

**Revised Minutes  
Commonwealth of Virginia  
State Board of Social Services  
801 E. Main Street  
Richmond, VA 23219**

**August 18-19, 2010**

**Members Present**

Trudy Brisendine, Danny Brown, Shirley Culpepper, Willie Greene, Margaret Luca, Michelle Larkin, Barbara Manuel, and Dr. Bela Sood.

**Absent**

Brenda Hornsby (has not received confirmation of reappointment)

**CALL TO ORDER**

Chair Trudy Brisendine called the meeting to order at 9:10 a.m.

**WELCOME AND INTRODUCTIONS**

*Ms. Brisendine* welcomed Commissioner Brown, Deputy Commissioner Schultze, Tammy Smith (BPRO), department staff and other attendees to the meeting.

**REVIEW OF THE AGENDA**

*Richard Martin*, Manager of the Office of Legislative and Regulatory Affairs reviewed the agenda. He advised that the Division of Human Resources would be highlighted on Thursday. This completes the schedule of division overviews to the Board. Members will consider renewing this process once new members are appointed to assist them in understanding the workings of the department.

**Information Items**

**Overview Executive Order 14 (2010)**

*Mr. Martin* reviewed Executive Order 14 (2010), Development and Review of Regulations Proposed by State Agencies. Copy attached to the official minutes housed in the home office.

**Regulatory Update**

*Mr. Martin* reviewed the Status of Regulation Report dated August 18, 2010. A complete copy of this report is attached to the official minutes housed in the home office.

**Budget Update**

*J. R. Simpson*, Chief Financial Officer provided a finance update. Topics included FY 10 review, FMAP extension, FY 11 local challenges, and FY 11 projected VITA costs. A complete copy is attached to the official minutes housed in the home office.

### **Child Welfare Update**

*Paul McWhinney*, Family Services Director provided an update on Children's Services Transformation. Key areas of progress included division reorganization, reengineering of training, managing by data, family engagement, resource families, permanency, child protection, prevention, continuous quality improvement, program improvement plan, IV-E review and adult services. A complete copy of this report is attached to the official minutes housed in the home office.

### **Shaken Baby Syndrome**

*Rita Katzman*, CPS Manager spoke on Shaken Baby Syndrome and members were shown two videos on the subject. A brochure entitled "Never Shake Your Baby" was provided to members. A copy is attached to the official minutes housed in the home office.

### **Comment Period**

#### **Comment from the Public**

None

#### **Comment from Local Boards and Directors of Social Services**

None

#### **Comment from Boards and Directors of Community Action Agencies**

*Shauna Nelms*, Director of Housing and Special Projects with Southeast Rural Community Assistance Project provided members with the 2008-09 Annual Report "Water is Life." She spoke briefly on the Indoor Plumbing and Rehabilitation Project, stating they began in six counties and are now in nine. They seek agencies to collaborate in providing applications for individual wastewater grants for people in need.

They are also working on an initiative to assist residents facing foreclosure. Handout provided to members.

#### **Comment from the Virginia League of Social Service Executives**

*Susan Clark*, President of the VLSSE thanked the Board for the opportunity to speak to them in her returning role as President. She reported attending an organizational meeting in July where the Executive Committee explored ways for League and Board members to collaboratively work together to move the system forward and address needs and concerns of all of the citizens of the Commonwealth.

On the second day of the meeting, they met with both new and seasoned directors to discuss ways to involve new directors early in their careers, because each has something to offer and learn from the other.

Commissioner Brown was a guest presenter and shared his ideas of the system and ways to move forward together.

The VLSSE is currently working on a General Assembly Study on Workload Simplification and Efficiencies in Virginia's Local Human Service Delivery System. Dr. Eric Beecroft is taking the lead for the department. This document will be shared with the Commissioner for consideration of inclusion in a report to the Secretary.

A continued concern for localities is how to appropriate funding for transformation, and the challenges faced.

The League is working together with the Commissioner and his staff on the Health Care Reform Initiative, with emphasis on eligibility determination.

Another area that localities continue to have concerns is Aging; not only adult protective services but the delivery of services across the spectrum.

In closing, Ms. Clark said the League looks forward to the opportunity to work with the administration and Board.

#### **Comment from the Virginia Community Action Partnership**

*Jim Schuyler*, Executive Director of Virginia Community Action Partnership advised agencies are on track to spend all their federal ARRA funds by September 30, 2010.

