



County of Frederick

Paula A. Nofsinger
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TO: Board of Supervisors
FROM: Paula Nofsinger, Director of Human Resources
DATE: March 13, 2014
SUBJECT: Human Resources Committee Report

The HR Committee met in the First Floor Conference Room at 107 North Kent Street on Friday, March 7, 2014, at 8:00am. Committee members present were: Supervisor Robert Hess, Supervisor Robert Wells, Citizen Member Dorrie Greene, and Citizen Member Beth Lewin. Supervisor Chris Collins was absent. Also present were: Assistant County Administrator Kris Tierney, County Attorney Rod Williams, NRADC Superintendent Jim Whitley, Director of Social Services Tamara Green, Assistant Director of DSS Linda Gibson, and DSS Representative Delsie Butts. There were also three members of the Department of Social Services Board present.

***** Items Requiring Action *****

1. Approval of the Employee of the Month Award.

The Committee recommends approval of Correctional Officer Andrew Baker as the Employee of the Month for March 2014.

***** Items Not Requiring Action *****

1. Presentation by the Director of Social Services, Tamara Green.

At the request of the Committee, Ms. Green presented an overview of the objectives and responsibilities of the Department of Social Services. The presentation also provided the Committee an understanding of her department's role, authority, and programs offered to the citizens, and topics of importance within her department. Presentation Attached.

2. Presentation from the HR Director on the migration of the County's 457(b) plan.
Presentation attached.

There being no further business, the meeting was adjourned.

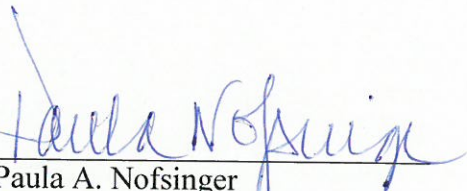
The next HR Committee meeting is scheduled for Friday, April 4, 2014.

Respectfully Submitted,

Human Resources Committee

Robert Hess, Chairman
Robert Wells
Chris Collins
Dorrie Greene
Beth Lewin

By:


Paula A. Nofsinger
Director of Human Resources

Employee of the Month Resolution

Awarded to:

Andrew L. Baker

WHEREAS, the Frederick County Board of Supervisors recognizes that the County's employees are a most important resource; and,

WHEREAS, on September 9, 1992, the Board of Supervisors approved a resolution which established the Employee of the Month award and candidates for the award may be nominated by any County employee; and,

WHEREAS, the Board of Supervisors selects one employee from those nominated, based on the merits of outstanding performance and productivity, positive job attitude and other noteworthy contributions to their department and to the County; and,

WHEREAS, Andrew L. Baker who serves the Northwestern Regional Adult Detention Center was nominated for Employee of the Month; and,

WHEREAS, Andrew L. Baker, a seasoned, veteran officer who has a great work ethic, dedication to his job and can work any post assignment in each of the Jail facilities is being awarded Employee of the Month for March. Officer Baker never complains about any duty that he is assigned, he always displays great initiative to complete all tasks in a timely manner, and Officer Baker has a positive relationship with his co-workers; and,

NOW, THEREFORE BE IT RESOLVED, by the Frederick County Board of Supervisors this 26th day of March, 2014, that Andrew L. Baker is hereby recognized as the Frederick County Employee of the Month for March 2014; and,

BE IT FURTHER RESOLVED that the Board of Supervisors extends gratitude to Andrew L. Baker for his outstanding performance and dedicated service and wishes his continued success in future endeavors; and,

BE IT FURTHER RESOLVED, that Andrew L. Baker is hereby entitled to all of the rights and privileges associated with his award.



County of Frederick, VA
Board of Supervisors

A handwritten signature in cursive script, appearing to read "Richard C. Shickle".

Richard C. Shickle, Chairman

Dedication

County of Frederick

Employee of the Month

March 2014

Andrew L. Baker

Hardworking

Excellence

Professional

Richard C. Shickle

Richard C. Shickle, BOS Chairman

MEMORANDUM

TO: Paula Nofsinger, HR Director

FROM: James F. Whitley, Superintendent - NRADC

DATE: January 29, 2014

SUBJ: Employee of the Month Nominations

I am submitting the following nomination of NRADC personnel to be considered for Frederick County Employee of the Month.

