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Charlottesville Department of Social Services

Annual Report for Fiscal Year 2016

The Charlottesville Department of Social Services is pleased to present its annual report for Fiscal Year 2016.

PROGRAMS

The Department's **major** programs include:

Benefit Programs help meet the basic needs and promote self-sufficiency for low-income individuals and their families. The following programs and services are available:

- **Medicaid and Family Access to Medical Insurance Security (FAMIS)** provide medical and health-related services for individuals and families who meet income and other eligibility criteria for enrollment.
- **Supplemental Nutrition Assistance Program (SNAP – formerly known as Food Stamps)** supplements the food budget of low-income households. Benefits are issued electronically through an Electronic Benefits Transfer (EBT) card, which is similar to a debit card.
- **Temporary Assistance to Needy Families (TANF)** provides temporary financial assistance and employment-related services to enable families to achieve economic independence.
- **Virginia Initiative for Employment not Welfare (VIEW)** is the employment services component of the TANF Program. VIEW provides a variety of supportive services to assist with securing employment including: assessment, training, job readiness, counseling, referral to jobs, childcare, transportation, and job retention services.
- **Child Day Care** provides low-income families with financial assistance to find affordable, quality child care for their children. The program seeks to educate parents and promote informed decision-making when selecting a child care provider; support parents trying to achieve independence from public assistance; and increase the quality and number of child care options available to all families.
- **Low-Income Home Energy Assistance Program (LIHEAP)** assists low-income households with the cost of home heating, including crisis services to those with a disconnection notice. Cooling assistance is available to qualifying households that have an elderly individual, a permanently disabled individual, or a child under the age of six.
- **Auxiliary Grants** help low-income elderly and disabled individuals pay the cost of residing in assisted living facilities.
- **Refugee Assistance** provides temporary financial assistance to certain refugees from other countries.
- **General Relief** provides financial assistance to non-relative caretakers of indigent children.

Family Services Programs promote and support the development of healthy families and protect children and adults from abuse and neglect. The following programs and services are available:

- **Adoption** finds permanent adoptive homes for children whose birth parents are unable to care for them and provides services for children in adoptive placements.
- **Adult Protective Services (APS)** investigates reports of abuse, neglect, and exploitation of elderly and disabled adults; and intervenes to support and protect vulnerable adults.
- **Adult Services** provides assessment and support services that enable vulnerable adults to remain in the least restrictive setting and to function as independently as possible.
- **Child Protective Services (CPS)** investigates and assesses the needs of children who are subject to abuse and/or neglect by their caregivers. The CPS program seeks to protect children, preserve families, and prevent further child maltreatment.
- **Family Services** preserves and supports families in crises, preventing child abuse and neglect and providing services to prevent out-of-home placement of children.
- **Foster Care** provides out-of-home placements for children whose parents or guardians are unable to adequately care for them. The program is designed to be a temporary response to families in crises where “permanency” goals are established for each child.
- **School –Based Family Support** provides outreach social work services to increase the likelihood that a child will enroll in preschool and kindergarten. The Family Support Worker assesses risk factors that compromise a child’s ability to learn; supports parental and school communication; and serves as an advocate for the family.

The Children’s Services Act (CSA) formerly known as the Comprehensive Services Act is a law enacted in 1993 that establishes a single state pool of funds to purchase services for at-risk youth and their families. At the local level, the Charlottesville Department of Social Services coordinates administrative and financial services for the collaborative interagency team of Social Services, City Schools, Region Ten, and the Court Services Unit.

FY 2016 CDSS Performance Measures

<u>Goal</u>	<u>Objective</u>	<u>Measure</u>	<u>Target</u>	<u>Actual</u>	<u>Variance</u>
Essential needs of individuals and families are met	Process applications for public assistance programs within required time frames.	Supplemental Nutrition Assistance Program (SNAP) applications are processed within 30 days.	97%	98.83%	+1.83%
		Medicaid applications are processed within 45 days.	97%	88.03%	-8.97%
		Temporary Assistance to Needy Families (TANF) applications are processed within 30 days.	97%	99.03%	+2.03%
	Provide employment services to Temporary Assistance to Needy Families (TANF) clients that lead to self-sufficiency.	TANF clients participate in the Virginia Initiative for Employment not Welfare (VIEW) program.	50%	51.88%	+1.88%
		VIEW participants are able to find employment.	50%	59.43%	+9.43%
		VIEW participants are able to maintain employment 3 months after hire date.	75%	72.78%	-2.22%
Children and vulnerable adults are protected from abuse, neglect, and exploitation.	Investigate reports of abuse or neglect of children or adults within required time frames.	Adult Protective Services reports are investigated within 1 day.	95%	97.11%	+2.11%
		Child Protective Services reports are investigated within 5 days depending on priority rating.	90%	96.83%	+6.83%
	Prevent the repeated maltreatment of children.	Children who were victims of substantiated or indicated child abuse and/or neglect do not have another substantiated or indicated report within 6 months.	94.60%	99.65%	+5.05%
Children and vulnerable adults will have stability and permanency in their living situations while preserving family connections.	Contact all adults receiving on-going adult protective services or their legal guardian at least once per month.	Adult protective services clients receive monthly contacts.	100%	85.77%	-14.23%
	Finalize adoptions on a timely basis.	Adoptions are finalized within 24 months from entering foster care	45.70%	13.68%	-32.02%
	Place children in foster care in family settings, preserving existing relationships with family members.	Foster children are placed in family foster care settings (including kinship and non-kinship homes).	85%	85.34%	+0.34%
	Prevent children from experiencing multiple entries into foster care.	Foster Children reunified with their families do not re-enter foster care within 12 months of reunification.	< 9.60%	4.17%	-4.17%
	Reunify children in foster care with families on a timely basis.	Children in foster care are reunified with their families in less than 12 months from the time of removal.	75.20%	28.37%	-46.83%
	Visit all children in foster care in their current living environment at least once per month.	Foster children receive monthly contacts.	95%	96.37%	+1.37%

For more information on the department's and the City of Charlottesville's performance measures, please visit:

<http://www.charlottesville.org/clearpoint.aspx>

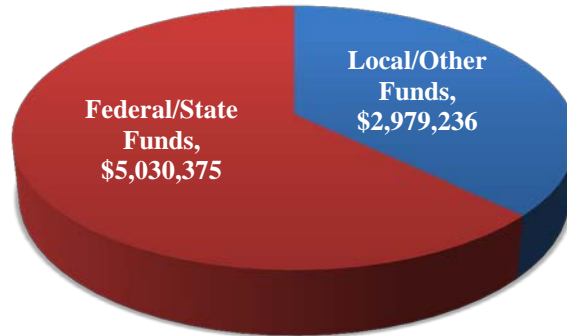
The following shows expenses for direct services and administration (staff salaries and related overhead costs), financial aid, and purchased services payments. Subsequent graphs show expenditures broken down by federal, state, and local funding sources.

*Note: Figures are unaudited.