He reported that Ted Edlich of TAP in Roanoke Valley and Jim Mundy, President of VACAP and CEO of Lynchburg Community Action met with Governor McDonnell and his Chief of Staff on August 4 in the Roanoke area. He reported that the Governor was impressed with the quality of work done in these agencies and will take a serious look at continued funding for community action in the state budget.

Commissioner Brown visited with People, Inc., in Abingdon. Both he and Deputy Secretary of HHR Keith Hare had the opportunity to see some of TAP's programs in Roanoke.

Mr. Schuyler advised that he and Chairman Trudy Brisendine spoke with the Community Action Advisory Board of Fairfax County on August 3. They were impressed by the quality and diversity of the Board and their great interest in community action issues statewide and what they, as a board and as individuals, can do to help.

He ended his report by saying that many of the agencies terminated employees and cut back on programs and services because budgets were substantially reduced. Unless state funding for community action is restored for FY 2012, these reductions will become more widespread and deeper. His agencies will be devoting significant time with the Administration and the General Assembly in the upcoming months to ensure that state funding for FY 2012 is restored.

### **Comment from the Commissioner of Social Services**

*Commissioner Brown* began his remarks mentioning the upcoming retirement of Richard Martin. The Commissioner said that Mr. Martin was one of the first people he met after arriving at VDSS. He has been an asset to the Commissioner, the department and the citizens of the Commonwealth and will be missed. Members gave Mr. Martin a round of applause.

Commissioner spoke to the Board on where the department is headed and how we are going to get there. He talked specifically about the State of the Commonwealth and statewide stats (handouts provided). The department has over two million client contacts per year: 827,000+ Medicaid enrollees, 54,000 + FAMIS enrollees 811,000 + in SNAP, 85,000+ TANF & TANF UP, 1,600 + GR, and 4,800+ Auxiliary Grants.

He said we have the expertise, resources, and structure to become Best in Class – we want to be the best social services delivery system in the country.

We have adopted an internal approach to being a high performing organization. There are five different pivots to focus on: leadership, strategy, having the right talents on the team, and culture. We will focus on outcomes rather than activities and on expanding the level of excellence already in the agency.

He talked briefly about Employee Work Profiles (EWP), and how employee visions and daily work should align with annual goals and the Mission of the department.

He also spoke about the Monday Communiqué, and campfire meetings with staff that promotes communications between staff and the department. Feedback from staff was that the department is doing well, some parts of the organization are becoming results oriented versus process oriented, and that local agencies are doing a great job. Staff felt that coaching and mentoring was an area for growth, as well as agency-wide communication. We want to focus on being solution seekers. Generally, you will find some of the best ideas and solutions closest to the problem you are trying to resolve. They may not have all the resources to fix the problem but may have the ideas to develop a functional work-around to get the job done.

The department wants to enhance employee relationships and recognize the hard work of employees of local departments.

Commissioner shared Governor McDonnell's press release announcing members of the Virginia Health Reform Initiative Advisory Council. A copy of the release is attached to the official minutes housed in the home office.

Commissioner Brown also shared the department's annual goals, which include supporting the Governor and Executive Order 2; supporting prisoner re-entry; implement health care reform; family strengthening practice model; continuation of the Child Services Transformation; implementation BPR through automation and simplifying work processes; and demonstrating public accountability toward relevant outcomes. A copy of these goals and tactics is attached to the official minutes housed in the home office.

Collaboration has been good and he discussed his meetings with local departments, the League, and Community Action Agencies.

Ms. Brisendine asked if the Board could receive copies of the Commissioner's Monday Communiqué. Staff will check into this and advise.

### **ACTION ITEMS**

#### **Approval of Minutes**

***ON MOTION DULY MADE*** (Mr. Brown) and seconded (Mr. Culpepper) moved to approve the minutes from the June 2010 meeting as presented. Motion approved with all in favor.

Discussion

None

#### **Election of Officers**

***ON MOTION DULY MADE*** (Mr. Greene) and seconded (Ms. Luca) moved to approve the Nomination Committee selection of Dr. Sood as Chair; Ms. Brisendine as Vice Chair; and Ms. Larkin as returning Secretary. Motion approved with all in favor.

Discussion

None

#### **22 VAC 40-25, Auxiliary Grant Program**

##### **Notice of Intended Regulatory Action**

These amendments will change the financial reporting standards for assisted living facilities and add a residency requirement for recipients.

***ON MOTION DULY MADE*** (Mr. Culpepper) and seconded (Mr. Brown) moved to approve the final regulatory package for publication in the Virginia Register subject to approval under the provisions of Executive Order 14 (2010) and the Administrative Process Act. This regulatory action may become effective thirty days after publication. Motion approved with all in favor.

