



King William County
Department of Social Services
King William, Virginia 23086

172 Courthouse Lane
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King William VA 23086

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Rick Waugh, Director

King William Social Services Advisory Board Meeting

Date: Thursday, July 16, 2026 @ 5:30 PM

Location: Conference Room @ King William Social Services
L.T. McAllister Building, 172 Courthouse Lane, King William, VA 23086

- I. Call to Order
- II. Welcome
- III. Public Comments
- IV. Approval of Minutes
 - a. Approval of May 2026 minutes
- V. Division Reports
 - a. Wanda Ambrose – Finance/Budget Report
 - i. Expenses report
 - ii. BOS approval to transfer of staffing expenses to operational expenses within BL855
 - iii. List of end of year Purchases made
 - iv. FY 27 State budget
 - 1. 2% bonus
 - 2. 3.5% raise (discuss how the State raise from 2% to 3.5% affects local 5% raise all county full time staff gets)
 - 3. \$55,000
 - 4. The 3 requested positions approved
 - v. Comp Plan for FY 27 signed by County Administrator. Addendum now required after State budget approval.



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- b. Kristy Craddock – Benefits Programs Report
 - i. Application/renewal/caseload numbers
 - ii. Benefit notes of interest
 - iii. Cooling program
- c. Ebony Cox – Family Services Report
 - i. CPS/APS/In-Home/Foster Care/Guardianships/UAI numbers
 - ii. Services notes of interest
 - iii. Awareness months
- VI. Director Report
 - a. Staffing report
 - b. Building updates
- VII. Advisory Board Updates
 - a. By-Laws
 - b. Other
- VIII. Next Meeting scheduled September 17, 2026 @ 5:30 PM
- IX. Closing Comments
- X. Adjournment



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ADVISORY BOARD MINUTES

May 21st, 2026

The King William County Department of Social Services (KWDSS) Advisory Board held a meeting on March 19, 2026, at the King William County Department of Social Services (conference room). The following board members were present:

Dr. Tara Temple – Chair, 5th District/ Mangohick

Candice Zimmerman – Vice Chair, 5th District/ Mangohick

Veda Frazier- 2nd District/ Sweet Hall & Courthouse

Brian Sutherland- 3rd District/ Aylett

Brittnay Upchurch - 5th District/ Mangohick

KWDSS staff who were in attendance:

Rick Waugh- Director

Wanda Ambrose- Administration Supervisor

Ebony Cox- Family Services Supervisor

The following were not in attendance today:

Derek Stamey – County Administrator

Vicki Voegel – KWDSS Administrative Program Assistant

Kristy Craddock- Benefit Program Supervisor

A quorum for the meeting was established. In Ms. Voegel's stead, Mr. Waugh took minutes for today's meeting.



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Board Information and Discussion

Call to Order & Welcome- Chair, Dr. Tara Temple welcomed the Advisory Board members to the meeting. The meeting was called to order on May 21st, 2026 at 5:39pm.

Introduction-

Rick Waugh introduced and welcomed the new Advisory Board member **Brittnay Upchurch** from 5th District taking over the vacant position term set to expire 9/30/27. She was appointed 4/13/26.

Public Comments- No public comment.

Review of prior minutes:

Motion set by Candice Zimmerman – Vice Chair, 5th District/ Mangohick and second by Veda Frazier- 2nd District/ Sweet Hall & Courthouse to approve the minutes for March 2026 meeting. Minutes approved.

Statistical and Budget Report: Finance/ Budget- Given by Wanda Ambrose

- a. Budget reports for March 2026 and April 2026 were presented to the board for their review.
- b. Local appropriation budget totaled \$369,085 with \$179,996 expended, leaving \$189,089.
- c. Discussion of reallocating approximately \$93,000 from fringe/salary-related budget lines to operational lines to allow purchases this fiscal year. Planned expenditures include a vehicle, office furniture, and front-office remodeling (with estimated \$20,000 initially allocated; savings expected after assessment will be redirected to carpeting and other needs). Plan to present the reallocation request to the Board of Supervisors for approval.
- d. The following was approved by the Board of Supervisors in the last meeting.
 - Health insurance premium increases (reported as 7–8%) will be covered by the County – no additional deduction to the employees.
 - 2% one-time lump sum bonus to be implemented in first pay in June.