Andrew Baker, CO III – Mr. Baker is a seasoned, veteran officer who has great work ethic, dedication and can work any post assignment in all NRADC facilities. On several occasions, during recent tours of duties, he has had to be moved from one post to another to fill-in due to staff shortages. He has proved to be instrumental in pitching-in and helping out in Booking (not his regular assignment) during periods of being very busy in that area. Officer Baker never complains about any task that he is assigned; he always displays great initiative to complete all tasks in a timely manner. Officer Baker enjoys a positive relationship with his co-workers and one can always count on seeing a smile on his face.

Your Local Department of Social Services - An Introduction

March 7, 2014

Frederick County Human Resources Committee



Introduction

- ▶ The Virginia Department of Social Services (VDSS) is designated as the single state agency for administering federal welfare programs and is held accountable for such programs.
- ▶ Virginia is one of the few states that allow localities like Frederick County to administer federally assisted programs under the state's supervision.
- ▶ There are 119 local departments, 5 regional offices and the VDSS Home office is in Richmond.



Introduction cont.

- ▶ Frederick County DSS has 57 full time employees and 3 part time employees.
- ▶ There is an Administrative Board in Frederick County, appointed by the Board of Supervisors (BOS) representing 6 Districts, 1 member at large and a representative from the BOS, which meets monthly at our offices.



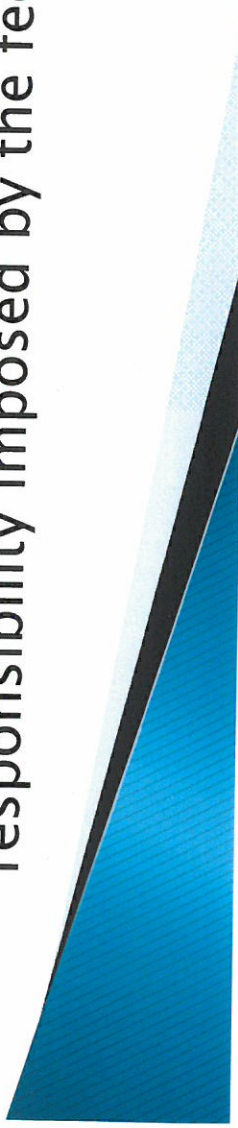
Role of the Local Board

- ▶ COV 63.2-300 “There shall be a local board in each county and city.....”
- ▶ COV 63.2-313 “The local boards shall....administer the applicable provisions of this title...”
- ▶ COV 63.2-316 “The local board shall submit annually to the Boards of Supervisors...a budget containing an estimate and supporting data setting forth the amount of money needed to carry out provisions of this title.”



Federal and State Authority

- ▶ Federal government authorized Virginia to provide an array of mandated and non-mandated social service programs.
- ▶ COV 63.2-400 “The governing body...each year shall appropriate sums of money sufficient to provide social services, including costs of administration.”
- ▶ COV Title 63.2 spells out the general provisions, scope of services and structure:
 - State Supervised, locally administered – policies are developed at the state level, implementation occurs at the local level. Monitoring of compliance is a state responsibility imposed by the federal government.