Discussion

None

**22 VAC 40-730, Investigation of Child Abuse and Neglect in Out of Family**

**Complaints**

**Notice of Intended Regulatory Action**

The proposed amendments conforms this regulation to 22 VAC 40-705, Child Protective Services.

***ON MOTION DULY MADE** (Dr. Sood) and seconded (Mr. Culpepper) moved to approve the Notice of Intended Regulatory Action to amend 22 VAC 40-705, Child Protective Services for publication in the Virginia Register subject to approval under the provisions of Executive Order Number 14 (2010). Motion approved with all in favor.*

Discussion

None

**22 VAC 40-700, Child Protective Services Central Registry Information**

**Periodic Review and Retain**

This action will complete the periodic review. The department recommends that this regulation be retained without change.

***ON MOTION DULY MADE** (Mr. Brown) and seconded (Ms. Luca) moved to approve the Periodic Review report for submission to the Department of Planning and Budget and the Secretary of Health and Human Resources as required by the provisions of Executive Order Number 14 (2010). Motion approved with all in favor.*

Discussion

None

**22 VAC 40-720, Child Protective Services Release of Information to Family**

**Advocacy Representatives of the United States Armed Forces.**

This action will complete the period review. The department recommends that this regulation be retained without change.

***ON MOTION DULY MADE** (Ms. Luca) and seconded (Dr. Sood) moved to approve the Periodic Review report for submission to the Department of Planning and Budget and the Secretary of Health and Human Resources as required by the provisions of Executive Order Number 14 (2010). Motion approved with all in favor.*

Discussion

None

**22 VAC 40-411, General Relief Program**

**Emergency Regulation/Notice of Intended Regulatory Action**

The proposed amendments eliminate the adult components of the General Relief Program as required by the 2010 Appropriation Act.

**ON MOTION DULY MADE** (Mr. Culpepper) and seconded (Ms. Sood) moved to approve 22 VAC 40-411, General Relief Program for publication in the Virginia Register subject to approval under the provisions of Executive Order Number 14 (2010) Motion carried with all in favor.

Discussion

The Board confirmed that Ms. Clark has approval to withdraw from Executive Review until the Board meets and formally withdraws this at their October meeting in the event funds are available.

**22 VAC 40-601, Supplemental Nutrition Assistance Program  
Notice of Intended Regulatory Action**

The proposed amendments will establish a maximum certification period for households eligible for Supplemental Nutrition Assistance Program (SNAP) benefits at six months.

**ON MOTION DULY MADE** (Ms. Manuel) and seconded (Mr. Culpepper) moved to approve the Notice of Intended Regulatory Action to amend 22 VAC 40-610, Supplemental Nutrition Assistance Program for publication in the Virginia Register subject to approval under the provisions of Executive Order Number 14 (2010). Motion approved with all in favor.

Discussion

None

**22 VAC 40-325, Fraud Reduction/Elimination Effort  
Periodic Review and Retain**

This action completes the periodic review. The department recommends that this regulation be retained without change.

**ON MOTION DULY MADE** (Mr. Brown) and seconded (Mr. Culpepper) moved to approve the Periodic Review report for submission to the Department of Planning and Budget and the Secretary of Health and Human Resources as required by the provisions of Executive Order Number 14 (2010). Motion approved with all in favor.

Discussion

None

**22 VAC 40-400, Funding Limitations for the Refugee Resettlement Program  
Periodic Review and Retain**

This action completes the periodic review. The department recommends that this regulation be retained without change.

**ON MOTION DULY MADE** (Ms. Luca) and seconded (Dr. Sood) moved to approve the Periodic Review report for submission to the Department of Planning and Budget and the Secretary of Health and Human Resources as required by the provisions of Executive Order Number 14 (2010). Motion carried with all in favor.

Discussion

None

**22 VAC 40-160, Fee Requirements for Processing**

**Establish Regulatory Advisory Panels**

To assist in preparing the proposed regulation for consideration by the Board, the department requests the Board to establish a Regulatory Advisory Panel (RAP) to advise the department and the Board in the development of the proposed regulation. The provision for the RAP and its establishment is set out in Public Participation Guidelines, 22 VAC 40-12-70. Motion approved with all in favor.

Discussion

Confirmed that the details in the regulation name specific representation to serve on the RAP and their work will begin immediately. Board members are welcome to appoint someone to serve on this RAP.

**Thursday, August 19, 2010**

Meeting reconvened by Chairman Sood at 9:00 a.m.

