair	\$161.08
Quill, office supplies	\$1428.58
Shred It, confidential agency document shredding	\$158.55
Toshiba Financial Services, copier usage and maintenance	\$169.58
Verizon, agency cell phones	\$360.60
VA Dept of the Treasury, workers comp insurance	\$1778.00
VRSA, liability insurance	\$2389.00
Xzact Printing, business cards for new employee	\$90.00

### JULY 2020

Bank of America, office materials, training	\$204.74
CMRS-POC, postage for postage machine	\$2000.00
DMV, ID tag for new employee	\$10.00
Tara Hatcher, legal fees	\$5209.05
Powhatan County Schools, agency vehicle maintenance and repair	\$44.82
Quill, office supplies	\$178.09
Toshiba Financial Services, copier usage and maintenance	\$169.00
Verizon, agency cell phones (added phones for benefit workers)	\$721.96
VITA, Director cell phone May, June, July	\$182.97

### AUGUST 2020

Bank of America, office furniture	\$754.27
VITA, Director cell phone	\$62.26
Quill, office supplies	\$265.47
County of Powhatan, agency phone charges	\$324.11
Powhatan County Schools, agency vehicle maintenance and repair	\$272.74
Quill, scanners for benefit workers – reimb by Cares Act	\$1942.56
Shred It, confidential agency document shredding	\$167.62

### Approval of May, June, July and August Expenses:

The May, June, July, and August bills, receipts and budget balance report were reviewed. Mr. Mike Smith motioned to accept the May, June, July and August receipts, budget balance reports and to

authorize payment of the administrative bills. Ms. Lindia Cox seconded the motion and the Board voted to approve the motion.

**New Business and Education:**

Phoebe Wright reviewed the dashboard for the Board, explaining target rates for processing applications vs current rate. Phoebe Wright also discussed with the Board the manner in which system errors can reflect on the unit's processing rate. Also, from mid-March through June, the State waived all interim reports and renewals for SNAP and TANF and instructed agencies to stop doing Medicaid renewals even though they would show as overdue for recipients during COVID-19. They will now all come due; benefits workers are not permitted to close any Medicaid cases until the end of October however it is anticipated this date will be pushed back again.

Meghan Carroll reviewed the dashboard for the Board, noting there have been significant changes achieved since the report was generated. Missing cases in the system have been processed and closed. She also indicated the Family Services Unit has never been out of compliance for contact with families for assessment.

(see attached)

Sharon Rochelle updated the Board that upon school opening the agency anticipates more CPS cases. Work is underway to have a preventive worker stationed through the elementary school so intervention can be in a more helpful capacity. In Sharon Rochelle's past locality experience, this type of relationship between the agency and the school improves communication and benefits the perspectives of both.

Lindia Cox asked how appointments are being seen in the office. Sharon Rochelle informed the Board of current procedure. There is a secure drop box outside the front door; clients are being seen by appointment only in an interview room to provide a safe and healthy agency environment for staff and clients.

**Next Meeting:**

The next meeting is scheduled for October 27, 2020 at 9:00am.

**Adjournment:**

The meeting was adjourned at 9:53 am.

