

MAY BOARD MEETING



HENRY-MARTINSVILLE SOCIAL SERVICES BOARD
AGENDA
May 19th, 2025

- * **Call to Order**
- * **Roll Call**

I. Approval of Minutes

II. Approval and/or Changes/Additions to Agenda

III. Reports of Committees

- A. By-Laws Committee

IV. Review and Approval of Administrative Bills and Expenditures

- A. Monthly Bills and Expenditures

V. Old Business

VI. New Business

- A. Office Occupancy Analysis
- B. Companion Services Policy
- C. Board Officer Elections (Informational)

VII. Reports

Benefits

- A. Benefit Statistics
- B. Benefit Programs Unit Overview
- C. SNAP Participation Report
- D. VIEW Report

- E. Employment Services & Benefits Trends
- F. Fraud Report

Services

- A. Service Statistics
- B. Emergency Services Report

Others

- A. Reception Log Report
- B. DSS Check-In – Wait Time Report

VIII. General Information

IX. Board Comments

X. Public Comments

XI. Closed Session per Code of Virginia 2.2-3711 (A) (1)

- A. Personnel

XII. Adjournment

MINUTES

MINUTES

A. April 2025 Minutes

**HENRY-MARTINSVILLE BOARD OF SOCIAL SERVICES MINUTES
APRIL 28th, 2025**

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CALL TO ORDER: The meeting was called to order by Odachowski.

ROLL CALL: **Director** Amy Rice called the roll. There were eight (8) board members in attendance: Jean Odachowski, Paul Kennedy, Sarah Taylor, Andrea Robertson, Dr. Holland, Willie Scales, Richard Harris, and Ricky Walker. We are one member short of a full Board. Others present: Director Amy Rice, Assistant Director of Services April Evans, Assistant Director of Benefits Lisa Thompson, Administrative Services Manager Susanna Lawrence, Agency Attorney George Lyle and Administrative Programs Assistant Randall Taylor.

APPROVAL OF MINUTES: Motion by Kennedy, seconded by Walker, to approve the minutes of the March 2025 board meeting. Vote – Unanimous.

APPROVAL AND/OR CHANGES/ADDITIONS TO AGENDA:

Motion by Harris, seconded by Scales to approve the agenda. Vote- Unanimous.

REPORTS OF COMMITTEES:

The by-laws committee met April 28th, 2025. The by-laws were reviewed, and there are additions that will be reviewed with agency attorney. They will be presented at the May meeting and then 30-day window to approve the changes for review at the June meeting.

REVIEW AND APPROVAL OF ADMINISTRATIVE BILLS AND EXPENDITURES:

Administrative Services Manager Susanna Lawrence reviewed the Bills and Expenditures for the month ending March 31st, 2025, stating we have spent 72% of allocations for report #1 and 59% for report #2. There were no adjustments for the month of March. We had total net expenditures of \$789,171.83 for the month of March.

Motion by Kennedy, seconded by Scales, to pay the bills. Vote – Unanimous.

OLD BUSINESS:

NEW BUSINESS:

A. Fiscal Year '26 Classification and Compensation Plan:

The Compensation plan and changes were reviewed by Amy Rice. Changes included a 3 % local increase that was supported by the state and approved by county and city. A retention increase of 10 percent was recommended as the current 5 percent amount had not been successful in retaining employees considering new employment. A change in critical skills for training and certification of 2 percent was requested, for employees who complete the training and certification for family partnership facilitators. The demand for this skill has increased and it is more efficient to have staff trained versus contracting an outside individual. The 2 percent increase is only if the training and certification are completed and at least 8 Family Partnership meetings per year completed and can be removed if criteria are not met.

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**PAGE 2:
NEW BUSINESS CONTINUED**

Motion by Kennedy, seconded by Scales, to approve the changes. Vote – Unanimous.

REPORTS:

Benefits – Reviewed by Assistant Director of Benefits Lisa Thompson to include the following statistics for March 2025:

The March 2025 Childcare compliance rate was 100%; the Medicaid compliance rate was 89.9%; the SNAP compliance rate was 98% with SNAP issuance for the month of March 2025 at \$2,254,711; and the TANF compliance rate was 96.4%.

The March 2025 Benefit Programs Unit Overview included Intake Unit currently has 10% vacancy rate, with 1 member in the training unit. Ongoing consists of 2 units, and currently there are 8 vacancies for a 33% vacancy rate with 4 members in the training unit. Specialty Unit currently has 20% vacancy rate. Employment Services Unit has a 20% vacancy rate. There are 4 potential hires in the month of May to fill existing vacancies.

The March 2025 VIEW Participant Profile report reflected 71 VIEW and VIEW Transitional participants.

The March 2025 Employment Services report reflected 405 Day Care cases; 71 VIEW cases; and 10 SNAPET cases. There is currently a waiting list for Day Care services. The March 2025 Benefit Programs report reflected 24,659 Medicaid cases; 14,070 SNAP cases; and 368 TANF cases.

The March 2025 Fraud report reflected \$1,752.00 in cost savings of finalized investigations and \$2,485.64 in recoupment, with cash payments of \$2,071.74, and Restoration offset of \$6,947.75.

Services – Reviewed by Assistant Director of Services April Evans to include the following statistics for March 2025:

Foster Care Unit: Number of Children in Foster Care – 87; Monthly Foster Care Visits Required – 96%; Monthly Foster Care Visits in Residence – 60%; Congregate Care Placements – 11 at 16%; Kinship Fictive Placements - 10%, Approved Foster Homes – 18 homes; and the Foster Care Vacancy Rate is 38% with 3 vacancies.

Child Protective Services Unit: Total CPS Complaints – 74; CPS Investigations/Family Assessments (Valid) – 26; CFSR Timeliness of First Contact with Victim – 16 at 84%; CPS Referrals Closed Before Due Date – 4 at 40%; and the CPS Vacancy Rate is 25% with 2 vacancies.

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SERVICES - CONTINUED

Family Preservation Unit: Family Preservation Cases – 33; In Home Case Contacts Made – 37 at 93%; Family Support Case Contacts Made – 72 at 89%; Current Service Plans – 5 at 83%; and the Family Preservation Vacancy Rate is 25% with 2 vacancies.

Adult Protective Services Unit: APS Valid Complaints – 30; APS Invalid Complaints – 7; Timeliness of Investigation Initiation – 30 at 100%; Timeliness of Disposition – 30 at 100%; Ongoing APS Monthly Contact Compliance – 3 at 100%; and the Adult Services Unit remains fully staffed.

Purchased Services: Adult Services/Companion – 1 case; VIEW Purchased – 30 cases; SNAPET Purchased – 2 cases; Adult Protective Services – 2, and Family Preservation – 3 cases; for a total of 38 Purchased Services.

Emergency Intake Report: There were 31 clients seen for the City of Martinsville with a total of \$2,286.58 in expenditures leaving a balance of \$11,779.71. There were 35 clients seen for Henry County with a total of \$1,568.94 in expenditures, leaving a balance of \$12,724.98.

Other Reports – Reviewed by Administrative Services Manager Susanna Lawrence to include the following statistics for March 2025:

Reception Log Report – For the month of March 2025, we had 2442 visitors in the agency for an average of 84 per day; we received 2,425 incoming phone calls; and we issued 244 EBT cards.

DSS Check-In Wait Time Report – For the month of March 2025, the average wait time was 5.51 minutes.

GENERAL INFORMATION – There was no “General Information” to report.

BOARD COMMENTS – Mr. Walker inquired about how many employees were currently in the agency per department and how often per week they were working remotely.

Email procedures were reviewed regarding board communications and what would constitute as a group meeting.

PUBLIC COMMENTS – There were no “Public Comments” this month.

CLOSED SESSION:

Motion by Walker, seconded by Scales, to adjourn to Closed Session per Code of Virginia 2.2-3711 (A) (1) and 2.2-3711 (A) (4) for purpose of discussing Personnel Matters and Cases. Vote – Unanimous.

Motion by Taylor, seconded by Walker, to reconvene in General Session. Vote – Unanimous.

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CLOSED SESSION – CONTINUED

CERTIFICATION OF CLOSED SESSION: WHEREAS, The Henry-Martinsville Board of Social Services has convened in the closed meeting on this date pursuant to an affirmative recorded vote, and in accordance with the provision of the Virginia Freedom of Information Act, and **WHEREAS**, 2.2-3711 (A) (4) of the Code of Virginia required certification by the Henry-Martinsville Department of Social Services that such a closed meeting was conducted in conformity with Virginia Law. **NOW THEREFORE BE IT RESOLVED** that to the best of each member's knowledge; (i) only public business matters lawfully exempt from open meeting requirements by Virginia Law were discussed in the closed meeting to which this certification resolution applies and (ii) only such business matters were identified in the motion convening the closed meeting were heard, discussed, or considered by The Henry-Martinsville Board of Social Services.

Motion by Kennedy, seconded by Taylor, to approve the adoptions for Case #21178048. Vote - Unanimous

Motion by Scales, seconded by Dr. Holland, to approve the adoptions for Case #21223884. Vote - Unanimous

ADJOURNMENT:

The meeting adjourned at 3:55 p.m.

Jean Odachowski, Board Chair

Randall Taylor, Recorder

Amy W. Rice, Director

REPORTS OF COMMITTEES

Reports of Committees

A. By-Laws Committee



By-laws of Henry-Martinsville Board of Social Services

Article I Name and Location

- Section 1. The name of this organization shall be Henry-Martinsville Board of Social Services, hereinafter referred to as the Board.
- Section 2. The principal office of this Board shall be on the site of the Henry-Martinsville Social Services Department.

Article II Purposes

This Board is subject to the rules and regulations of the Virginia Board of Social Services and the social services laws, related statutes, and supplements of the Code of Virginia, and shall perform all actions in keeping with these same rules and regulations, laws, statutes, and supplements.

- Section 1. To advance fair and efficient social services for Henry County and Martinsville with the objectives of assisting and protecting our clientele.
- Section 2. To complement and improve the social fabric of our community by guiding prompt, efficient, and adequate client financial services (benefits programs) with a focus toward client self-sufficiency; and client essential needs (service programs) designed to protect and support, with a focus toward client well-being.



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- Section 3. To take a positive interest in and provide cooperation with our community in all matters pertaining to the social welfare of our community.
- Section 4. To promote cooperation and communication among: department personnel; local, regional, and state levels of social services; and public, private, and governmental organizations.
- Section 5. To propose and support legislation at appropriate governmental levels which will enhance social services for and promote the general welfare of Henry County and Martinsville.
- Section 6. To prepare, approve, submit, and defend an annual budget, which shall be reported to local governing bodies and the state as required. 63.2-205
- Section 7. To appoint the Director of Henry-Martinsville Social Services, assure acceptable performance standards of the Director, and evaluate the Director's performance annually.
- Section 8. To be dedicated to, supportive of, and ultimately responsible for an effective and equitable Equal Employment Opportunity/Affirmative Action Plan for Henry-Martinsville Department of Social Services.
- Section 9. To provide social services for Henry County and Martinsville which, in all Board actions, recognize client needs, foster client self-reliance, and promote the general welfare of our community while acknowledging without bias cultural variables.



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Article III Board Membership

- Section 1. Membership of the Board shall consist of nine (9) persons, six of whom shall be appointed by the Henry County Board of Supervisors (local governing body) and three (3) of whom shall be appointed by the Martinsville City Council (local governing body).
- Section 2. Appointments to the Board by the local governing bodies shall be for four-year terms, each four-year term constituting a full term of office except appointments to fill a vacancy, which shall be for the unexpired term. 63.2-301
- Section 3. A member who serves two consecutive terms shall be ineligible for reappointment until the end of an intervening two-year period dating from the expiration of the last two consecutive term. 63.2-301 All appointments, except those to fill a vacancy created other than by expiration of a term, shall be deemed a full term of office. 63.2-306
- Section 4. A member of the Henry County Board of Supervisors may be a member of the Board. A member of the Martinsville City Council may be a member of the Board. When such person ceases to be a member of the appointing body, that person shall also cease to be a member of the Board. 63.2-306
- Section 5. A member shall not enter upon the discharge of duties until: notified in writing by the governing body of member's appointment; member signs an agreement of confidentiality (Appendix C) which shall be kept on file at the agency; member



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takes oath of office administered by Clerk of Court of member's jurisdiction.

- Section 6. Within two weeks of member's appointment or reappointment, Director or Director's designee shall provide a copy of the Virginia Freedom of Information Act (FOIA). Member is obligated to read and become familiar with the FOIA before discharging any member duties.
- Section 7. A member who resigns before completing a term of office shall submit a written resignation to the Executive Committee of the Board and the Chair of the local appointing body.
- Section 8. Any member of the Board may be suspended or removed for cause by the State Board of Social Services or the local appointing body. 63.2-308
- Section 9. Each member shall have one vote. Voting may not be done by proxy.

Article IV Officers of the Board

- Section 1. The Officers of the Board shall be selected annually by the members of the Board from the Board membership at the regularly scheduled meeting of the Board each June. This meeting shall be designated as the Board's annual reorganization meeting.
- Section 2. The Officers of the Board shall be the Chairperson, Vice-Chairperson and Second Vice-Chairperson.



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- Section 3. The Officers of the Board shall constitute the Executive Committee.
- Section 4. The term for all Officers of the Board shall be one (1) year.
- Section 5. The Chairperson and Vice-Chairperson shall serve no more than two (2) consecutive terms in the same office.
- Section 6. A Chairperson, Vice-Chairperson or Second Vice-Chairperson who serves two (2) consecutive one (1) year terms shall be ineligible for reelection to the same Board Officer position until the end of an intervening one-year (1-year) period.
- Section 7. Should a vacancy in the Chairperson office occur, The Vice-Chairperson shall become Chairperson of the Board and complete that term of office. The completion of such unexpired term shall not be counted against election for full consecutive terms of office.
- Section 8. Vacancies in the offices of the Vice-Chairperson and Second Vice-Chairperson shall be filled by the membership at the next regularly scheduled Board meeting.
- Section 9. The Chairperson of the Board shall:
- chair all Board meetings, develop the agenda of each Board meeting in consultation with Director,
 - guide and mediate all Board actions with respect to organizational
 - priorities and governance concerns, perform other duties as requested by the Board, and in all duties be accountable to the Board,



By-laws of Henry-Martinsville Board of Social Services

oversee and note the separate duties of the Board and department's Director;

monitor finances, budget, and all financial reports;

monitor Board members' attendance as per Article VII – Meetings, Section 2 and 3 of these by-laws;

have the right to informally evaluate the effectiveness of the Board as a unit or of individual Board members;

appoint standing and ad hoc committee members in consultation with the Executive Committee pursuant to subsequent Board approval and serve as an ex officio member of all committees.

Section 10. The Vice-Chairperson of the Board shall report to the Chairperson, perform the responsibilities of the Chairperson when the Chairperson cannot be available, perform duties as requested by the Chairperson, and perform other responsibilities as requested by the Board.

Section 11. The Second Vice-Chairperson shall perform duties as requested by the Chairperson.

Section 12. The Director of the Agency, though not a member of the Board, shall serve as the Secretary of the Board, attend all Board meetings, Executive Committee meetings and other Committee meetings as requested by the Chairperson unless otherwise advised by the Chairperson, and the Secretary of the Board shall:
63.2-332



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be responsible for all Board Committee meeting minutes, ensure their distribution in a timely manner as required, be custodian of all minutes, records and reports and assure their effective management, and oversee distribution of the necessary documents and materials prior to the meeting during which same are to be reviewed by the Board;

with the Chairperson's input and advice, develop and present an annual training/orientation for the Board, at a date and time selected by the Executive Committee, and approved by the Board;

in compliance with Virginia Freedom of Information Act, post proper notices of all meetings, regular, special, and committee;

be sufficiently familiar with Virginia Department of Social Services laws, statutes, Virginia Freedom of Information Act, and these by-laws to note applicability during meetings.

Article V Executive Committee

Section 1. The Executive Committee shall consist of the Chairperson, Vice-Chairperson and a Second Vice-Chairperson who shall be elected by the Board during the June meeting. ~~by the Board during the June meeting.~~

Section 2. The Executive Committee shall prepare recommendations for presentation to the membership of the Board.



By-laws of Henry-Martinsville Board of Social Services

- Section 3. The Executive Committee shall act in emergencies between Board meetings.
- Section 4. The Virginia Department of Social Services provides local board member training. The training occurs within the first 90 days of appointment and every four years thereafter. Subject matter experts will provide training on Social Services programs throughout the year. 63.2-312 At least one such meeting a year shall be an orientation and training session for local board members.
- Section 5. The Executive Committee shall monitor Board members' attendance as per Article VII – Meetings, Sections 2 and 3 of these by-laws.
- Section 6. The Executive Committee shall, immediately after the June installment of officers, appoint members to all standing committees and shall advise the Board at the next regularly scheduled Board meeting of members' committee designations.

Article VI Committees

- Section 1. Committees may be created from time to time by the Board. Committees shall be constructed as standing or special (ad hoc) ones.
- Section 2. Members of each committee shall be recommended by the Executive Committee, subject to subsequent approval of the Board.



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- Section 3. Standing Committees are those representing activities which are permanent. They include the Executive, ~~and~~ Budget and By-Laws Committees.
- Section 4. A special (ad hoc) committee shall be assigned specific tasks to be accomplished, reported, and shall then be dissolved upon completion of the charge(s).
- Section 5. Committee meetings require written minutes, even if no formal action occurs. Minutes shall be forwarded in a timely manner to the Secretary of the Board under the requirements of the Virginia Freedom of Information Act.
- Section 6. Committees must give notice of every meeting to the Secretary of the Board in compliance with the requirements of the Virginia Freedom of Information Act.
- Section 7. Committees shall be allowed to use electronic mail (e-mail) in accordance with Article VII, Meetings, Sections 16 and 17 of these by-laws.

Article VII Meetings

- Section 1. Monthly meetings of the Board shall be held on the fourth Monday at the Henry-Martinsville Department of Social Services at a time affirmed by the Board at a prior meeting.
- (i) Remote Participation for In-Person Meeting.

Members may attend and participate in meetings from a remote location by telephone or other audio or video means, provided such attendance complies with the provisions of VA Code Sec. 2.2-3708.2,



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as amended from time to time, and subject to the following requirements:

- (1) On or before the day of a meeting, (A) the requesting member shall notify the Chairperson that the member is unable to attend the meeting due to (i) a temporary or permanent disability or other medical condition that prevents the member's physical attendance or (ii) a family member's medical condition that requires the member to provide care for such family member, thereby preventing the member's physical attendance.
- (2) On or before the day of a meeting, (A) the requesting member shall notify the Chairperson that the member is unable to attend the meeting due to an emergency or a personal matter and the member identifies with specificity the nature of the emergency or personal matter, or (B) the member shall notify the Chairperson that the member is unable to attend a meeting due to a temporary or permanent disability or other medical condition that prevents the member's physical attendance.
- (3) The Board shall record in its minutes (A) the disability or other medical condition, or the specific nature of the emergency or personal matter that prevents the member's attendance; and (B) the remote location from which the absent member participated. If the absent member's remote participation is disapproved because such participation would violate this policy, such disapproval shall be recorded in the Board's minutes.
- (4) Such participation by the absent member shall be limited in each calendar year to two meetings or 25 percent of the meetings of the Board, whichever is fewer.