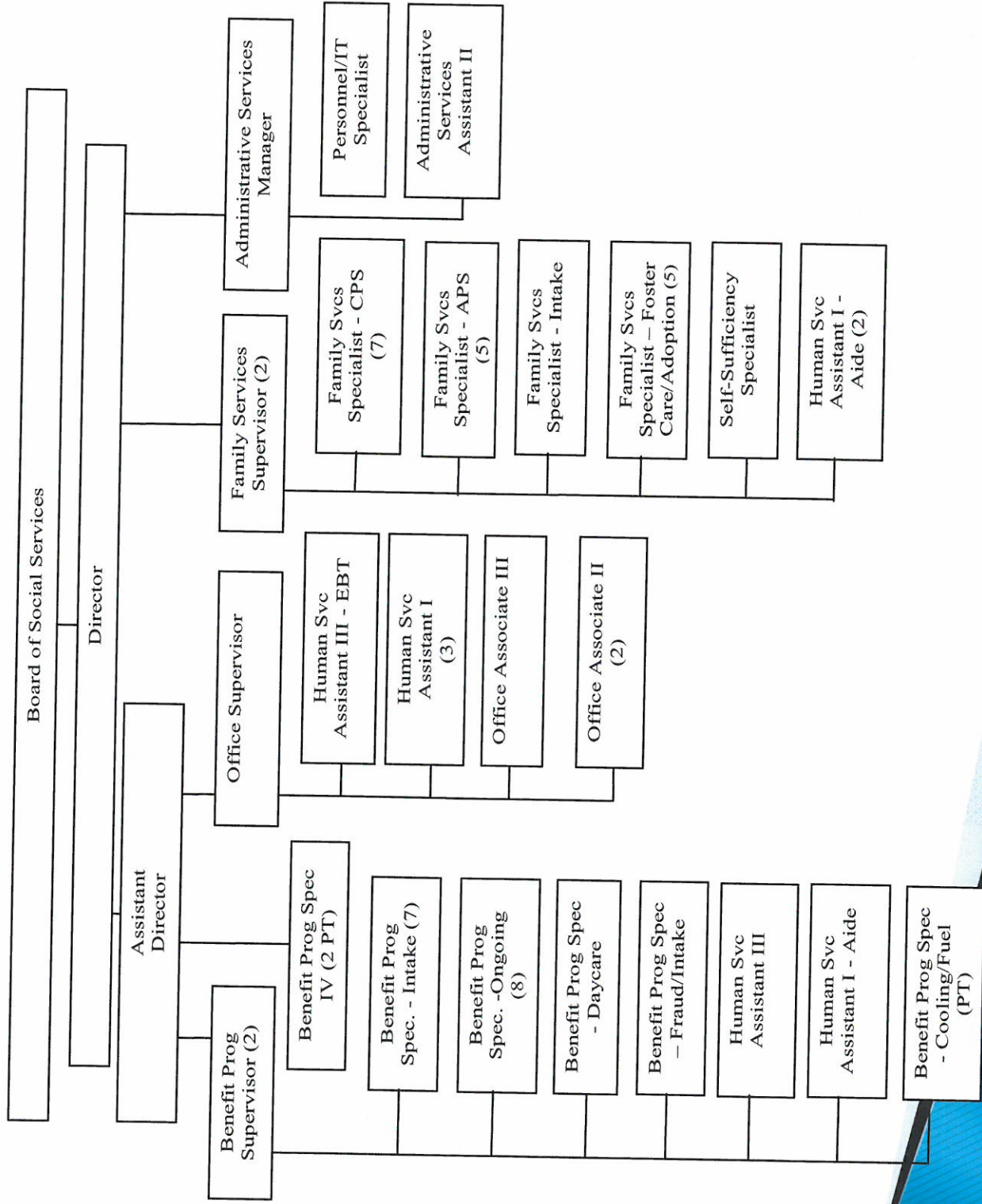
What Does That Mean?

- ▶ Social Services employees are employees of the locality who administer Federal programs that are supervised by the State.
- ▶ At times this presents challenges for our agency because we are often perceived as state employees when in fact we are employees of the county.



Social Services Department

Organizational Chart



Programs Administered

- ▶ The Frederick County Department of Social Services administers a wide variety of two types of programs – Financial Assistance Programs and Social Service Programs.
- ▶ The programs administered for the most part are complex and require attention to detail and a great deal of training.
- ▶ These programs are financed through Federal, State and local funds.
- ▶ Most of the programs are mandated through Federal and State law.



Financial Assistance Programs

- ▶ Supplemental Nutrition Assistance Program (SNAP)
- ▶ Medical Assistance (Medicaid)
- ▶ Temporary Assistance for Needy Families (TANF)
- ▶ Child Care Assistance
- ▶ Energy Assistance (EA)
- ▶ Auxiliary Grants (AG)



What is the Financial Impact?

Program	2013 – Total	Federal Funds	States Funds	Local Funds
SNAP	\$11,127,212	\$11,127,212 (100%)	\$0	\$0
Medicaid	\$45,949,716	\$23,358,500 (51%)*	\$22,591,216 (49%)*	\$0
TANF	\$454,358	\$217,691 (48%)	\$236,667 (52%)	\$0
Child Care	\$527,159	\$379,436 (72%)	\$147,724 (28%)	\$0
Energy	\$334,756	\$334,756 (100%)	\$0	\$0
Aux Grant	\$143,637	\$0	\$114,910 (80%)	\$28,727 (20%)
Total	\$58,536,838	\$34,417,594	\$23,090,517	\$28,727

* Medicaid number includes Medicaid and FAMIS programs. Federal and State split is 50%/50% on Medicaid. Split is 65%/35% on FAMIS.