Gay Bartlett  
Chairperson \_\_\_\_\_ Date

Sharon Rochelle 11-5-2020  
Secretary \_\_\_\_\_ Date



Local Agency >>>

Powhatan

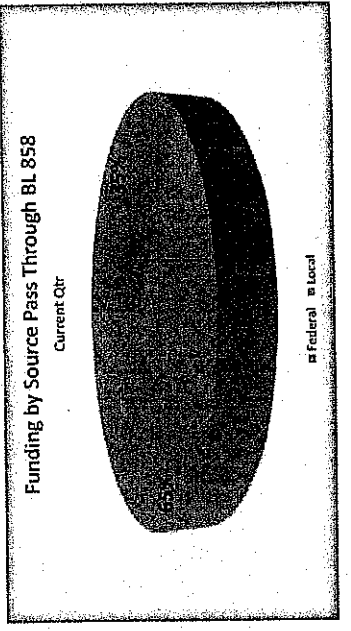
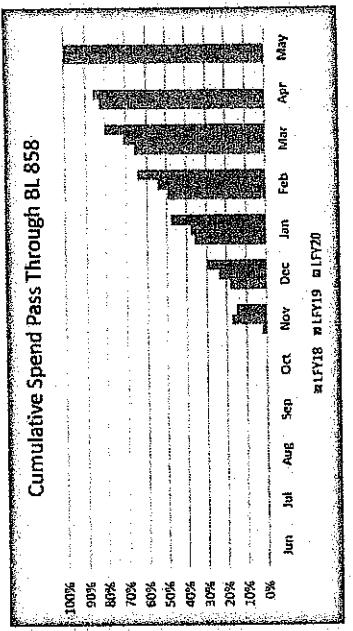
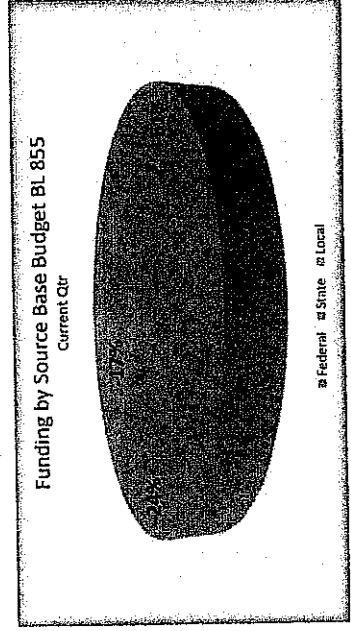
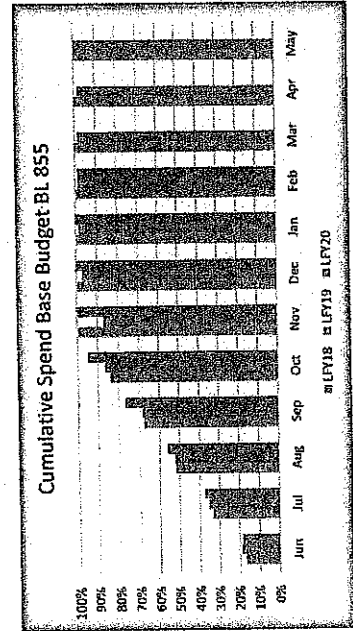
FIPS: 145

Region: Central

Level: II (Two)

Qtr/SFY: Q3/SFY20

# Quarterly Local Agency Dashboard: Finance





Local Agency >>>

Powhatan

FIPS: 145

Region: Central

Level: II (Two)

Qtr/SFY: Q3/SFY20

# Quarterly Local Agency Dashboard: Finance

## Quarterly Trends

Expenditures	Annual Budget	Q1/LFY	Q2/LFY	Q3/LFY	Q4/LFY	Funds Remaining
<b>Staff and Operations Pass Through (B-355) Expenditures and % of Budget</b>						
LPY20	\$ 656,530	\$ 365,680	\$ 287,186	\$ (3,955)	\$ -	\$ 7,619
		55.7%	43.7%	-0.6%	0.0%	1.2%
LPY19	\$ 651,384	\$ 336,190	\$ 226,933	\$ 78,389	\$ 7,872	\$ (0)
		51.9%	34.8%	12.0%	1.2%	0.0%
LPY18	\$ 641,403	\$ 330,372	\$ 307,034	\$ 1,069	\$ 2,928	\$ -
		51.5%	47.9%	0.2%	0.5%	0.0%
<b>Staff and Operations Pass Through (B-355) Expenditures</b>						
LPY20	\$ 707,590	\$ 2,894	\$ 103,355	\$ 348,667	\$ 111,405	\$ 141,269
		0.4%	14.6%	49.3%	15.7%	20.0%
LPY19	\$ 683,871	\$ 2,916	\$ 115,790	\$ 253,152	\$ 310,671	\$ 1,342
		0.4%	16.9%	37.0%	45.4%	0.2%
LPY18	\$ 672,772	\$ 2,570	\$ 12,462	\$ 316,550	\$ 340,753	\$ 437
		0.4%	1.9%	47.1%	50.6%	0.1%

Funding by Source	Q4/SFY19	Q1/SFY20	Q2/SFY20	Q3/SFY20
<b>Staff and Operations Pass Through (B-355)</b>				
Federal	\$ 78,571	\$ 229,612	\$ 91,378	\$ (4,477)
State	\$ 31,781	\$ 93,677	\$ 37,628	\$ (1,770)
Local	\$ 20,242	\$ 59,301	\$ 23,663	\$ (1,146)
<b>Staff and Operations Pass Through (B-355)</b>				
Federal	\$ 34,112	\$ 1,046	\$ 74,249	\$ 125,879
Local	\$ 60,848	\$ 1,848	\$ 134,404	\$ 228,897