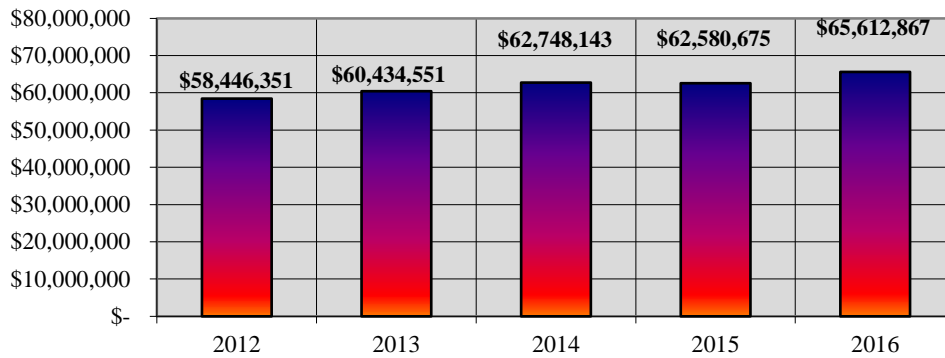
Fiscal Year:	2012	2013	2014	2015	2016
The following expenses for direct services (staff salaries, overhead costs, etc.) and administration were funded by Federal, State, and Local government appropriations.					
Direct Services (All Programs)	\$ 6,268,717	\$ 6,682,030	\$ 6,921,752	\$ 7,078,728	\$ 7,065,129
Administration (Financial & Management)	\$ 727,094	\$ 839,887	\$ 974,429	\$ 1,136,423	\$ 944,483
Total - Direct Service & Administration	\$ 6,995,811	\$ 7,521,917	\$ 7,896,181	\$ 8,215,151	\$ 8,009,612
The following financial aid and purchased services were funded through Federal, State, and Local government contributions.					
Financial Aid					
Medicaid	\$ 43,375,859	\$ 44,929,291	\$ 48,923,175	\$ 49,528,572	\$ 53,147,012
SNAP (Formerly Food Stamps)	\$ 8,910,262	\$ 8,716,589	\$ 7,630,146	\$ 6,783,639	\$ 6,292,351
TANF	\$ 1,299,855	\$ 1,220,802	\$ 1,068,612	\$ 997,516	\$ 934,132
TANF Diversionary	\$ 59,233	\$ 41,881	\$ 35,227	\$ 32,966	\$ 27,714
Energy Assistance	\$ 393,417	\$ 340,983	\$ 280,872	\$ 287,182	\$ 294,694
Child Day Care (VaCMS)	\$ -	\$ 1,136,036	\$ 1,188,062	\$ 1,396,063	\$ 1,272,417
IVE Foster Care	\$ 1,744,730	\$ 1,609,354	\$ 1,357,765	\$ 1,292,906	\$ 1,353,278
Auxiliary Grants	\$ 323,677	\$ 268,555	\$ 297,818	\$ 280,825	\$ 252,080
General Relief	\$ 8,654	\$ 9,451	\$ 7,140	\$ 10,816	\$ 8,996
Adoption Subsidy	\$ 987,575	\$ 1,223,964	\$ 1,275,446	\$ 1,433,635	\$ 1,557,793
Special Needs Adoption	\$ 826,029	\$ 783,815	\$ 598,851	\$ 405,705	\$ 350,507
Refugee Assistance	\$ 16,084	\$ 17,499	\$ 11,045	\$ 21,464	\$ 13,893
Total - Financial Aid	\$ 57,945,375	\$ 60,298,220	\$ 62,674,159	\$ 62,471,289	\$ 65,504,867
Client Services Purchased by the Department					
Child Day Care - VIEW	\$ 256,555	\$ (747)	\$ (3,768)	\$ -	\$ -
Child Day Care - Fee System	\$ 146,300		\$ (138)	\$ -	\$ -
Child Day Care - Head Start	\$ 2,282			\$ -	\$ -
Virginia Initiative for Employment not Welfare (VIEW)	\$ 80,254	\$ 96,476	\$ 84,860	\$ 114,765	\$ 79,805
Adult Home Based Services	\$ 41,703	\$ 40,684	\$ 25,404	\$ 32,615	\$ 32,330
Independent Living Program	\$ 67,363	\$ 53,074	\$ 35,194	\$ 34,263	\$ 39,816
Family Preservation	\$ 8,031	\$ 7,663	\$ 7,595	\$ 13,640	\$ 13,274
Respite Care	\$ 12,185	\$ 14,120	\$ 8,830	\$ 7,195	\$ 12,812
Adult Protective Services	\$ 12,402	\$ 12,419	\$ 13,596	\$ 13,984	\$ 12,974
Total - Purchased Services	\$ 627,075	\$ 223,689	\$ 171,573	\$ 216,462	\$ 191,011
Grand Total (Financial Aid & Purchased Services)	\$ 58,572,450	\$ 60,521,909	\$ 62,845,732	\$ 62,687,751	\$ 65,695,878
Grants					
Medicaid SEW	\$ 28,748	\$ -	\$ -	\$ -	\$ -
Child Day Care Quality Initiative	\$ -	\$ 23,061	\$ 24,849	\$ 24,467	\$ 19,229
Family Preservation & Family Support	\$ 90,975	\$ 76,489	\$ 70,362	\$ 88,075	\$ 44,359
Safe Schools/Healthy Students	\$ 49,261	\$ 64,139	\$ 15,672	\$ -	\$ -
Smart Beginnings Program	\$ 53,707	\$ 56,652	\$ 57,221	\$ 59,665	\$ 61,223
BAMA Works Grant				\$ 5,000	\$ -
Adoptions Through Collaborative Partnerships (ATCP) Grant				\$ 35,045	\$ 53,432
Second Chance Act Grant	\$ 55,290	\$ 1,872	\$ -	\$ -	\$ -
Project Child HANDS	\$ 3,547	\$ 953	\$ -	\$ -	\$ -
Total Grants	\$ 281,528	\$ 223,166	\$ 168,104	\$ 212,252	\$ 178,243
Children's Services Act (CSA)	\$ 8,237,105	\$ 8,361,543	\$ 7,541,780	\$ 7,629,923	\$ 7,183,287
CSA Services paid by Medicaid	\$ 1,475,895	\$ 1,937,420	\$ 1,210,248	\$ 1,309,473	\$ 998,060

In August 2011 the Virginia Department of Social Services implemented a state-wide, automated child care payment system. While local departments still manage payment authorizations for child care, payments to vendors are made directly by the Virginia Department of Social Services.

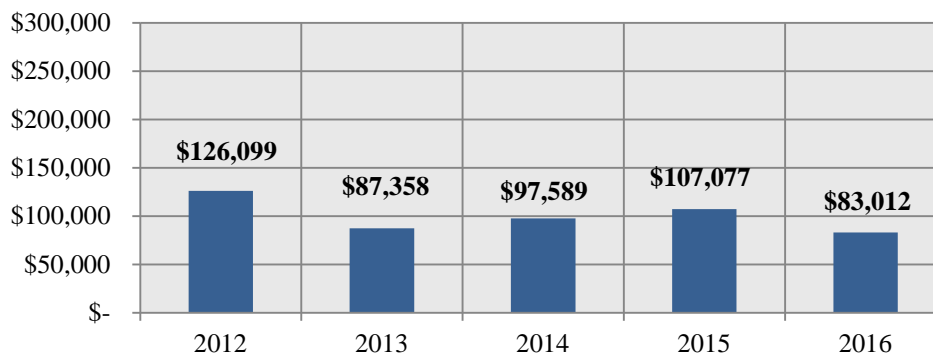
FY 2016 Expenditures for Direct Services and Administration



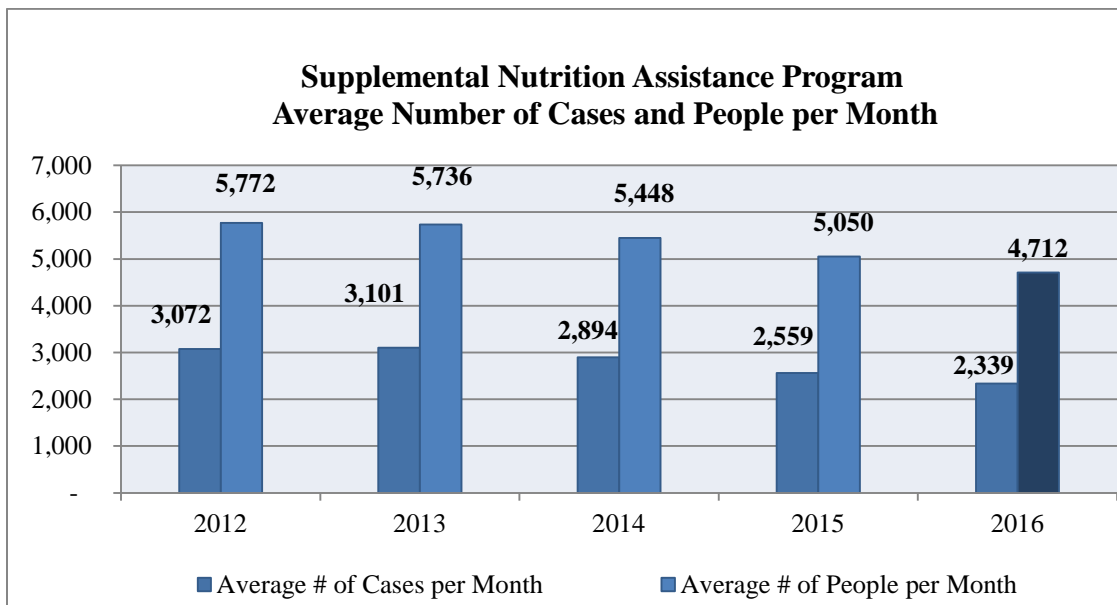
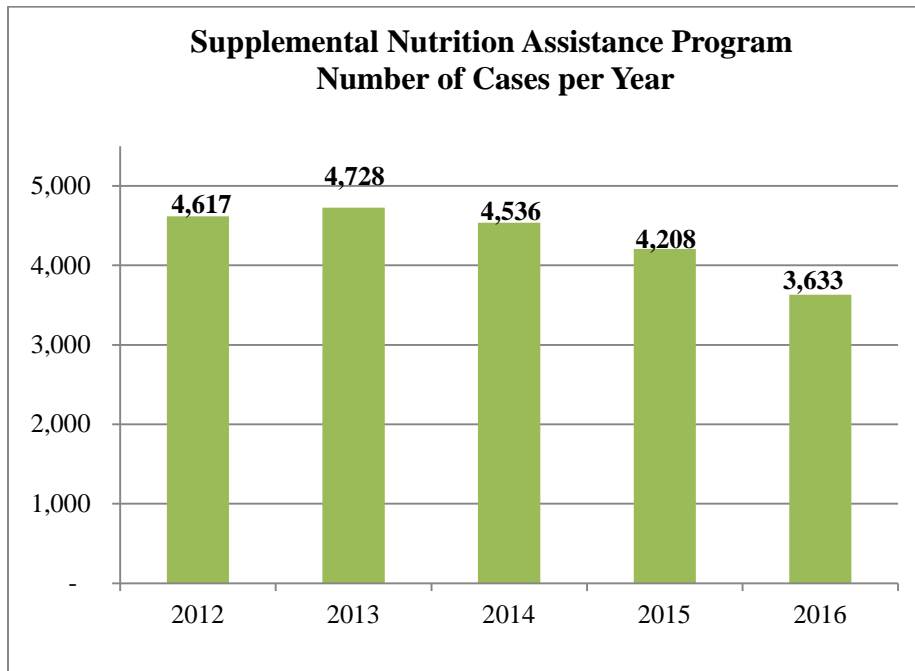
CDSS Funding for Financial Aid & Purchased Services - Federal / State Funds



