

Advisory Social Services Board (ASSB)
Wednesday, July 21, 2021, 7:00pm-8:30pm
Zoom Virtual Platform due to COVID-19 Pandemic Emergency

MEETING NOTES

Attendees:

Members Present:

- **David Jonas (Chair)** attending virtually from the Mason district.
- **Nancy Hall** attending virtually from the Mason district.
- **Alice Foltz** attending virtually from the Sully district.
- **Karen Darley** attending virtually from the Braddock district.
- **Stephanie Sedgwick** attending virtually from the Dranesville district.
- **Andre Lee** attending virtually from the City of Fairfax.
- **Amrita Banerjees** attending virtually from the Springfield district.
- **Saud Hasan Shah** attending virtually from the Lee district. (Joined late)

Members not Present:

- **Sarah Newman** from the Hunter Mill district.

Staff:

- Michael Becketts, DFS Director
- Melanie Fenwick, DFS Senior Policy Manager
- Marijke Hannam, DFS Deputy Director
- Kristina Jordan, DFS Documentarian
- Lisa Tatum, PAES Division Director
- Matthew Vaughn, PAES Program Manager
- Patty Araujo, PAES Program Manager

- **This meeting was held via Zoom Virtual Platform due to the COVID-19 Pandemic.**
- **The public was able to access this meeting by dialing 888-270-9936 and then entering the conference code 371526.**

Meeting Opening:

- David Jonas called the meeting to order at 7:03pm
- David Jonas read the electronic meeting script as authorized by FOIA and performed roll call establishing that each member can hear each other.

Approval of Minutes:

- Minutes from 6/16/2021 were approved by ASSB Chair and Board.

Chair's Announcements:

- David Jonas and Michael Becketts presented
- Human Service Issue Paper:
 - Four issues were discussed in paper:
 - Foster Care
 - Tenant Legal Assistance
 - Caregiving
 - General Notes
 - What's next:
 - The paper will go back and forth between DFS and the Legislative Affairs Office for the next few months for review.
 - Michael and Alycia will work on a cover memo.
- Welcome to new member Saud Hasan Shah from Lee district.

Approval of Remote Participation Policy:

- Melanie Fenwick presented.
- The board needed to adopt a remote participation policy and it needs to be on record.
- Members can attend virtually due to a temporary or permanent medical condition or to care for a sick family member.
- Some board members have some concerns about the policy as they do not feel that it is safe to meet in person. (This policy is only in effect IF ASSB is meeting in person)

Program Updates-Public Assistance and Employment Services (PAES):

- Lisa Tatum, Matthew Vaughn, and Patty Araujo presented.
- DFS Self-Sufficiency Division has adopted a new name: Public Assistance and Employment Services (PAES)
- Mission: The Public Assistance and Employment Services Division provides economic support to help individuals and families become self-sufficient and secure a more stable family life. Our goal is to provide an excellent customer experience through responsible and agile processes/systems, in a development centered culture that actively supports and fosters employee engagement contributing to a healthy and stable community with a strong safety net and customer support.
- Four Cornerstone Outcomes:
 - External Stakeholder: a healthy and stable community with a strong safety net and customer support
 - Customer: an excellent customer experience
 - Process: responsible and agile processes and systems
 - Employee Learning and Growth: a development centered culture that actively supports and fosters employee engagement
- Reimagining the Division
 - The COVID-19 pandemic drove innovation and accelerated virtual service delivery in our division
 - Focused on maintaining and improving upon the efficiencies with a focus on maximizing virtual services
 - Each of our Four Cornerstones has a role to play and actions to take from their perspective to advance the division toward a new way of being.

- Quality Triad: comprised of three quality focused teams:
 - Quality Assurance: we know what is expected and how to do the work
 - Quality Control: we are ensuring we are performing our work correctly
 - Quality Improvement: we are always looking for ways to do our work better

Director's Announcements:

- Melanie Fenwick and Marijke Hannam presented.
- ASSB Member Orientation:
 - Set for August 25, 2021, at 6:30 p.m.
- Agency Post-Pandemic Operations/Hybrid Service Delivery:
 - Beginning September 7, 2021, staff will be allowed to telework 60% of work week
 - Have been working with staff to create their new telework schedules and looking at space within the county buildings

Chair's Announcements Continued:

- David Jonas presented
- Nominations for ASSB Secretary:
 - Nancy Hall was nominated
 - Nomination was approved by the ASSB
- Foster Care Parent Recruitment Ambassadors:
 - Discussion postponed until September 2021 ASSB meeting

Adjourned:

- Meeting adjourned at 8:36 p.m.

Next ASSB meeting:

- Wednesday, August 25, 2021, at 6:30 p.m.: Member Orientation
- Wednesday, September 15, 2021, from 7:00pm-8:30pm