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- County-approved 5% raise begins July 1.
 - i. The State budget has yet to be approved, but as currently written, the first 2% of the salary is eligible for state reimbursement, additional 3% is local-only for the first year. It is unclear when the State will amend the proposed budget or approve as written.
 - ii. Associated employer costs (FICA, VRS, insurance premiums) must be tracked separately.
 - iii. The following positions are approved to be added by the County:
 - One (1) **Family Services Specialist**
 - One (1) **Benefits Programs Specialist**
 - One (1) **Human Services Assistant** (HSA)
- Comp Plan as written by Director Waugh awaiting County Administrator Derek Stamey's signature (extension obtained with State; due to be signed and submitted). This plan keeps the incentives to allow KWDSS to be competitive in hiring incentives such as: Probationary increases, promotional increases, critical-skill differentials, retention and sick-leave cash-out provisions, training-based increases, bilingual and education incentives. County administrator signature on the compensation plan is pending (extension obtained; due to be signed and submitted).
- e. State budget proposal – awaiting approval or amendments by Governor
 - a. Unclear when or how much of the 5% County raise will be reimbursed by the State.
 - b. Minimum starting salary for Family Services Specialists to raise to \$55,000 annually beginning July 1st. This increase will create compression issues across staff pay scales.
 - c. Awaiting if the State will be taking over CPS Intake validations.
- f. Also updated status building, equipment and facility:
 - **Carpeting** – Assessment and measurements for all office took place. Currently looking at quotes and hopes to begin work over the summer.
 - **Bathroom** tiles, new toilet and renovations complete.
 - **Vehicle** – using saved money from last year's vacancies to pay for new/used car
 - **Inserting a second window at Front Office/lobby** – to increase privacy and prevent long lines.
 - **Humidifier** – due to the humidity levels inside the building, this jams the printers and other equipment, and increases risk of mold.



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- Upgraded **Cam/Video equipment** (plug-and-play), and **two large screen TVs (75")** for workshops and presentations (funded via view funds) in Conference Room. Will re-purpose 55" TV that are currently there for signage purposes and the new staff training room.
 - Request for a **climate-controlled pod** to expand pantry storage (for perishable items).
 - Plans for **painting** and other cosmetic improvements discussed.
 - **Volunteer assistance** and student involvement arranged for **pantry maintenance**.
 - Working with Chief Brown of County Fire to assist KWDSS with **fire drills** and other safety drills.
- g. EBT card update: transition to **chip-enabled EBT cards** statewide (improves security against skimming which is still an issue); replacement card fee increase emphasized (need to ensure correct addresses to reduce replacement cost to clients). Changes to occur in the coming months.

Benefit Programs- Given by Rick Waugh (in stead of Kristy Craddock)

- a. Benefits statistics were provided for the month of March and April of 2026 with no major movements across programs. Work Requirements due to **HR1** changes taking place continue to be a major challenge not only for the new requirements with SNAP, but the upcoming requirements for Medicaid due in 2027.
- b. Michelle Hunt is trained in **TANF and VIEW** and is assisting customers in helping them get back to work and be self-sufficient. The VIEW program received their first participant client in over a year; more is expected. KWDSS will use the in-house VIEW program to also include those clients being discontinued from SNAP and Medicaid due to those clients not meeting the revised work requirements. This will allow clients an opportunity to participate in workforce workshops that KWDSS coordinates to allow those clients to remain on such benefits.
- c. Energy processing:
 - **Cooling Assistance** still be starting on June 15th, 2026, and will end on August 15, 2026. **Laura Keith** (part-time worker contract) has taken over for Mone't Murray contract as KWDSS Energy worker to process those applications as well as PIPP.
 - **EnergyShare** contract with Dominion Energy where KWDSS Kristy Craddock and Felicia McKay will continue to process. Five (5) applications approved in March and eleven (11) in April (**16 total**), relieving community partners.



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- **Our major community partner King William Emergency Ministries (KWEM)**, their applications will continue to be sent to KWEM for processing, but in the past month has shown a slight decrease.
- d. **Fraud** part-time worker contract **Beverly Vincent** continues and an agreement with the Commonwealth Attorney is in place for prosecution of fraud cases.
- e. **Jonella McRae** performed State AI-flagged **case readings** on SNAP cases; out of 30 reviewed, five overpayments and two underpayments were identified; results used for training and corrective action for staff.
- f. **Jody Wells** part-time worker contract will continue as the benefits side of **IV-E processing**.

Family Services- Given by Ebony Cox

- a. Numbers provided showing the following:
 - Foster care and adoption updates: **two (2) children pending adoption** (adoption agreements signed in April; finalizations expected to occur later), and successful transitions to adoption subsidies.
 - Two (2) DSS-approved foster homes in King William, with more foster home approvals in process. This is the first time adoptions have been finalized in KWDSS in several years.
 - **APS referrals** increased; ongoing APS caseload reported (38 ongoing cases in April). Guardianship cases rising due to prior filing/process issues; staff are locating and documenting required reports.
 - Seven (7) **CPS referrals** in March, ten (10) in April. However, 41 pending investigations still. The office has implemented in-home case work to provide preventative services; no founded investigations reported in the period. Family assessments and support cases were reviewed; one family support case open.
- b. Recounted an intensive crisis response for a foster youth requiring hospital admission in the past week. Staff coordination across shifts ensured continuous coverage; the team facilitated transportation and admission logistics. Department-wide coordination, including benefit and administration staff, ensured continuity of services during the emergency. Special thanks to the Director for getting transport arranged during his shift with the child who bonded well with him.

