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Charlottesville Department of Social Services

Annual Report for Fiscal Year 2017

The Charlottesville Department of Social Services is pleased to present its annual report for Fiscal Year 2017.

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.

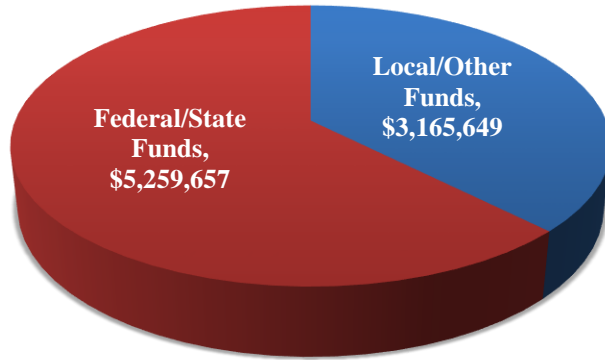
The following shows expenses for direct services and administration (staff salaries and related overhead costs), financial aid, and purchased services payments. Subsequent graphs show expenditures broken down by federal, state, and local funding sources.

*Note: Figures are unaudited.

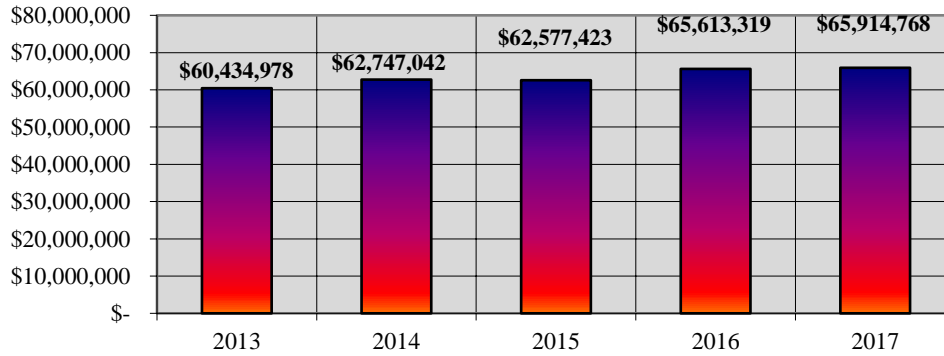
Fiscal Year:	2013	2014	2015	2016	2017
The following expenses for direct services (staff salaries, overhead costs, etc.) and administration were funded by Federal, State, and Local government appropriations.					
Direct Services (All Programs)	\$ 6,682,030	\$ 6,921,752	\$ 7,078,728	\$ 7,065,129	\$ 7,485,962
Administration (Financial & Management)	\$ 839,887	\$ 974,429	\$ 1,136,423	\$ 944,483	\$ 939,345
Total - Direct Service & Administration	\$ 7,521,917	\$ 7,896,181	\$ 8,215,151	\$ 8,009,612	\$ 8,425,307
The following financial aid and purchased services were funded through Federal, State, and Local government contributions.					
Financial Aid					
Medicaid	\$ 44,929,291	\$ 48,923,175	\$ 49,528,572	\$ 53,147,012	\$ 54,261,764
SNAP (Formerly Food Stamps)	\$ 8,716,589	\$ 7,630,146	\$ 6,783,639	\$ 6,292,351	\$ 5,770,878
TANF & TANF Diversionary	\$ 1,263,110	\$ 1,102,738	\$ 1,027,230	\$ 962,298	\$ 903,705
Energy Assistance	\$ 340,983	\$ 280,872	\$ 287,182	\$ 294,694	\$ 268,784
Child Day Care (VaCMS)	\$ 1,136,036	\$ 1,188,062	\$ 1,396,063	\$ 1,272,417	\$ 886,810
IVE Foster Care	\$ 1,609,354	\$ 1,357,765	\$ 1,292,906	\$ 1,353,278	\$ 1,432,529
Auxiliary Grants	\$ 268,555	\$ 297,818	\$ 280,825	\$ 252,080	\$ 248,107
General Relief	\$ 9,451	\$ 7,140	\$ 10,816	\$ 8,996	\$ 7,878