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- (5) A quorum of the Board must be physically assembled at the primary or central meeting location unless the following exceptions apply.
- Code 2.2-3708.3 B. 1 1. The member has a temporary or permanent disability or other medical condition that prevents the member's physical attendance. For purposes of determining whether a quorum is physically assembled, an individual member of a public body who is a person with a disability as defined in § 51.5-40.1 and uses remote participation counts toward the quorum as if the individual was physically present;
2. A medical condition of a member of the member's family requires the member to provide care that prevents the member's physical attendance, or the member is a caregiver who must provide care for a person with a disability at the time the public meeting is being held thereby preventing the member's physical attendance. For purposes of determining whether a quorum is physically assembled, an individual member of a public body who is a caregiver for a person with a disability and uses remote participation counts toward the quorum as if the individual was physically present;
- (6) The Board shall make arrangements for the voice of the absent member to be heard by all persons in attendance at the primary or central meeting location, and the absent member must be present for all of the meeting until adjourned.
- (ii) All-Virtual Meetings
The Board may elect to hold an all-virtual meeting in accordance with VA Code Sec. 2.2-3708.3 and subject to the following requirements:

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- (1) That the Board unanimously approve an all-virtual meeting by consent of each member in writing via electronic mail to the Director and Chairperson no less than one week prior to the scheduled meeting. Any member may initiate a request for an all-virtual meeting by electronic mail to all members of the Board and the Director no less than two weeks prior to the scheduled meeting, and such request shall include the date and time of the meeting and method of electronic communication requested.
- (2) Prior to final approval of the all-virtual meeting, the Director shall certify to the Board that audio or audio-visual technology is available to accommodate the all-virtual meeting with all requirements for such a meeting being met. If audio or audio-visual technology is not available to accommodate such a meeting, the meeting shall be held in-person as scheduled.
- (3) Upon approval of an all-virtual public meeting, the required meeting notice along with a statement notifying the public that the meeting shall be all-virtual shall be posted and given in accordance with the provisions of § 2.2-3707.
- (4) Public access to the all-virtual public meeting shall be provided via notification of the means of communication and log-in or call-in information in the public notice.
- (5) The means of communication used for the meeting shall allow the members and the public to hear the members of the Board and any participants in the meeting, and if audio-visual technology is used, to see members and participants as well.
- (6) A phone number or other live contact information shall be provided to the members of the Board and participants in



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advance of the meeting to be used in the event that audio or audio-visual transmission of the meeting fails. The public shall be notified of such backup contact information in the public notice.

- (7) Public comment shall be afforded through electronic means, including by way of written comment to be read to the Board during the meeting.
- (8) No more than two members of the Board shall be together at the same physical location during the all-virtual meeting.
- (9) If a closed session is held during the meeting, transmission of the meeting to the public may be cut off but must resume before the Board votes to certify the closed meeting as required by subsection D of VA Code Sec. 2.2-3712.
- (10) The Board shall not convene an all-virtual meeting for consecutive meetings and shall not convene an all-virtual meeting more than twenty-five percent (25%) of its scheduled meetings per calendar year.
- (11) Minutes of all-virtual meetings shall be taken as is customary under VA Code Sec. 2.2-3707, and such minutes shall include the fact that the meeting was held by electronic means and the type of electronic communication used.
- (12) Any Board committee or subcommittee, whether standing or ad hoc, may use the individual remote participation and all-virtual public meetings pursuant to the requirements of VA Code Sec. 2.2-3707.



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- Section 2. Any member who is unable to attend a scheduled meeting shall notify the Chairperson of the Board, an officer of the Board, or the Director of the agency. Absent members shall be listed as “absent” in the minutes of the meeting. Those members who fail to make notification prior to the meeting shall be listed as “absent – no notification” in the minutes of the meeting.
- Section 3. Three consecutive “no notification” absences by a member shall be considered excessive absenteeism. The Chairperson shall address the absenteeism with the member. If necessary, the Chairperson shall notify the county administrator or city manager.
- Section 4. In lieu of the regularly scheduled monthly meeting, the Board, by affirmation of the body at a prior meeting, may set other dates for meeting.
- Section 5. The Chairperson of the Board or five (5) members of the Board have the right to call Special meetings.
- Section 6. The regularly scheduled April meeting of the Board shall be the annual performance evaluation meeting where the Director’s evaluation, if applicable, shall be presented. Director’s evaluation is due yearly by April 30th. A probationary Director’s evaluation is due at the 11th month of hire.
- Section 7. Chairpersons of committees have the right to establish regular committee meetings or to call for Special committee meetings.

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- Section 8. A majority of the members of the Board shall constitute a quorum.
- Section 9. A quorum for the Executive Committee shall be two (2) members present.
- Section 10. The Executive Committee shall meet as determined by the Chairperson of the Board or at the request of two (2) members of the Executive Committee.
- Section 11. For all regular or called Committee Meetings, a quorum shall be a majority of the Committee members.
- Section 12. If no quorum is present at any regular Board meeting or called Board meeting, regular Committee meeting or called Committee meeting, or any Executive Committee meeting, no official action may be taken.
- Section 13. Any Committee or Subcommittee whether standing or ad hoc created by the Board becomes itself a public body and thus subject to the requirements of the Virginia Freedom of Information Act.
- Section 14. Any gathering of more than two (2) Board members if the members discuss the business of the Board, and any gathering of two (2) Committee members, shall constitute a meeting as defined by the Virginia Freedom of Information Act.
- Section 15. Electronic mail (hereinafter e-mail) shall be used only as a method of correspondence between one Board member (hereinafter "Sender") and one other Board member (hereinafter "Recipient.") Such e-mail is correspondence as defined by the FOIA and the Public Records Act



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(PRA). Sender shall be responsible for printing one hard copy to be delivered to the Secretary of the Board at the next scheduled meeting. All such hard copies shall be maintained as required by the FOIA and the PRA.

Section 16. E-mail may be used between one Sender and two or more Recipients for the purpose of Sender asking clarification of or ascertaining positions of Recipients on public business. Recipients shall respond only to Sender; thus, such e-mail is correspondence as defined by the FOIA. Recipients may not choose “respond/reply to all” in an e-mail program; such response constitutes a meeting as defined by FOIA and shall not be allowed. Sender shall be responsible for printing one hard copy to be delivered to the Secretary of the Board at the next scheduled meeting. All such hard copies shall be maintained as required by the FOIA and the PRA.

Section 17. The HMDSS Board will allow public speakers at monthly board meetings with the stipulations that they notify HMDSS at least seven (7) days prior to the board meeting, and their allotted speaking time should not exceed five (5) minutes.

Article VIII Agenda

Section 1. A copy of the agenda for each Board meeting, along with supporting documentation and pertinent background information for items listed on the agenda, shall be provided to Board members and counsel representing the Board.



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- Section 2. To be listed on a Board agenda, any item must be in the hands of the Director at least seven days prior to the meeting at which it is to be discussed.
- Section 3. Any change in a submitted agenda shall require Board approval at the meeting as the first order of business after approval of the minutes.
- Section 4. At least one copy of all agenda packets and supporting materials distributed to members must be made available for public inspection at the time they are distributed. This requirement covers all supporting documents distributed to members with the agenda unless an exemption is properly invoked in accordance with the Virginia Freedom of Information Act.

Article IX

Compensation of Board Members 63.2-310

- Section 1. Members shall be paid a monthly compensation at an amount determined by the local governing bodies from non-reimbursable administrative monies. Such compensation shall be paid through automatic deposit to members who attend the monthly Board meeting.
- Section 2. The Chairperson may be paid an additional amount each month while serving in that capacity.
- Section 3. Members of the Board shall be compensated at the then current rate until such time as the Member resigns or said Member's term expires.
- Section 4. Members shall be reimbursed for all mileage in the conduct of official business of the Board at a rate specified by the governing



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bodies. Member's home shall be utilized as a base for mileage reimbursement purposes.

- Section 5. Member expenses for meals and lodging as approved by the Board shall be paid directly or reimbursed to the member in the conduct of official Board of Agency business outside the service area of the Board.
- Section 6. Any other expenses incurred by a member shall require specific action by the Board before payment or reimbursement may be allowed.

Article X Parliamentary Authority

- Section 1. Robert's Rules of Order, Newly Revised as described in Appendix A shall be the parliamentary authority, when they are not inconsistent with these by-laws.
- Section 2. The agenda of all regularly scheduled Board meetings shall be as listed in Appendix B.

Article XI Amendments

- Section 1. These by-laws may be amended at any regularly scheduled or special called meeting of the Board by a two-thirds majority of the membership present, subject to a quorum of members being



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present, provided the amendment(s) have been submitted to the Executive Committee for review thirty (30) days prior to the meeting date. One copy of the proposed amendment(s) shall be sent by the Executive Committee to each member seven (7) days in advance of said meeting.

- Section 2. The chairperson shall annually call for a review of these by-laws at the first meeting of the calendar year by presenting to the full Board an Ad Hoc Committee selected by the Executive Committee. At least one member of this Committee shall be a member of the Executive Committee.

Appendix A

PARLIAMENTARY AUTHORITY

Basic Rules of Order

I. How Motions are Made

A. Members address the chair as “Mr. Chairman” or “Madam Chairman.” No members should speak unless recognized by the chairperson.

B. Here is an example of a motion: Mr. Chairman, I move that we cancel this meeting and go out for pizza.” Another member is recognized and seconds the motion by saying, simply, “I second the motion.” No motion can be considered until it is seconded.

C. The chairperson restates the motion or says, “A motion has been made and seconded that we cancel this meeting and go out for pizza. Is there any discussion?”

D. The chairperson may speak on a motion provided he/she temporarily leaves the chair for this purpose. If this happens, the chair should ask another officer to take the chair for this period.



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II. Amendments or Substitute Motions

A. During debate, the motion may be unclear or lack general acceptance by the group. At this time, the group can amend the motion or offer a substitute motion. (Either may be offered at any time after the motion has been seconded and before the vote is taken).

B. An amendment should be stated clearly. The section of the motion to which it applies should be identified. (Amendments are made to change a motion or include more specific information). For example: "I move that we amend the motion to go for Chinese food instead of pizza, so that it reads... we cancel the meeting and go out for Chinese food." Amendments may add, subtract, or substitute words. Amendments must closely relate to the subject of the motion and should not introduce a new subject or be contrary to the motion. Amendments must be seconded.

C. Vote – votes should be taken on the amendment (after it is seconded) and then on the main motion. For example, the chairperson may say, "All those in favor of the amendment which changes the motion to Chinese food, indicate by the usual sign." If an amendment is defeated, another amendment may be made.

D. A substitute motion can be amended just as though it was the original motion.

E. An amendment to an amendment can only be made once and requires a second. (It would be more helpful to offer a substitute motion when the point is reached where amendments are being offered to amendments). After an amendment is seconded, the discussion must take place on the amendment to the amendment. Amendments to amendments, and amendments to the motion must be debated and voted upon step by step in that order. (There cannot be two separate amendments to a motion at one time.) Remember, if there are too many issues being discussed at one time; try to come up with a substitute motion that will be less confusing to the group!

III. Voting

A. The chairperson reads the motion before the actual vote, then asks, "Are you ready for the question?" or "Is there any opposition to taking a vote?" If no one speaks, a vote may be taken.



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B. For voice votes, the chairperson may say, “All those in favor of this option say aye. Those opposed, say no.” If passed, the chairperson may say, “The aye’s have it and it is so ordered.” If the motion is voted down, the chairperson may say, “the no’s have it, the motion is defeated.”

C. Members may vote by a show of hands or by standing up if the chairperson is unsure of whether the motion was passed or not during the voice vote.

D. Vote by ballot is used for important issues: a ballot makes each vote a matter of record. (A motion to have voting by ballot is not debatable and requires a simple majority).

IV. How Action Takes Place

A. An issue is brought before the membership.

B. An individual gets recognition from the chairperson and makes a motion.

C. The motion is seconded.

D. The chairperson restates the motion.

E. There is discussion.

F. The chairperson restates the motion.

G. Voting follows.

H. The chairperson announces the result.

V. Motions to Help Keep Order

A. Members may raise a point of order to force the chairperson to bring discussion back to the subject. A point of order may also be raised when the by-laws of the organization are being broken.

1. One may raise a point of order when a “privileged motion” is being considered (such as time for the next meeting, adjournment, recess, etc.)

2. A member may call the chairperson’s attention by raising a point of order even though this may interrupt another person who has the floor.



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3. The chairperson recognizes the member and can accept or reject the point of order by saying, "Point of order is well taken, or "Point of order is not well taken."

4. A point of order should not be raised just to:

- a. Slow down the meeting.
- b. Interrupt the speaker.
- c. Make a speech.
- d. Criticize the chairperson.

B. Appealing a decision of the chairperson.

1. If a point of order is not accepted, or a member is otherwise ruled out of order, an appeal to the chairperson may be made; it requires a second and, after discussion, members decide by majority vote.

2. On appeals, members can only speak once. The chairperson, however, may speak and also may conclude the discussion.

C. Point of information.

1. Members should not address one another during the meeting but should ask the chairperson for a point of information.

2. If a member is unclear, the chairperson may ask the person holding the floor to yield, although this cannot be forced. When he yields, the questioner should address his point of information through the chairperson and the answer should be made to the chairperson.

D. Parliamentary inquiry

1. The information the questioner is seeking may be related to parliamentary procedure. For example, the questioner may want to know if a motion he is about to make is in order: "Mr. Chairman, is it in order to move that we hold another meeting tomorrow?"

2. The chairperson's answer cannot be appealed. However, a decision that the chairperson makes after the motion has been brought up would be subject to appeal.



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E. Question of privilege

1. A “point of personal privilege” may be raised to call the attention of the chairperson to something which affects the well-being of those present at the meeting. For example, to ask to have the windows opened or closed, to ask a speaker to speak louder, to propose an urgent motion, etc.
2. Questions of privilege are decided by the chairperson and are subject to appeal.
3. The correct form is: “Mr. Chairman, I rise to a question of personal privilege; I move that we...” If the chairperson accepts, the motion is handled like any ordinary motion. Then the meeting continues. Points of personal privilege are usually accepted by unanimous consent. For example, the chairperson may say, “Does anyone object to closing the window?”

VI. Motions for Unusual Actions

Motions, which are intended to help in the handling of action motions, are not debatable. For example, if a motion is made which could cause a serious misunderstanding within the group, any member may rise immediately and say, “Mr. Chairman, I object to the consideration of this question.” The chairperson may reply, “There has been an objection to this question,” and calls for a vote (no discussion before vote.) If two-thirds of the members vote against considering the question, it cannot be raised again in that meeting.

A. **Withdrawing a motion** – A member may ask the chairperson to put the question of withdrawing a motion before the members. If no one objects, the motion is withdrawn. If an objection occurs, the motion to withdraw must be put to a vote. (It requires no second and cannot be debated.) It takes a simple majority to withdraw a motion.

B. To table a motion

1. A motion to “table” postpones or delays action. (It requires a second; it cannot be debated, and requires only a majority vote.)
2. While a speaker is in the process of discussing a motion, he cannot move to table it. Moreover, he cannot move to table if he has already spoken on the motion and others still desire to speak.



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3. When the motion to table is seconded, the chairperson must act on it immediately.

4. A motion to table cannot have a time limit. (For example, a motion to table until the next meeting is a motion to postpone, which is a debatable motion.)

5. Tables motions can be “removed from the table” if a member requests, but only after some other business has been transacted. This is not debatable and is decided by majority vote.

C. Limit or extend debate

1. Motions to limit debate are made in the usual manner and require a second; member may limit debate by setting a time limit for discussion. A motion to limit debate requires a two-thirds majority. (If the motion to limit debate applies only to the motion being discussed on the floor, it is not debatable. For example, “I move that we spend only ten minutes on Mr. Jones’ motion.” The motion can be amended if the purpose is to establish rules about discussion on all questions coming before the group – such a motion is debatable. For example, “I move that we spend no more than ten minutes on each of the points remaining on our agenda.”)

2. If members feel debate should be extended after it has been limited, this may be done by a motion to extend debate. (The motion must have a second; it is not debatable.)

D. Move the previous question.

1. A move to call for the “previous question” is a method of stopping debate and forcing a vote. The form is: “I move the previous question,” or, “I move that we close debate and vote on the question.”

2. The motion requires a second and is not debatable. A member may not make such a motion while speaking on the question or if he has spoken and others want the floor. A two-thirds majority is required.

E. Other miscellaneous motions.

1. Motion to reconsider.



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- a. A motion to reconsider can be made only on the same day that the vote on the motion to be reconsidered was taken or at the next meeting; it must be made by a person who voted with the majority in the first vote.
 - b. Motions which cannot be reconsidered: motions to adjourn, recess, table, suspend rules, or a previous move to reconsider an action that had been partially acted upon.
 - c. A motion to reconsider is a privileged motion; the make can interrupt a speaker and make the motion while other business is on the floor. Debate does not start, however, until work that was on the floor has been completed. For example, “Mr. Chairman, I move that we reconsider the vote on (identifying motion.)” If seconded and passed, the chairperson puts the matter to be reconsidered before the group. A move to reconsider is debatable and requires a majority vote. (No question can be reconsidered twice.)
2. A motion to rescind – may be made to reserve a previous action. It requires a two-thirds vote.
 3. A motion to suspend the rules – changes the agenda. It is usually used when time is of importance. Any member may rise and make the motion. It requires a second and needs a two-thirds vote to pass. It is not debatable.

Parliamentary Motions: Order of Precedence

For ease of reference, the following chart lists the parliamentary motions in order of precedence, beginning with those of highest rank and ending with the lowest. This means that when a motion is pending, all the motions above it on the list should receive precedence. They are also divided into three categories: privileged, incidental, and subsidiary motions.

Motions which are debatable are noted with a (D). Those which require a two-thirds vote are starred.

Privileged Motions:

- Fix Time to Adjourn
- Adjourn
- Take Recess
- Question of Privilege
- Call for Orders of the Day



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Incidental Motions:

- Appeal (D)
- Division of Assembly
- Filling Blanks
- Objection *
- Parliamentary Inquiry
- Point of Information
- Point of Order
- Read Papers
- Suspend the Rules *
- Withdraw a Motion

Subsidiary Motions:

- Lay on the Table
- The Previous Questions (Close Debate) *
- Limit or Extend Debate *
- Postpone to a Definite Time (D)
- Refer to a Committee (D)
- Amend the Amendment (D)
- Amendment (D)
- Postpone Indefinitely (D)
- MAIN MOTION (D)

(Source: Robert's Rules of Order by H.M. Robert, With Commentary by Rachel Vixman, New York: Pyramid Books, 1967.)

Appendix B



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PARLIAMENTARY AUTHORITY

Agenda Format

1. Call to Order
2. Roll Call
3. Approval of Minutes of last regularly scheduled meeting
4. Approval and/or Changes/Additions to Agenda
5. Reports of Committees
6. Review and Approval of Administrative Bills and Expenditures
7. Matters requiring Board knowledge and for approval, including:
 - a. Old Business
 - b. New Business
 - c. Reports
 - d. General Information
 - i. *Comments from the Board
8. Public Comment
9. Closed Session as needed per appropriate Virginia Code
10. Adjournment

Appendix C

CONFIDENTIALITY STATEMENT

As a Board Member with the Henry-Martinsville Department of Social Services, I acknowledge that both state and federal legislation recognize the privileged character of information made available to the Department of Social Services and contain specific provisions with respect to disclosure of information regarding applicants for and recipients of assistance and services.

I also acknowledge that mutual trust and confidence between clients and workers is basic to an effective program of assistance and services. I pledge, therefore, to maintain the



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client's right to expect that personal information given to the agency will be kept
CONFIDENTIAL.