## Expenditures

Annual Budget	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Funds Remaining
<b>Staff and Operations Base Budget (B-355) Expenditures and % of Budget</b>													
LPY20	\$ 121,049	\$ 123,971	\$ 120,661	\$ 137,957	\$ 122,410	\$ 26,819	\$ 3,438	\$ 107	\$ (7,500)	\$ -	\$ -	\$ -	\$ 7,619
	18.4%	18.9%	18.4%	21.0%	18.6%	4.1%	0.5%	0.0%	-1.1%	0.0%	0.0%	0.0%	1.2%
LPY19	\$ 122,533	\$ 107,719	\$ 107,938	\$ 107,014	\$ 115,043	\$ 4,876	\$ 69,374	\$ 9,000	\$ 16	\$ (1,674)	\$ -	\$ 9,545	\$ (0)
	18.8%	16.5%	16.6%	16.4%	17.7%	0.7%	10.7%	1.4%	0.0%	-0.3%	0.0%	1.5%	0.0%
LPY18	\$ 108,606	\$ 104,455	\$ 117,311	\$ 103,672	\$ 103,661	\$ 99,701	\$ 62	\$ 4	\$ 1,003	\$ 2,419	\$ (242)	\$ 751	\$ -
	16.9%	16.3%	18.3%	16.2%	16.2%	15.5%	0.0%	0.0%	0.2%	0.4%	0.0%	0.1%	0.0%
<b>Staff and Operations Pass Through (B-355) Expenditures</b>													
LPY20	\$ -	\$ 2,894	\$ -	\$ -	\$ -	\$ 103,355	\$ 105,298	\$ 125,446	\$ 117,923	\$ 111,405	\$ -	\$ -	\$ 141,269
	0.0%	0.4%	0.0%	0.0%	0.0%	14.6%	14.9%	17.7%	16.7%	15.7%	0.0%	0.0%	20.0%
LPY19	\$ -	\$ -	\$ 2,916	\$ -	\$ -	\$ 115,790	\$ 42,175	\$ 96,836	\$ 114,140	\$ 112,994	\$ 102,718	\$ 94,959	\$ 1,342
	0.0%	0.0%	0.4%	0.0%	0.0%	16.9%	6.2%	14.2%	16.7%	16.5%	15.0%	13.9%	0.2%
LPY18	\$ 2,570	\$ -	\$ -	\$ -	\$ -	\$ 12,462	\$ 106,787	\$ 118,079	\$ 91,684	\$ 111,150	\$ 112,756	\$ 116,846	\$ 437
	0.4%	0.0%	0.0%	0.0%	0.0%	1.9%	15.9%	17.6%	13.6%	16.9%	16.8%	17.4%	0.1%

## Funding by Source

Annual Budget	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
<b>Staff and Operations Base Budget (B-355)</b>													
Federal	\$ (1,017)	\$ -	\$ 5,802	\$ 72,769	\$ 74,526	\$ 72,536	\$ 82,550	\$ 73,247	\$ 16,048	\$ 2,083	\$ 65	\$ (4,542)	\$ -
State	\$ (397)	\$ -	\$ 2,264	\$ 29,518	\$ 30,230	\$ 29,423	\$ 34,024	\$ 30,190	\$ 6,614	\$ 823	\$ 26	\$ (1,796)	\$ -
Local	\$ (259)	\$ -	\$ 1,480	\$ 18,763	\$ 19,215	\$ 18,703	\$ 21,383	\$ 18,974	\$ 4,157	\$ 533	\$ 16	\$ (1,162)	\$ -
<b>Staff and Operations Pass Through (B-355)</b>													
Federal	\$ 40,590	\$ -	\$ 34,112	\$ -	\$ 1,046	\$ -	\$ -	\$ -	\$ 37,008	\$ 37,241	\$ 44,367	\$ 41,706	\$ 39,806
Local	\$ 72,404	\$ -	\$ 60,848	\$ -	\$ 1,848	\$ -	\$ -	\$ -	\$ 66,347	\$ 68,057	\$ 81,080	\$ 76,217	\$ 71,600

Data Source: LASER (Locality Automated System Expenditure Reimbursement)



Local Agency >>>

Powhatan

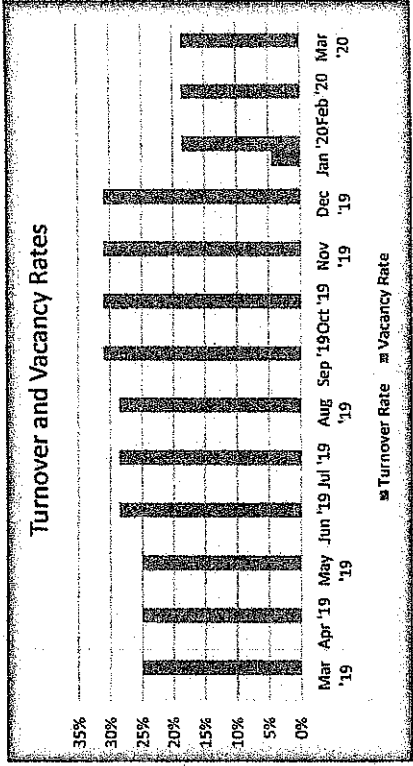
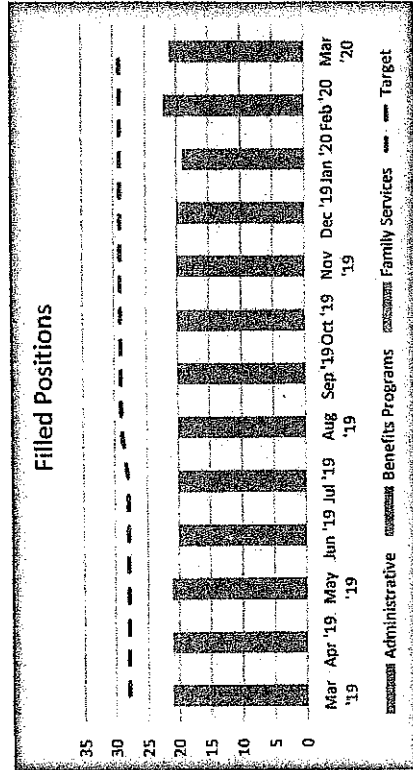
FIPS: 145