Service Programs

- ▶ Child Protective Services (CPS)
- ▶ Foster Care Services for Children
- ▶ Adoption Services
- ▶ Adult Protective Services (APS)
- ▶ Adult Services
- ▶ Virginia Initiative for Employment (VIEW)
- ▶ Family Services



Challenges FCDSS Faces

Eligibility

Programs (SNAP, Medicaid, TANF)	2003	2013	% Increase
Ongoing - Monthly Ave Cases	327 per worker (8.5 workers)	937 per worker (8.5 workers)	186%
Intake - Ave New Applications per month	257 per month (6 workers)	453 per month (7 workers)	76%



Challenges - Eligibility

- ▶ New applications continue to rise with start of Affordable Care Act in October 2013.
- ▶ New rules/policy in place for families and children cases, adult medicaid cases must follow old rules for now.
- ▶ New software and new, untrained workers causing delay and timeliness in working cases under mandated deadlines.
- ▶ Should Virginia elect to expand Medicaid, an estimated additional 400,000 applications will be added to the already stressed workload.



Challenges – Eligibility

- ▶ As of March, 2014 all FAMIS cases that were maintained in the Richmond office are being sent back to localities to manage.
- ▶ Frederick County will be receiving an additional 750–800 cases in 2014. All new FAMIS applications will remain with locality in ongoing unit.
- ▶ The public is confused. They don't know where to apply or who to apply with. DSS believes we are receiving applications meant to go to the Federal Hub. People are applying with paper apps and using CommonHelp creating a gridlock with duplicate applications.