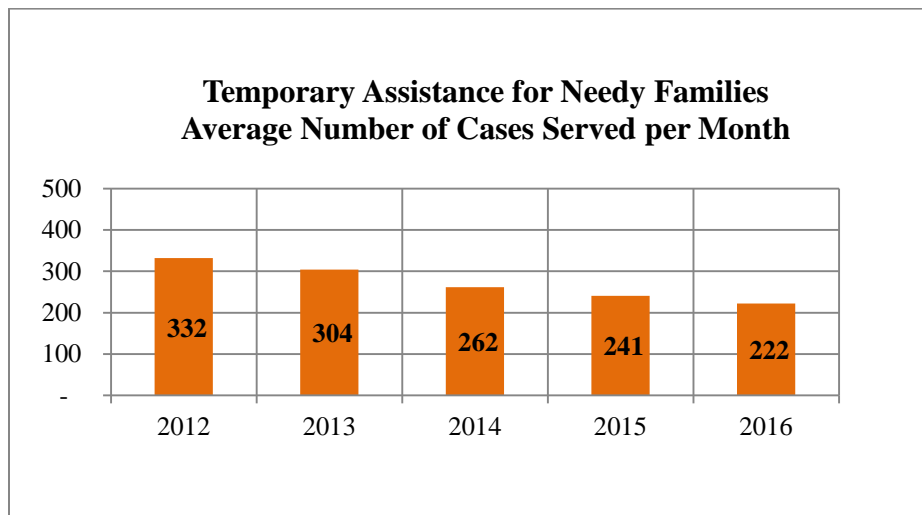
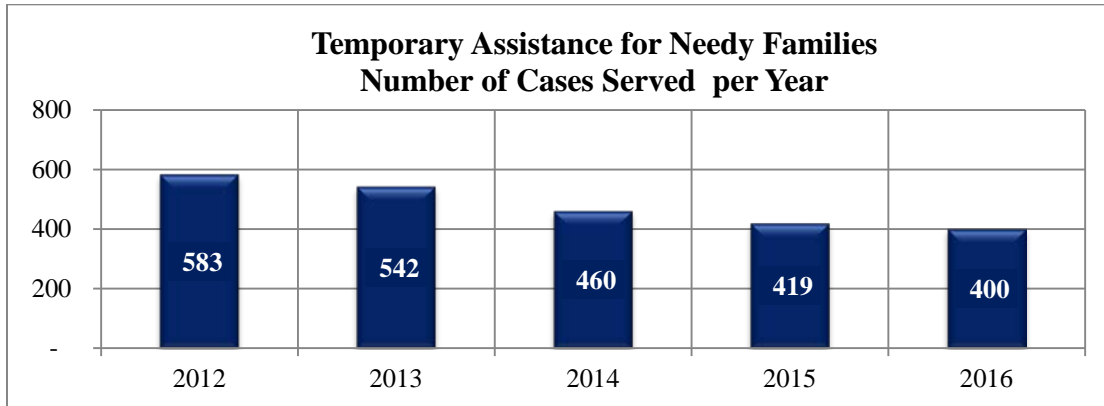
CDSS Funding for Financial Aid & Purchased Services - Local/Other Funds



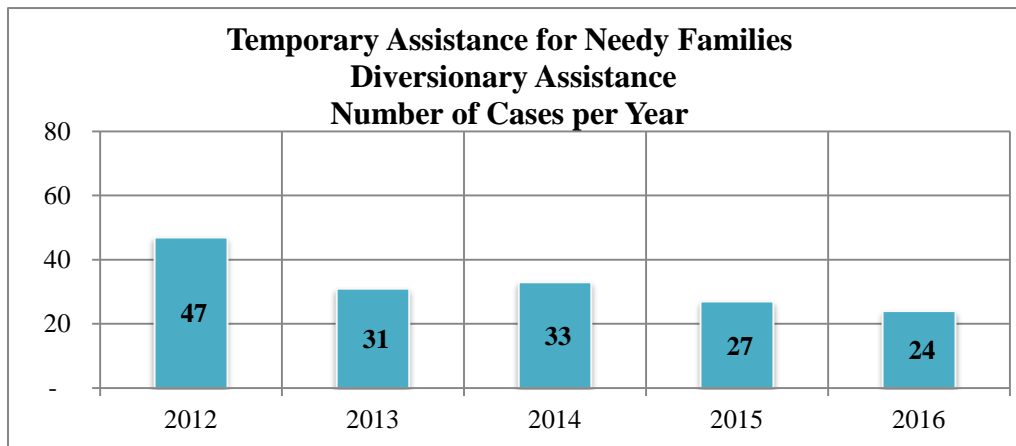
The Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program alleviates hunger and malnutrition by increasing the food purchasing power of low-income households, the majority of which are homes to children under the age of 5. Eligible individuals and families receive a monthly benefit redeemable for food purchases using a debit card.



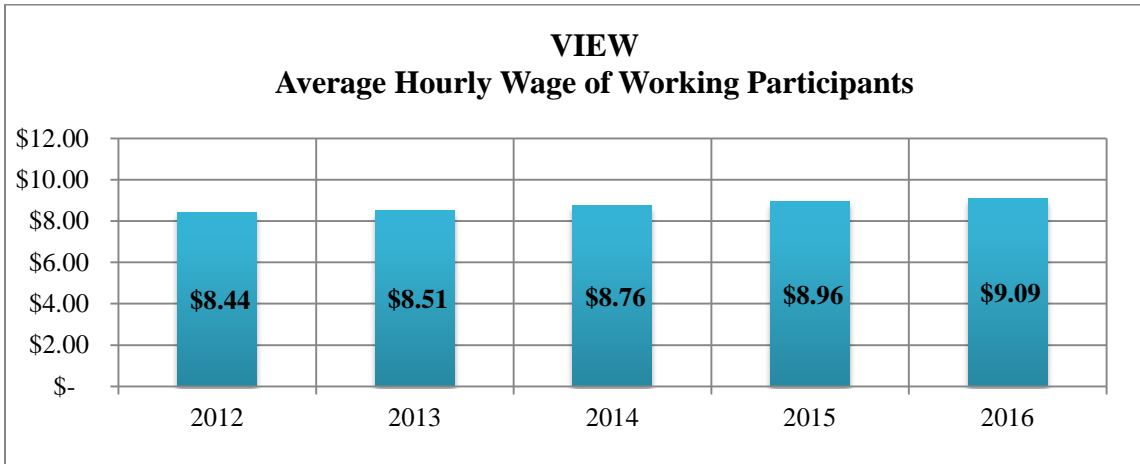
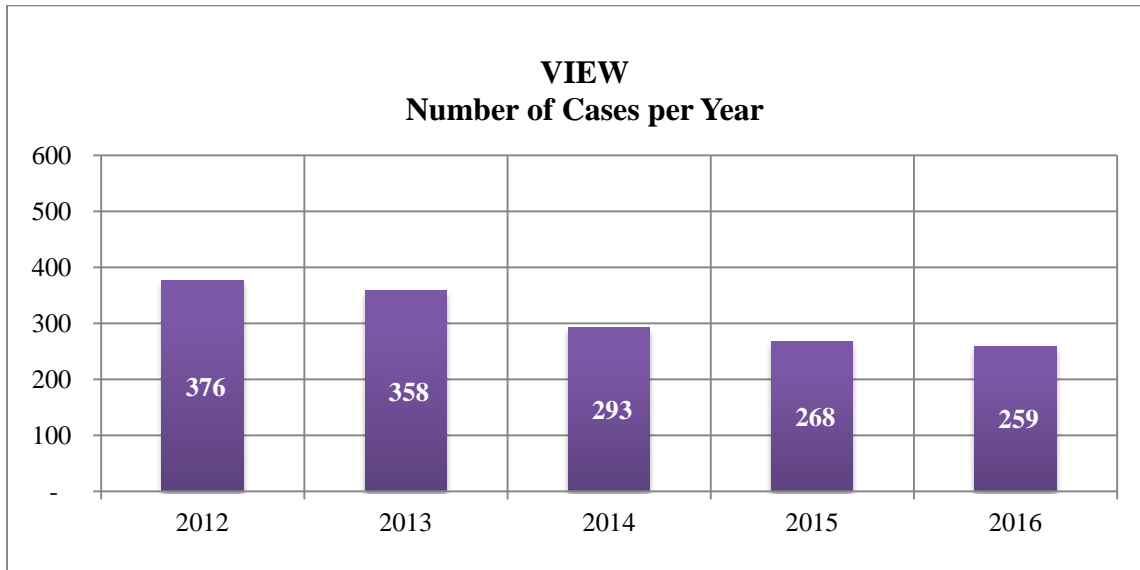
Temporary Assistance for Needy Families (TANF) provides temporary cash assistance and employment-related services to enable families with children to achieve economic independence.



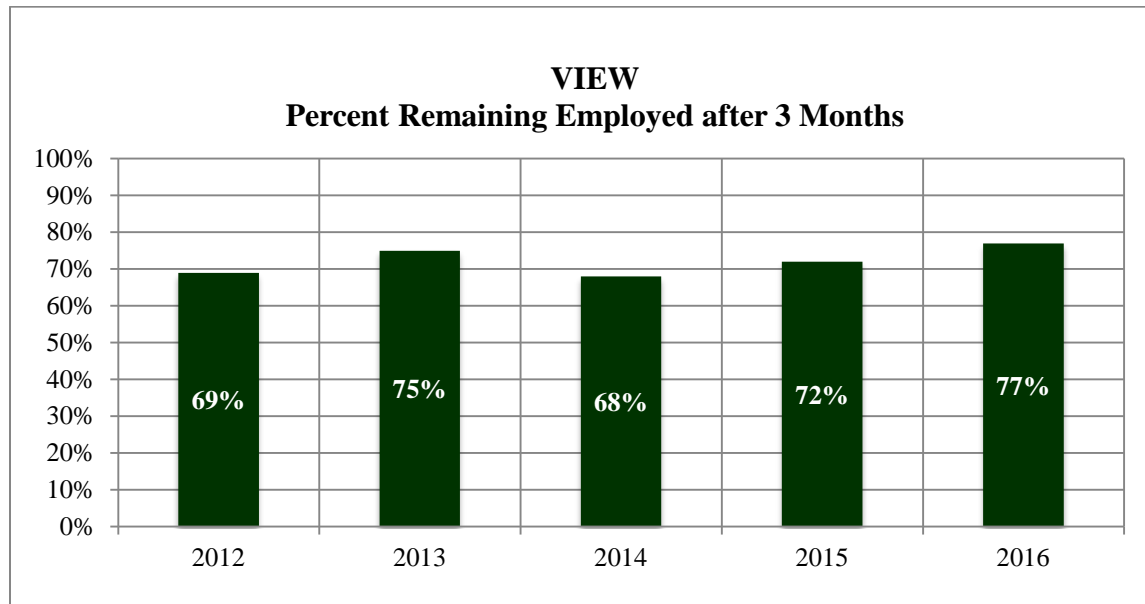
TANF Diversionary Assistance provides families with a one-time cash payment, once in any five-year period, from TANF funds, to use in financial emergency situations.



The Virginia Initiative for Employment Not Welfare (VIEW) offers employment-related activities including: assessment, referrals to jobs, education, training, and support services for participants in the Temporary Assistance for Needy Families (TANF) program.



