

**Advisory Social Services Board (ASSB)**  
Wednesday, October 16, 2024, 7:00pm-8:30pm  
Virtual Zoom Meeting

**MEETING MINUTES**

**Attendees:**

Providence District, Laura Martinez, Chair  
Braddock District, Jessica Du Bois  
City of Falls Church, Sue Armstrong  
Hunter Mill District, Marcia McDevitt  
Mason District, Julian De Phillips, Secretary  
Springfield District, Hillary Hogan  
Sully District, Jose M. Garzon  
At-Large, Noah Abraham

**Absent:**

Mount Vernon District, Raymond McGrath, Vice Chair  
City of Fairfax, Andre Lee

**Positions Vacant:**

Dranesville District  
Franconia District

**Staff Present:**

Michael Becketts, DFS Director  
Melanie Fenwick, DFS Staff Support  
Lisa Tatum, Division Director Employment and Public Services  
Marie Gibbon, DFS Deputy Director for Operations  
Melody Vielbig, Program Manager, DSVS  
Teebe Negasi, Assistant Director Adult and Aging Division

**Meeting Opening:**

Chair Laura Martinez called the meeting to order at 7:20pm and performed the roll call. The meeting was held virtually, and all board members could be seen and heard by all participants. The public was provided a link to the virtual meeting

**Approval of Minutes:**

Minutes from the September 17, 2024, meeting approved with no changes.

**Director's Announcements:**

BAC Demographic Survey

**Chair's Announcements:**

**Performance Data and Discussion:**

- Chair Martinez recommends the inclusion of the topic of accreditation as a domestic and sexual violence services agency in the ASSB report.
- Trend of public assistance is upward, Member Garzon asked about trending of this data relative to economic performance.
- Chair Martinez noted the increase in case resolution rate within call centers, which Lisa Tatum describes as a result of a focus on equipping agents with more tools and scripts to resolve cases at the time of first call. Wait times have increased, which may impact the rate of abandoned calls.
- In response to Chair Martinez soliciting some examples of change in need that may not be apparent from the presented data, Lisa Tatum describes the increase in demand from refugees receiving temporary resettlement assistance. Chair Martinez suggests that we reference refugee needs in the ASSB report as a highlighted area of need.
- Member Armstrong asks for clarification on partnerships with local organizations on resettlement assistance. Lisa Tatum describes the employment services side of the agency as the primary support for these relationships.
- Chair Martinez asks about the role of volunteers in serving older adults and adults with disabilities, and possible reliance on volunteers rather than staff. Teebe Negasi describes the move to a vendor delivery model for meal delivery, which has reduced some reliance on volunteers, but there may not be a need for advocacy here while volunteers continue to augment services. There is a need to account for the trending increase in older adult population in the county, which is an opportunity for ASSB advocacy.
- Member Abraham asked about the challenges in finding and retaining talent related to providing services and organizing volunteers. Director Becketts described the competitive environment around targeted talent profiles but described opportunities to automate repetitive tasks to free up more staff hours. Advocacy at the state level may be more effective in addressing human resources and technology challenges.

**District Updates:**

- Member Du Bois highlighted her meeting with Supervisor Walkinshaw, who gave her an overview of organizations in Braddock district and the Supervisor's office's focus on substance abuse.
- Member Armstrong updated the ASSB on winter shelter operations in City of Falls Church. She will also meet with the City of Falls Church Human Services Advisory Council.
- Member McDevitt mentioned she would be attending the KinFirst conference on 0/17, and will provide an update at the next meeting.

**Adjourned:**

Chair Martinez adjourned the meeting at 8:25pm.

**Next ASSB Meeting:**

Wednesday, November 20, 2024, 7:00pm-8:30pm