Signature_____

Date_____

BILLS & EXPENDITURES

BILLS AND EXPENDITURES

A. Monthly Bills and Expenditures

REPORT #1

LOCAL APPROVED
HENRY-MARTINSVILLE SOCIAL SERVICES
2024/2025 TOTAL BUDGET

FOR ELEVEN MONTHS ENDED 4/30/25

| CATEGORIES | | LOCAL | LOCAL | LOCAL | STATE | PROJECTED | ACTUAL | UNDER | UNEXPENDED | STATE | |
|---------------------------------|-----|------------|---------|------------|-------------|--------------|--------------|-----------|------------|-----------|---------|
| | | APPROVED | CHANGES | REVISED | ALLOCATIONS | EXPENDITURES | EXPENDITURES | BUDGET | BUDGET | BALANCE | % SPENT |
| | | | | | | | | | | | |
| AUXILIARY GRANTS | H | 230,000 | | 230,000 | 227,450 | 210,833 | 196,086 | 14,747 | 33,914 | 31,364 | 85% |
| AUXILIARY GRANTS | M | 115,000 | | 115,000 | 133,113 | 105,417 | 116,919 | (11,502) | (1,919) | 16,194 | 102% |
| AUXILIARY GRANTS - SUPP HOUSING | H | 20,000 | | 20,000 | 32,950 | 18,333 | 9,695 | 8,638 | 10,305 | 23,255 | 48% |
| AUXILIARY GRANTS - SUPP HOUSING | M | 12,000 | | 12,000 | 30,933 | 11,000 | 27,952 | (16,952) | (15,952) | 2,981 | 233% |
| REFUGEE CASH ASSISTANCE | M | | | | 9,702 | - | - | - | - | 9,702 | |
| TANF EMERGENCY ASSISTANCE | H | | | | 1,500 | - | - | - | - | 1,500 | |
| TANF EMERGENCY ASSISTANCE | M | | | | 1,500 | - | - | - | - | 1,500 | |
| TANF MANUAL | H | 1,000 | | 1,000 | 1,000 | 917 | - | 917 | 1,000 | 1,000 | 0% |
| TANF MANUAL | M | 1,000 | | 1,000 | 1,000 | 917 | - | 917 | 1,000 | 1,000 | 0% |
| TANF - WORKING PARENTS | H | 1,000 | | 1,000 | 1,000 | 917 | - | 917 | 1,000 | 1,000 | 0% |
| TANF - WORKING PARENTS | M | 1,000 | | 1,000 | 1,000 | 917 | - | 917 | 1,000 | 1,000 | 0% |
| IVE - FOSTER CARE | H | 730,000 | | 730,000 | 405,558 | 669,167 | 380,063 | 289,104 | 349,937 | 25,495 | 52% |
| IVE - FOSTER CARE LOCAL ONLY* | H | | | | | - | 509 | (509) | (509) | (509) | |
| IVE - FOSTER CARE | M | 95,000 | | 95,000 | 23,175 | 87,083 | 4,937 | 82,147 | 90,063 | 18,238 | 5% |
| IVE - FOSTER CARE LOCAL ONLY* | M | | | | | - | - | - | - | - | |
| FOSTERING FUTURES FOSTER CARE | H | 13,000 | | 13,000 | 40,188 | 11,917 | 37,063 | (25,146) | (24,063) | 3,125 | 285% |
| FOSTERING FUTURES FOSTER CARE | M | 3,000 | | 3,000 | - | 2,750 | - | 2,750 | 3,000 | - | 0% |
| STATE ADOPTION ASST-SPEC NEED | H | 80,000 | | 80,000 | 62,864 | 73,333 | 57,716 | 15,617 | 22,284 | 5,148 | 72% |
| STATE ADOPTION ASST-SPEC NEED | M | 10,000 | | 10,000 | - | 9,167 | - | 9,167 | 10,000 | - | 0% |
| ADOPTION SUBSIDY FEDERAL IV-E | H | 1,250,000 | | 1,250,000 | 1,159,503 | 1,145,833 | 1,115,839 | 29,994 | 134,161 | 43,664 | 89% |
| ADOPTION SUBSIDY FEDERAL IV-E | M | 51,000 | | 51,000 | 31,266 | 46,750 | 28,800 | 17,950 | 22,200 | 2,466 | 56% |
| EMERGENCY FUND* | H | 23,771 | | 23,771 | - | 19,809 | 11,433 | 8,376 | 12,338 | - | 48% |
| EMERGENCY FUND* | M | 21,066 | | 21,066 | - | 17,555 | 10,961 | 6,594 | 10,105 | - | 52% |
| FUEL - LOCAL ONLY* | H | - | | - | - | - | 91 | (91) | (91) | - | |
| FUEL - LOCAL ONLY* | M | - | | - | - | - | 230 | (230) | (230) | - | |
| | | | | | | | | | | | |
| ADMIN - BASE POOL FUND | H-M | 6,808,964 | | 6,808,964 | 6,791,605 | 6,241,550 | 6,175,415 | 66,136 | 633,550 | 616,191 | 91% |
| ADMIN - NO LOCAL MATCH | H-M | 368,460 | | 368,460 | 333,416 | 337,755 | 312,569 | 25,186 | 55,891 | 20,847 | 85% |
| ADMIN - NO LOCAL NON GOV'T PIPP | H-M | | | | 49,582 | - | 49,578 | (49,578) | (49,578) | 4 | |
| ADMIN - NO LOCAL MED UNWINDING | h-m | | | | | | | | | | |
| PASS-THROUGH ADMINISTRATION | H-M | 781,112 | | 781,112 | 178,648 | 716,019 | 88,148 | 627,871 | 692,964 | 90,500 | 11% |
| OUT STATION ELIG PASS-THRU | H-M | 66,175 | | 66,175 | - | 60,660 | - | 60,660 | 66,175 | - | 0% |
| COM BOARD/AWARD PRG* | H-M | 9,943 | | 9,943 | - | 8,286 | 5,635 | 2,651 | 4,308 | - | 57% |
| LOCAL ONLY - TRAVEL/OTHER* | H-M | 3,510 | | 3,510 | - | 2,925 | 4,577 | (1,652) | (1,067) | - | 130% |
| | | | | | | | | | | | |
| PURCHASED SER - ALL | H | 375,731 | | 375,731 | 237,218 | 344,420 | 121,544 | 222,876 | 254,187 | 117,540 | 32% |
| PURCHASED SER - ALL | M | 150,471 | | 150,471 | 95,487 | 137,932 | 58,765 | 79,167 | 91,706 | 99,947 | 39% |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| TOTAL | | 11,222,203 | - | 11,222,203 | 9,849,658 | 10,282,162 | 8,814,524 | 1,467,638 | 2,407,679 | 1,133,151 | 79% |

| | | | | | | | | | | | |
|-------------------------------|-----|--|------------------|------------------|----------------------|---------------------------|------------------------------------|---------------------------|----------------------|------------------|---------|
| REPORT # 2 | | | | | | | | | | | |
| | | LOCAL APPROVED HENRY-MARTINSVILLE SOCIAL SERVICES 2024/2025 TOTAL LOCAL SHARE BUDGET | | | | | FOR ELEVEN MONTHS ENDED 04/30/2025 | | | | |
| CATEGORIES | | LOCAL APPROVED | LOCAL CHANGES | LOCAL REVISED | STATE ALLOCATIONS | PROJECTED EXPENDITURES | ACTUAL EXPENDITURES | (OVER) UNDER BUDGET | UNEXPENDED BUDGET | STATE BALANCE | % SPENT |
| AUXILIARY GRANTS | H | 46,000 | | 46,000 | 45,490 | 42,167 | 39,219 | 2,948 | 6,781 | 6,271 | 85% |
| AUXILIARY GRANTS | M | 23,000 | | 23,000 | 26,623 | 21,083 | 21,498 | (415) | 1,502 | 5,125 | 93% |
| AUX GRANT SUPPORTIVE HOUSING | H | 4,000 | | 4,000 | 6,606 | 3,667 | 3,827 | (160) | 173 | 2,779 | 96% |
| AUX GRANT SUPPORTIVE HOUSING | M | 2,400 | | 2,400 | 6,187 | 2,200 | 5,592 | (3,392) | (3,192) | 595 | 233% |
| TANF | H | - | | - | - | - | - | - | - | - | |
| TANF | M | - | | - | - | - | - | - | - | - | |
| TANF - WORKING PARENTS | H | - | | - | - | - | - | - | - | - | |
| TANF - WORKING PARENTS | M | - | | - | - | - | - | - | - | - | |
| TANF - FOSTER CARE | H | - | | - | - | - | - | - | - | - | |
| TANF - FOSTER CARE LOCAL ONLY | H | - | | - | - | - | 509 | (509) | (509) | (509) | |
| TANF - FOSTER CARE | M | - | | - | - | - | - | - | - | - | |
| TANF -FOSTER CARE LOCAL ONLY | M | | | | | - | - | - | - | - | |
| SPECIAL NEEDS ADOPTIONS | H | - | | - | - | - | - | - | - | - | |
| SPECIAL NEEDS ADOPTIONS | M | - | | - | - | - | - | - | - | - | |
| ADOPTION SUBSIDY | H | - | | - | - | - | - | - | - | - | |
| ADOPTION SUBSIDY | M | - | | - | - | - | - | - | - | - | |
| EMERGENCY FUND* | H | 23,771 | | 23,771 | - | 19,809 | 11,433 | 8,376 | 12,338 | - | 48% |
| EMERGENCY FUND* | M | 21,066 | | 21,066 | - | 17,555 | 10,961 | 6,594 | 10,105 | - | 52% |
| FUEL - LOCAL ONLY | H | - | | - | - | - | 91 | (91) | (91) | - | |
| FUEL - LOCAL ONLY | M | - | | - | - | - | 230 | (230) | (230) | - | |
| | | | | | | | - | | | | |
| ADMIN BASE POOL FUND | H-M | 1,055,389 | | 1,055,389 | 1,052,700 | 967,440 | 957,190 | 10,250 | 98,199 | 95,510 | 91% |
| PASS THROUGH ADMIN | H-M | 531,156 | | 531,156 | 119,694 | 486,893 | 58,180 | 428,713 | 472,976 | 61,514 | 11% |
| ELIG OUT STATION PASS THRU | H-M | - | | - | - | - | - | - | - | - | |
| COMP BOARD/AWARD PROGRAM * | H-M | 9,943 | | 9,943 | - | 8,286 | 5,635 | 2,651 | 4,308 | | 57% |
| LOCAL ONLY - TRAVEL/OTHER* | H-M | 3,510 | | 3,510 | - | 2,925 | 4,577 | (1,652) | (1,067) | | 130% |
| | | | | | | | | | | | |
| PURCHASED SER - ALL | H | 35,441 | | 35,441 | 28,097 | 32,488 | 16,475 | 16,013 | 18,966 | 11,622 | 46% |
| PURCHASED SER - ALL | M | 22,904 | | 22,904 | 12,476 | 20,995 | 7,605 | 13,390 | 15,299 | 4,871 | 33% |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| TOTAL | | 1,778,580 | | 1,778,580 | 1,297,873 | 1,625,508 | 1,143,022 | 482,485 | 635,558 | 187,778 | 64% |

| | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| STATE BUDGET | | | | | | | | |
| | | | | | | | | |
| JUL/TRANSFER 5,000 FROM COUNTY TO CITY B/L 835 IVE PREVENTION POS | | | | | | | | |
| JUL/+ 3,600 B/L 855 BASE ADMIN-12 FAMILY PARTNERSHIP MEETINGS 3/24-5/24 | | | | | | | | |
| JUL/+4,030 B/L 851 MEDICAID UNWINDING FOR AUGUST 2024 | | | | | | | | |
| JUL/TRANSFER 2,300 FROM COUNTY TO CITY B/L 807 AUX GRANTS-SUPPORTIVE HOUSING | | | | | | | | |
| AUG/+17,780 B/L 807 COUNTY AUXILIARY GRANT SUPPORTIVE HOUSING | | | | | | | | |
| SEP/TRANSFER 1,000 FROM COUNTY TO CITY B/L 830 CHILD WELFARE SUBS ABUSE POS | | | | | | | | |
| SEP/TRANSFER 5,000 FROM COUNTY TO CITY B/L 835 IVE PREVENTION POS | | | | | | | | |
| SEP/+2,000 B/L 855 BASE ADMIN-8 RELATIVE KIN PLACEMENTS | | | | | | | | |
| SEP/+8,100 B/L 855 BASE ADMIN-27 FAMILY PARTNERSHIP MEETINGS 6/24-8/24 | | | | | | | | |
| NOV/+20,930 B/L 814 COUNTY FOSTERING FUTURES-PROJECTION F/Y 25 | | | | | | | | |
| JAN/+1,000 B/L 855 BASE ADMIN-4RELATIVE KIN PLACEMENTS | | | | | | | | |
| JAN/+5,100 B/L 855 BASE ADMIN-17 FAMILY PARTNERSHIP MEETINGS 9/24-11/24 | | | | | | | | |
| APR/+3,600 B/L 855 BASE ADMIN- 12 FAMILY PARTNERSHIP MEETINGS 12/24-2/25 | | | | | | | | |
| APR/+250 B/L 855 BASE ADMIN-1 RELATIVE KIN PLACEMENTS | | | | | | | | |
| APR/TRANSFER 5,000 FROM COUNTY TO CITY B/L 804 AUX GRANTS | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

ADMINISTRATIVE MONTHLY EXPENDITURE REPORT

BY ACCOUNT

FOR THE MONTH OF APRIL 2025

| ACCOUNT NAME | EXPEND ITURES | ADJUSTMENTS/ REIMBURSE | CANCELLED WARRANTS | NET EXPENDITURES |
|--|------------------|---------------------------|-----------------------|---------------------|
| 51100 - SALARIES | 408,962.06 | 0.00 | 0.00 | 408,962.06 |
| 51200 - SALARIES & WAGES - OVERTIME | 4,774.07 | 0.00 | 0.00 | 4,774.07 |
| 51300 - PART TIME SALARY | 5,266.85 | 0.00 | 0.00 | 5,266.85 |
| 52100 - FICA/MEDI | 31,331.36 | 0.00 | 0.00 | 31,331.36 |
| 52210 - RETIREMENT | 50,956.00 | 0.00 | 0.00 | 50,956.00 |
| 52300 - HEALTH | 61,589.45 | 0.00 | 0.00 | 61,589.45 |
| 52410 - GROUP LIFE | 4,163.68 | 0.00 | 0.00 | 4,163.68 |
| 52500 - LTD CORE | 1,573.37 | 0.00 | 0.00 | 1,573.37 |
| 52600 - UNEMPLOYMENT INSURANCE | 2,237.04 | 0.00 | 0.00 | 2,237.04 |
| 53110 - PROFESSIONAL HEALTH SERVICES | 213.00 | 0.00 | 0.00 | 213.00 |
| 53160 - PROFESSIONAL SERVICES - OTHER | 108.00 | 0.00 | 0.00 | 108.00 |
| 53312 - REPAIRS & BUILDING MAINTENANCE | 0.00 | 0.00 | (22.52) | (22.52) |
| 53320 - MAINTENANCE SERVICE CONTRACTS | 380.00 | 0.00 | 0.00 | 380.00 |
| 53800 - PUR SERVCS FROM OTHER GOV'T | 198.30 | 0.00 | 0.00 | 198.30 |
| 53908 - CONTRACTED CUSTODIAL SERVICE | 2,800.00 | 0.00 | 0.00 | 2,800.00 |
| 55110 - ELECTRICAL SERVICES | 2,291.22 | 0.00 | 0.00 | 2,291.22 |
| 55130 - WATER AND SEWER | 205.78 | 0.00 | 0.00 | 205.78 |
| 55152 - GARBAGE SERVICE | 166.92 | 0.00 | 0.00 | 166.92 |
| 55210 - POSTAGE/POSTAGE SERVICES | 188.00 | 0.00 | 0.00 | 188.00 |
| 55230 - TELECOMMUNICATIONS | 3,330.21 | 0.00 | 0.00 | 3,330.21 |
| 55410 - LEASE - RENT OF EQUIPMENT | 478.59 | 0.00 | 0.00 | 478.59 |
| 55420 - LEASE - RENT OF BUILDINGS | 1,477.26 | 0.00 | 0.00 | 1,477.26 |
| 55520 - TRAVEL - FARES | 81.96 | 0.00 | 0.00 | 81.96 |
| 55530 - TRAVEL - SUBSISTENCE & LODGING | 20.64 | 0.00 | 0.00 | 20.64 |
| 55540 - TRAVEL - CONVENTION/EDUCATION | 165.65 | 0.00 | 0.00 | 165.65 |
| 56001 - OFFICE SUPPLIES | 5,940.92 | 0.00 | 0.00 | 5,940.92 |
| 56002 - FOOD SUPPLIES & FOOD SER SUPP | 177.40 | 0.00 | 0.00 | 177.40 |
| 56005 - LAUNDRY, JANITORIAL SUPPLIES | 15.68 | 0.00 | 0.00 | 15.68 |
| 56008 - VEHICLE & POWER EQUIP - FUEL | 1,320.85 | 0.00 | (1,459.22) | (138.37) |
| 56009 - VEHICLE & POW EQUIP - SUPPLIES | 542.57 | 0.00 | 0.00 | 542.57 |
| 56014 - OTHER SUPP & LOCAL ONLY TRAVEL | 205.37 | 0.00 | 0.00 | 205.37 |
| 58002 - FURNITURE & FIXTURES | 1,274.20 | 0.00 | 0.00 | 1,274.20 |
| 58005 - MOTOR VEHICLES & EQUIPMENT | 0.00 | (3,025.00) | 0.00 | (3,025.00) |
| 58007 - ADP EQUIPMENT | 1,200.36 | 0.00 | 0.00 | 1,200.36 |
| TOTAL EXPENDITURES | 593,636.76 | (3,025.00) | (1,481.74) | 589,130.02 |

HENRY COUNTY
ASSISTANCE MONTHLY EXPENDITURE REPORT
BY CATEGORY
FOR THE MONTH OF APRIL 2025

| CATEGORY | LASER CODE | EXPEND- ITURES | ADJUSTMENTS/ REIMBURSE | CANCELLED WARRANTS | NET EXPENDITURES |
|--|---------------|-------------------|---------------------------|-----------------------|---------------------|
| 089-AGE HENRY - ASSISTED LIVING FACILITIES-AGED | 80404 | 7,885.00 | 0.00 | 0.00 | 7,885.00 |
| 089-DIS HENRY - ASSISTED LIVING FACILITIES-DISABLED | 80406 | 8,442.00 | 0.00 | 0.00 | 8,442.00 |
| 089-ASH HENRY - AUXILIARY GRANTS SUPPORTIVE HOUSING DIS - DISABLED | 80703 | 1,320.00 | 0.00 | (2,446.00) | (1,126.00) |
| 089-EF HENRY - EMERGENCY FUND | | | | | |
| HOUS - HOUSING | 00630 | 200.00 | 0.00 | 0.00 | 200.00 |
| UTIL - UTILITIES | 00630 | 1,354.94 | 0.00 | 0.00 | 1,354.94 |
| TOTAL FOR HENRY - EMERGENCY FUND | | 1,554.94 | 0.00 | 0.00 | 1,554.94 |
| 089-SAC HENRY - FEDERAL ADOPTION ASSIST - CHILD CARE REIMB | 81201 | 1,200.00 | 0.00 | 0.00 | 1,200.00 |
| 089-SAE HENRY - FEDERAL ADOPTION ASSIST - ENHANCED MAINTEN | 81203 | 45,524.00 | 0.00 | 0.00 | 45,524.00 |
| 089-SA HENRY - FEDERAL ADOPTION ASSISTANCE - BASIC MAINTEN | 81201 | 55,602.00 | 0.00 | 0.00 | 55,602.00 |
| 089-FFI HENRY - FOSTERING FUTURES (IV-E) INDEPENDENT LIVIN CLOT - SUPPLEMENTAL CLOTHING | 81403 | 219.96 | 0.00 | 0.00 | 219.96 |
| 089-FFL HENRY - FOSTERING FUTURES (IV-E) LOCAL FOSTER HOME MAIN - BASIC MAINTENANCE | 81402 | 3,071.00 | 0.00 | 0.00 | 3,071.00 |
| 089-CPA HENRY - IV-E FOSTER CARE CHILD PLACING AGENCY | | | | | |
| CC - FOSTER CARE - CHILD CARE | 81108 | 600.00 | (2,240.00) | 0.00 | (1,640.00) |
| CLOT - SUPPLEMENTAL CLOTHING | 81108 | 471.00 | 0.00 | 0.00 | 471.00 |
| EMAD - ENHANCED MAINTENANCE FOR ADS | 81112 | 12,818.66 | 0.00 | 0.00 | 12,818.66 |
| R&B - MAIN | 81108 | 6,030.99 | 0.00 | 0.00 | 6,030.99 |
| TOTAL FOR HENRY - IV-E FOSTER CARE CHILD PLACING AGENCY | | 19,920.65 | (2,240.00) | 0.00 | 17,680.65 |
| 089-FFC HENRY - IV-E LOCAL AGENCY FOSTER FAMILY HOMES | | | | | |
| EMAD - ENHANCED MAINTENANCE FOR ADS | 81113 | 5,600.00 | 0.00 | 0.00 | 5,600.00 |
| R&B - MAIN | 81110 | 3,954.44 | (329.28) | 0.00 | 3,625.16 |
| TRAV - FOSTER CARE - TRAVEL | 81110 | 621.12 | 0.00 | 0.00 | 621.12 |
| TOTAL FOR HENRY - IV-E LOCAL AGENCY FOSTER FAMILY HOMES | | 10,175.56 | (329.28) | 0.00 | 9,846.28 |