Region: Central

Level: II (Two)

Qtr/SFY20: Q3/SFY20

# Quarterly Local Agency Dashboard: Human Resources



## Quarterly Trends

	Q4/SFY19	Q1/SFY20	Q2/SFY20	Q3/SFY20
<b>Total Filled Positions</b>	29	20.0	20.0	20.7
Filled Positions - Administrative	10	7.0	7.0	7.7
Filled Positions - Benefit Programs	9	8.0	8.0	8.7
Filled Positions - Family Services	10	5.7	5.0	4.3
Separations	0.0	0.0	0.0	0.3
Turnover Rate	0%	0%	0%	2%
Vacancy Rate	26%	29%	31%	19%
Employees with Current Evaluation (%)	100%	93%	93%	95%

## Monthly Results

	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20
<b>Total Filled Positions</b>	29	21	21	20	20	20	20	20	20	20	19	22	21
Filled Positions - Administrative	10	7	7	7	7	7	7	7	7	7	7	8	8
Filled Positions - Benefit Programs	9	8	8	8	8	8	8	8	8	8	8	9	9
Filled Positions - Family Services	10	6	6	5	5	5	5	5	5	5	4	5	4
Separations	0	0	0	0	0	0	0	0	0	0	0	1	0
Turnover Rate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%
Vacancy Rate	25%	25%	25%	29%	29%	29%	31%	31%	31%	31%	19%	19%	19%
Employees with Current Evaluation (%)	100%	85%	90%	100%	89%	89%	89%	95%	95%	89%	95%	95%	95%

Data Sources: HR (LETS)



SELECT Local Agency >>>

POWhatan

RIPS: 145

Region: Central

Level: II (Two)

Qtr/SFY: Q3/SFY20

# Quarterly Local Agency Dashboard

## Overview

VDSS produces a Local Agency Dashboard (the "Dashboard") for each local department of social services (LDSS) on a quarterly basis. Initially developed in Microsoft Excel by the Local Engagement and Support (LES) Division, the Office of Research and Planning (ORP) is planning to migrate the tool to a more dynamic and accessible online platform. The Dashboard contains measures and performance data for Benefit Programs and Child Care, Family Services, Human Resources, and Finance which may be useful in understanding local strengths, challenges, and opportunities.

## Dashboard Components

The Local Agency Dashboard is comprised of six (6) tabs: Main Page, Public Assistance, Family Services, Human Resources, Finance, and Comparisons. The Main Page acts as both brief user guide and tool for selecting the Local Agency and quarter for viewing. Each subsequent page displays the respective results for the selected Local Agency and quarter. Monthly and Quarterly results appear in the form of charts and graphs and, for select measures, include targets and rankings (displayed only in the LDSS version on FUSION). If a target is not met, the result will display in a bold red font. Rankings are relative to agencies of the same Level as the selected agency.

## Getting Started

From the Main Page, select a Local Agency from the drop down menu, highlighted in yellow. The RIPS, Region, and Level will populate based on the selection. Based on available data, results for prior quarters can be viewed by selecting from the drop down menu for "Qtr/SFY." The default is the most recent quarter.

As previously noted, each subsequent page will display the respective results for the selected Local Agency and quarter. The Comparison tab displays charts for each targeted measure (see below). The charts include five (5) data points relative to the selected Agency and quarter. The selected Agency, State - All Agencies, State - relative Level, Region - All Agencies, Region - relative Level.

## Performance Measures

Performance Measures are categorized as either Targeted, there is a specific target for the metric, or Informational, there is no specific target for the metric.