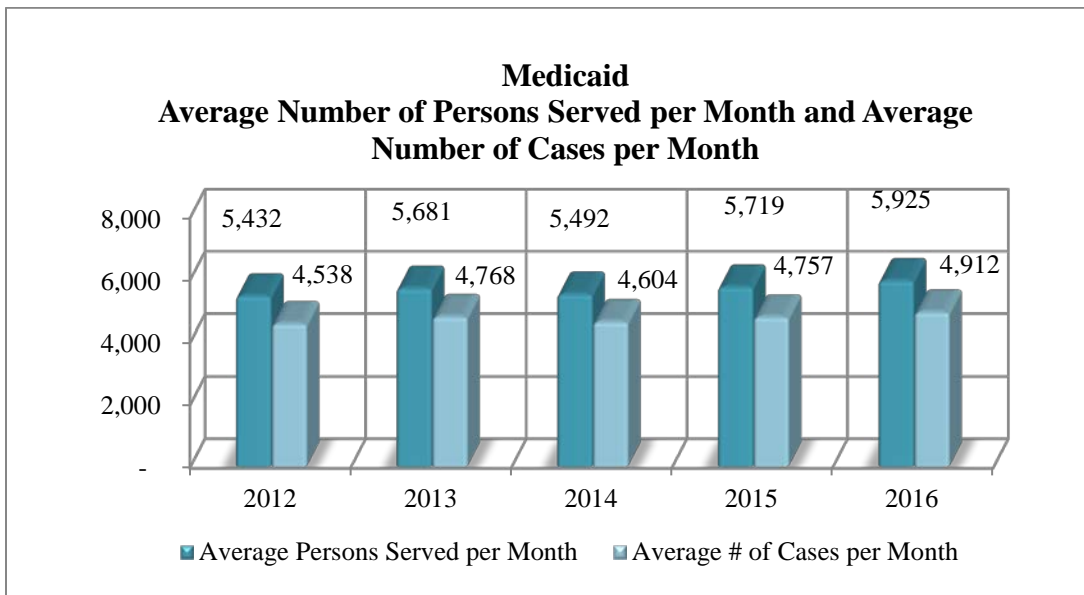
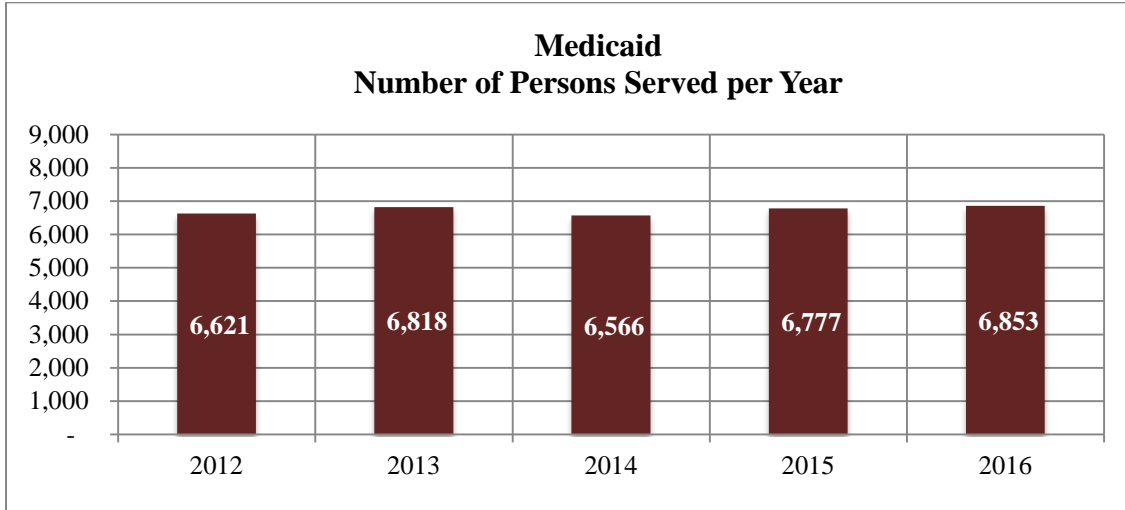
While many VIEW participants are able to get jobs, they often struggle to retain employment.



Challenges for VIEW participants include but are not limited to:

- **Low wages** – \$9.09 per hour was the average earnings for VIEW participants in Charlottesville in fiscal year 2016. **The annual salary for someone working 40 hours a week at \$9.09 per hour would be \$18,907.20.** Additionally, many entry level positions do not offer set, full-time hours causing income to vary month to month.
- **Child care and family obligations** – Most child care providers work traditional hours, Monday-Friday between 6 a.m. and 6 p.m. However, entry level positions often have non-traditional hours with employees required to work nights and weekends.
- **Transportation** – Many VIEW participants do not own a car and therefore rely on other means of transportation such as public transportation, carpooling, and walking. Those who do own cars are often not able to afford insurance and other basic car maintenance expenses. There are also limitations with public transportation on Sundays due to limited or no service for most routes. Additionally, many places of employment are in outlying areas where public transportation is unavailable.
- **Education and training needs** – Low education levels of some VIEW participants hinder their abilities to gain and retain employment and move up career ladders.
- **Health and medical limitations** – Many entry level positions do not offer healthcare coverage or paid time off. Some families fall into the Medicaid coverage gap. They earn too much to qualify for Medicaid coverage, but cannot afford insurance premiums through the Affordable Care Act health insurance marketplace.
- **Criminal Backgrounds** limit the job opportunities for some VIEW participants.

Medicaid is a federal/state program that provides medical and health-related services for individuals who meet income and other eligibility criteria for enrollment. The program pays physician and hospital expenses for health and medical care, prescription medication, and long-term nursing home care for eligible low-income individuals.

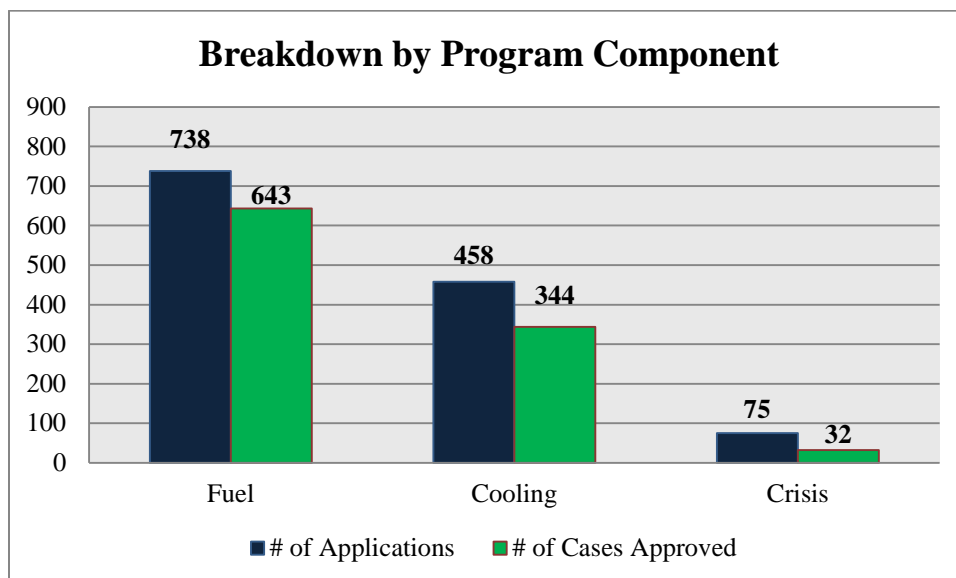
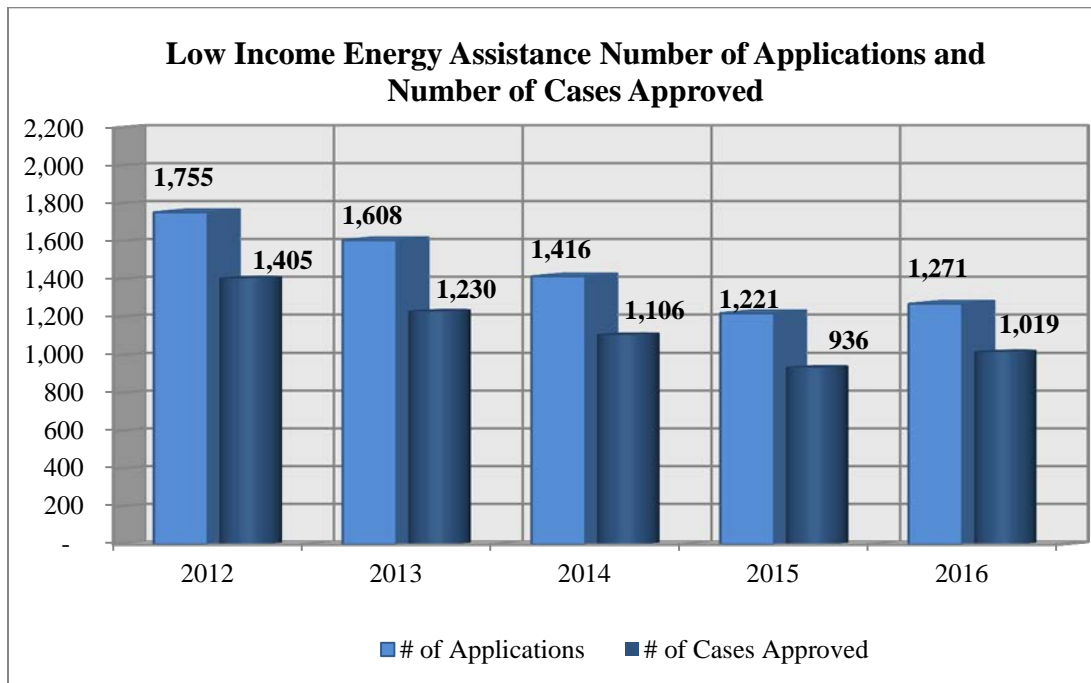