HENRY COUNTY
ASSISTANCE MONTHLY EXPENDITURE REPORT
BY CATEGORY
FOR THE MONTH OF APRIL 2025

| CATEGORY | LASER CODE | EXPEND- ITURES | ADJUSTMENTS/ REIMBURSE | CANCELLED WARRANTS | NET EXPENDITURES |
|--|-------------------------|------------------------------|---------------------------|-----------------------|------------------------------|
| 089-RES HENRY - IV-E RESIDENTIAL FACILITIES AND GROUP HOME R&B - ROOM & BOARD | 81107 | 3,500.00 | 0.00 | 0.00 | 3,500.00 |
| 089-FUE HENRY - LOCAL ONLY FUEL ASSISTANCE FUEL - FUEL ASSISTANCE - LOCAL ONLY | 00630 | 90.63 | 0.00 | 0.00 | 90.63 |
| 089-NRA HENRY - NON-REOCCURRING IV-E ADOPTION SUBSIDY | 81202 | 2,000.00 | 0.00 | 0.00 | 2,000.00 |
| 089-SNA HENRY - STATE ADOPTION ASSISTANCE EMAD - ENHANCED MAINTENANCE FOR ADS MAIN - BASIC MAINTENANCE | 81703 81702 | 3,584.00 1,672.00 | 0.00 0.00 | 0.00 0.00 | 3,584.00 1,672.00 |
| TOTAL FOR HENRY - STATE ADOPTION ASSISTANCE | | 5,256.00 | 0.00 | 0.00 | 5,256.00 |
| 690-AGE MARTIN - ASSISTED LIVING FACILITIES-AGED | 80404 | 4,801.00 | 0.00 | 0.00 | 4,801.00 |
| 690-DIS MARTIN - ASSISTED LIVING FACILITIES-DISABLED | 80406 | 4,711.00 | 0.00 | (1,210.00) | 3,501.00 |
| 690-ASH MARTIN - AUXILIARY GRANTS SUPPORTIVE HOUSING DIS - DISABLED | 80703 | 2,543.00 | 0.00 | 0.00 | 2,543.00 |
| 690-EF MARTIN - EMERGENCY FUND GROC - GROCERIES HOUS - HOUSING UTIL - UTILITIES | 00630 00630 00630 | 234.97 400.00 2,100.83 | 0.00 0.00 0.00 | 0.00 0.00 0.00 | 234.97 400.00 2,100.83 |
| TOTAL FOR MARTIN - EMERGENCY FUND | | 2,735.80 | 0.00 | 0.00 | 2,735.80 |
| 690-SA MARTIN - FEDERAL ADOPTION ASSISTANCE - BASIC MAINT | 81201 | 2,632.00 | 0.00 | 0.00 | 2,632.00 |
| 690-FFC MARTIN - IV-E LOCAL AGENCY FOSTER FAMILY HOMES R&B - MAIN | 81110 | 563.00 | 0.00 | 0.00 | 563.00 |
| 690-FUE MARTIN - LOCAL ONLY FUEL ASSISTANCE FUEL - LOCAL ONLY FUEL ASSISTANCE | 00630 | 230.00 | 0.00 | 0.00 | 230.00 |
| TOTAL EXPENDITURES | | 183,977.54 | (2,569.28) | (3,656.00) | 177,752.26 |

**PURCHASE OF SERVICE MONTHLY EXPENDITURE REPORT
BY CATEGORY
FOR THE MONTH OF APRIL 2025**

| CATEGORY | LASER CODE | EXPEND- ITURES | ADJUSTMENTS/ REIMBURSE | CANCELLED WARRANTS | NET EXPENDITURES |
|--|---------------|-------------------|---------------------------|-----------------------|---------------------|
| 089-APS HENRY - ADULT PROTECT SERV (OPS) (895) | | | | | |
| EWRI - ELIGIBLE W/O REGARD TO INCOME | 89501 | 27.89 | 0.00 | 0.00 | 27.89 |
| FEE - GUARDIANSHIP FEES | 89501 | 0.00 | (20.00) | 0.00 | (20.00) |
| TOTAL FOR HENRY - ADULT PROTECT SERV (OPS) (895) | | 27.89 | (20.00) | 0.00 | 7.89 |
| 089-COM HENRY - ADULT SERVICE -PAYROLL- COMPANION (833) | | | | | |
| DIS - SSI - DISABLED | 83304 | 744.94 | 0.00 | 0.00 | 744.94 |
| 089-CWS HENRY - CHILD WELFARE SUPPLEMENTAL SERV (830) | 83002 | 64.15 | 0.00 | 0.00 | 64.15 |
| 089-FPR HENRY - FAMILY PRESERVATION - P.S. (IVB2) (866) | | | | | |
| FAMU - FAMILIES (UNDUPLICATED) | 86602 | 3,850.00 | 0.00 | 0.00 | 3,850.00 |
| 089-FSU HENRY - FAMILY SUPPORT PUR SERV (IVB2) (866) | | | | | |
| FAMU - FAMILIES (UNDUPLICATED) | 86601 | 1,500.00 | 0.00 | 0.00 | 1,500.00 |
| 089-FAT HENRY - FATHERHOOD ENGAGEMENT & SUPPORT | 87601 | 260.00 | 0.00 | 0.00 | 260.00 |
| 089-ILP HENRY INDEPENDENT LIVING - PURCHAED SERVICE (862) | | | | | |
| OSER - OTHER SERVICES | 86201 | 2,607.56 | 0.00 | 0.00 | 2,607.56 |
| 089-RFS HENRY REUNIFICATION - FAM SUPT PRESRV (866) | | | | | |
| FAMU - FAMILIES (UNDUPLICATED) | 86605 | 1,250.00 | 0.00 | 0.00 | 1,250.00 |
| 089-SNP HENRY SNAPET PURCHASED (844) | | | | | |
| TRAN - SNAPET PARTICIPANT EXPENSES | 84404 | 50.00 | 0.00 | 0.00 | 50.00 |
| 089-VJS HENRY VIEW SUPPORT - JOB SEARCH 270 | | | | | |
| EI - EMERGENCY INTERVENTION | 87202 | 820.39 | 0.00 | 0.00 | 820.39 |
| 089-TRA HENRY VIEW TRANSPORTATION | | | | | |
| TRAN - TRANSPORTATION | 87207 | 2,154.92 | 0.00 | 0.00 | 2,154.92 |
| 089-CWT HENRY-TITLE IV-E APPROVED CHILD WLEFARE WORKER TRA | 87502 | 223.05 | 0.00 | 0.00 | 223.05 |
| 690-APS MARTIN ADULT PROTECTIVE SERVICES (895) | | | | | |
| FEE - GUARDIANSHIP FEES | 89501 | 0.00 | (10.00) | 0.00 | (10.00) |

HENRY COUNTY
PURCHASE OF SERVICE MONTHLY EXPENDITURE REPORT
BY CATEGORY
FOR THE MONTH OF APRIL 2025

| CATEGORY | LASER CODE | EXPEND- ITURES | ADJUSTMENTS/ REIMBURSE | CANCELLED WARRANTS | NET EXPENDITURES |
|--|---------------|-------------------|---------------------------|-----------------------|---------------------|
| 690-FPR MARTIN FAMILY PRESERVATION - P.S. (IVB2) (866) FAMU - FAMILIES (UNDUPLICATED) | 86602 | 1,000.00 | 0.00 | 0.00 | 1,000.00 |
| 690-VJS MARTIN VIEW SUPPORT - JOB SEARCH EI - EMERGENCY INTERVENTION | 87202 | 1,823.30 | 0.00 | 0.00 | 1,823.30 |
| 690-VSU MARTIN VIEW SUPPORT SERVICES-UNSUBSIDIZED EMP | 87202 | 1,569.24 | 0.00 | 0.00 | 1,569.24 |
| 690-TRA MARTIN VIEW TRANSPORTATION TRAN - TRANSPORTATION | 87207 | 1,456.00 | 0.00 | 0.00 | 1,456.00 |
| TOTAL EXPENDITURES | | 19,401.44 | (30.00) | 0.00 | 19,371.44 |

HENRY COUNTY
MONTHLY EXPENDITURE REPORT
FOR THE MONTH OF APRIL 2025

| CATEGORY | LASER CODE | EXPEND- ITURES | ADJUSTMENTS/ REIMBURSE | CANCELLED WARRANTS | NET EXPENDITURES |
|-------------|---------------|-------------------|---------------------------|-----------------------|---------------------|
| | | | | | |
| GRAND TOTAL | | 797,015.74 | (5,624.28) | (5,137.74) | 786,253.72 |

OLD BUSINESS

NEW BUSINESS

NEW BUSINESS

A. Office Occupancy Analysis

Office Occupancy per Day

| | |
|-----------|----------|
| Monday | 63 staff |
| Tuesday | 67 staff |
| Wednesday | 60 staff |
| Thursday | 60 staff |
| Friday | 61 staff |

*These numbers do not include variable staff such as Executive Leadership, Emergency Staff or vacant positions.

Telework options are determined by the Employee Performance Plan and Evaluation (EPPE). Each EPPE has weighted measures based upon core and essential responsibilities.

Examples Provided: Benefit Programs Specialist EPPE and Telework Agreement

Human Services Assistant EPPE and Telework Agreement

There are 44 positions that require supervisory permission to telework. These positions have the option of requesting two telework days per month with documented projects and/or job responsibilities.

These positions include Human Services Assistant, Family Services Specialist, Family Services Supervisor, Office Supervisor, Fiscal Assistant Supervisor, Family Services Manager, Program Coordinator Supervisor, Administrative Program Assistant, Fiscal Assistant

Based on the EPPEs, other positions have more flexibility for remote work including Executive Leadership, Benefit Programs Specialist, Benefit Programs Supervisors, Self-Sufficiency Specialist, and Self-Sufficiency Supervisor.



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

LDSS EMPLOYEE PERFORMANCE PLAN AND EVALUATION (EPPE)

| | | |
|---|---|-------------------------------------|
| PART I – Employee/Position Identification Information | | |
| 1. Employee's Name: | 2. Agency Name: Henry-Martinsville DSS | 3. FIPS Code: 089 |
| 4. Employee's ID Number: | 5. Occupational Title: Benefit Programs Specialist II | 6. Band: 5 |
| 7. FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt Exemption (if exempt): | 8. Work Title: Benefit Programs Specialist II | 9. LETS Position Number: |
| 10. Supervisor's Name: | 11. Supervisor's Occupational Title: Benefit Programs Supervisor | 12. Supv's LETS Position No.: |
| 13. Date Entered Present Position: | 14. Evaluation Cycle/Period: from to | 15. EEO Code: C |

| | | |
|---|--|--|
| PART II – Performance Plan (to be completed at beginning of evaluation period) | PART V – Performance Evaluation (to be completed at the end of the evaluation period) | |
| 16. Mission Statements: VDSS Mission – To design and deliver high-quality human services that help Virginians achieve safety, independence, and overall well-being. LDSS Mission – Provide quality customer service and assistance within guidelines of State, Federal and Local laws to help meet the basic needs of Henry County and Martinsville City citizens who request our help. Support and strengthen stability, self-sufficiency and responsibility in all areas of service. Ensure that public funds are expended wisely and according to regulations. | 29. Reason for Review: | <input type="checkbox"/> ANNUAL REVIEW <input type="checkbox"/> CONDITIONAL REVIEW <input type="checkbox"/> PROBATIONARY REVIEW <input type="checkbox"/> OTHER (SPECIFY): |
| 17. Job Description: Benefit Programs Specialist II represents the full-performance level in the Benefit Programs Specialist occupational group. Employee's responsibilities are related to | 30. Evaluation Date: | |

| | |
|---|---|
| <p>the determination and re-determination of eligibility of individuals and families for financial assistance, SNAP, Medical Assistance, and for other Social Services' benefit programs. The work is performed within established policies, procedures and guidelines, but certain aspects of eligibility determination require independent judgment, especially as related to evaluation of social factors influencing eligibility. Employees seek supervisory help for difficult or unusual situations only. Non-probationary, non-exempt Benefit Program Specialist positions should work on-site a minimum of one business day per week and may telework the remainder of the business week. supervisor approval is required on a yearly basis</p> | <p>Rating Definitions:</p> <ul style="list-style-type: none"> ● Outstanding – In addition to consistently exceeding expectations, employee demonstrates significant innovation, initiative, and/or makes a major contribution to the agency. ● Exceeds Expectations – Employee consistently surpasses the core responsibility measures established in the performance plan; or, employee consistently meets expectations and demonstrates significant innovation, initiative, and/or makes a major contribution to the agency. ● Meets Expectations – Employee consistently attains the core responsibility measures established in the performance plan. ● Needs Improvement – Employee's performance is unsatisfactory in that it does not consistently meet and/or frequently fails to meet the core responsibility measures established in the performance plan. A rating of "Needs Improvement" on a core responsibility is an indication of the need to develop a performance improvement plan for that core responsibility. |
| <p>18. Qualifications – Knowledge, Skills, and Abilities (KSA's): 1.Knowledge- Some knowledge of: basic human behavior; mathematics to calculate percentages, formulas and averages to solve mathematical problems; and interviewing techniques such as data collection and investigation. Skills- Skill in operating a personal computer and the associated office and agency software.Abilities- Demonstrated ability to: communicate effectively both orally and in writing; interview, gather information, and evaluate situations; analyze information; apply common sense understanding to carry out instructions furnished in written or oral form; exercise sound judgment, discretion, tact and resourcefulness in solving problems and drawing logical conclusions; use various types of automated technology to establish and maintain case records, access and retrieve data, create reports and manipulate data; maintain professional ethics related to confidentiality; and establish and maintain effective working relationships with others in a positive and tactful manner under sometimes stressful situations.</p> | |
| <p>19. Qualifications – Education, Experience, Licensure, and Certification: High school diploma supplemented with additional training and related work experience OR any equivalent combination of training and experience which provides the required knowledge, skills and abilities.</p> | |

| PART II – Performance Plan (cont.) | | | PART V – Performance Evaluation (cont.) | |
|---|---------|--|--|---|
| 20. Core/Essential Responsibilities: | Weights | 21. Performance Measures for Core/Essential Responsibilities: | 31. Rating Earned: | 32. Supervisor's Comments (Required if rating is any rating other than "Meets Expectations"): |
| A. Determines eligibility for public assistance programs accurately. | 20% | <ul style="list-style-type: none"> Employee will maintain a 97% payment accuracy rate for all programs assigned. The employee will also maintain an 85% overall accuracy rate. This includes having appropriate documents and inquiries uploaded to DMIS. | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| B. Processes cases in a timely manner. New applications, reviews, interim reports. | 20% | <ul style="list-style-type: none"> 97% compliance required for all new applications. 90% compliance required for all reviews, and interim reports | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| C. Processes changes in a timely manner. | 20% | <ul style="list-style-type: none"> Changes, PARIS reports and task and reminders will be completed timely based upon program requirements. 90% | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| D. Provide Excellent Customer Service to external & internal customers. Employee will be helpful, positive, and professional. | 20% | <ul style="list-style-type: none"> Return phone calls timely. Be professional in all communications with clients or other agencies and businesses. Accept feedback, and offer constructive feedback. Maintains a positive outlook. Documentation will be kept regarding customer compliments & complaints. | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| E. Maintain telework agreement in compliance with Agency requirements | 20% | <ul style="list-style-type: none"> Provide a secure and confidential location with WIFI to remotely perform duties. Maintain security of computer when teleworking. Maintain confidentiality in remote environment. Maintain an environment conducive to performing required job duties. Perform assigned duties and responsibilities during work time. | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |

| | | | | |
|---|--|--|--|--|
| F. | | • | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| G. | | • | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| H. . | | • | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| 22. Special Assignments: | | 23. Performance Measures for Special Assignments: | 33. Rating Earned for Special Assignments: | 34. Special Assignment Comments (Supervisor comments required if rating is any rating other than "Meets Expectations"): |
| A. Staff Shelter | | • Attend and complete tasks associated with staffing of shelters in emergency situations to include mass care, housing and feeding of shelter occupants. | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| B. | | • | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| C. | | • | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| 24. Employee's Development Plan (Learning goals): Refer to the Individual Development Plan. | | | PART VI – Other Significant Results for the Evaluation Period | |

25. Confidentiality Statement:

I acknowledge and understand that I may have access to confidential information regarding customers/clients, employees, and/or the public. In addition, I acknowledge and understand that I may have access to proprietary or other confidential and/or business information belonging to Henry-Martinsville DSS. Therefore, except as required by law, I agree that I will not:

- Access data that is unrelated to my job duties at Henry-Martinsville DSS.
- Disclose to any other person, or allow any other person access to, any information related to Henry-Martinsville DSS that is proprietary or confidential and/or pertains to customers/clients, employees, and the public. Disclosure of information includes, but is not limited to, oral discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, "lending" computer access codes, and/or other transmission or sharing of data.

I understand that Henry-Martinsville DSS, its customers/clients, employees, and the public may suffer irreparable harm by disclosure of proprietary or confidential information and that the LDSS may seek legal remedies available to it should such disclosure occur. Further, I understand that violations of this agreement may result in disciplinary action, up to and including, my termination of employment.

PART III – Review/Acknowledgment of Performance Plan (Comments are optional)

26. Supervisor's Comments:

Supervisor's Signature

Date

27. Reviewer's Comments:

Reviewer's Signature

Date

28. Employee's Comments:

Employee's Signature

Date

PART VII – Overall Performance Rating

35. Overall Performance Rating Earned:

Methodology for assigning an overall rating must be applied consistently agency-wide (see instructions). If an employee receives an overall rating of "Needs Improvement", refer to the Administrative/Human Resources Manual for LDSSs for further specific instructions.

- ☐ Outstanding
 - ☐ Exceeds Expectations
 - ☐ Meets Expectations
 - ☐ Needs Improvement

PART VIII – Review/Acknowledgment of Performance Evaluation

Supervisor's comments are required if overall rating is any rating other than "Meets Expectations". Employee's signature indicates only that the employee has reviewed the evaluation; it does not indicate agreement with the evaluation.