Adoption Subsidy	\$ 1,223,964	\$ 1,275,446	\$ 1,433,635	\$ 1,557,793	\$ 1,691,025
Special Needs Adoption	\$ 783,815	\$ 598,851	\$ 405,705	\$ 350,507	\$ 301,512
Refugee Assistance	\$ 17,499	\$ 11,045	\$ 21,464	\$ 13,893	\$ 8,294
Total - Financial Aid	\$ 60,340,528	\$ 62,708,285	\$ 62,501,003	\$ 65,533,033	\$ 65,781,286
Client Services Purchased by the Department					
Child Day Care - VIEW	\$ (747)	\$ (3,768)	\$ -	\$ -	\$ -
Child Day Care - Fee System		\$ (138)	\$ -	\$ -	\$ -
Child Day Care - Head Start			\$ -	\$ -	\$ -
Virginia Initiative for Employment not Welfare (VIEW)	\$ 96,476	\$ 84,860	\$ 114,765	\$ 79,805	\$ 103,258
Adult Home Based Services	\$ 40,684	\$ 25,404	\$ 32,615	\$ 32,330	\$ 39,629
Independent Living Program	\$ 53,074	\$ 35,194	\$ 34,263	\$ 39,816	\$ 18,939
Family Preservation	\$ 7,663	\$ 7,595	\$ 13,640	\$ 13,274	\$ 31,135
Respite Care	\$ 14,120	\$ 8,830	\$ 7,195	\$ 12,812	\$ 19,476
Adult Protective Services	\$ 12,419	\$ 13,596	\$ 13,984	\$ 12,974	\$ 12,478
Total - Purchased Services	\$ 223,689	\$ 171,573	\$ 216,462	\$ 191,011	\$ 224,915
Grand Total (Financial Aid & Purchased Services)	\$ 60,564,217	\$ 62,879,858	\$ 62,717,465	\$ 65,724,044	\$ 66,006,201
Grants					
Medicaid SEW	\$ -	\$ -	\$ -	\$ -	\$ -
Child Day Care Quality Initiative	\$ 23,061	\$ 24,849	\$ 24,467	\$ 19,229	\$ 25,126
Family Preservation & Family Support	\$ 76,489	\$ 70,362	\$ 88,075	\$ 44,359	\$ 50,829
Safe Schools/Healthy Students	\$ 64,139	\$ 15,672	\$ -	\$ -	\$ -
Smart Beginnings Program	\$ 56,652	\$ 57,221	\$ 59,665	\$ 61,223	\$ 64,021
BAMA Works Grant			\$ 5,000	\$ -	\$ -
Adoptions Through Collaborative Partnerships (ATCP) Grant			\$ 35,045	\$ 53,432	\$ 30,250
Second Chance Act Grant	\$ 1,872	\$ -	\$ -	\$ -	\$ -
Project Child HANDS	\$ 953	\$ -	\$ -	\$ -	\$ -
Total Grants	\$ 223,166	\$ 168,104	\$ 212,252	\$ 178,243	\$ 170,226
Children's Services Act (CSA)	\$ 8,361,543	\$ 7,541,780	\$ 7,629,923	\$ 7,183,287	\$ 7,839,828
CSA Services paid by Medicaid	\$ 1,937,420	\$ 1,210,248	\$ 1,309,473	\$ 998,060	\$ 456,085