The Affordable Care Act

The State of Virginia continues to study expanding Medicaid under the provisions of the Affordable Care Act. An estimated 400,000 – 450,000 **additional low-income Virginians could qualify for Medicaid dependent upon Virginia’s acceptance of federal assistance to cover these residents.**

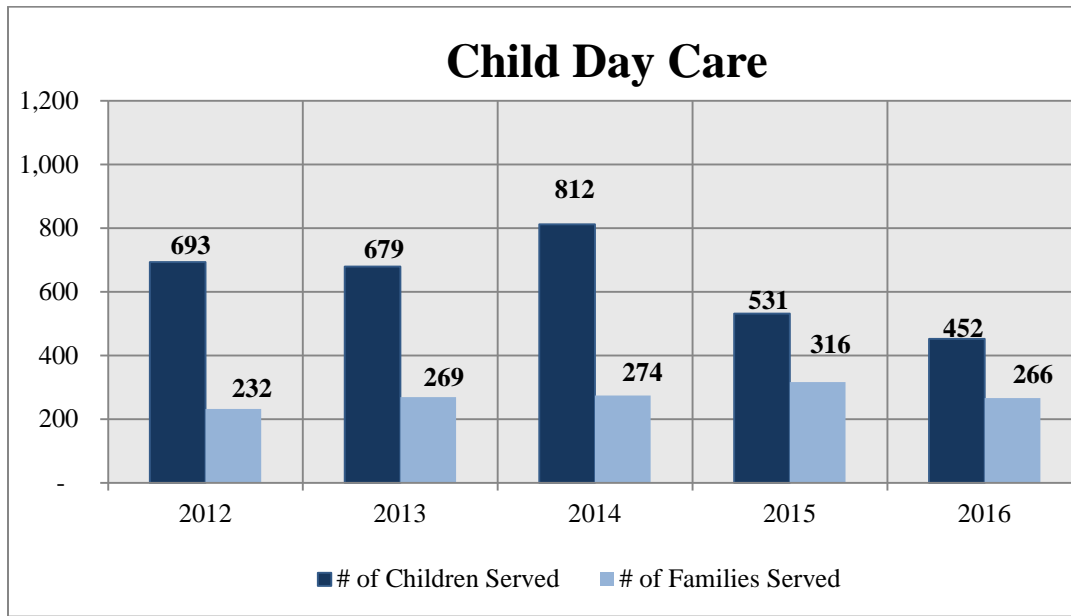
The Low Energy Assistance Program assists low-income households in meeting immediate home energy needs through three different components: fuel assistance, cooling assistance, and crisis assistance.

- **The fuel assistance program** can assist with purchasing home heating fuel or paying heat utility bills.
- **The cooling assistance program** can assist with purchasing or repairing home cooling equipment and/or paying for electricity costs to operate equipment.
- **The crisis assistance program** can help meet emergency heating needs by offering a one-time-only heating security deposit or lending portable home heating equipment for temporary use.



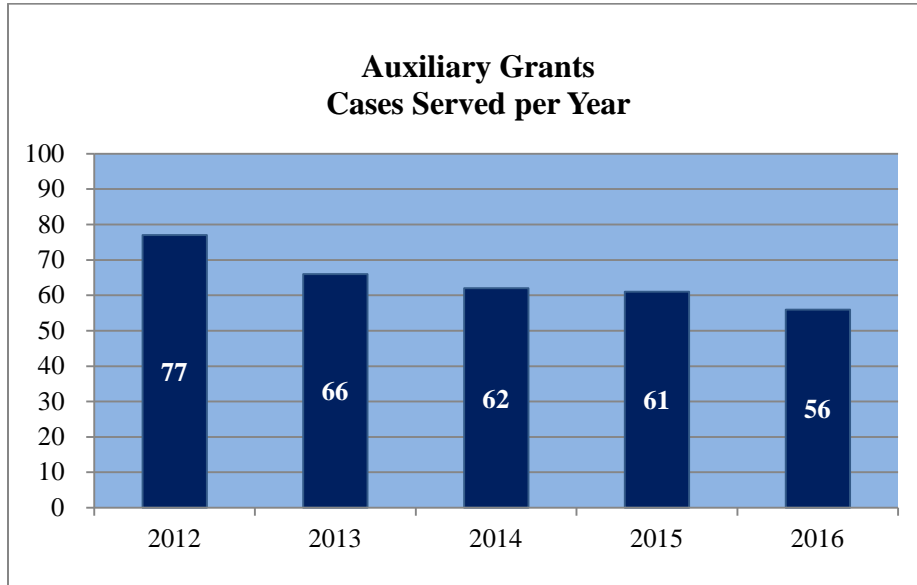
Low Income Energy Assistance data is based on the Federal Fiscal Year, October 1 – September 30th.

The Child Day Care program provides low-income families with financial assistance to find affordable, quality child care for their children. The program seeks to educate parents and promote informed decision-making when selecting a child care provider; support parents trying to achieve independence from public assistance; and increase the quality and number of child care options available to all families.

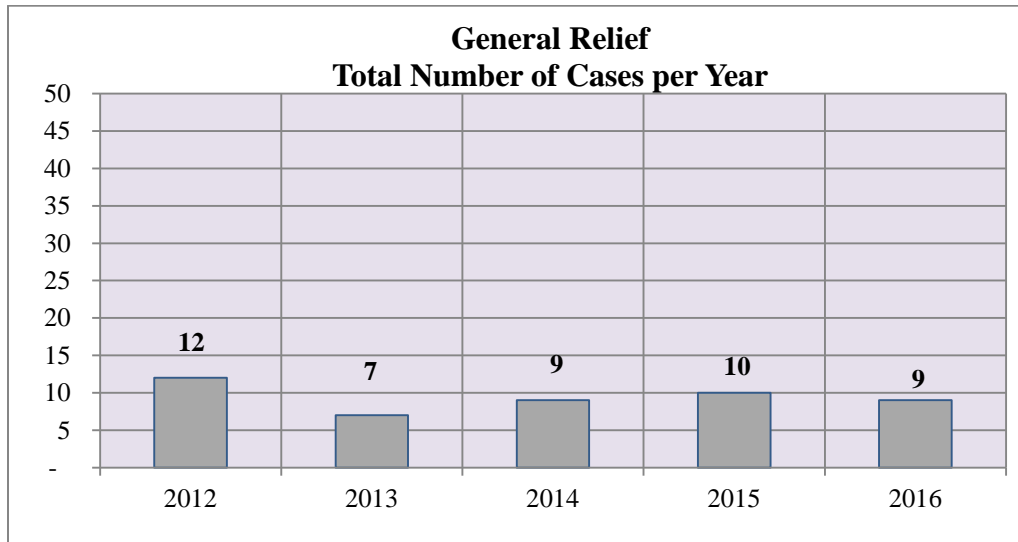


*Child Care Data for 2013, 2014, & 2015 has changed from last year's report based on information provided in the Virginia Case Management System (VaCMS). The department has asked the Virginia Department of Social Services for clarification on the changing data.

Auxiliary Grants provide supplemental income to Supplemental Security Income (SSI) recipients, including elderly, blind, and physically/mentally disabled persons residing in assisted living facilities. The grants help to ensure that these adults can afford the cost of their living arrangement and maintain a standard of living that meets their basic needs.



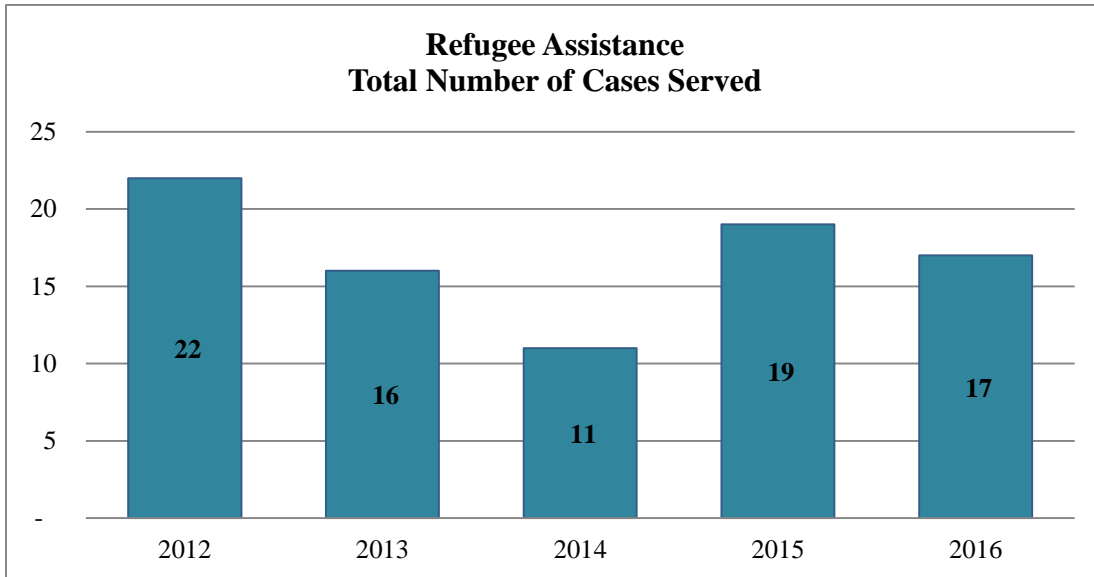
General Relief is a state/local program that provides financial assistance to indigent children living with non-relative families.