36. Supervisor's Comments:

Supervisor's Signature

Date

37. Reviewer's Comments:

| | |
|----------------------|-------|
| <hr/> | <hr/> |
| Reviewer's Signature | Date |

38. Employee's Comments:

Employee's Signature

Date

PART IV – Physical/Cognitive Requirements

Essential Job Requirements (Indicate by each E = Essential, M = Marginal, or N/A) - This part documents essential and marginal job functions of the position. This information is consistent with positions that have the same occupational title and perform the same core/essential responsibilities. The information is critical to responding to requests for modification or accommodation.

Physical Demands and Activities:

| | | | |
|---------------------------------|--|-----------------------------------|--------------------------|
| <u>E</u> Light lifting <20 lbs. | <u>M</u> Moderate lifting 20 – 50 lbs. | <u>N/A</u> Heavy lifting >50 lbs. | <u>E</u> Pushing/Pulling |
| <u>E</u> Standing | <u>E</u> Sitting | <u>E</u> Bending | <u>E</u> Reaching |
| <u>E</u> Walking | <u>M</u> Climbing | <u>E</u> Repetitive motion | <u> </u> Other |

Emotional Demands:

| | | | |
|---------------------------|--------------------------|------------------------------|---------------------------------------|
| <u>E</u> Fast pace | <u>NA</u> Average pace | <u>E</u> Multiple priorities | <u>E</u> Intense customer interaction |
| <u>E</u> Multiple stimuli | <u>E</u> Frequent change | <u> </u> | <u> </u> Other |

Mental/Sensory Demands:

| | | | |
|--------------------|--------------------|-------------------------------|--------------------------------|
| <u>E</u> Memory | <u>E</u> Reasoning | <u>E</u> Hearing | <u>E</u> Reading |
| <u>E</u> Analyzing | <u>E</u> Logic | <u>E</u> Verbal communication | <u>E</u> Written communication |
| <u> </u> Other | | | |

Standard Telework Agreement

Authority: Code of Virginia [§ 2.2-203.1](#) requires that the Secretary of Administration establish and maintain the Commonwealth of Virginia's employee [Telework Policy](#). Code of Virginia [§ 2.2-2817.1](#) requires Commonwealth agency heads establish and maintain agency specific telework policies and establish work agreements with all employees who telework.

Terms of Telework Agreement

The terms of this agreement must be read in conjunction with agency specific telework policies. Signatories certify they will abide by the terms of this agreement, all applicable telework policies, and all agreement specific terms established by the employing agency

1. Safety

- Employee will verify the safety of an alternate worksite using the safety checklist in Section II of this agreement.
- Employee is covered by the Commonwealth's Workers' Compensation Program and/or the Virginia Sickness and Disability Program (VSDP), as appropriate, if injured while working at the alternate worksite. Employees teleworking outside of the Commonwealth of Virginia may be covered by their alternate work location's Workers Compensation regulations.
- Employee agrees to bring to the immediate attention of his/her supervisor any accident or injury that occurs while working at an approved alternate work location.
- Supervisor will investigate all accident and injury reports immediately following notification.
- Agency reserves the right to inspect the alternate work location to ensure safety standards are met.

2. Confidentiality and Information Security

- Employee will apply approved safeguards, in accordance with agency policy, to protect agency or state records from unauthorized disclosure or damage, and will comply with all records and data privacy requirements set forth in state law, agency specific policies, and state policies.
- Employee will conduct work at the alternate work location in compliance with all information security standards.

3. Work Standards and Performance

- Employee will meet with their supervisor to receive assignments and to review completed work as the supervisor deems necessary or appropriate.
- Employee may be required to return to the central work location on scheduled telework days based on operational requirements.
- Employee will complete all assigned work according to procedures mutually agreed upon by the employee and the supervisor, and according to guidelines and expectations stated in the employee's work profile and performance plan.
- Supervisor will regularly evaluate and provide feedback on the employee's job performance as defined in the employee's work profile and performance plan.
- Employee agrees to perform telework at the agency-approved alternate work location(s) and times defined in this agreement unless they notify and receive explicit approval from a supervisor to temporarily shift telework to another alternate work location or time period. Failure to comply with this provision may result in loss of pay, termination of the telework agreement, and/or appropriate disciplinary action.
- Telework for unplanned or temporary circumstances such as school closings, family illness, etc may be approved by agency supervisors.

4. Compensation and Benefits

- All pay/salary rates, leave/retirement benefits, and travel reimbursements will generally remain as if the employee performed all work at the employee's established base work location. Employees teleworking outside the Commonwealth of Virginia may have compensation and benefits impacts due to legal or other requirements.

Compensation and Benefits (cont.)

- A non-exempt employee who teleworks approved overtime at the direction of a supervisor will be compensated in accordance with applicable law and state policy.
- Employee understands that supervisory approval must be obtained *prior* to working overtime hours (if non-exempt.) By signing this form, employee agrees that failing to obtain proper approval for overtime work may result in termination of the telework agreement and/or appropriate disciplinary action.
- Employee must obtain supervisory approval before taking leave in accordance with established Agency procedures. By signing this form, employee agrees to follow established procedures for requesting and obtaining approval of leave.

5. Equipment and Expenses

- Employee who borrows agency equipment agrees to protect such equipment in accordance with agency guidelines. State-owned equipment will be serviced and maintained by the agency. By signing this agreement the employee will follow the agency's instructions for returning the equipment for service and maintenance or upon separation from the Agency.
- If employee provides their own equipment, employee is responsible for servicing and maintaining it.
- Neither the agency nor the state will be liable for damages to an employee's personal or real property during the performance of assigned work or while using state equipment in the employee's residence.
- Neither the agency nor the state are obligated to assume responsibility for operating costs, home maintenance, or any other incidental costs (e.g., utilities, Internet Service Provider costs, etc.) in the use of employee homes or other alternate work locations for telework.

6. Initiation and Termination of Agreement

- The agency and employee understand that telework shall be governed by the same state personnel policies as those applicable to employees at the agency's central workplace except as modified by this agreement.
- Agency concurs with employee participation and agrees to adhere to applicable policies and procedures.
- Agency may terminate this telework agreement at any time. (Agreement may be terminated for reasons to include, but not limited to, declining performance and organizational benefit). Two weeks' notice to the employee is recommended when feasible.
- Employee may terminate this telework agreement at any time unless telework is a condition of employment. Two weeks' notice to the agency should be provided when possible.
- The telework agreement should be reviewed and updated annually.

7. Agreement Agency Specific Terms and Conditions:

NOTE: The language used in this agreement does not create an employment contract between the employee and the agency. This agreement does not create any contractual rights or entitlements, but, instead, establishes conditions for permitting an employee to qualify for and continue to exercise the privilege of teleworking. The agency reserves the right to revise the content of this agreement or its terms, in whole or in part, at its discretion. No promises or assurances, whether written or oral, which are contrary to or inconsistent with the terms of this paragraph are binding upon the agency.

Standard Telework Agreement

| Section I – Employee Information | | |
|--|-----------------|----------------|
| Last Name | First Name | Middle Initial |
| | | |
| Employee ID Number | Work Title | |
| | | |
| Agency Name | Department Name | Manager Name |
| | | |
| <i>This telework agreement should be reviewed and updated annually.</i> | | |
| Start Date | End Date | |
| | | |
| Section II – Telework Location Information | | |
| Street Address: | | City: |
| State: | Country: | Zip Code: |
| Telework Location Phone Number: | | |
| Telework Location Description | | |
| <p>Employees teleworking outside the Commonwealth of Virginia must ensure that the telework location is accurately reflected in this agreement and in relevant systems to ensure compliance with taxes, payroll deductions, and the applicability of other labor and employment laws. Teleworking outside the Commonwealth of Virginia may impact eligibility and access to certain benefits provided to employees working in the Commonwealth of Virginia.</p> | | |
| Section III – Notification and Approval Process for Occasional Changes to Telework Location | | |
| <p>Document the notification and approval processes required for the employee to request and receive approval for telework locations or pattern changes - or for the agency to inform the employee of the need to shift to limited telework.</p> <p>Annual Requirements:</p> <p>Non-probationary, non-exempt Benefit Programs Specialist positions should work on-site a minimum of one business day per week and may telework the remainder of the business week. Supervisor approval is required on a yearly basis.</p> <p>Probationary, non-exempt Benefit Programs Specialist positions may have limited telework options at the discretion of their direct supervisor or Assistant Director-Benefits.</p> <p>Any changes to the telework location, work hours, or workdays listed on this agreement MUST be reported to the Assistant Director- Benefits or Director IMMEDIATELY. Email and verbal notifications are required.</p> | | |

Standard Telework Agreement

| Section IV – Remote Work Schedule | | |
|-------------------------------------|----------|---------------|
| Day of the Week | Schedule | Work Location |
| Monday | | |
| Tuesday | | |
| Wednesday | | |
| Thursday | | |
| Friday | | |
| Saturday | | |
| Sunday | | |
| Other (variable telework day, etc.) | | |

| Section V – Continuity of Operations Status |
|---|
| <p>Employee <input type="checkbox"/> IS or <input type="checkbox"/> IS NOT expected to telework for the duration of an emergency pursuant to a pandemic and/or when the employee's central workplace is closed due to natural or manmade emergency situations (e.g. snowstorm, hurricane, act of terrorism, etc.). If employee is unable to telework during an emergency due to illness or dependent care responsibilities, the employee must take appropriate leave. The employee may be asked and expected to report to an agency central workplace, other alternative locations, or be granted emergency closing authorization, on a case-by-case basis, when other circumstances (e.g. power failure) prevent the employee from teleworking at the alternate work locations listed above.</p> |

| Section VI – Telework Expenses | | |
|--|--------------------------|--------------------------|
| <p>The agency and employee agree to the following responsibility for expenses that may be related to teleworking. The agency will (Yes) or will not (No) be responsible for the following equipment or expenses:</p> | | |
| Expense | Yes | No |
| Business related phone calls | <input type="checkbox"/> | <input type="checkbox"/> |
| Agency issues cell phone | <input type="checkbox"/> | <input type="checkbox"/> |
| Use of personal phone stipend | <input type="checkbox"/> | <input type="checkbox"/> |
| Telework location internet connection | <input type="checkbox"/> | <input type="checkbox"/> |
| Hardware and software required to perform job | <input type="checkbox"/> | <input type="checkbox"/> |
| Office supplies | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel and commuting expenses to agency physical location | <input type="checkbox"/> | <input type="checkbox"/> |
| Lodging expenses related to travel to agency physical location | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |

Standard Telework Agreement

| Section VII – Safety Checklist | | |
|--|--------------------------|--------------------------|
| Safety Feature Verified at Alternate Work Location Listed Above: | Yes | No |
| 1. Temperature, ventilation, lighting, and noise levels are adequate for maintaining a work location. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Electrical equipment is free of recognized hazards that would cause physical harm (frayed, exposed, or loose wires; loose fixtures; bare conductors; etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Electrical system allows for grounding of electrical equipment (three prong receptacles). | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Alternate work location is free of any obstructions that could restrict visibility and movement (including doorways). | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. File cabinets and storage closets are arranged so drawers and doors do not enter into walkways. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Phone lines, electrical cords, and surge protectors are secured under a desk or alongside a baseboard. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. If materials containing asbestos are present, they are in good condition. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Work location space is free of excessive amounts of combustibles, floors are in good repair, and carpets are well secured. | <input type="checkbox"/> | <input type="checkbox"/> |
| Section VIII – Agency Specific Requirements | | |
| <p>Agencies may use this space to document additional agency specific requirements for teleworking employees.</p> | | |
| Section IX – Notices and Signatures | | |
| <p>The information provided within this Telework Agreement is accurate and will be followed. If any information changes, it is the employee's duty to inform the supervisor or manager and to initiate the completion of an updated agreement. The parties have read and understand this agreement, responsibilities as described in the Telework Policy, 1.61, and agree to the duties, obligations, responsibilities and conditions described within. This telework agreement replaces and supersedes all prior telework agreements and/or arrangements.</p> <p>Teleworkers working full-time outside the Commonwealth of Virginia are responsible for working with agency staff to ensure compliance with telework location applicable laws, regulations, and requirements. Teleworkers working full-time outside the Commonwealth of Virginia are also responsible for understanding and complying with telework location requirements related to income taxes and benefits.</p> | | |
| Employee Signature: | Date | |
| Supervisor | Date | |
| Director or Designee | Date | |

LDSS EMPLOYEE PERFORMANCE PLAN AND EVALUATION (EPPE)

| | | |
|--|--|---------------------------------|
| PART I – Employee/Position Identification Information | | |
| 1. Employee's Name: | 2. Agency Name: Henry Martinsville DSS | 3. FIPS Code: 089 |
| 4. Employee's ID Number: 35307 | 5. Occupational Title: Human Services Assistant III | 6. Band: 3 |
| 7. FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt Exemption (if exempt): | 8. Work Title: Human Services Associate III | 9. LETS Position Number: L00140 |
| 10. Supervisor's Name: | 11. Supervisor's Occupational Title: Office Supervisor | 12. Supv's LETS Position No.: |
| 13. Date Entered Present Position: | 14. Evaluation Cycle/Period: from to | 15. EEO Code: E |

| | |
|---|--|
| PART II – Performance Plan (to be completed at beginning of evaluation period) 16. Mission Statements: VDSS Mission – To design and deliver high-quality human services that help Virginians achieve safety, independence, and overall well-being. A Commonwealth in which all Virginians have the resources and services they need to shape strong futures for themselves, their families and their communities. LDSS Mission – Provide quality customer service and assistance within guidelines of State, Federal, and Local laws to help meet the basic needs of Henry County and Martinsville City citizens who request our help. | PART V – Performance Evaluation (to be completed at the end of the evaluation period) <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> 29. Reason for Review: </div> <div style="width: 50%;"> <input checked="" type="checkbox"/> ANNUAL REVIEW <input type="checkbox"/> CONDITIONAL REVIEW <input type="checkbox"/> PROBATIONARY REVIEW <input type="checkbox"/> OTHER (SPECIFY): </div> </div> |
| 17. Job Description: : The Human Services Assistant III represents the specialist level in the occupational group for Human Services Assistants. This employee serves as the initial point | 30. Evaluation Date: |

of contact for clients seeking benefits and/or services, and screens clients for benefits and/or services; Interviews clients and explains programs, services, policies and procedures; Assists clients with applications; Evaluates and approves agency providers; Researches information; Provides information regarding various programs and benefits, general eligibility requirements and policies and procedures; Makes referrals; Researches a variety of databases to obtain and/or verify information needed to process applications; Maintains logs of client documentation received; Schedules and coordinates appointments for clients to meet with benefit, employment or services staff; Contacts clients for requested/needed information and responds to routine questions in person, e-mail or by telephone; Analyzes needs and coordinates resources that will support families/clients, and generates payment for services when appropriate. In addition to the above, other illustrative program area assignments/tasks are as follows: Adult Services/Adult Protective Services – Independently manages the provider program requirements; Interviews clients and conducts assessments for emergency needs; Manages voucher system, and prepares vouchers for ongoing expenditures; Facilitates placement of adults in Adult Living Facilities; Creates and prepares complex statistical reports; Verifies hours and accuracy of time sheets for In-Home Providers; Reviews expenditures, and researches operational cost effectiveness; and Prepares, processes, and reconciles budget for various adult programs. Benefit Programs – Attends and testifies at administrative hearings; Prepares periodic, special and other reports for statistics; and Provides assistance in the orientation/training of new staff. Foster Care – Conducts adoption searches via court records, library, agency files, Internet, City directory; and makes initial contact if a match is found; Assists with subsidy billings and payments; Prepares a variety of financial, statistical forms and reports, case documentation and court reports; Assists in conducting supervised visitation; and Coordinates special event programs such as Toys for Tots, Annual Art Sale, Bags and Bears, and unit events. Employment Services – Helps participant in writing resumes; Follows up on referrals to ancillary agencies, in person and in writing; Debriefs participants when “fired” from Work Net classes; Locates resources for clients needing appropriate interview clothing, and helps clothing choices; and Takes participants on educational/career exploration field trips. Annual Requirements: Non-probationary, non-exempt Human Services Assistant positions may have limited telework options. The HSA must send the telework request via email to their immediate supervisor or designee. The email must detail measurable work to be completed. No more than two telework days per month can be requested or approved. Any deviation would require Director approval. Probationary, non-exempt Human Services Assistant positions may have limited telework options at the discretion of the Office Supervisor or Administrative Services Manager. If approved, the Human Services Assistant must send the telework request via email to the Office Supervisor or designee. The email must detail measurable work to be completed. No more than two telework days per month can be requested or approved. Any deviation would require Director approval. Any changes to the telework location, work hours, or workdays listed on this agreement MUST be reported to the Fiscal Assistant Supervisor or Administrative Services Manager IMMEDIATELY. Email and verbal notifications are required.

Rating Definitions:

- **Outstanding** – In addition to consistently exceeding expectations, employee demonstrates significant innovation, initiative, and/or makes a major contribution to the agency.
- **Exceeds Expectations** – Employee consistently surpasses the core responsibility measures established in the performance plan; or, employee consistently meets expectations and demonstrates significant innovation, initiative, and/or makes a major contribution to the agency.
- **Meets Expectations** – Employee consistently attains the core responsibility measures established in the performance plan.
- **Needs Improvement** – Employee’s performance is unsatisfactory in that it does not consistently meet and/or frequently fails to meet the core responsibility measures established in the performance plan. A rating of “Needs Improvement” on a core responsibility is an indication of the need to develop a performance improvement plan for that core responsibility.

18. Qualifications – Knowledge, Skills, and Abilities (KSA's): Considerable knowledge of: principles and processes for providing customer and personal services (including customer needs assessment, meeting of quality standards for services, and evaluation of customer satisfaction); structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; and administrative and clerical procedures and systems such as word processing, spreadsheets, managing files and records, and other office procedures and terminology. Considerable knowledge of: principles and processes for providing customer and personal services (including customer needs assessment, meeting of quality standards for services, and evaluation of customer satisfaction); structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; and administrative and clerical procedures and systems such as word processing, spreadsheets, managing files and records, and other office procedures and terminology. Working knowledge of: human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; mathematics and research methods; and eligibility requirements for the programs assigned; and available community resources. Some knowledge of: laws, regulations, requirements and policies of Local, State and Federal assistance and housing programs. Skill in: operating a variety of automated office equipment to include calculator, fax/copier; and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs. Demonstrated ability to: communicate effectively with program participants; plan, organize, and prioritize own work schedule; establish and maintain working relationships with clients, professionals, co-workers, and the public sufficient to exchange ideas and coordinate activities; accept direction and follow established procedures; counsel others; organize and post date from records, reports and other sources using the appropriate format; exhibit solid interpersonal skills, including conflict resolution in working with clients, professionals and employees; create forms, charts, and graphs; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs; make screening decisions based upon specific criteria; read and interpret documents such as safety rules, operating and maintenance instructions, manuals; and conduct effective interviews both face-to-face and by telephone. Working knowledge of: human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; mathematics and research methods; and eligibility requirements for the programs assigned; and available community resources. Some knowledge of: laws, regulations, requirements and policies of Local, State and Federal assistance and housing programs. Skill in: operating a variety of automated office equipment to include calculator, fax/copier; and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs. Demonstrated ability to: communicate effectively with program participants; plan, organize, and prioritize own work schedule; establish and maintain working relationships with clients, professionals, co-workers, and the public sufficient to exchange ideas and coordinate activities; accept direction and follow established procedures; counsel others; organize and post date from records, reports and other sources using the appropriate format; exhibit solid interpersonal skills, including conflict resolution in working with clients, professionals and employees; create forms, charts, and graphs; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs; make screening decisions based upon specific criteria; read and interpret documents such as safety rules, operating and maintenance instructions, manuals; and conduct effective interviews both face-to-face and by telephone.