Measure	MA Applications Processed on Time	Targeted	TANF Applications Processed on Time	Targeted	
Public Assistance	LDSS	Targeted	Child Care Applications Processed on Time	Targeted	
	Cover VA	Informational	Children Served	Informational	
	FFM	Informational	All Budget Lines	Informational	
	SNAP Applications Process on Time	Targeted	Budget Line 883 Fee/CC	Informational	
	Total	Targeted	Children on Wait List	Informational	
Family Services	Expedited	Targeted	VaCWS Downtime	Informational	
	Non-Expedited	Targeted	SNAP Payment Error Rate	Informational	
	CPS Referrals Overdue	Targeted	Children in Foster Care	Informational	
	Timeliness of First Contact	Targeted	By Age - 18 and younger, Older than	Informational	
	Congregate Care Placements	Targeted	By time in care since last removal -	Informational	
	Kinship Care Placements	Targeted	greater than 24, 36, and 48 months	Informational	
	Monthly Foster Care Visits	Targeted	AFCARS Approved Court Hearing Status	Targeted	
	Percent Required In Residence	Targeted	TPR Status	Informational	
	FPMs	Targeted	Transcription Usage	Targeted	
	Concurrent Planning Placement Change	Targeted	Title IV-E Case Review	Targeted	
	Adoptions	Informational	Error Rate - Ongoing	Targeted	
			Error Rate - New	Targeted	
			Error Rate - Ongoing & New cases	Targeted	
	Human Resources	Total Filled Positions	Targeted	Separations	Informational
		Administrative	Targeted	Turnover Rate	Informational
Benefit Programs		Targeted	Vacancy Rate	Informational	
Family Services		Targeted	Employees with Current Evaluation	Targeted	
Finance	Expenditures	Informational	Funding by Source	Informational	
	Staff and Operations Base Budget	Informational	Staff and Operations Base Budget	Informational	
	Staff and Operations Pass Through	Informational	Staff and Operations Pass Through	Informational	
Data Sources:	Data Warehouse (Public Assistance), VaCWS (Child Care), SafeMeasures and Virginia Child Welfare Outcome Reports (Child Welfare) Transcription Services Vendor, LETS (Human Resources), LASER (Finance)				

For additional details, insights, and explanations, please double-click the icon below to access the Local Agency Dashboard User Reference Guide.