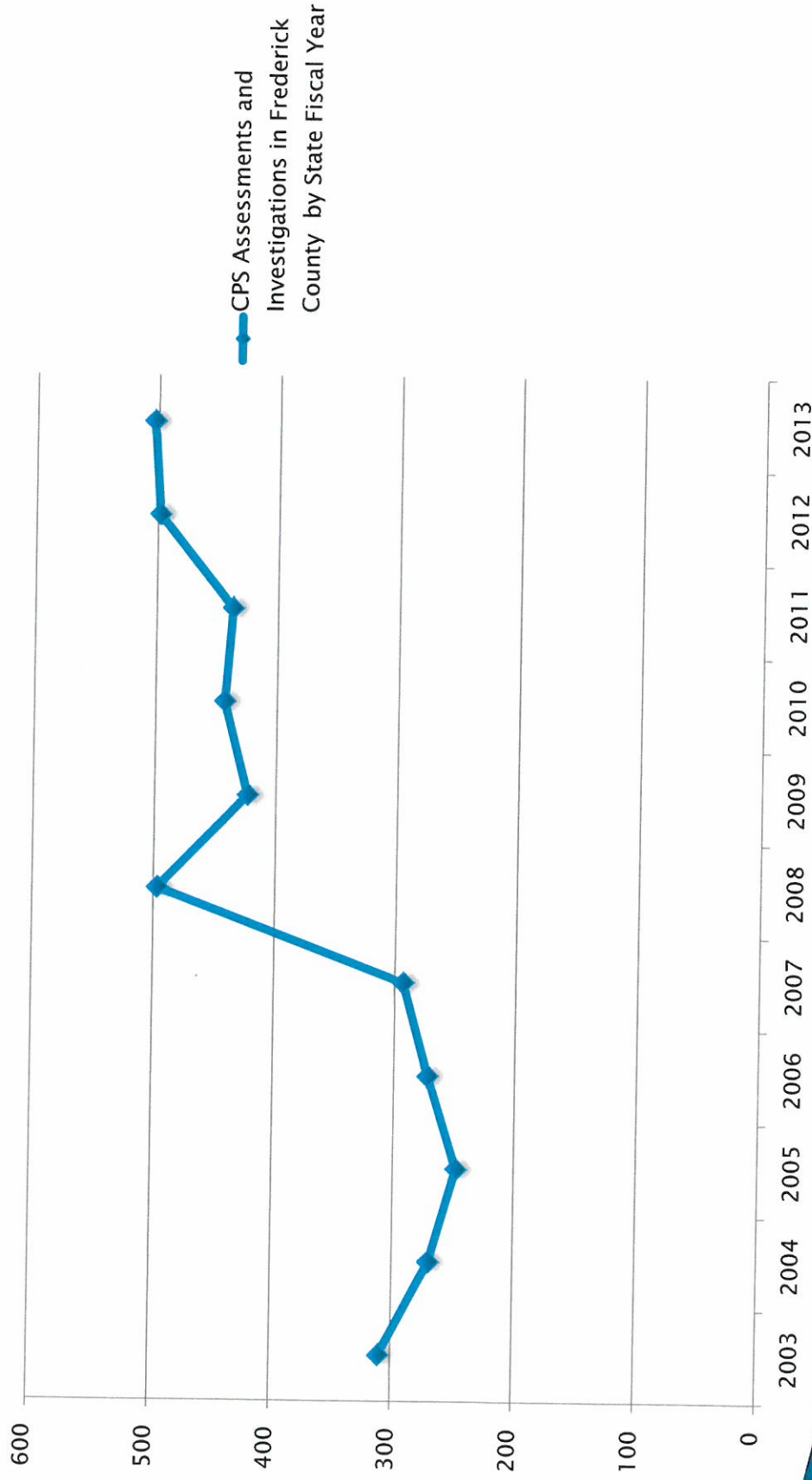
Challenges – Services

- ▶ Insufficient funding in Family Preservation and Support to adequately address substance use concerns in CPS reports and assist with other immediate needs.
- ▶ Inadequate number of Medicaid providers to service substance abuse and mental health needs of our clients.
- ▶ Increasing number of CPS, APS and AS reports and no increases in size of workforce.
- ▶ Increasing documentation and notification requirements in Child Protective Services and Adult Protective Services and no staff increases to address:
 - Structured Decision Making
 - Non-custodial Parent Interviews
 - Family Partnership Meeting Requirements
 - Adult Protective Services Alleged Perpetrator Notifications
 - Adult Protective Services Appeals Process