19. Qualifications – Education, Experience, Licensure, and Certification: High school supplemented with post-secondary coursework in subjects such as social work, human services, gerontology or one of the social or behavioral sciences, business or related field and relevant work experience in public administrative support work OR any equivalent combination of training and experience which provides the required knowledge, skills and abilities

| | |
|--|--|
| | |
|--|--|

| PART II – Performance Plan (cont.) | | | PART V – Performance Evaluation (cont.) | |
|---|---------|---|--|---|
| 17. Core/Essential Responsibilities: | Weights | 18. Performance Measures for Core/Essential Responsibilities: | 31. Rating Earned: | 32. Supervisor's Comments (Required if rating is any rating other than "Meets Expectations"): |
| A. Conducts business with the public and employees, answering questions and providing guidance, requiring the ability to assess the situation and determine a plan of action. | 20% | <ul style="list-style-type: none"> Greet and assess the needs of incoming customers/visitors in a timely and courteous manner. Answer all incoming lines in a professional and expeditious manner Check in customers when they arrive for an appt. advising workers of arrival in a timely manner. Issue EBT cards as needed. | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments . |
| B. Set up appointments | 20% | <ul style="list-style-type: none"> Schedule benefit program appointments as per agency policy for applications whether paper, faxed or on-line Screen SNAP applications/customers to determine expedite status, sending Hotline sheet on day of application | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| C. Provides information to customers regarding programs, policies and rules of the department ; handles inquiries from others regarding services. | 10% | <ul style="list-style-type: none"> Give customer proper forms to apply Sort faxes and distribute to proper worker Complete benefit verification faxes for Housing/WFFA | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| D. Maintain case records according to departmental rules | 20% | <ul style="list-style-type: none"> Requests closed cases from file room as needed for case openings Purge files according to the Library of VA requirements Deliver closed cases to file room weekly | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |

| | | | | |
|---|-----|--|--|-----------|
| | | <ul style="list-style-type: none"> File back ongoing files as needed Make folders for services merging with any existing records | | |
| E. Data Entry | 20% | <ul style="list-style-type: none"> Register new applications in VACMS Inquire applications to ensure assigned correct case numbers Inquire customers in order to make proper decisions on appointments/reviews Log incoming verif. from reception area into computer daily Scan appointment letters into the computer daily Screen Medicaid applications to determine covered group, assigning to appropriate worker | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| F. Use of office equipment such as postage machine, shredder, copiers, and fax machines | 10% | <ul style="list-style-type: none"> Post all out going mail, sorting by weight and class Scan required documents as needed into VACMS | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| G. Maintain telework agreement in compliance with Agency requirements. | | <ul style="list-style-type: none"> Provide a secure and confidential location with WIFI to remotely perform duties. Maintain security of computer when teleworking Requests permission from Supervisor prior to teleworking | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| H. | | <ul style="list-style-type: none"> | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| I. | | <ul style="list-style-type: none"> | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |

| 19. Special Assignments: | | 20. Performance Measures for Special Assignments: | 33. Rating Earned for Special Assignments: | 34. Special Assignment Comments (Supervisor comments required if rating is any rating other than "Meets Expectations"): |
|---|--|---|--|---|
| A. Attends and completes tasks associated with staffing of shelters in emergency situations to include mass care, housing and feeding of shelter occupants. | | <ul style="list-style-type: none"> Is available as needed to staff shelters and coordinate services for customers during assigned shift. | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| B. | | <ul style="list-style-type: none"> | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| C. | | <ul style="list-style-type: none"> | <input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Improvement | Comments: |
| 21. Employee's Development Plan (Learning goals): | | | PART VI – Other Significant Results for the Evaluation Period | |

22. Confidentiality Statement:

I acknowledge and understand that I may have access to confidential information regarding customers/clients, employees, and/or the public. In addition, I acknowledge and understand that I may have access to proprietary or other confidential information business information belonging to Henry Martinsville DSS. Therefore, except as required by law, I agree that I will not:

- Access data that is unrelated to my job duties at Henry Martinsville DSS.
- Disclose to any other person, or allow any other person access to, any information related to Henry Martinsville_DSS that is proprietary or confidential and/or pertains to customers/clients, employees, and the public. Disclosure of information includes, but is not limited to, oral discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, "lending" computer access codes, and/or other transmission or sharing of data.

I understand that Henry Martinsville DSS, its customers/clients, employees, and the public may suffer irreparable harm by disclosure of proprietary or confidential information and that the LDSS may seek legal remedies available to it should such disclosure occur. Further, I understand that violations of this agreement may result in disciplinary action, up to and including, my termination of employment.

PART III – Review/Acknowledgment of Performance Plan (Comments are optional)

23. Supervisor's Comments:

Supervisor's Signature

Date

24. Reviewer's Comments:

Reviewer's Signature

Date

25. Employee's Comments:

Employee's Signature

Date

PART VII – Overall Performance Rating

35. Overall Performance Rating Earned:

Methodology for assigning an overall rating must be applied consistently agency-wide (see instructions). If an employee receives an overall rating of "Needs Improvement", refer to the Administrative/Human Resources Manual for LDSSs for further specific instructions.

- ☐ Outstanding
- ☐ Exceeds Expectations
- ☐ Meets Expectations
- ☐ Needs Improvement

PART VIII – Review/Acknowledgment of Performance Evaluation

Supervisor's comments are required if overall rating is any rating other than "Meets Expectations". Employee's signature indicates only that the employee has reviewed the evaluation; it does not indicate agreement with the evaluation.

36. Supervisor's Comments:

Supervisor's Signature

Date

37. Reviewer's Comments:

Reviewer's Signature

Date

38. Employee's Comments:

Employee's Signature

Date

PART IV – Physical/Cognitive Requirements

Essential Job Requirements (Indicate by each E = Essential, M = Marginal, or N/A) - This part documents essential and marginal job functions of the position. This information is consistent with positions that have the same occupational title and perform the same core/essential responsibilities. The information is critical to responding to requests for modification or accommodation.

Physical Demands and Activities:

| | | | | | | | |
|----------|------------------------|----------|-------------------------------|------------|------------------------|----------|-----------------|
| <u>E</u> | Light lifting <20 lbs. | <u>M</u> | Moderate lifting 20 – 50 lbs. | <u>N/A</u> | Heavy lifting >50 lbs. | <u>E</u> | Pushing/Pulling |
| <u>E</u> | Standing | <u>E</u> | Sitting | <u>E</u> | Bending | <u>E</u> | Reaching |
| <u>E</u> | Walking | <u>E</u> | Climbing | <u>E</u> | Repetitive motion | ___ | Other |

Emtional Demands:

| | | | | | | | |
|----------|------------------|------------|-----------------|----------|---------------------|----------|------------------------------|
| <u>E</u> | Fast pace | <u>N/A</u> | Average pace | <u>E</u> | Multiple priorities | <u>E</u> | Intense customer interaction |
| <u>E</u> | Multiple stimuli | <u>E</u> | Frequent change | | | ___ | Other |

Mental/Sensory Demands:

| | | | | | | | |
|----------|-----------|----------|-----------|----------|----------------------|----------|-----------------------|
| <u>E</u> | Memory | <u>E</u> | Reasoning | <u>E</u> | Hearing | <u>E</u> | Reading |
| <u>E</u> | Analyzing | <u>E</u> | Logic | <u>E</u> | Verbal communication | <u>E</u> | Written communication |
| ___ | Other | | | | | | |

Standard Telework Agreement

Authority: Code of Virginia [§ 2.2-203.1](#) requires that the Secretary of Administration establish and maintain the Commonwealth of Virginia's employee [Telework Policy](#). Code of Virginia [§ 2.2-2817.1](#) requires Commonwealth agency heads establish and maintain agency specific telework policies and establish work agreements with all employees who telework.

Terms of Telework Agreement

The terms of this agreement must be read in conjunction with agency specific telework policies. Signatories certify they will abide by the terms of this agreement, all applicable telework policies, and all agreement specific terms established by the employing agency

1. Safety

- Employee will verify the safety of an alternate worksite using the safety checklist in Section II of this agreement.
- Employee is covered by the Commonwealth's Workers' Compensation Program and/or the Virginia Sickness and Disability Program (VSDP), as appropriate, if injured while working at the alternate worksite. Employees teleworking outside of the Commonwealth of Virginia may be covered by their alternate work location's Workers Compensation regulations.
- Employee agrees to bring to the immediate attention of his/her supervisor any accident or injury that occurs while working at an approved alternate work location.
- Supervisor will investigate all accident and injury reports immediately following notification.
- Agency reserves the right to inspect the alternate work location to ensure safety standards are met.

2. Confidentiality and Information Security

- Employee will apply approved safeguards, in accordance with agency policy, to protect agency or state records from unauthorized disclosure or damage, and will comply with all records and data privacy requirements set forth in state law, agency specific policies, and state policies.
- Employee will conduct work at the alternate work location in compliance with all information security standards.

3. Work Standards and Performance

- Employee will meet with their supervisor to receive assignments and to review completed work as the supervisor deems necessary or appropriate.
- Employee may be required to return to the central work location on scheduled telework days based on operational requirements.
- Employee will complete all assigned work according to procedures mutually agreed upon by the employee and the supervisor, and according to guidelines and expectations stated in the employee's work profile and performance plan.
- Supervisor will regularly evaluate and provide feedback on the employee's job performance as defined in the employee's work profile and performance plan.
- Employee agrees to perform telework at the agency-approved alternate work location(s) and times defined in this agreement unless they notify and receive explicit approval from a supervisor to temporarily shift telework to another alternate work location or time period. Failure to comply with this provision may result in loss of pay, termination of the telework agreement, and/or appropriate disciplinary action.
- Telework for unplanned or temporary circumstances such as school closings, family illness, etc may be approved by agency supervisors.

4. Compensation and Benefits

- All pay/salary rates, leave/retirement benefits, and travel reimbursements will generally remain as if the employee performed all work at the employee's established base work location. Employees teleworking outside the Commonwealth of Virginia may have compensation and benefits impacts due to legal or other requirements.

Compensation and Benefits (cont.)

- A non-exempt employee who teleworks approved overtime at the direction of a supervisor will be compensated in accordance with applicable law and state policy.
- Employee understands that supervisory approval must be obtained *prior* to working overtime hours (if non-exempt.) By signing this form, employee agrees that failing to obtain proper approval for overtime work may result in termination of the telework agreement and/or appropriate disciplinary action.
- Employee must obtain supervisory approval before taking leave in accordance with established Agency procedures. By signing this form, employee agrees to follow established procedures for requesting and obtaining approval of leave.

5. Equipment and Expenses

- Employee who borrows agency equipment agrees to protect such equipment in accordance with agency guidelines. State-owned equipment will be serviced and maintained by the agency. By signing this agreement the employee will follow the agency's instructions for returning the equipment for service and maintenance or upon separation from the Agency.
- If employee provides their own equipment, employee is responsible for servicing and maintaining it.
- Neither the agency nor the state will be liable for damages to an employee's personal or real property during the performance of assigned work or while using state equipment in the employee's residence.
- Neither the agency nor the state are obligated to assume responsibility for operating costs, home maintenance, or any other incidental costs (e.g., utilities, Internet Service Provider costs, etc.) in the use of employee homes or other alternate work locations for telework.

6. Initiation and Termination of Agreement

- The agency and employee understand that telework shall be governed by the same state personnel policies as those applicable to employees at the agency's central workplace except as modified by this agreement.
- Agency concurs with employee participation and agrees to adhere to applicable policies and procedures.
- Agency may terminate this telework agreement at any time. (Agreement may be terminated for reasons to include, but not limited to, declining performance and organizational benefit). Two weeks' notice to the employee is recommended when feasible.
- Employee may terminate this telework agreement at any time unless telework is a condition of employment. Two weeks' notice to the agency should be provided when possible.
- The telework agreement should be reviewed and updated annually.

7. Agreement Agency Specific Terms and Conditions:

NOTE: The language used in this agreement does not create an employment contract between the employee and the agency. This agreement does not create any contractual rights or entitlements, but, instead, establishes conditions for permitting an employee to qualify for and continue to exercise the privilege of teleworking. The agency reserves the right to revise the content of this agreement or its terms, in whole or in part, at its discretion. No promises or assurances, whether written or oral, which are contrary to or inconsistent with the terms of this paragraph are binding upon the agency.

Standard Telework Agreement

| Section I – Employee Information | | |
|---|-----------------|----------------|
| Last Name | First Name | Middle Initial |
| | | |
| Employee ID Number | Work Title | |
| | | |
| Agency Name | Department Name | Manager Name |
| | | |
| <i>This telework agreement should be reviewed and updated annually.</i> | | |
| Start Date | End Date | |
| | | |
| Section II – Telework Location Information | | |
| Street Address: | | City: |
| State: | Country: | Zip Code: |
| Telework Location Phone Number: | | |
| Telework Location Description | | |
| <p>Employees teleworking outside the Commonwealth of Virginia must ensure that the telework location is accurately reflected in this agreement and in relevant systems to ensure compliance with taxes, payroll deductions, and the applicability of other labor and employment laws. Teleworking outside the Commonwealth of Virginia may impact eligibility and access to certain benefits provided to employees working in the Commonwealth of Virginia.</p> | | |
| Section III – Notification and Approval Process for Occasional Changes to Telework Location | | |
| <p>Document the notification and approval processes required for the employee to request and receive approval for telework locations or pattern changes - or for the agency to inform the employee of the need to shift to limited telework.</p> <p>Annual Requirements:</p> <p>Non-probationary, non-exempt Human Services Assistant positions may have limited telework options. The HSA must send the telework request via email to their immediate supervisor or designee. The email must detail measurable work to be completed. No more than two telework days per month can be requested or approved. Any deviation would require Director approval.</p> <p>Probationary, non-exempt Human Services Assistant positions may have limited telework options at the discretion of the Office Supervisor or Administrative Services Manager. If approved, the Human Services Assistant must send the telework request via email to the Office Supervisor or designee. The email must detail measurable work to be completed. No more than two telework days per month can be requested or approved. Any deviation would require Director approval.</p> <p>Any changes to the telework location, work hours, or workdays listed on this agreement MUST be reported to the Fiscal Assistant Supervisor or Administrative Services Manager IMMEDIATELY. Email and verbal notifications are required.</p> | | |

Standard Telework Agreement

| Section IV – Remote Work Schedule | | |
|-------------------------------------|----------|---------------|
| Day of the Week | Schedule | Work Location |
| Monday | | |
| Tuesday | | |
| Wednesday | | |
| Thursday | | |
| Friday | | |
| Saturday | | |
| Sunday | | |
| Other (variable telework day, etc.) | | |

| Section V – Continuity of Operations Status |
|---|
| <p>Employee <input type="checkbox"/> IS or <input type="checkbox"/> IS NOT expected to telework for the duration of an emergency pursuant to a pandemic and/or when the employee's central workplace is closed due to natural or manmade emergency situations (e.g. snowstorm, hurricane, act of terrorism, etc.). If employee is unable to telework during an emergency due to illness or dependent care responsibilities, the employee must take appropriate leave. The employee may be asked and expected to report to an agency central workplace, other alternative locations, or be granted emergency closing authorization, on a case-by-case basis, when other circumstances (e.g. power failure) prevent the employee from teleworking at the alternate work locations listed above.</p> |

| Section VI – Telework Expenses | | |
|--|--------------------------|--------------------------|
| <p>The agency and employee agree to the following responsibility for expenses that may be related to teleworking. The agency will (Yes) or will not (No) be responsible for the following equipment or expenses:</p> | | |
| Expense | Yes | No |
| Business related phone calls | <input type="checkbox"/> | <input type="checkbox"/> |
| Agency issues cell phone | <input type="checkbox"/> | <input type="checkbox"/> |
| Use of personal phone stipend | <input type="checkbox"/> | <input type="checkbox"/> |
| Telework location internet connection | <input type="checkbox"/> | <input type="checkbox"/> |
| Hardware and software required to perform job | <input type="checkbox"/> | <input type="checkbox"/> |
| Office supplies | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel and commuting expenses to agency physical location | <input type="checkbox"/> | <input type="checkbox"/> |
| Lodging expenses related to travel to agency physical location | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: | <input type="checkbox"/> | <input type="checkbox"/> |

Standard Telework Agreement

| Section VII – Safety Checklist | | |
|--|--------------------------|--------------------------|
| Safety Feature Verified at Alternate Work Location Listed Above: | Yes | No |
| 1. Temperature, ventilation, lighting, and noise levels are adequate for maintaining a work location. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Electrical equipment is free of recognized hazards that would cause physical harm (frayed, exposed, or loose wires; loose fixtures; bare conductors; etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Electrical system allows for grounding of electrical equipment (three prong receptacles). | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Alternate work location is free of any obstructions that could restrict visibility and movement (including doorways). | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. File cabinets and storage closets are arranged so drawers and doors do not enter into walkways. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Phone lines, electrical cords, and surge protectors are secured under a desk or alongside a baseboard. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. If materials containing asbestos are present, they are in good condition. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Work location space is free of excessive amounts of combustibles, floors are in good repair, and carpets are well secured. | <input type="checkbox"/> | <input type="checkbox"/> |
| Section VIII – Agency Specific Requirements | | |
| <p>Agencies may use this space to document additional agency specific requirements for teleworking employees.</p> | | |
| Section IX – Notices and Signatures | | |
| <p>The information provided within this Telework Agreement is accurate and will be followed. If any information changes, it is the employee's duty to inform the supervisor or manager and to initiate the completion of an updated agreement. The parties have read and understand this agreement, responsibilities as described in the Telework Policy, 1.61, and agree to the duties, obligations, responsibilities and conditions described within. This telework agreement replaces and supersedes all prior telework agreements and/or arrangements.</p> <p>Teleworkers working full-time outside the Commonwealth of Virginia are responsible for working with agency staff to ensure compliance with telework location applicable laws, regulations, and requirements. Teleworkers working full-time outside the Commonwealth of Virginia are also responsible for understanding and complying with telework location requirements related to income taxes and benefits.</p> | | |
| Employee Signature: | Date | |
| Supervisor | Date | |
| Director or Designee | Date | |

NEW BUSINESS

B. Companion Services Policy

Henry-Martinsville Department of Social Services

20 Progress Drive
P.O. Box 4946
Martinsville, VA 24115

Lisa Thompson,
Assistant Director Benefit
Programs



Amy W. Rice
Director III

Phone (276) 656-4300
Fax (276) 656-4398
Fax (276) 656-4303

April Evans,
Assistant Director Family Services
Programs

Henry-Martinsville Social Services Board Approved Companion Services Plan

Effective January 1, 2025 eligibility determination for the Companion Services program will be modified to offset funding limitations due to the increase in the minimum wage.

I. Rationale

The Henry-Martinsville Department of Social Services believes in the dignity and independence of the individual. In order to enable eligible adults/families to maintain their dignity and independence to the greatest extent possible, Companion Services will be provided according to this policy.

II. Scope of Services

Companion services are the mandated services in the range of Home-Based Services. Homemaker and Chore Services are not available due to limited funding. Companion services are performed by an approved provider who assists adults unable to care for themselves without assistance and where there is no one to provide the needed services without cost. Activities include:

- Light housekeeping
- Shopping
- Meal preparation
- Bathing
- Dressing
- Toileting
- Eating/feeding
- Transportation

III. Providers

All Companion services will be purchased on a case specific basis from community home care agencies that have vendor information on file in the department. Agency approved providers will only be used in those situations where there is no home care agency able and/or willing to provide these services.