Local Agency >>>

Powhatan

FIPS: 145

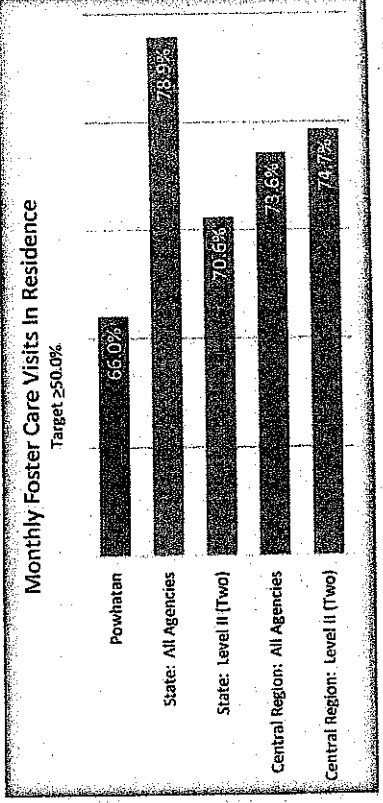
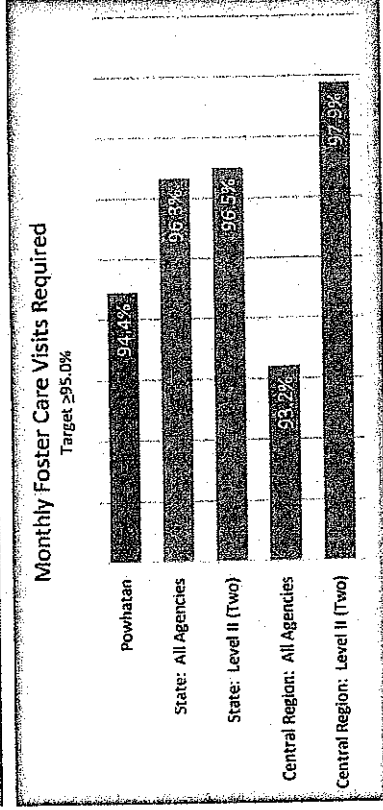
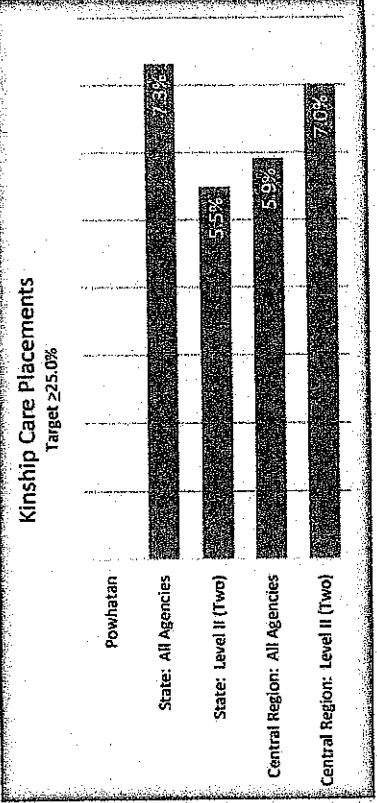
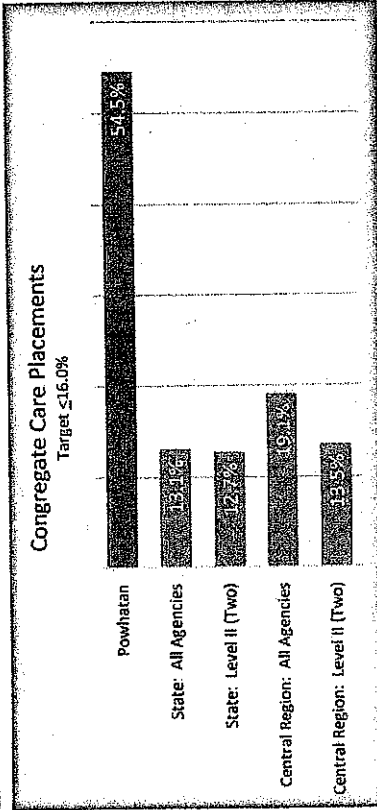
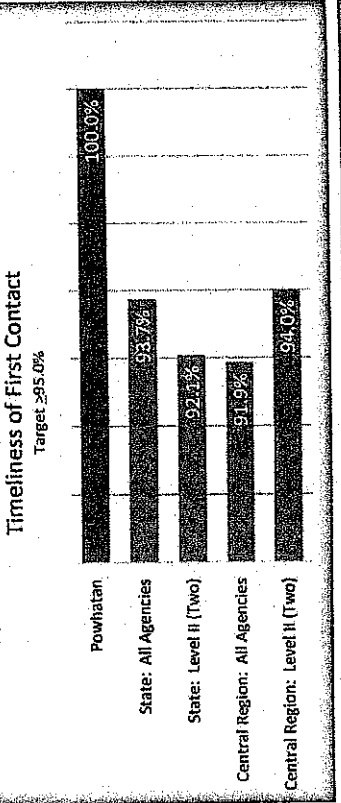
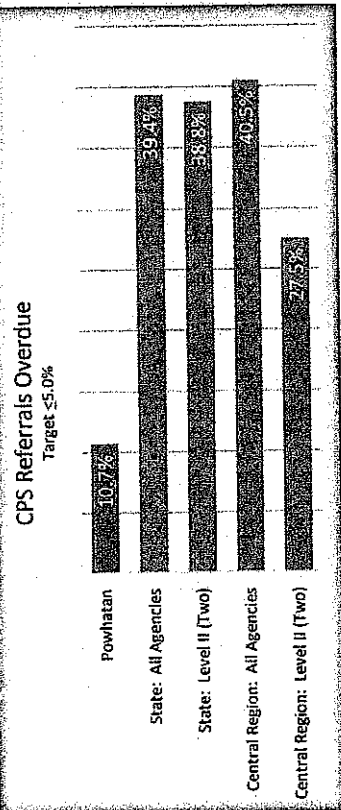
Region: Central

Level: II (Two)

Qtr/SFY: Q3/SFY20

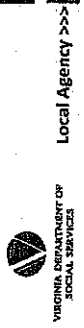
# Quarterly Local Agency Dashboard: Comparisons

## Family Services





# Quarterly Local Agency Dashboard: Comparisons



Local Agency >>>

Powhatan

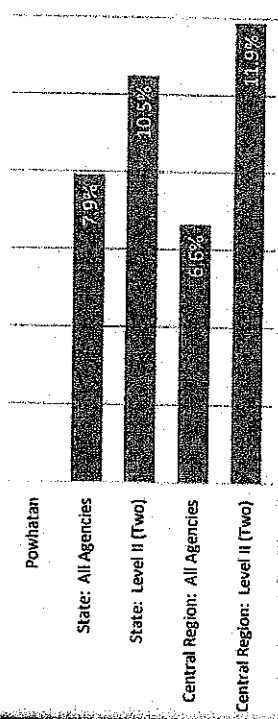
FIPS: 145

Region: Central

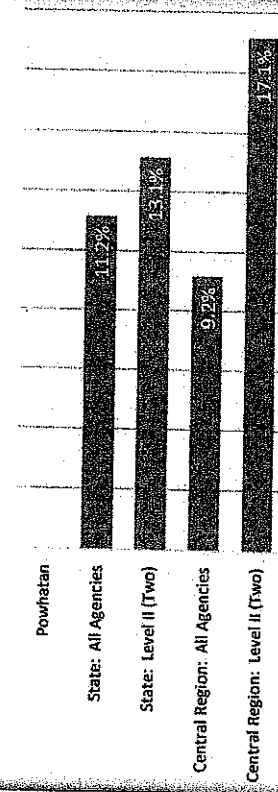
Level: II (Two)