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.

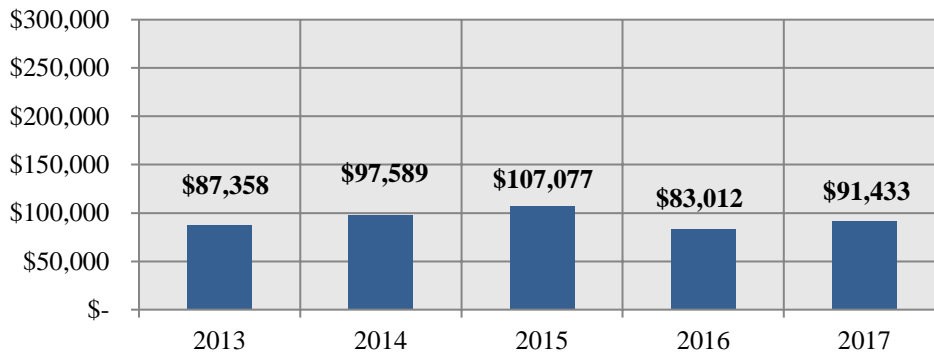
FY 2017 Expenditures for Direct Services and Administration



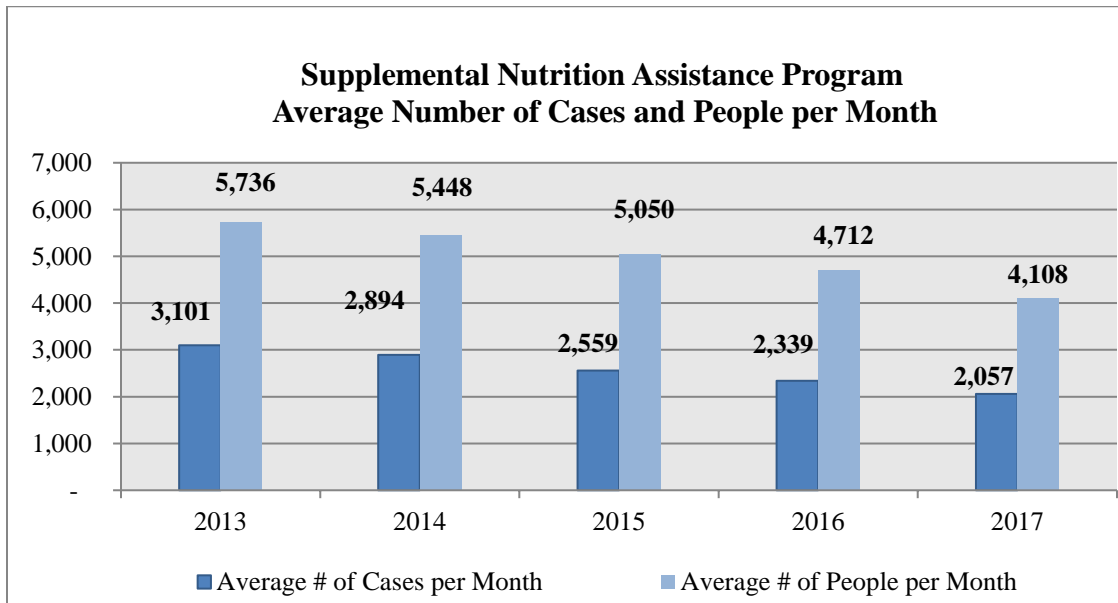
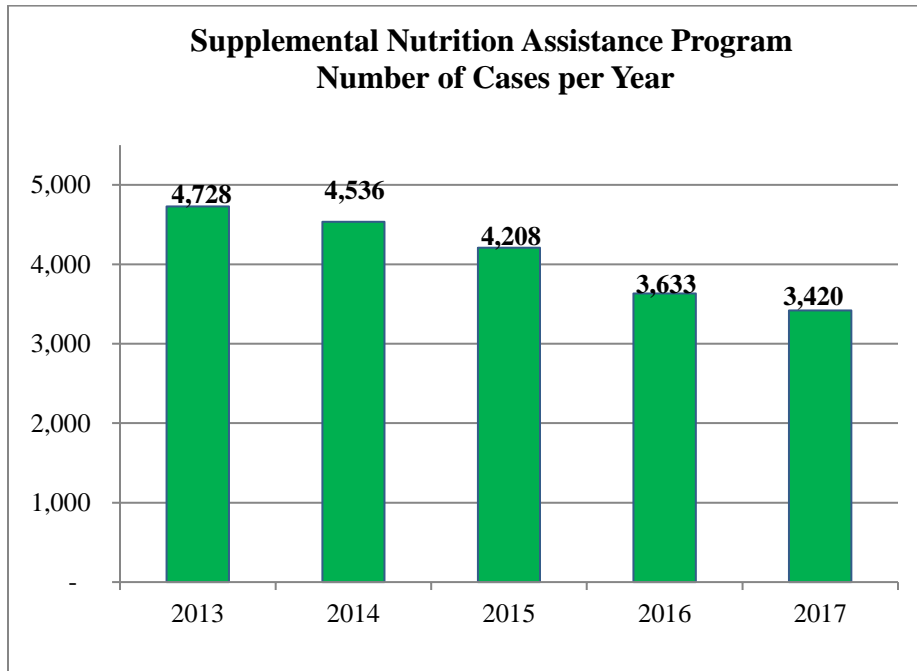
CDSS Funding for Financial Aid & Purchased Services - Federal / State Funds