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The adult may request his/her own provider. All providers must meet the appropriate standards for Companion services as established in VDSS policy, Volume VII, Section IV, Chapter E, Sec. 4.

IV. Eligibility

Companion Services will be provided to SSI and Income Eligible individuals, when no other service is available and the individual lives in one of the following living situations:

- Lives alone in their own home, or
- Resides with a primary caregiver who needs respite care in order to attend to routine business matters necessary to maintain the household, or
- Resides with a primary caregiver who normally provides care but cannot due to temporary disability/illness of the primary caregiver. Care in these situations is limited to six (6) months.

Income eligibility will be determined by comparing the gross income amount received monthly by the adult/family and the size of the family household members against the State Median Income Chart (22VAC30-130-40). The maximum monthly income level will be 50% of the State Median Income for family size.

V. Assessment

An initial assessment for Companion Services will be completed at the time of the application/referral using the Virginia Uniform Assessment Instrument (UAI). The assessment will also include:

- A determination of financial eligibility
- An assessment of need for services using the Companion Assessment Document (copy attached).

VI. Hours

The number of authorized hours of service will be determined by computing the actual time needed to perform required tasks and totaling the hours as indicated on the Companion Assessment Document. The time it takes to perform a task is calculated based on what is reported by the adult, caregiver, or family and worker's assessment. The maximum number of hours which can be authorized is 15.12 hours per week for any adult or family for a total of 65 hours per month.

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VII. Suspension of Companion Services

A case will be suspended if the interruption in services is not expected to exceed six (6) months, i.e. encumbrances will be maintained, but payments will be suspended. If the interruption in services exceeds six (6) months, or case is closed after the interruption, Companion Services will be terminated. A later request for Companion Services will be considered and processed as a new request which may result in the individual being placed on the waiting list if funds are not available.

VIII. Waiting List

When funds are not available for the provision of services for any new application/request, the adult's name will be placed on a waiting list. When funding is available services will be provided in chronological order according to the current date of request for Companion Services. If the Companion Assessment Document indicates a need for more hours than funding will allow, the adult/family will be offered those hours which are available providing the adult understands the risks involved when needs cannot be adequately met. Those adults who are currently receiving Companion Services and who need an increase in hours will be served first, if their request for Companion Services date is prior to the others on the list. The date of the social worker's assessment will be used for placement on the waiting list.

When an adult is placed on the waiting list a letter will be sent to him/her stating that he/she is on a waiting list to acknowledge the request and document the date of the request. A copy of the letter will be placed in the folder containing the waiting list (see copy of form letter attached).

IX. Funding

Funding for Companion Services will be provided from budget line 833 (Adult Services).

X. Rate of Pay

The agency will pay an hourly rate as charged by the Companion provider/agency. Minimum wage will be paid to all local department agency approved providers. The "unit" of services is one hour. Providers are reimbursed for the time it takes to accomplish specific tasks. The tasks must be necessary for the adult. In situations where the adult lives with others, tasks which would be routinely needed for the rest of the household are not covered (e.g. cleaning of common areas such as kitchen, bathroom, etc.).

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XI. Reduction in Services

In the event funding is insufficient to maintain the current level of Companion Services, the following policy will be used to reduce services. All adults whose services are terminated as the result of this reduction will be placed on the waiting list per Home Based Services Policy.

The authorized hours for all adults will be reduced equally by the dollar amount necessary to offset the deficit, i.e. everyone would be reduced by equal number of hours, but all cases will be maintained at a minimum of two (2) hours every other week as long as the allocation would support this level. If that level could not be maintained, services will be terminated in reverse chronological order beginning with the most recent date of authorization of Companion Services. If additional funding becomes available, those who were terminated would be first to be added back at the minimum number of hours at termination. With receipt of additional funding, increase in authorization of home-based care hours will be made uniformly across all cases until authorized hours in each case equals amount that was in effect prior to implementation of reduction in hours. Once services in all cases subject to reduction have been restored the waiting list policy will be implemented.

XII. Adult Protective Services

If an adult receives companion-type services which are purchased under "Other Purchased Services State and Local Funds," there is still a need for these services, and all eligibility criteria are met, the adult will go on the waiting list with the date that the disposition indicates there is a need for Protective Services.

Approved by:

Director

Date

Board Chair

Date

Approved by Regional Adult Services Coordinator, on _____.

(2025)

NEW BUSINESS

C. Board Officer Elections (Informational)

Article IV

Officers of the Board

Section 1. The Officers of the Board shall be selected annually by the members of the Board from the Board membership at the regularly scheduled meeting of the Board each June. This meeting shall be designated as the Board's annual reorganization meeting.

Section 2. The Officers of the Board shall be the Chairperson, Vice-Chairperson and Second Vice-Chairperson

Section 3. The Officers of the Board shall constitute the Executive Committee.

Section 4. The term for all Officers of the Board shall be one (1) year.

Section 5. The Chairperson and Vice-Chairperson shall serve no more than two (2) consecutive terms in the same office.

Section 6. A Chairperson, Vice-Chairperson or Second Vice-Chairperson who serves two (2) consecutive one (1) year terms shall be ineligible for reelection to the same Board Officer position until the end of an intervening one-year (1-year) period.

Section 7. Should a vacancy in the Chairperson office occur, The Vice-Chairperson shall become Chairperson of the Board and complete that term of office. The completion of such unexpired term shall not be counted against election for full consecutive terms of office.

Section 8. Vacancies in the offices of the Vice-Chairperson and Second Vice-Chairperson shall be filled by the membership at the next regularly scheduled Board meeting.

Section 9. The Chairperson of the Board shall:

chair all Board meetings, develop the agenda of each Board meeting in consultation with Director, guide and mediate all Board actions with respect to organizational priorities and governance concerns, perform other duties as requested by the Board, and in all duties be accountable to the Board,

oversee and note the separate duties of the Board and department's Director;

monitor finances, budget, and all financial reports;

monitor Board members' attendance as per Article VII – Meetings, Section 2 and 3 of these by-laws;

have the right to informally evaluate the effectiveness of the Board as a unit or of individual Board members;
appoint standing and ad hoc committee members in consultation with the Executive Committee pursuant to subsequent Board approval and serve as an ex officio member of all committees.

Section 10. The Vice-Chairperson of the Board shall report to the Chairperson, perform the responsibilities of the Chairperson when the Chairperson cannot be available, perform duties as requested by the Chairperson, and perform other responsibilities as requested by the Board.

Section 11. The Second Vice-Chairperson shall perform duties as requested by the Chairperson.

Section 12. The Director of the Agency, though not a member of the Board, shall serve as the Secretary of the Board, attend all Board meetings, Executive Committee meetings and other Committee meetings as requested by the Chairperson unless otherwise advised by the Chairperson, and the Secretary of the Board shall: 63.2-332

be responsible for all Board Committee meeting minutes, ensure their distribution in a timely manner as required,

be custodian of all minutes, records and reports and assure their effective management, and oversee distribution of the necessary documents and materials prior to the meeting during which same are to be reviewed by the Board;

with Chairperson's input and advice, develop and present an annual training/orientation for the Board, at a date and time selected by the Executive Committee, and approved by the Board;

in compliance with Virginia Freedom of Information Act, post proper notices of all meetings, regular, special, and committee;

be sufficiently familiar with Virginia Department of Social Services laws, statutes, Virginia Freedom of Information Act, and these by-laws to note applicability during meetings.

BENEFITS REPORTS

RE: **April 2025 STATISTICS**

- **AUXILIARY GRANT:**

Applications received: 1

Applications Disposed: 2

Compliance Rate: 100%

Customers continued to next month: 26

- **CHILDCARE**

Applications received: 72

Applications Disposed: 55

Compliance Rate: 92.7%

Cases Continued to next month: 303

Customers continued to next month: 511

- **SNAP PROGRAM:**

Applications received: 394

Applications Disposed: 368

Compliance rate: 98.1%

Reviews/ Recertifications disposed: 398

Cases Continued to next Month: 9,563

Participants in April: 14,018

Monthly issuance for April: \$2,217,490

- **MEDICAID PROGRAM**

Applications Received: 383

Applications Disposed: 372

Compliance Rate: 94.6%

Cases Continued to next month: 20,307

Customers continued to next month (money/non-money payment): 23,855

- **TANF PROGRAM**

TANF Applications received: 39

AFDC-FC received: 6

Applications Disposed: 28

Compliance Rate: 96.4%

TANF Cases continued to next Month: 186

TANF Participant Count: 371

AFDC-FC continued to next month: 28

Submitted by: Lisa Thompson Assistant Director- BP

BENEFIT PROGRAMS UNIT OVERVIEW

May 2025

INTAKE – Processes new applications for SNAP & Medicaid

Positions – Supervisor and 9 line staff

1 vacant = 10% vacancy rate

2 in the training unit

30% operating vacancy rate

ONGOING (2 units) – Processes changes, reviews, interim reports

Positions 2 Supervisors & 22 line staff

7 vacant = 29% vacancy rate.

5 in training

50% operating vacancy rate

SPECIALTY UNIT – Long term care, TANF, Energy Assistance, Fraud

Positions Supervisor and 9 line staff

7 = LTC- 3 vacant

1 = Fraud

1 = Energy Assistance Specialist*

Vacancy rate= 30% vacancy rate

Employment Services Unit – VIEW, SNAP-ET, Childcare

Positions Supervisor & 9 line staff

1 = SNAP-ET

4 = VIEW/TANF

3= Childcare

1- vacant

Vacancy rate for unit = 10%

Training Unit – BP Supervisor, BPS IV & BPS workers in training (included in counts above)

MISC- 3 Emergency Human Service Assistant positions- Assist with Energy Assistance, scanning, customer service

1 vacant = vacancy rate 33.3%%

* All workers evaluate Fuel Assistance applications and Cooling assistance applications. The specialist handles the Crisis applications & the upcoming PIPP applications. The specialist resolves disputes and handles inquiries about the program.

| REGION | LOCALITY | FIPS | HOUSEHOLDS (PA) | HOUSEHOLDS (NPA) | HOUSEHOLDS (TOTAL) | PERSONS (PA) | PERSONS (NPA) | PERSONS (TOTAL) | ISSUANCE (PA) | ISSUANCE (NPA) | ISSUANCE (TOTAL) |
|--------|--|------|--------------------|---------------------|-----------------------|-----------------|------------------|--------------------|------------------|-------------------|---------------------|
| | Alleghany/Covington Multi FIPS | | 320 | 1592 | 1912 | 418 | 3299 | 3717 | 59,951.00 | 512,406.00 | 572,357.00 |
| | Chesterfield/Colonial Heights Multi FIPS | | 2010 | 13877 | 15887 | 3025 | 31655 | 34680 | 559,094.00 | 5,996,873.00 | 6,555,967.00 |
| | Fairfax County/Fairfax/Falls Church Multi FIPS | | 5960 | 23176 | 29136 | 8517 | 48755 | 57272 | 1,328,127.00 | 8,735,162.00 | 10,063,289.00 |
| | Greensville/Emporia Multi FIPS | | 347 | 1720 | 2067 | 504 | 3330 | 3834 | 73,259.00 | 579,560.00 | 652,819.00 |
| | Henry/Martinsville Multi FIPS | | 992 | 6677 | 7669 | 1171 | 12847 | 14018 | 168,740.00 | 2,048,750.00 | 2,217,490.00 |
| | Rockbridge/Buena Vista/Lexington Multi FIPS | | 359 | 1649 | 2008 | 432 | 3497 | 3929 | 55,641.00 | 519,102.00 | 574,743.00 |
| | Rockingham/Harrisonburg Multi FIPS | | 729 | 4361 | 5090 | 980 | 9560 | 10540 | 123,986.00 | 1,450,305.00 | 1,574,291.00 |
| | Augusta/Staunton/Waynesboro Multi FIPS | | 937 | 5842 | 6779 | 1309 | 11443 | 12752 | 202,815.00 | 1,771,800.00 | 1,974,615.00 |
| | York/Poquoson Multi FIPS | | 221 | 1575 | 1796 | 300 | 3452 | 3752 | 46,972.00 | 564,228.00 | 611,200.00 |
| | Central | | 14348 | 74286 | 88634 | 21278 | 151235 | 172513 | 3,505,529.00 | 27,320,795.00 | 30,826,324.00 |
| | Eastern | | 19891 | 98368 | 118259 | 27562 | 200626 | 228188 | 4,342,753.00 | 35,419,122.00 | 39,761,875.00 |
| | Northern | | 18208 | 87571 | 105779 | 27670 | 190012 | 217682 | 4,366,872.00 | 32,542,772.00 | 36,909,644.00 |
| | Piedmont | | 13087 | 68446 | 81533 | 17423 | 137135 | 154558 | 2,626,275.00 | 22,142,202.00 | 24,768,477.00 |
| | Western | | 9402 | 40511 | 49913 | 11991 | 79713 | 91704 | 1,594,764.00 | 12,462,495.00 | 14,057,259.00 |
| | Statewide | | 74936 | 369182 | 444118 | 105924 | 758721 | 864645 | 16,436,193.00 | 129,887,386.00 | 146,323,579.00 |

***** END OF REPORT *****

— *VIEW Participant Profiles* —

Henry-Martinsville Social Services ♦ Employment Services Unit
Statistics for the Month of April 2025-----Report May 2025

| ID # | Sex | Age | Number Of Children | Job Title | Place Employed | Education | Hourly Wage & Hours Worked | | Months in VIEW |
|------|-----|-----|--------------------|---------------------|--|------------------|----------------------------|-----------|----------------|
| 01 | F | 29 | 3 | Customer Service | GPM Investments LLC | 12 th | \$12.65 | 32hrs/wk. | 9 |
| 02 | F | 23 | 2 | Production | Monogram | 12 th | \$17.20 | 40hrs/wk. | VTP |
| 03 | F | 35 | 3 | PCA | Sovah Health | 12 th | \$17.06 | 24hrs/wk. | TT |
| 04 | F | 35 | 2 | PCA | Prince Charles Home Health Care | 12 th | \$12.51 | 34hrs/wk. | 16 |
| 05 | F | 45 | 2 | Food Services | Pizza Hut | 11 th | \$13.50 | 36hrs/wk. | VTP |
| 06 | F | 24 | 3 | Food Services | Applebee's | 12 th | \$12.41 | 25hrs/wk. | TT |
| 07 | F | 40 | 1 | Clerical | One Call Medical | 12 th | \$16.50 | 40hrs/wk. | 8 |
| 08 | F | 30 | 4 | Medical | Connect Health | 12 th | \$13.00 | 40hrs/wk. | 3 |
| 09 | F | 26 | 1 | Customer Services | HHS Sovah | 12 th | \$13.00 | 40hrs/wk. | VTP |
| 10 | F | 23 | 1 | Medical | Care Advantage | 12 th | \$12.41 | 30hrs/wk. | 15 |
| 11 | F | 30 | 2 | Management | A & D of Greensborough | 12 th | \$17.50 | 37hrs/wk. | VTP |
| 12 | F | 25 | 1 | Food Services | DIANDREW, INC -Works in North Carolina | 12 th | \$11.00 | 36hrs/wk. | VTP |
| 13 | F | 31 | 2 | Customer Service | FasMart | 12 th | \$13.15 | 35hrs/wk. | 14 |
| 14 | M | 39 | 2 | Customer Service | Stone Ridge Foundation | MS | \$19.73 | 33hrs/wk. | 6 |
| 15 | M | 31 | 1 | Grounds Keeping | Eastwood Mobile Home Park | GED | \$13.00 | 34hrs/wk. | TT |
| 16 | F | 33 | 1 | Medical | R. Hankins | GED | \$12.41 | 33hrs/wk. | TT |
| 17 | F | 30 | 1 | Sales | Family Dollar | 12 th | \$12.50 | 15hrs/wk. | 24 |
| 18 | F | 34 | 2 | Computer Operations | Helpware Inc. | 12 th | \$15.50 | 38hrs/wk. | VTP |
| 19 | F | 34 | 1 | Production | Debbie Staffing | 12 th | \$14.00 | 38hrs/wk. | TT |
| 20 | F | 43 | 2 | Housekeeping | Quality Inn | 12 th | \$12.41 | 33hrs/wk. | TT |
| 21 | F | 38 | 2 | Customer Service | Friedrich Family Eye Center | 12 th | \$16.50 | 35hrs/wk. | VTP |
| 22 | F | 38 | 1 | Production | Coworx Solutions LLC | 11 th | \$15.50 | 32hrs/wk. | VTP |
| 23 | M | 39 | 2 | Landscaping | Aim to Please Elite Services | 10 th | \$12.41 | 28hrs/wk. | 23 |
| 24 | F | 39 | 3 | Customer Service | FasMart | 12 th | \$14.41 | 40hrs/wk. | 15 |

Current Statistics

• *VIEW Participants Working (including Transitional services)*

| VIEW 24 month Clock | | Demographics | | Employment and Wages | | |
|-------------------------|----|-----------------------------|--------------|-------------------------------|------------------------|----|
| 1-8 months on clock | 3 | Average Age | - 33.8 | Full Time — \$11.00 - \$19.73 | At least 30 hours/week | 20 |
| 9-16 months on clock | 5 | Average Number of Children- | 1.88 | | | |
| 17-24 months on clock | 2 | Average Hourly Wage- | \$14.18 | Part-time – \$12.41 - \$17.06 | At least 12 hours/week | 4 |
| Transitional 12 months- | 14 | Female – 87.5% | Male – 12.5% | | | |

Total VIEW and VIEW Transitional Participants – 73

Employment Services

Day Care

| | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Henry County | 223 | 222 | 215 | 210 | 207 | 206 | 204 | 210 | 212 |
| Martinsville | 93 | 91 | 87 | 81 | 81 | 82 | 82 | 83 | 91 |
| HC waitlist | NA | 53 | 67 | 78 | 93 | 103 | 104 | 90 | 78 |
| MC waitlist | NA | 13 | 18 | 26 | 32 | 40 | 40 | 22 | 1 |
| Total | 316 | 379 | 387 | 395 | 413 | 431 | 430 | 405 | 382 |

VIEW

| | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Henry County | 54 | 47 | 49 | 44 | 45 | 44 | 40 | 45 | 47 |
| Martinsville | 34 | 33 | 33 | 32 | 27 | 29 | 26 | 26 | 26 |
| Total | 88 | 80 | 82 | 76 | 72 | 73 | 66 | 71 | 73 |

SNAPET

| | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|
| Henry County | 7 | 12 | 10 | 11 | 10 | 9 | 7 | 7 | 6 |
| Martinsville | 13 | 5 | 5 | 3 | 2 | 2 | 3 | 3 | 3 |
| Total | 20 | 17 | 15 | 14 | 12 | 11 | 10 | 10 | 9 |

Benefit Programs

Medicaid

| | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Total | 25,556 | 25,453 | 24,498 | 25,281 | 25,051 | 25,088 | 24,837 | 24,659 | 23,855 |

SNAP

| | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Total | 14,471 | 14,439 | 14,480 | 14,265 | 14,447 | 14,183 | 14,132 | 14,070 | 14,018 |

TANF

| | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Total | 455 | 444 | 437 | 425 | 411 | 373 | 366 | 368 | 371 |

HENRY MARTINSVILLE DEPARTMENT OF SOCIAL SERVICES
FRAUD REPORT
SUMMARY OF ACTION
04/01/2025-04/30/2025

INVESTIGATIONS

REFERRALS RECEIVED

14 Intra-Agency/outside source/**CIP** 12 – County 2- City

Completed (Pre-eligibility determination/post eligibility determination)