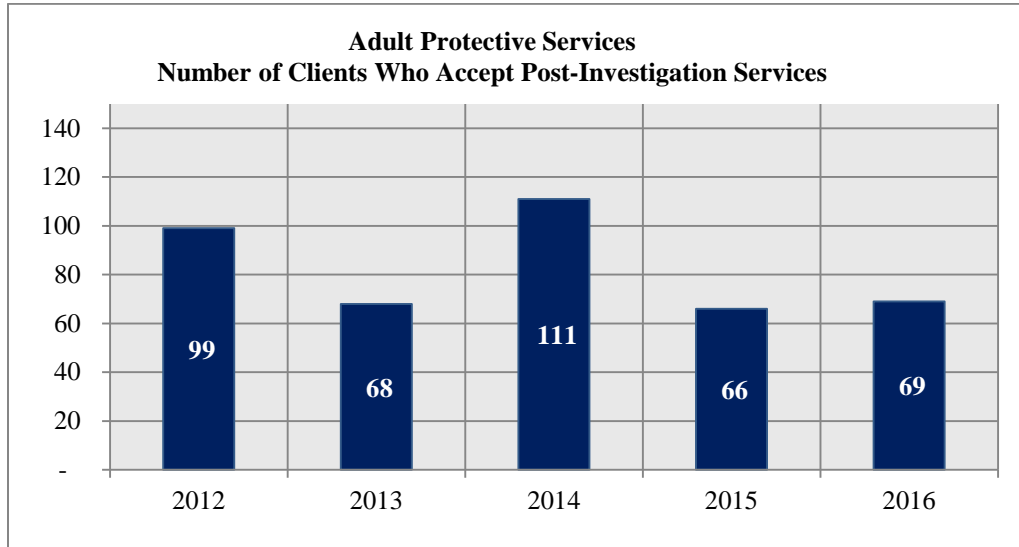
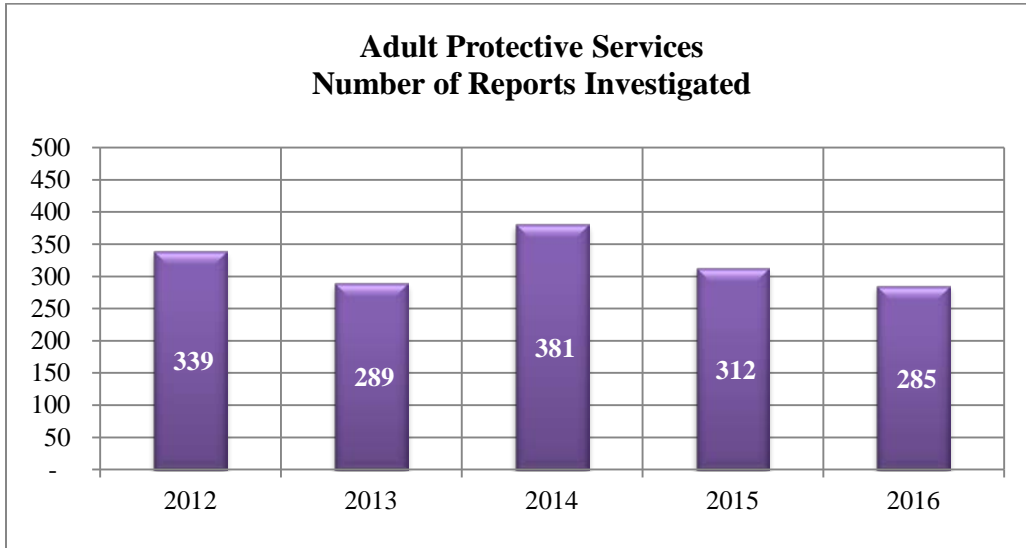
The General Relief program was changed in fiscal year 2011 to only provide financial assistance to indigent children living with non-relative families. Prior to this the program also provided financial assistance to qualifying individuals who were temporarily disabled and unable to work and did not qualify for other types of cash-assistance programs.

The Refugee Resettlement Program provides cash and medical assistance for up to eight months to eligible refugees after arriving in the United States. The program is 100% federally funded.

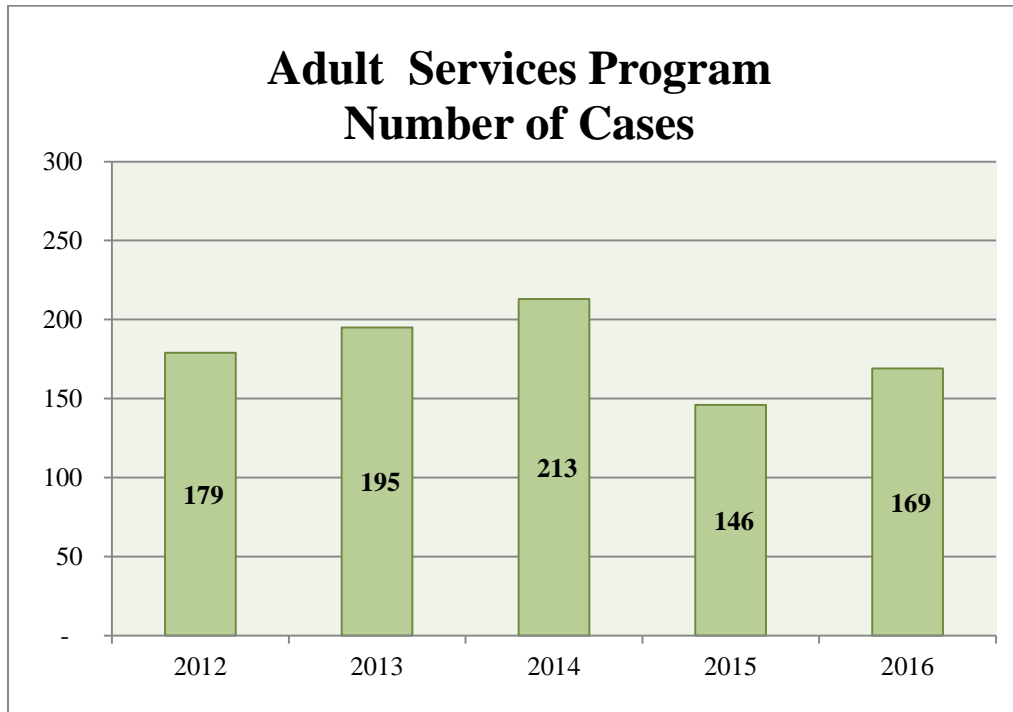
The National Refugee Resettlement Program is a humanitarian program. Its goals are (i) to assist in the successful social integration of refugee populations, as soon as possible after their arrival in the U.S., into the communities where they are resettled and (ii) to do this with an emphasis on attaining the earliest durable economic self-sufficiency for individuals and families.



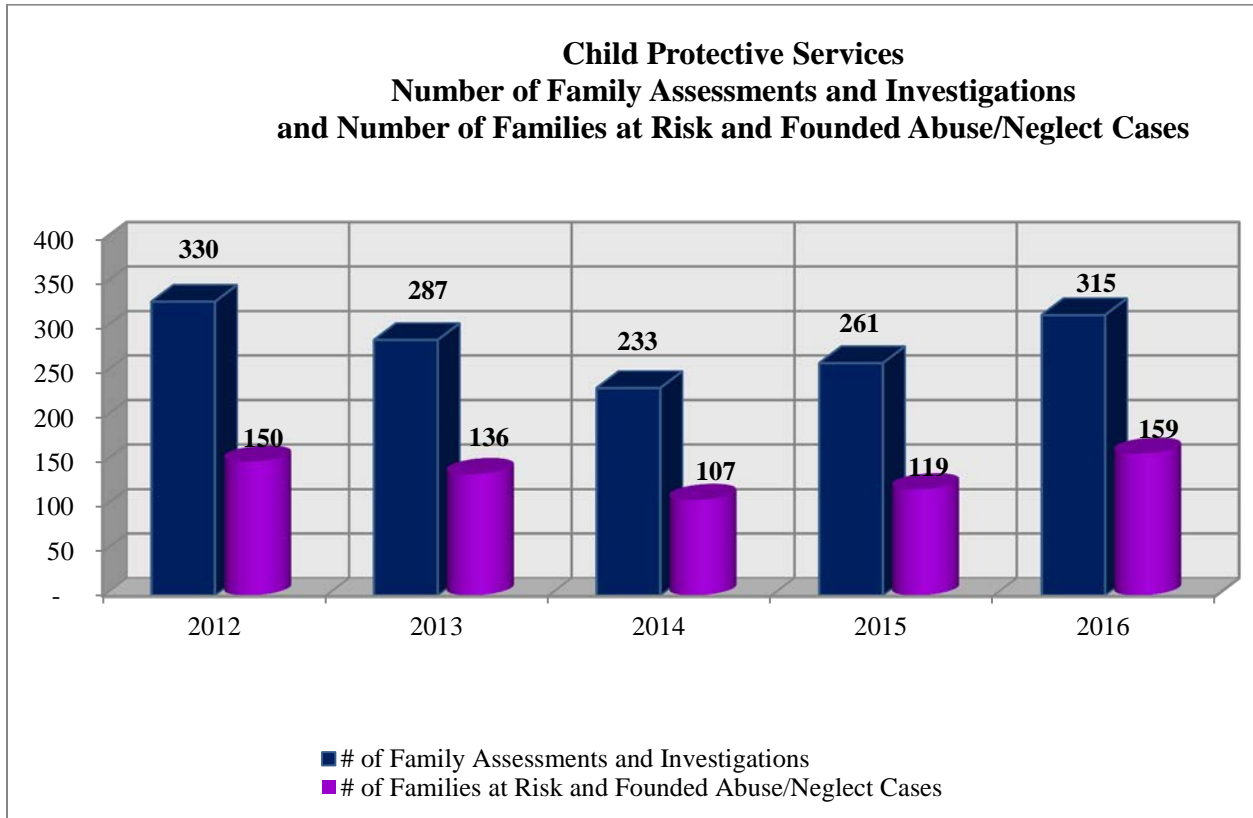
Adult Protective Services (APS) investigates reports of abuse, neglect, and exploitation of adults aged 60+, adults 18+ living with disabilities, and adults having special needs when it is found that they are in need of protection.