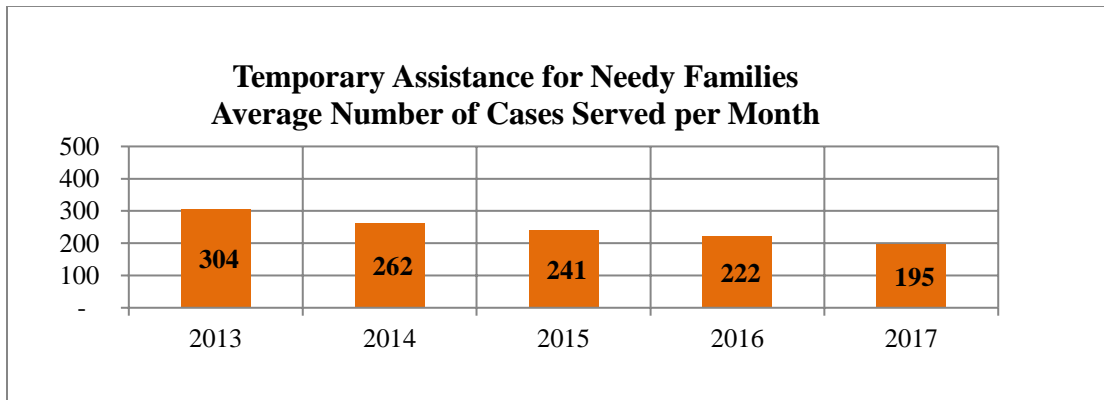
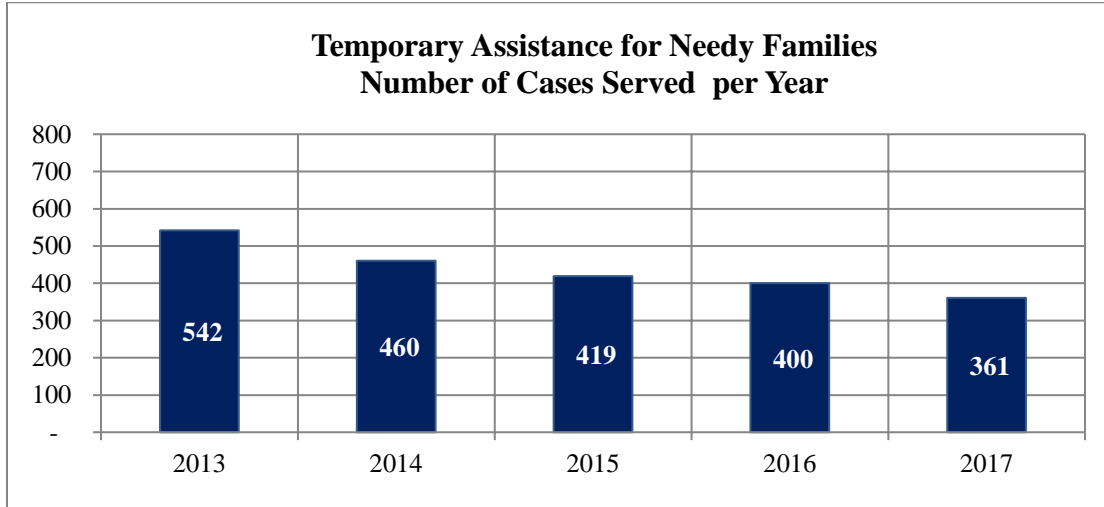
CDSS Funding for Financial Aid & Purchased Services - Local/Other Funds



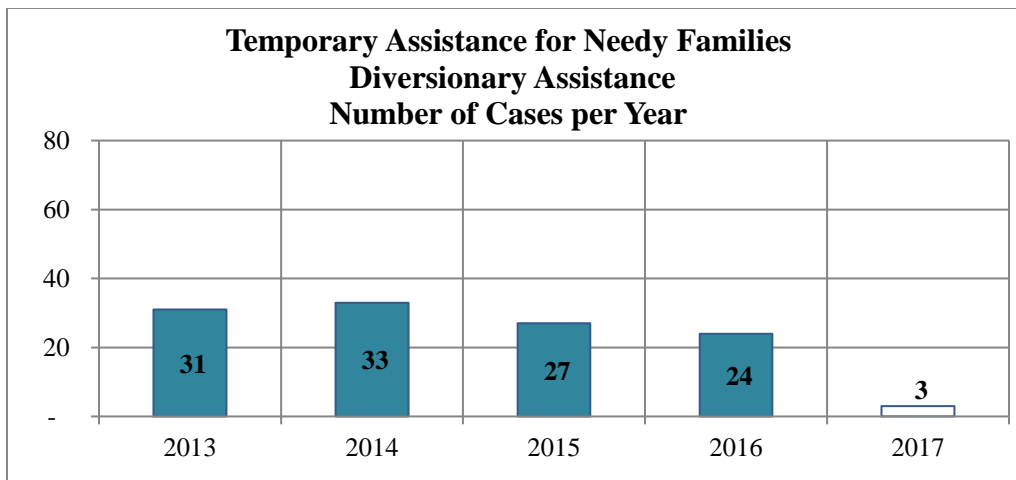
The Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program alleviates hunger and malnutrition by increasing the food purchasing power of low-income households, the majority of which are homes to children under the age of 5. Eligible individuals and families receive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