Challenges - Services

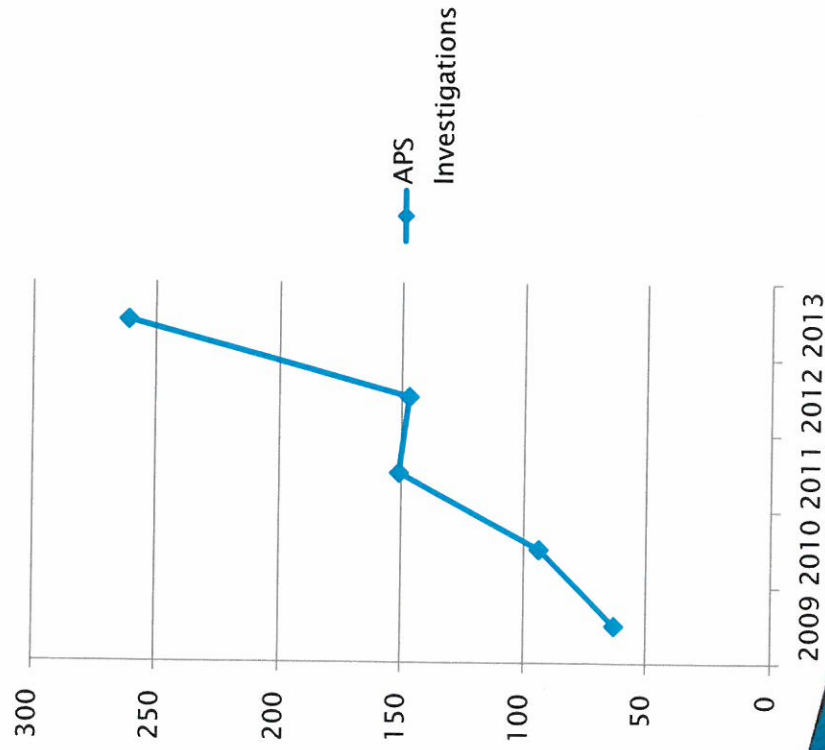
Increasing CPS Caseloads



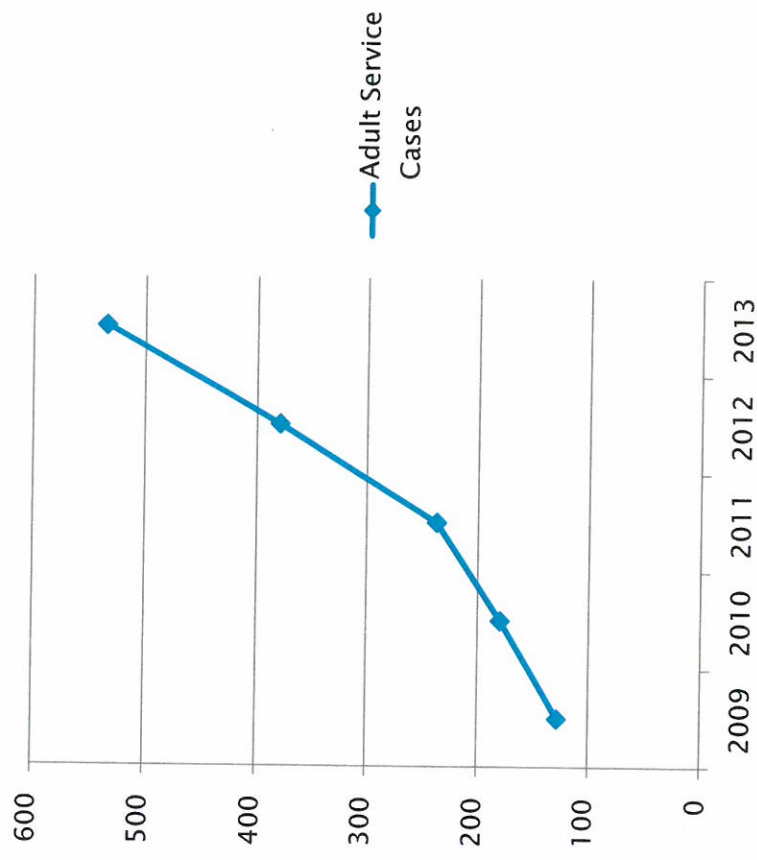
Challenges - Services

Increasing APS/Adult Services Caseloads

APS Investigations

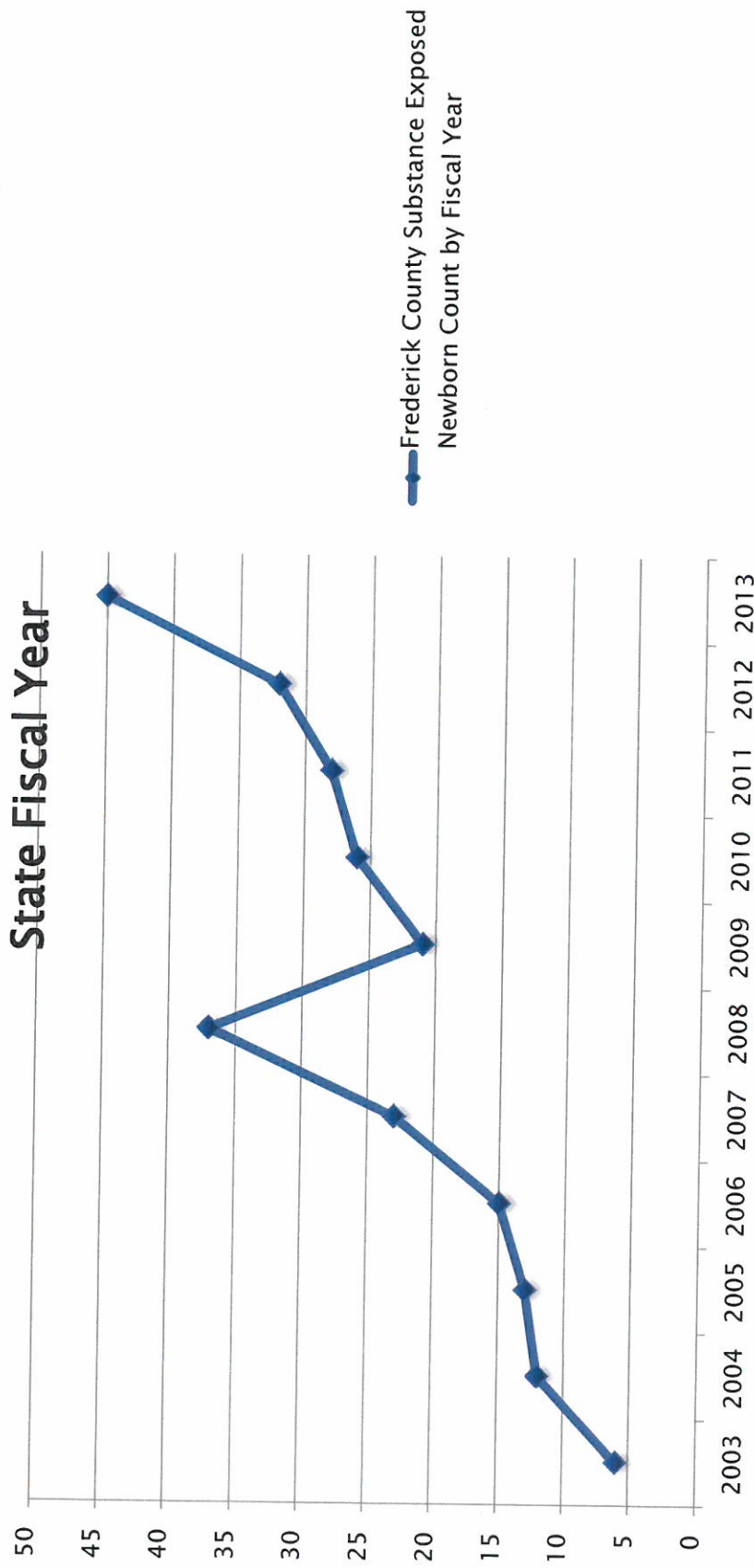


Adult Service Cases



Challenges - Services

Frederick County Substance Exposed Newborn Count by State Fiscal Year



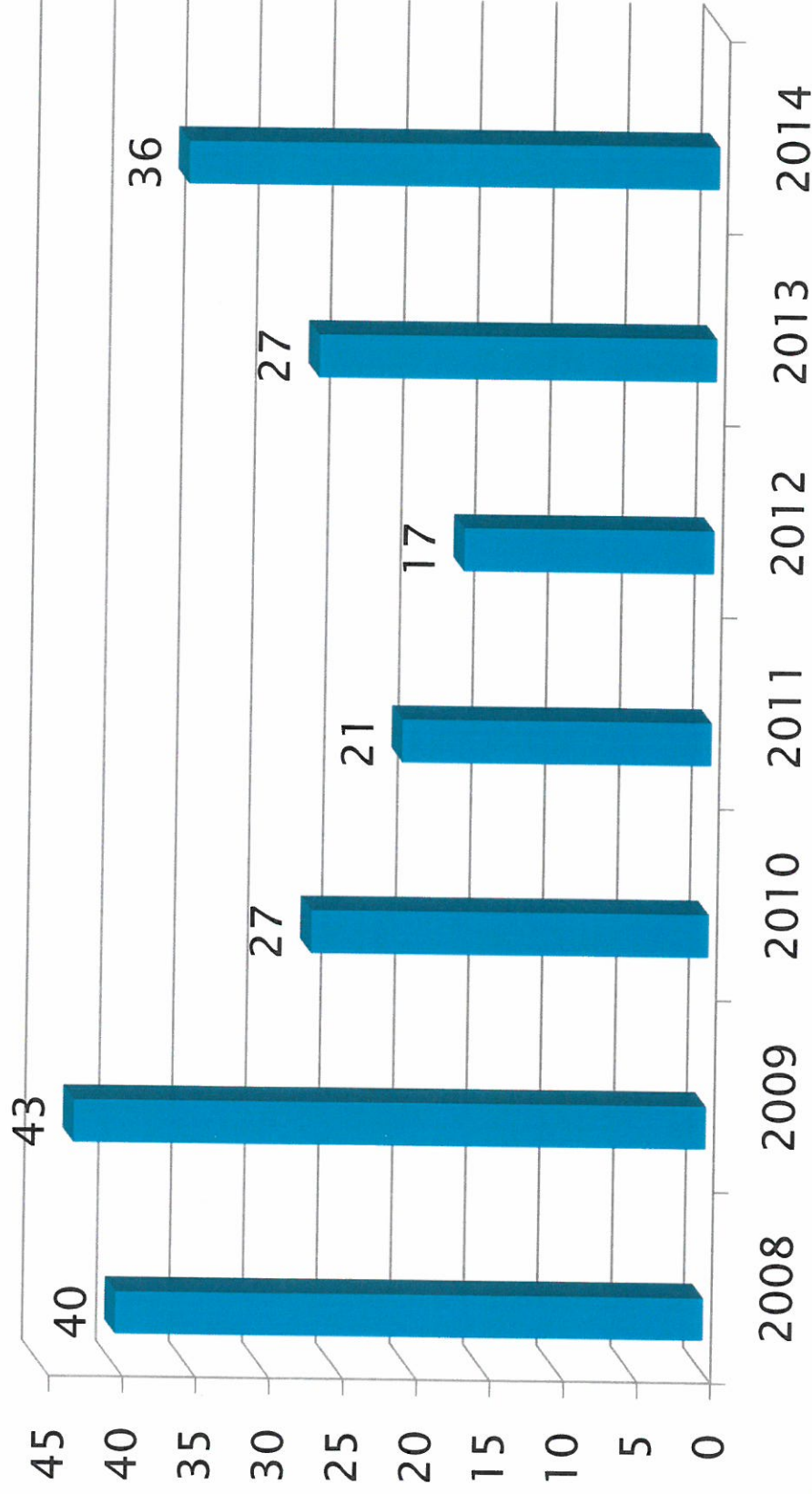
Challenges – Services

- ▶ Increases in the number of substance exposed infant reports has significantly contributed to the overall increase in the number of children in foster care and the number of on-going child protective services cases in the past year.
- ▶ Substance exposed infants are at an increased risk for Sudden Unexpected Infant Death Syndrome and other physical and behavioral health concerns.
- ▶ The most common illegal drugs that infants in Frederick County are exposed to in utero are heroin, cocaine, and marijuana.
- ▶ Insufficient substance abuse treatment services in Frederick County for pregnant women and new mothers who are receiving Medicaid is a challenge to providing adequate treatment for these women.



Challenges - Services

Number of Children in Foster Care



Challenges – Services

- ▶ 2014– 22 of the 36 children in care were removed for substance related issues including exposure and use
- ▶ Lack of affordable housing
- ▶ Lack of access to transportation for clients therefore one full time and ½ of a full time positions transport children and families to appointments