**Division of Human Resources Overview**

*Nancy Flanagan*, Director of Human Resources provided an overview of her division. She advised that they operate a State Employee HR Program; providing basic HR services and complies with Commonwealth DHRM policies.

HR also operates an additional HR program for local DSS offices, which includes civil rights and workforce planning. This division also develops HR policies for SBSS review and approval and administers the local LETS System and the State PMIS System.

Staff was introduced and includes Stephanie Larson, Associate Director Sr. of Operations; Karen Cary, Associate Director of Compliance; Bonnie Minson, Benefits Manager; Lori Kam, Associate Director Sr. of Systems; and Patrick Patrong, Associate Director Sr., of Workforce Planning. A complete copy of this presentation is attached to the official minutes housed in the home office.

**Legislative Update**

*Richard Martin* introduced Karin Clark, who will assume duties of the Regulatory Coordinator for the department upon his retirement.

He provided members with copies of the 2006, 2008, 2009, and 2010 Legislative Implementation Plans. These copies are attached to the official minutes housed in the home office.



Members were also provided a copy of the Social Services Related Legislation Report dated August 18, 2010. Mr. Martin advised that Licensing Division is already working with a group on HB 698.

He advised it is his understanding that a recommendation is being reviewed on SB 208. Ms. Brisendine confirmed that Karin Clark would track this and keep the Board advised.

He advised that a workgroup is currently reviewing several options for handling SB 567.

### **Effects of Recession**

*Thomas Steinhauser*, Director of Benefit Programs reviewed the impact of the recession on local social services. He advised that SNAP caseload has increased over 60 percent; TANF caseloads have increased over 17 percent; TANF-UP caseload has doubled; and the number of individuals receiving Medicaid has increased by 14 percent. Local administrative funding has not increased in response to the caseload increase. A complete copy of this report is attached to the official minutes housed in the home office.

Mr. Steinhauser publicly thanked Mr. Martin for his years of dedication and service to the Department of Social Services.

### **Board Member Comments**

*Mr. Culpepper* thanked Mr. Steinhauser, and Ms. Schultze, for their assistance and recognized Ms. Rengnerth for doing a fine job. He said he would miss Mr. Martin upon his retirement at the end of the month. He thanked Ms. Brisendine for her good work as Chair for the past two years and congratulated Dr. Sood on being elected incoming Chair. He finished by thanking Commissioner Brown for his hard work and dedication to the citizens of the Commonwealth.

*Ms. Brisendine* congratulated Dr. Sood and Ms. Larkin on their appointments. She shared her appreciation of Commissioners Conyers and Brown for their support and attendance at Board meetings. Ms. Brisendine also thanked department staff for their hard work and dedication in meeting Board needs. She asked Mr. Martin to put his retirement dinner remarks on the Board website.

*Ms. Luca* said she felt fortunate to be present at Mr. Martin's last meeting and was excited that Dr. Sood had accepted the position of Chair to the Board. Ms. Rengnerth was thanked for her work with the Board and in setting up Mr. Martin's retirement dinner. She thanked Ms. Schultze for her past assistance and shared her hope that she would continue to facilitate for the Board.

*Ms. Larkin* said the meeting was rejuvenating and that Mr. Martin inspired her to do better and appreciates being part of his legacy. It is an honor to be associated with a high-performance agency.

*Ms. Manuel* thanked Mr. Martin, Ms. Brisendine, Ms. Rengnerth, Ms. Schultze, and Commissioner Brown for their dedication and assistance to the citizens of the Commonwealth.

*Mr. Greene* congratulated the newly elected Board officers. He commented on Mr. Martin's retirement dinner. He remarked this was more than just a great meeting, he feels he can take something away from it and share with others. It is a good feeling to be *Best in Class*. Mr. Green said he will miss Mr. Martin and wished him the best. He appreciates the good work that staff do to support the Board and its Mission.

### **Chairman Comments**

*Dr. Sood* said the comments embody the Board. It is important for people to come together using what we have to get the job done. Being a High Performance Organization is a reflection of the direction this Board is moving.

She thanked members for the opportunity to serve them as Chair and to serve the citizens of the Commonwealth. This has been an enjoyable meeting and enjoyed Mr. Martin's retirement dinner. She thanked Commissioner Brown for pointing the Board in the right direction; thanked Ms. Brisendine for a job well done as Chair these past two years, to Ms. Schultze and Ms. Rengnerth for their work and dedication to the Board's work.

### **Adjournment**

With no further business of this Board, the meeting adjourned at 11:30 a.m.

Respectfully submitted by Pat Rengnerth.