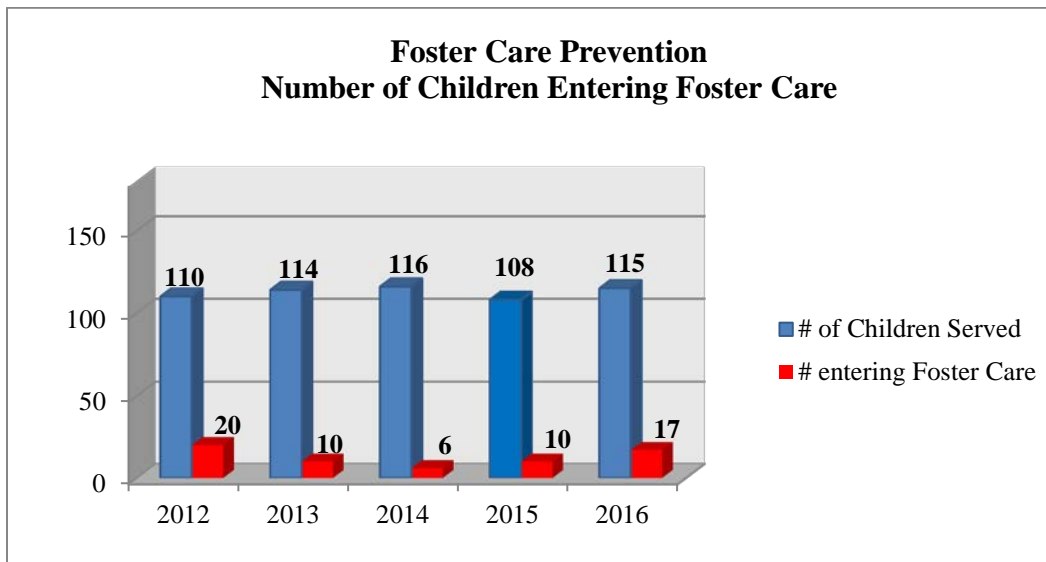
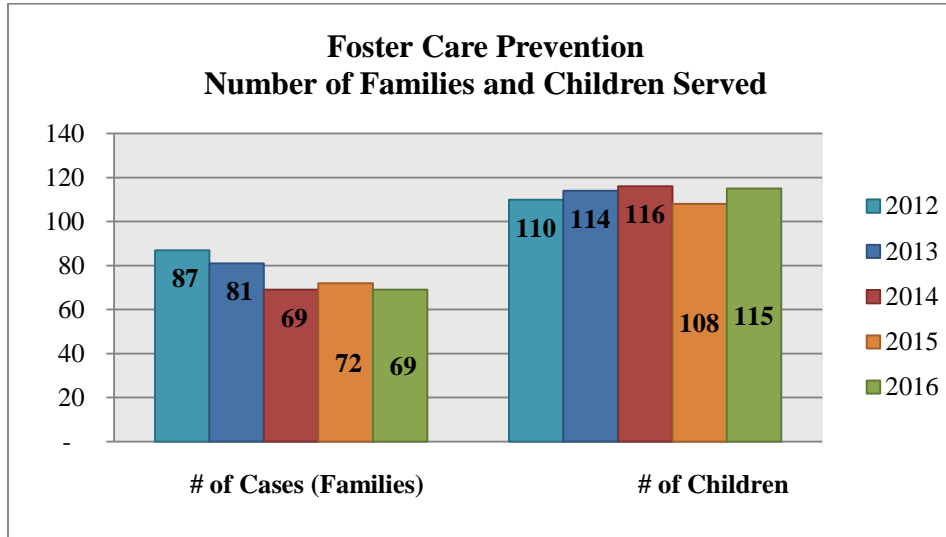
The Adult Services program enables vulnerable elderly and disabled adults to live independently with dignity, preventing abuse, neglect, and exploitation. The program also assists elderly and disabled adults in making the transition into nursing homes and assisted living facilities.



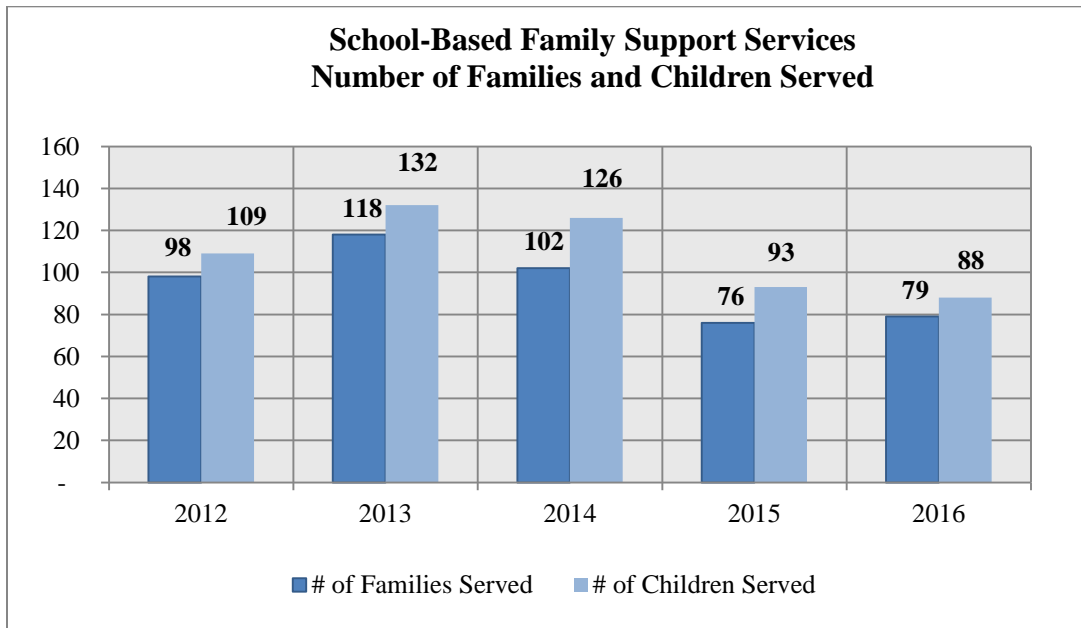
The Child Protective Services (CPS) program investigates reports and assesses the needs of children who are subject to abuse and/or neglect by their caregiver(s). After a child’s immediate safety is assessed, service plans are developed to reduce risk and ensure that children reside in safe environments. The CPS program seeks to protect children, preserve families, and prevent further child maltreatment. In cases of immediate danger, alternative placements for children are arranged.



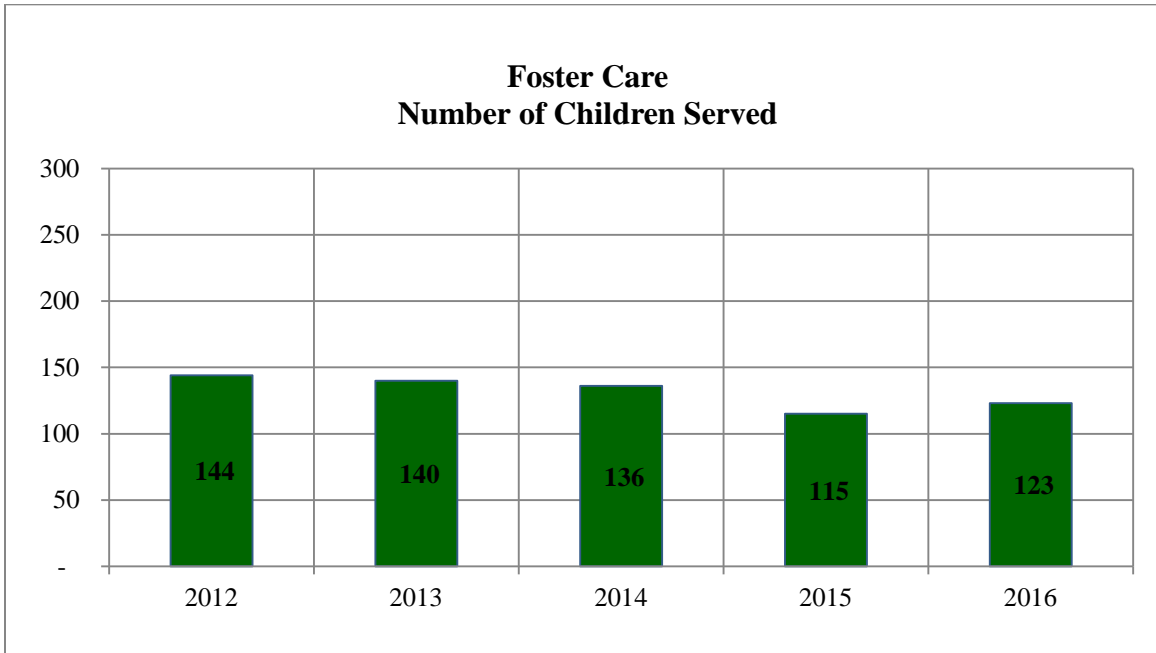
The Foster Care Prevention Program provides family assessment and intervention to prevent the placement of children into Foster Care. The program provides support for families and children to keep families intact.



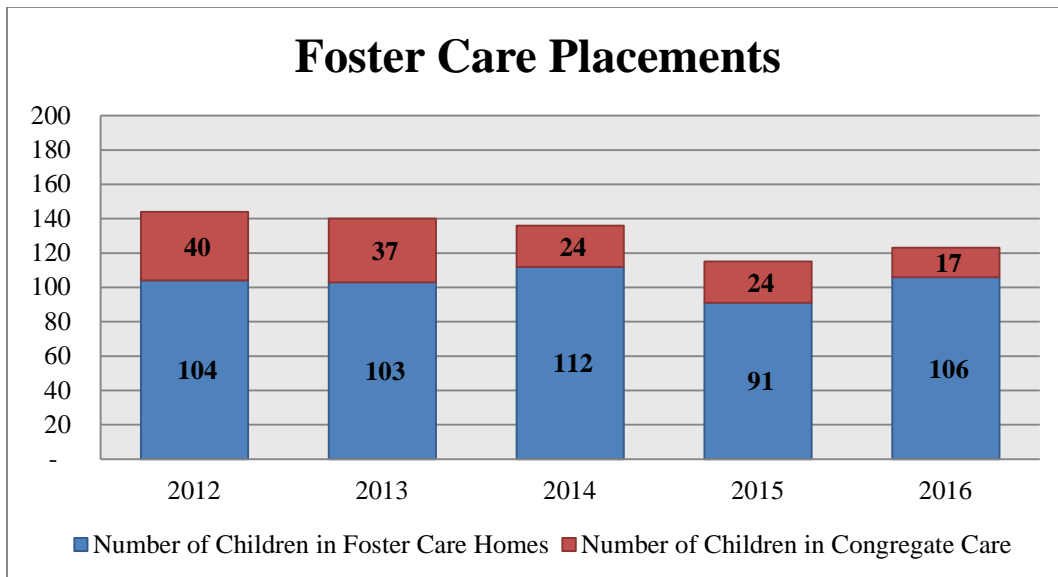
The **School-Based Family Support program** provides outreach social work services to increase the likelihood that a child will enroll in preschool and kindergarten, maintain attendance in the preschool program, and increase the capacity to succeed in school. The Family Support Worker assesses risk factors that compromise a child’s ability to learn; supports parental and school communication; and serves as an advocate for the family when the family is eligible for school-based and community-based services.