Qtr/SFY: Q3/SFY20

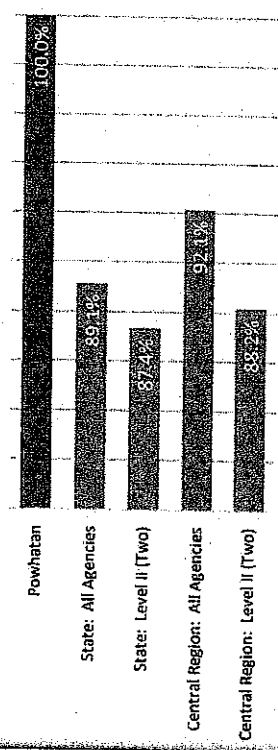
**FPMS - Concurrent Planning**  
Target ≥75.0%



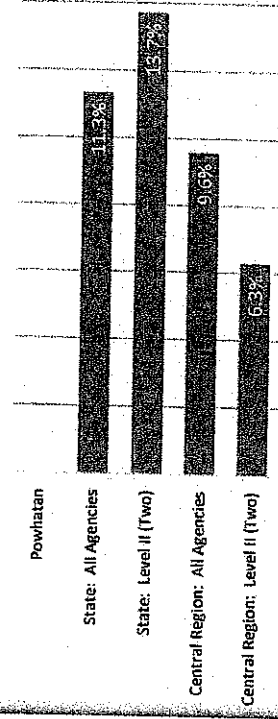
**FPMS - Placement Change**  
Target ≥75.0%



**AFCARS - Approved Court Hearing Status**  
Target ≥95.0%



**Transcription Usage**  
Target ≥85.0%





# Quarterly Local Agency Dashboard: Public Assistance

Local Agency >>>

Powhatan

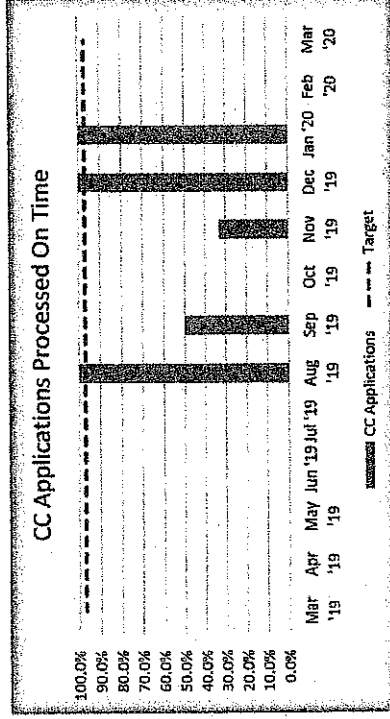
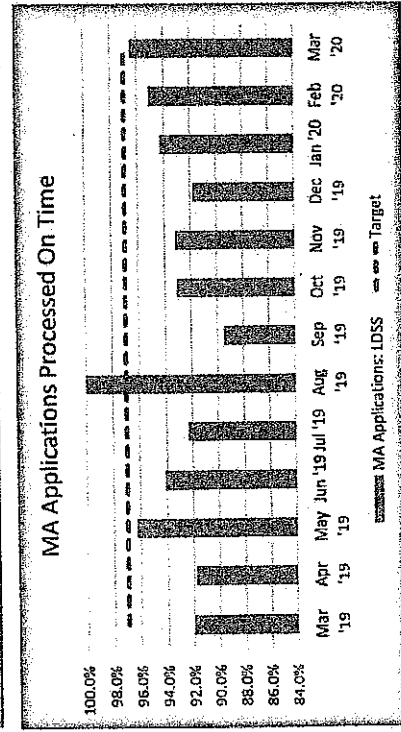
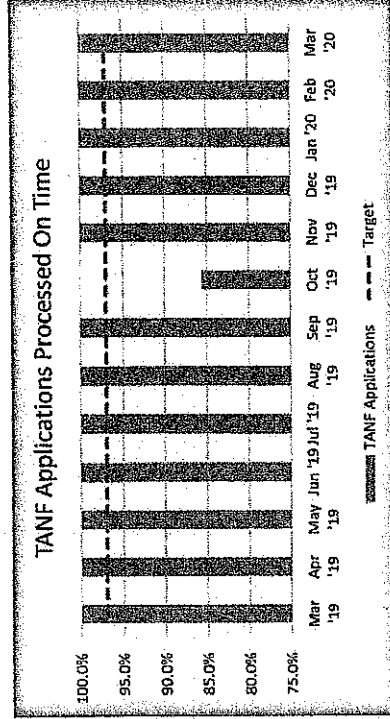
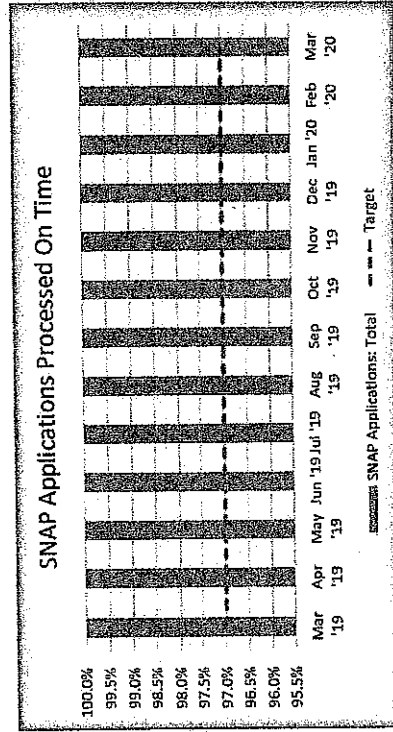
FIPS: 145