8 unsubstantiated Initiate ADH/Prosecution substantiated 6– County 2 - City

\$ over issuance/payment amount

\$ 12,203.00 cost savings of finalized investigations

INTENTIONAL PROGRAM VIOLATIONS

| Program | Waiver Signed/ADH | Disqualification Period | Disqualification Savings |
|---------|-------------------|-------------------------|--------------------------|
| TANF | 0 | 0 | 0 |
| SNAP | 0 | 0 | 0 |

3 Pending in Court System/ADH Process

6 Home Visits 0 Court hours 3.5 Total Fraud Investigator In-Field Hours

AGENCY RESTITUTION

| | TANF | SNAP | MEDICAID | DAYCARE | ENERGY | TOTAL |
|-------------------------------------|------|---------|----------|---------|--------|-----------|
| Recoupment | 0.00 | 2219.00 | 0.00 | 0.00 | 0.00 | \$2219.00 |
| Cash/Check/Money Order Payment | 0.00 | 450.00 | 0.00 | 0.00 | 0.00 | \$450.00 |
| Debt Set Off/ Restoration Offset | 0.00 | 6187.64 | 0.00 | 0.00 | 0.00 | \$6187.64 |
| Expunged | 0.00 | 0.43 | 0.00 | 0.00 | 0.00 | \$0.43 |

Respectfully submitted,

Katie Athey

Fraud Investigator

05/13/2025

SERVICES REPORTS

Foster Care Unit:

| | Target | April 24 | May 24 | June 24 | July 24 | Aug. 24 | Sept 24 | Oct. 24 | 24-Nov | 24-Dec | Jan. 25 | 25-Feb | 25-Mar | April 25 |
|--|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Number of Children in Foster Care | | | | | | | | | | | | | | |
| Henry County | | 81 | 77 | 81 | 79 | 80 | 82 | 79 | 77 | 79 | 71 | 73 | 76 | 73 |
| Martinsville | | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 12 |
| Total | | 91 | 87 | 91 | 89 | 90 | 92 | 89 | 87 | 89 | 81 | 83 | 87 | 85 |
| Monthly Foster Care Visits | | | | | | | | | | | | | | |
| % required | >95% * | 96% | 96.0% | 84.0% | 99.0% | 71.0% | 83% | 99% | 96% | 74% | 93% | 95% | 96% | 97% |
| In Residence | >50% ** | 67% | 64.0% | 64.0% | 63.0% | 62.0% | 62% | 61% | 61% | 61% | 60% | 62% | 60% | 83% |
| Congregate Care Placements | | | | | | | | | | | | | | |
| Count | | 24 | 24 | 22 | 16 | 15 | 15 | 14 | 13 | 16 | 13 | 13 | 11 | 12 |
| % | <16% *** | 31% | 30% | 27% | 21% | 20% | 16% | 20% | 18% | 19% | 18% | 18% | 16% | 17% |
| Kinship/Fictive Placements | | | | | | | | | | | | | | |
| Count | | 4 | 4 | 0 | 3 | 3 | 10 | 11 | 11 | 11 | 8 | 8 | 9 | 9 |
| % | | 4% | 5% | 0% | 3% | 3% | 11% | 12% | 13% | 13% | 10% | 10% | 10% | 11% |
| Approved Foster Homes | | | | | | | | | | | | | | |
| Henry County | | 19 | 20 | 20 | 16 | 15 | 16 | 16 | 17 | 17 | 16 | 16 | 16 | 16 |
| Martinsville | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Total | | 21 | 22 | 22 | 18 | 17 | 18 | 18 | 19 | 19 | 18 | 18 | 18 | 18 |
| Foster Care Staff Vacancy Rate | | | | | | | | | | | | | | |
| Filled Positions | | 6 | 7 | 7 | 7 | 7 | 7 | 7 | 6 | 5 | 4 | 5 | 5 | 6 |
| Vacant Positions | | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 4 | 3 | 3 | 2 |
| Total Positions | | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| Vacancy Rate | | 25% | 13% | 13% | 13% | 13% | 13% | 13% | 25% | 38% | 50% | 38% | 38% | 25% |

* how many children received at least one face-to-face contact client foster care contact for each whole calendar month they were in placement.

** Compliance is based on whether the contact occurred in the client's residence.

*** The congregate care placements measure provides the percentage of children in foster care residing in group settings.

Child Protective Services:

| | Target | April 24 | May 24 | June 24 | July 24 | Aug. 24 | Sept. 24 | Oct. 24 | 24-Nov | 24-Dec | Jan. 25 | Feb. 25 | 25-Mar | April 25 |
|---|--------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| CPS Complaints (Valid & Invalid) | | | | | | | | | | | | | | |
| Henry County | | 55 | 77 | 39 | 59 | 32 | 61 | 73 | 64 | 48 | 77 | 46 | 59 | 41 |
| Martinsville | | 8 | 10 | 10 | 9 | 16 | 20 | 23 | 12 | 13 | 17 | 12 | 15 | 16 |
| Total | | 63 | 87 | 49 | 68 | 48 | 81 | 96 | 76 | 61 | 94 | 58 | 74 | 57 |
| CPS Investigations/Family Assessment (valid) | | | | | | | | | | | | | | |
| Henry County | | 17 | 34 | 18 | 23 | 15 | 16 | 16 | 21 | 13 | 20 | 16 | 20 | 33 |
| Martinsville | | 2 | 3 | 2 | 6 | 6 | 6 | 10 | 4 | 4 | 5 | 4 | 6 | 9 |
| Total | | 19 | 37 | 20 | 29 | 21 | 22 | 26 | 25 | 17 | 25 | 20 | 26 | 42 |
| CFSR Timelines of First Contact w/ victim (completed contact) | | | | | | | | | | | | | | |
| Count | | 36 | 68 | 30 | 31 | 25 | 21 | 29 | 31 | 20 | 31 | 25 | 16 | 51 |
| % | > 95%* | 100% | 96.0% | 91.0% | 97% | 93% | 81% | 97% | 94% | 100% | 100% | 96% | 84% | 93% |
| Timeliness of First Contact w/victim (completed and attempted contact) | | | | | | | | | | | | | | |
| Count | | 36 | 68 | 29 | 31 | 25 | 23 | 29 | 31 | 20 | 31 | 26 | 18 | 51 |
| % | > 95% | 100% | 96% | 88% | 97.0% | 93% | 89% | 97% | 94% | 100% | 100% | 100% | 95% | 93% |
| CPS Referrals Closed before due date | | | | | | | | | | | | | | |
| Count | | 21 | 5 | 10 | 5 | 21 | 1 | 9 | 6 | 9 | 4 | 6 | 4 | 16 |
| % | >85%** | 43% | 24% | 48% | 26% | 66% | 11% | 43% | 26% | 26% | 33% | 67% | 40% | 50% |
| CPS Staff Vacancy Rate | | | | | | | | | | | | | | |
| Filled Positions | | 6 | 6 | 6 | 4 | 4 | 6 | 6 | 6 | 6 | 6 | 5 | 6 | 6 |
| Vacant Positions | | 2 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 2 |
| Total Positions | | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 9 |
| Vacancy Rate | | 25% | 25% | 25% | 50% | 50% | 38% | 38% | 38% | 25% | 25% | 38% | 25% | 22% |

* The number of CPS referrals which had a first contact with the alleged victim made within the assigned response priority limits per the federal CFSR requirement.

** The measure demonstrates the local department's capacity to respond to, investigate or assess, and then close a CPS case by the assigned due date. Please refer to § 63.2-1505 of the Code of Virginia for more information.

* Position number omitted by error on vacancy sheet

Family Preservation Unit:

| | Target | April 24 | May 24 | June 24 | July 24 | Aug 24 | Sept 24 | Oct. 24 | Nov 24 | Dec 24 | Jan. 25 | Feb. 25 | 25-Mar | April 25 |
|---|---------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Family Preservation Cases | | | | | | | | | | | | | | |
| Family Support Services Cases | | 42 | 48 | 39 | 38 | 33 | 34 | 32 | 28 | 24 | 20 | 22 | 23 | 20 |
| In Home Service Cases | | 30 | 28 | 25 | 18 | 15 | 19 | 17 | 17 | 13 | 12 | 10 | 10 | 10 |
| Total # of cases | | 72 | 76 | 64 | 56 | 48 | 53 | 50 | 45 | 37 | 32 | 32 | 33 | 30 |
| In Home Case Contacts made | | | | | | | | | | | | | | |
| Count | | 83 | 75 | 73 | 50 | 50 | 50 | 43 | 51 | 45 | 38 | 44 | 37 | 36 |
| % | >90%* | 94% | 96% | 92% | 86% | 91% | 98% | 98% | 85% | 96% | 85% | 96% | 93% | 86% |
| Family Support Case Contacts made | | | | | | | | | | | | | | |
| Count | | 94 | 104 | 99 | 89 | 87 | 82 | 88 | 75 | 63 | 53 | 42 | 72 | 47 |
| % | >90%** | 90% | 86% | 89% | 85% | 87% | 88% | 96% | 80% | 83% | 91% | 86% | 89% | 78% |
| Service Plan Current | | | | | | | | | | | | | | |
| Count | | 11 | 16 | 18 | 15 | 15 | 12 | 8 | 10 | 13 | 9 | 7 | 5 | 8 |
| % | >90%*** | 41% | 72% | 69% | 80% | 94% | 92% | 67% | 83% | 87% | 81% | 78% | 83% | 62% |
| Family Preservation Staff Vacancy Rate | | | | | | | | | | | | | | |
| Filled Positions | | 6 | 6 | 7 | 6 | 6 | 6 | 6 | 6 | 8 | 8 | 8 | 6 | 6 |
| Vacant Positions | | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 2 | 2 |
| Total Positions | | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| Vacancy Rate (real time) | | 10% | 10% | 10% | 25% | 25% | 25% | 25% | 25% | 0% | 0% | 0% | 25% | 25% |

* One qualified face-to-face client contact was made with each active case client (child or adult) in the selected month.

**One qualified face-to-face client contact was made with each active case client (child or adult) in the selected month.

*** Cases must have an initial service plan completed within 30 days of the case type start date. For existing service plans, a service plan review must occur every 90 calendar days.

* CSA Coordinator moved to Director for supervision & 1 vacancy filled on 2-17-22

Adult Services Unit:

| APS Complaints | Target | April 24 | May 24 | June 24 | July-24 | Aug 24 | Sept. 24 | Oct. 24 | Nov 24 | Dec 24 | Jan. 25 | Feb. 25 | 25-Mar | April 25 |
|---|-------------------|-----------------|---------------|----------------|----------------|---------------|-----------------|----------------|---------------|---------------|----------------|----------------|---------------|-----------------|
| Henry County | | 29 | 28 | 32 | 35 | 30 | 46 | 30 | 24 | 29 | 31 | 28 | 25 | 42 |
| Martinsville | | 22 | 11 | 9 | 22 | 14 | 8 | 20 | 12 | 15 | 18 | 14 | 12 | 18 |
| Total | | 51 | 39 | 41 | 57 | 44 | 54 | 50 | 36 | 44 | 49 | 52 | 37 | 60 |
| APS Valid Complaints | | | | | | | | | | | | | | |
| Henry County | | 27 | 22 | 29 | 30 | 25 | 30 | 26 | 22 | 27 | 29 | 23 | 21 | 32 |
| Martinsville | | 20 | 9 | 9 | 20 | 12 | 7 | 20 | 12 | 14 | 13 | 13 | 9 | 17 |
| Total | | 47 | 31 | 38 | 50 | 37 | 37 | 46 | 34 | 41 | 42 | 36 | 30 | 49 |
| Timeliness of Investigation Initiation | *>95% | | | | | | | | | | | | | |
| Count | | 47 | 31 | 38 | 50 | 37 | 37 | 46 | 34 | 41 | 42 | 36 | 30 | 49 |
| (%) | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Timeliness of Disposition | **>95% | | | | | | | | | | | | | |
| Count | | 47 | 31 | 25 | 49 | 36 | 36 | 46 | 33 | 29 | 41 | 36 | 30 | 30 |
| (%) | | 100% | 100% | 100% | 97% | 97% | 97% | 100% | 97% | 100% | 98% | 100% | 100% | 100% |
| Ongoing APS Monthly Contact | ***>95% | | | | | | | | | | | | | |
| Count | | 5 | 6 | 2 | 1 | 2 | 2 | 5 | 3 | 2 | 3 | 2 | 3 | 1 |
| (%) | | 100% | 100% | 75% | 100% | 100% | 100% | 100% | 100% | 67% | 100% | 100% | 100% | 100% |
| APS Staff Vacancy Rate | | | | | | | | | | | | | | |
| Filled Positions | | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| Vacant Positions | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Number of Positions | | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| Vacancy Rate | | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

*Timeliness of Investigation Initiation (%)-The LDSS shall determine the validity of such report and shall initiate an investigation within 24 hrs of the time of the report is recieved in the LDSS.

**Timeliness of Disposition (%)- The investigation shall be completed no later than 45 days from the date the report was recieved.

***Ongoing APS Montly Contact Compliance (%)-The number of cases with at least one visit occurring during that month

Purchased Services

| | April 24 | May-24 | Jun-24 | Jul-24 | Aug. 24 | Sept. 24 | Oct-24 | 24-Nov | 24-Dec | Jan. 25 | Feb. 25 | 25-Mar | April 25 |
|---------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Adult Serv/Companion | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| VIEW Purchased | 35 | 50 | 16 | 24 | 33 | 44 | 22 | 10 | 38 | 20 | 33 | 30 | 29 |
| SNAPET Purchased | 4 | 8 | 1 | 2 | 1 | 7 | 8 | 2 | 8 | 15 | 2 | 2 | 0 |
| Adult Protective Services | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 2 | 1 |
| Family Preservation | 13 | 6 | 10 | 22 | 14 | 27 | 11 | 16 | 19 | 13 | 9 | 3 | 21 |
| Total | 53 | 79 | 28 | 50 | 49 | 80 | 75 | 31 | 66 | 49 | 45 | 38 | 52 |

April 2025

Martinsville City (690)

Total Clients Seen 31

| <u>Request</u> | <u>Amount spent</u> | <u>Customers Seen</u> |
|----------------|---------------------|-----------------------|
| Rent/Mortgage | \$39.60 | 2 |
| Fuel | \$0.00 | 0 |
| Food/clothing | \$0.00 | 6 |
| Utilities | \$2,455.53 | 23 |
| Other | \$483.91 | 1 (Food Pantry) |
| RX'S | \$0.00 | 0 |

Total \$2,979.04

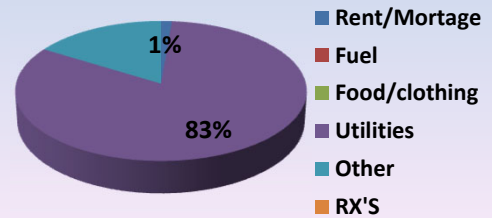
Total pledged but not spent \$0.00

Action Taken

| | |
|----------------------------|----|
| Assisted Emergency Fund | 14 |
| Waiting balance to be paid | 0 |
| Pantry /Closet | 6 |
| Denied & others | 11 |

Total 31

Emergency Services (Martinsville 690)



Percentages based on actual expenditures

Martinsville City Emergency Fund Starting Balance \$11,779.71

Martinsville City Emergency Fund Ending Balance \$8,800.67

April 2025

Henry County (089)

Total Clients Seen 41

| <u>Request</u> | <u>Amount spent</u> | <u>Customers Seen</u> |
|----------------|---------------------|-----------------------|
| Rent/Mortgage | \$200.00 | 4 |
| Fuel | \$0.00 | 0 |
| Food/Clothes | \$0.00 | 10 |
| Utilities | \$586.00 | 27 |
| Other | \$0.00 | 0 |
| RX'S | \$0.00 | 0 |

Total \$786.00

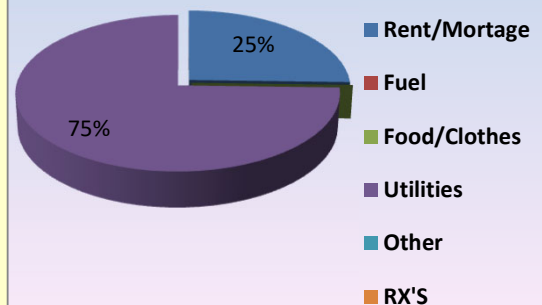
Total pledged but not spent \$0.00

Action Taken

| | |
|-------------------------|----|
| Assisted Emergency Fund | 4 |
| Waiting to be paid | 0 |
| Pantry/Closet | 10 |
| Denied & other | 27 |

Total 41

Emergency Services (Henry County 089)



Percentages based on actual expenditures

County Emergency Fund Starting Balance \$12,724.98

County Emergency Fund Ending Balance \$11,938.98

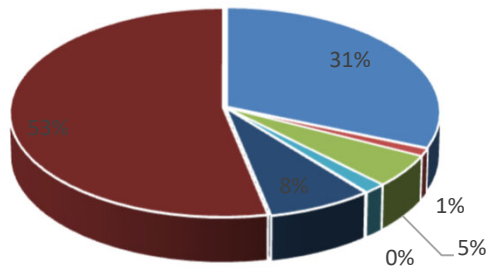
OTHER REPORTS

RECEPTION LOG REPORT

April 2025

| | |
|---|------|
| Apply/Drop Off/Pick Up Information | 1598 |
| Apply/Drop Off/Pick Up for Energy | 58 |
| Pick Up EBT/Vault Card | 259 |
| Appointments with Benefits for Intake/Ongoing | 0 |
| Service Related Appointments | 80 |
| Make a Payment | 4 |
| Other (FAPT Team/Job Interview/Other Meeting) | 386 |
| Daily Incoming Phone Calls(not included in total visitors) | 2714 |
| Average Visitors in Lobby per day (22 days) | 113 |

| Total Visitors | 2482 | |
|-----------------------|-------------|---------|
| DayofWeek | Count | Percent |
| Monday | 500 | 20.15% |
| Tuesday | 653 | 26.31% |
| Wednesday | 457 | 18.41% |
| Thursday | 418 | 16.84% |
| Friday | 454 | 18.29% |



- Apply/Drop Off/Pick Up Information
- Apply/Drop Off/Pick Up for Energy
- Pick Up EBT/Vault Card
- Appointments with Benefits for Intake/Ongoing
- Service Related Appointments
- Make a Payment
- Other (FAPT Team/Job Interview/Other Meeting)
- Daily Incoming Phone Calls(not included in total visitors)

| Hour of Day | Count | Percent |
|-------------|-------|---------|
| 7AM | 0 | 0.00% |
| 8AM | 322 | 12.97% |
| 9AM | 273 | 11.00% |
| 10AM | 283 | 11.40% |
| 11AM | 266 | 10.72% |
| Noon | 257 | 10.35% |
| 1PM | 236 | 9.51% |
| 2PM | 283 | 11.40% |
| 3PM | 273 | 11.00% |
| 4PM | 288 | 11.60% |
| 5PM | 1 | 0.04% |

DSS Check In

Henry Martinsville Dept. of Social Services

Wait Times Report 2025/04/01 to 2025/04/30

TOTAL VISITORS 2482

| Wait Time | Count | Percent |
|-----------|-------|---------|
| Under 5 | 1523 | 61.59% |
| 5 to 10 | 406 | 16.42% |
| 10 to 15 | 214 | 8.65% |
| 15 to 20 | 126 | 5.10% |
| 20+ | 204 | 8.25% |

AVERAGE WAIT TIME 6.35

GENERAL INFORMATION

BOARD COMMENTS

PUBLIC COMMENTS

**CLOSED
SESSION**

CLOSED SESSION

A. Personnel Matter

ADJOURNMENT