Working to assist this youth to find placement after hospital stay. Staff may be assisting with visits and transport for this youth.



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Director's Report- Given by Rick Waugh, Director

- a. Director Waugh went over the revised organizational chart for KWDSS. Indicated that the following Part-time staff:
- **Energy: Laura Keith** (emergency worker contract) has taken over for Mone't Murray contract as KWDSS Energy worker to process those applications as well as PIPP.
 - **Part-time Fraud Investigator: Beverly Vincent** from Henrico DSS and Chair of the Central Fraud Committee will be performing Front End, full investigations, and overpayment calculations when staff discovers. Ms. Vincent will also be performing a workshop to show benefit staff on what to look for to assist them in catching fraud and overpayment when processing cases.
 - **Part-time Compliance: Jonella McRae** has stayed on board as part-time from Chesterfield DSS to assist in the compliance of benefit processing accuracy. Due to the State instructing all local DSS agencies to build a compliance team in their localities to reduce the SNAP error rate, Ms. McRae will be handing case readings of selected cases to identify errors and trends. Ms. Craddock will use this data as a supervision tool to help create refresher trainings and to go over those cases in development meetings with those staff.
 - **Part-time IV-E: Jody Wells** from Chesterfield DSS who is the BPRO Chair of the IV-E Committee will handle all benefit processing as it relates to IV-E. Now that KWDSS is performing more services as a result of the public being more confident that CPS and APS referrals are being responded to appropriately, it is expected that Foster Care will be busier than prior years. Therefore, Ms. Wells will handle the maintenance of IV-E applications and referrals. She has already reviewed the recent Foster Care IV-E application processing which is currently being audited by the State.
 - **Intake: Angela Resnick** to assist with SNAP and Medicaid
- b. **Delegation of Authority** to the director was formalized (County Administrator signed) to allow the director to approve routine items and adoption-related consent previously requiring separate sign-off. This allows for the Director to separately report updates including Advisory Board reports to the County Administrator without the need for him to be present at the Advisory Board meetings.



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- c. Special thanks to DSS leadership of Ebony Cox, as well as Kristy Craddock and Wanda Ambrose for the planning of **office events**: bridal shower and other staff celebrations scheduled; team-building and morale activities encouraged. Will be looking to plan for a Fall retreat for all staff.
- d. The **Interagency Resource Council** next meeting is in June where gaps in community needs will be identified, and goals and strategies will be discussed to help meet those needs within the gaps.
- e. **Pantry initiatives**: acquisition of Food Lion grocery-only gift cards to ensure purchases are used for food; volunteer recruitment and high-school student assistance organized.
- f. **Juneteenth community event** KWDSS booth planned for June 20th; department will staff a booth with spin-the-wheel activities to encourage food donations and distribute educational materials on Energy Share and EBT security. Flyer and outreach materials planned.

Agency Improvements by Rick Waugh, Director:

- a. **New phone system from the State** has been delayed due to issues with Verizon. Once installed, then software on the State laptops call **Softphone** that will allow staff to make calls from their laptops, providing them more mobile work options.
- b. Delay in purchasing of **Panic Buttons** for all staff – hopes to find a solution that addresses both safety and cost.
- c. The agency would like to have a **Computer Kosik for the front lobby** for customers to perform some DSS business as well as SSA, VEC and searching jobs. Will use State budget line 872 VIEW for any costs associated.

By-Law Updates:

- a. **Bylaws updates discussed**; changes made to adapt from prior template and to reflect local practices. Dr. Temple to circulate draft bylaws to board members for review prior to next meeting; goal to finalize at next meeting..

Closing Comments:



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- Request made from one of the Advisory Board members to share a **common acronym and glossary** for reference to DSS terminology.
- Advisor Board members expressed appreciation for staff dedication, rapid crisis response, improved program activity, and enhanced community visibility. Recognition of teamwork and leadership was reiterated.

Schedule for the next meeting dates remains the following for 5:30pm in the KWDSS Conference room:

- July 16, 2026, September 17, 2026, November 12, 2026 and January 21, 2027

Adjourn:

On a motion by Brian Sutherland- 3rd District/ Aylett and second by Vice-Chair Zimmerman, the Board voted to adjourn the meeting at 7:25 pm.

Next meeting will be held on July 16th, 2026 @ 5:30pm at KWDSS where the minutes completed by Rick Waugh will be reviewed and voted.

END--