Region: Central

Level: II (Two)

Qtr/SFY: Q3/SFY20

Measure	Public Assistance: Percent of Applications Processed On Time		Rank Out of 59
	Prior Quarter	Current Quarter	
Medical Assistance (MA): LDSS	92.7%	95.2%	23
Supplemental Nutrition Assistance Program (SNAP)	100.0%	100.0%	1
Temporary Assistance for Needy Families (TANF)	94.7%	100.0%	1
Child Care (CC)	23.1%	100.0%	1
SNAP Payment Error Rate (October 2018 - March 2019)			0.0%





Local Agency >>>

Powhatan

FIPS: 145

Region: Central

Level: II (Two)

Qtr/SFY: Q3/SFY20

# Quarterly Local Agency Dashboard: Public Assistance

Quarterly Trends	Q4/SFY19	Q1/SFY20	Q2/SFY20	Q3/SFY20	Rank Out of 59
<b>MA Applications Processed On Time</b>					
LDSS	94.2%	93.9%	92.7%	95.2%	23
Cover VA	90.5%	91.1%	68.2%	73.2%	
FFM	80.0%	92.6%	99.5%	95.4%	
<b>SNAP Applications Processed On Time</b>					
Total	100.0%	100.0%	100.0%	100.0%	1
Expedited	100.0%	100.0%	100.0%	100.0%	1
Non-Expedited	100.0%	100.0%	100.0%	100.0%	1
<b>TANF Applications Processed On Time</b>					
TANF	100.0%	100.0%	94.7%	100.0%	1
<b>Child Care</b>					
Applications Processed On Time	0.0%	57.1%	23.1%	100.0%	1
Children Served All Budget Lines	25	21	21	19	
Children Served Budget Line 883 Fee/CC	15	14	15	17	
Children on Wait List	3	1	1	3	
<b>VACMS Downtime</b>					
Downtime	0.0%	0.0%	0.0%	0.0%	

Monthly Results	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20
<b>MA Applications Processed On Time</b>													
LDSS	92.0%	91.8%	96.3%	94.1%	92.3%	100.0%	89.5%	93.1%	95.2%	91.8%	94.3%	95.1%	96.6%
Cover VA	52.6%	60.0%	95.5%	100.0%	86.4%	100.0%	80.0%	96.2%	75.0%	42.9%	43.6%	100.0%	100.0%
FFM	53.8%	50.0%	87.5%	100.0%	100.0%	90.9%	90.0%	100.0%	100.0%	99.0%	93.3%	94.1%	100.0%
<b>SNAP Applications Processed On Time</b>													
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Expedited	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Non-Expedited	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>TANF Applications Processed On Time</b>													
TANF	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Child Care</b>													
Applications Processed On Time			0.0%		21	19	23	0.0%	33.3%	100.0%	100.0%		
Children Served All Budget Lines	26	28	25	22	21	19	23	21	21	20	21	17	19
Children Served Budget Line 883 Fee/CC	14	14	15	16	15	13	15	13	15	17	18	15	17
Children on Wait List	15	5	3	2	2	1	1	4	0	0	3	3	2
<b>VACMS Downtime</b>													
Downtime	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Data Sources: Public Assistance (Data Warehouse), Child Care (VACMS)