- ▶ Increase in teens placed in care
- ▶ With the increased number of children in care and the decrease in personnel (2 case managers) providing quality case management has become more difficult



Challenges – Agency

- ▶ Increase in caseloads in all departments is going to require us to increase staff in order to keep up with the demand and meet mandates
- ▶ Increase in staff will lead to space issues
- ▶ Need to continue to improve communication and education so that the community can better understand who we are, what we do and where we fit.
- ▶ Record retention requirements and increased caseloads equals an increase in files and storage of these files continues to be a challenge





457(b) Migration

HR Committee

March 7, 2014



Agenda

- Overview of Retirement Plans
 - Current Voluntary Retirement Plans
 - Professional Observations
 - Migration Plan
 - Timeframe
-

Overview of Retirement

- Virginia Retirement System- offers three plans, depending on hire date, which is either a defined benefit or a hybrid plan
 - Hybrid plan is comprised of both defined benefit and defined contribution
 - Defined contribution piece is managed by ICMA-RC
- Frederick County also offers two other voluntary 457(b) retirement plans with ICMA-RC and ING

Current 457(b) Plans

ICMA-RC
•32 Participants
•\$1.9 million
•Mutual Fund Platform

ING (Reliastar)
•64 Participants
•\$1.8 million
•Annuity Platform

- Only 96 of 630 employees are participating (15%)
- VRS alone will not be enough
- With the VRS changes and current structures, we saw an opportunity to possibly provide to our employees better options for retirement plans
- Requested Bolton Partners, to review plans and provide observations

Summary of Observations

- Poor participation
- No on-site support, education or communication for employees
- Poor diversification of assets
- High program fees
- Poor performing options
- Lack of fee transparency
- Presence of annuity based program
- Lack of a disciplined process to fulfill fiduciary responsibility



Plan of Migration

- Continue to work with Bolton Partners, specifically their Investment Consulting Group in order to:
 - Raise awareness about retirement to employees
 - Offer more competitive investment options for employees
 - Provide on-site, educational and planning services to employees
 - Provide direct communication and support to employees
 - Reduce participant fees
- Migrate to a single vendor that both Frederick County and VRS currently uses, ICMA-RC
- Fulfill fiduciary responsibility with a disciplined process



Timeframe

- Bolton is currently negotiating with ICMA-RC on our behalf
- Will use the open enrollment process and meetings, beginning in April, to communicate to our employees the transition
- ICMA-RC will have on-site support at our open enrollment meetings
- New options for employees will be effective

July 1, 2014

Conclusion

- Questions & Discussion