



DEPARTMENT OF HUMAN SERVICES  
Social Service Advisory Board

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2100 Washington Blvd., Arlington, VA 22204  
TEL 703-469-7546 <https://www.arlingtonva.us/Government/Commissions-and-Advisory-Groups/Social-Services-Advisory-Board>

## Meeting Summary June 25, 2024

**PRESENT:** Monica Lenser, Eden Russom, and Brian Marroquin

**PRESENT (VIRTUALLY):** Bill Benton

**ABSENT:** Brittany Walker and Twila Mack

**STAFF:** Anita Friedman, Brooke Perez Hammond, Regina Chambers, and Maimoona Bah-Duckenfield

**GUESTS:** Jessica Crothers and Karam Zein

**THE MEETING CAN BE ACCESSED VIA:**

**I. Call to Order/Welcome**

Regina called the hybrid meeting to order at 6:08 PM and asked virtual guests to introduce themselves.

**II. Public Comments**

No public comment

**III. Quick Ice Breaker: What's Your Theme Song?**

All present members (in person and virtually) introduced themselves and shared their theme song. No further minutes were documented.

**IV. Board Meeting Norms**

Regina Chambers and other DHS leadership in attendance discussed the DSSAB meeting norms:

As stated in the DSSAB Bylaws, there will be at least four (4) meeting times yearly. However, the board will plan for bi-monthly meetings. The board currently consists of six (6) voting members and a quorum is necessary to vote. The board is required to have a Chair and Vice Chair (will be discussed below). All procedures shall be conducted in accordance with Robert's Rule of Order; Regina Chambers offered to provide more information on RRO if requested. A virtual option will be available for members unable to attend in-person meetings. Meetings will be published on the county website, along with the meeting minutes and agenda. Meetings are open to the public. Members' terms will be staggered for one to four years to provide for the balanced overlapping of the terms of the membership thereon. Board members must ensure that everyone gets a chance to speak be respectful to each other, and other behavioral expectations. Any voting SSAB member who misses three (3) consecutive meetings or

more than half of the scheduled meetings within 12 months or who fails to participate in the work of the DSSAB without good cause acceptable to the majority of the other voting SSAB members may be asked to resign from the SSAB.

**V. Nominations and Election of Chair and Vice Chair**

Regina Chambers and other SSAB members in attendance discussed nominations and elections of the Chair and Vice Chair.

Regina explained that the Chair and Vice Chair are responsible for presiding over meetings, setting agendas for further meetings, etc. The Chair and Vice Chair must be non DHS leadership members/board members. Officers may serve additional terms, not to exceed three (3) consecutive terms in the same office.

**VI. Economic Independence Division Presentation**

Brooke Hammond-Perez, head of the Economic Independence Division (EID), presented Public Assistance Workloads and Staffing Needs presentation to SSAB:

Arlington is a small county geographically but is also one of the wealthiest counties in the US, and the cost of living is high. During COVID, there was an increased need for public assistance (Medicaid, food stamps, food pantries, etc.). As a result, the county does the work twice/three times with the same staff. During COVID, the federal government didn't check the eligibility of Medicaid, and the processing time for Pregnancy Medicaid changed from 10 days to 7 days; Medicaid application processing from Federal Facilitated. Marketplace changed from 45 days to 7 days. Eliminating assets limited to SNAP applications tripled the number of monthly applications. The increased arrival of SIV and refugees in Arlington increased Refugee Cash Assistance and TANF applications. Implementing self-attestation that someone is "looking for work" qualified them for childcare subsidy, increasing applications. These changes led to an increased demand for public assistance and services; many of these changes are the new norm and will stay implemented.

Arlington County met its 90% accuracy rate requirement but did not meet its 97% timeliness threshold regarding SNAP for the first time in decades. While there has been an increase in the demand for social services (122% increase in SNAP applications, 228% increase in TANF applications, 105% increase in childcare recipients, and more), staffing has been relatively stagnant and only increased by 3%. Exit surveys for employment present an increase in loss of jobs due to an increase in workload, Brooke Perez Hammond explains the need for increased staffing.

**The meeting was adjourned at 7:34 PM.**