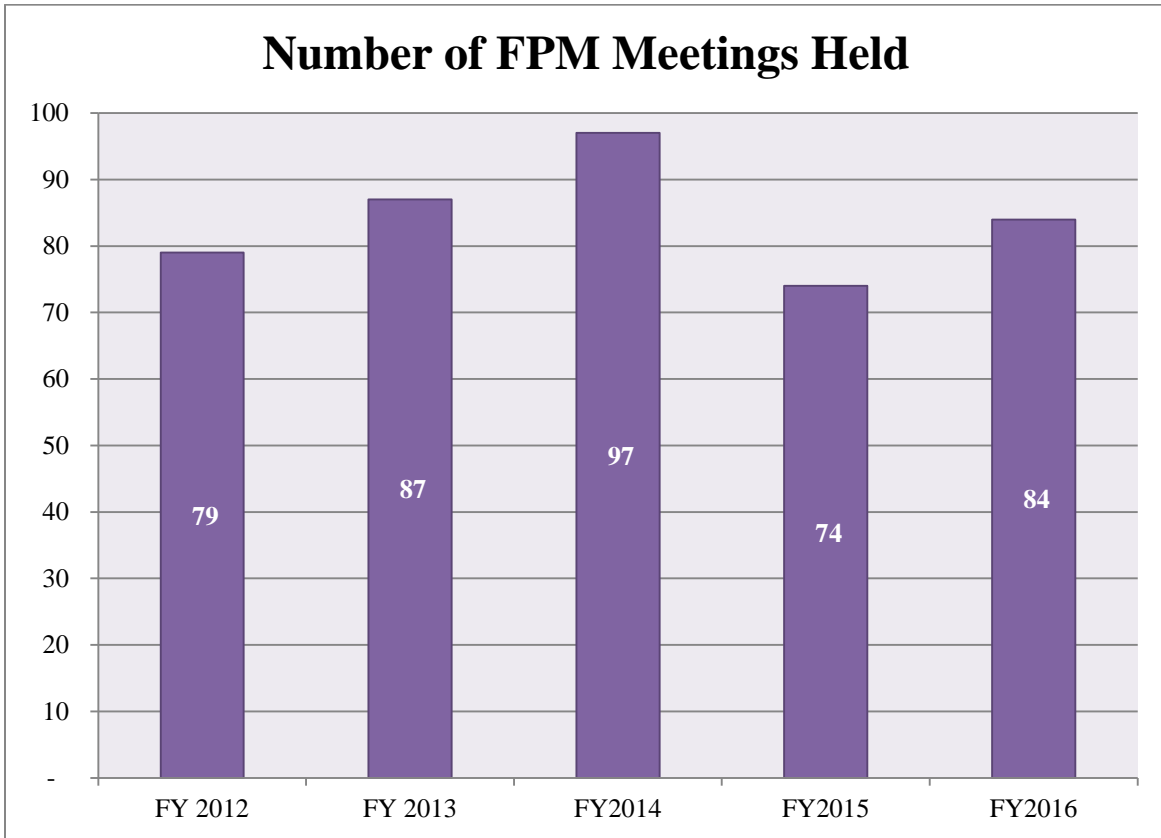
The Foster Care program accepts legal custody of children whose families are unable to care adequately for them. The program is designed to be a temporary response to families in crises where “permanency” goals are established for each child to ensure that he or she has a safe and stable family with whom to live.



Family and children services continue to make significant progress toward better outcomes for families served. Between FY 2011 and FY 2015, the number of children in foster care decreased 25% from 153 to 115. Between FY 2011 and June 2015, the number of foster care children in congregate care decreased 31% from 35 to 24. Congregate care are residential facilities serving children needing more intensive therapeutic care.

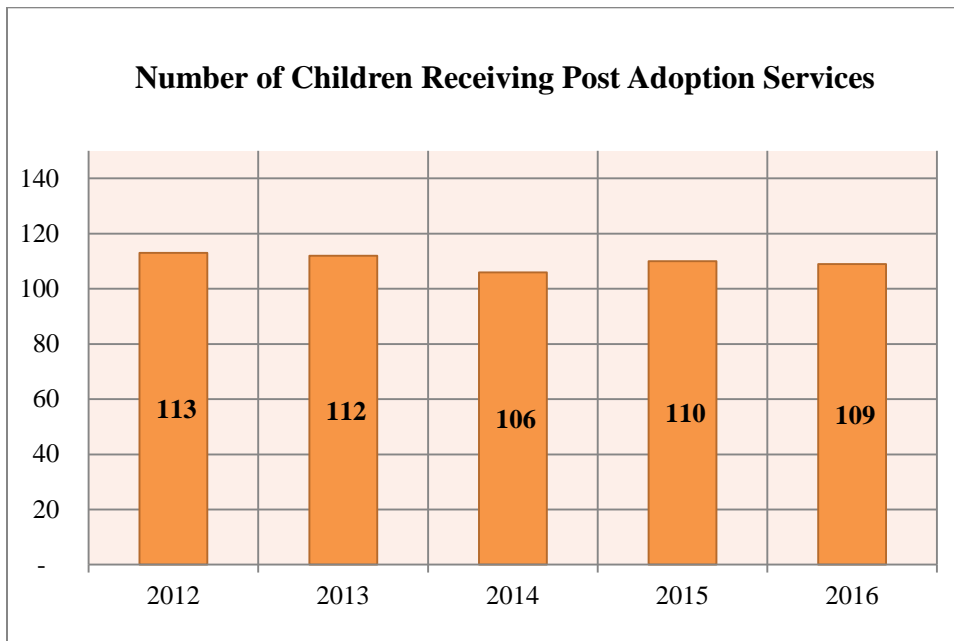
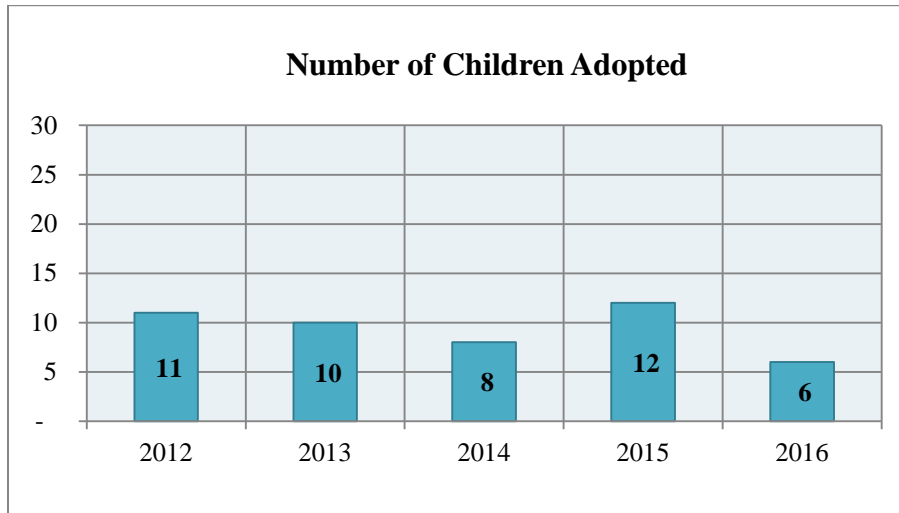


The Department's change in business practices, including its family engagement focus, has increased the likelihood of children staying in their homes and community. In Family Partnership Meetings (FPM), parents, extended family members, non-relative supporters, and other caregivers assist social work staff in a comprehensive assessment of the children's and family's strengths and challenges, and develop a service plan and delivery system.



The Adoption program finds permanent adoptive homes for children whose own parents are unable to care for them and provides services for children in adoptive placements.

When a child comes into foster care a permanency plan is developed. If the child will not be able to return to their biological family's home, the plan enables social workers to more quickly find a permanent family for the child and minimizes the time in foster care.





Charlottesville Department of Social Services

Our Mission

To join with the community in providing social services that meet essential needs, promote self-sufficiency, and enhance the quality of life for all residents.

Our Vision

We envision a community where the basic needs of individuals and families are met, all vulnerable people are safe, and everyone has the support needed to achieve their potential.

Our Values

Integrity: We deliver services with honesty and accountability and we cultivate trust in our organization. We maintain the highest standards of ethical conduct and personal responsibility in our interactions with clients strictly respecting confidentiality at all times.

Dignity: We treat clients and co-workers as individuals with mutual respect and trust, and we respect and value diversity in our organization and community.

Fairness: We treat all residents and co-workers equitably regardless of race, gender, age, religion, disability, sexual preference, or personal or cultural background. We are sensitive to these issues when delivering services.

Communication: We support open communication with all residents, community partners, and co-workers. We take initiative and responsibility for giving and obtaining all the information we need to achieve our mission.

Responsiveness: We respond to residents and colleagues promptly and courteously. We make our services accessible and deliver them in a timely manner.

Quality: We work to be the best at what we do, and continually improve. We advocate for addressing client needs when resources are insufficient.

Creativity: We maintain an environment that encourages and rewards innovation and makes the best use of everyone's talents and abilities.

Empowerment: We take responsibility for knowing our agency's mission and values and act accordingly in our jobs.