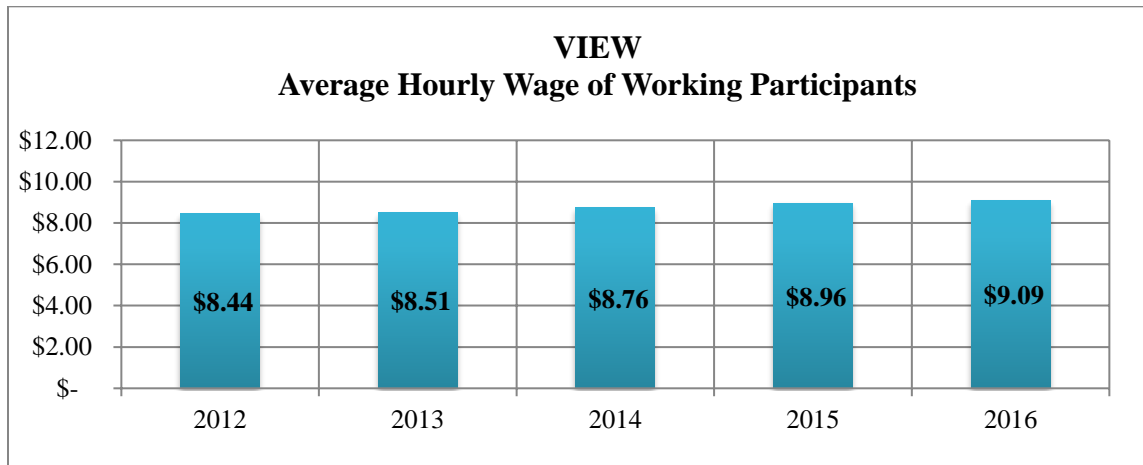
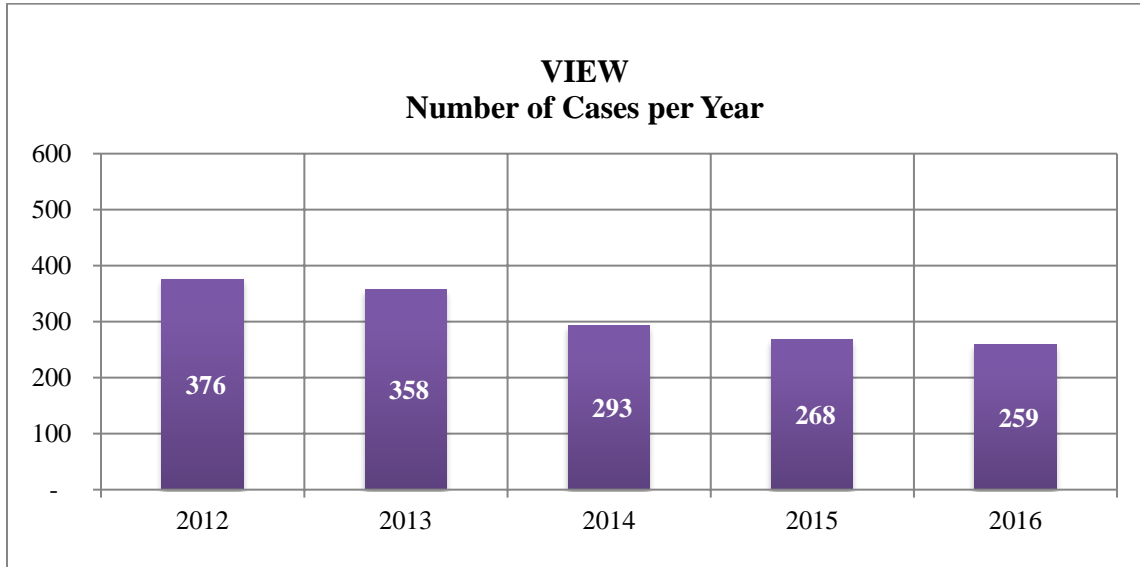


TANF Diversionary Assistance provides families with a one-time cash payment, once in any five-year period, from TANF funds, to use in financial emergency situations.

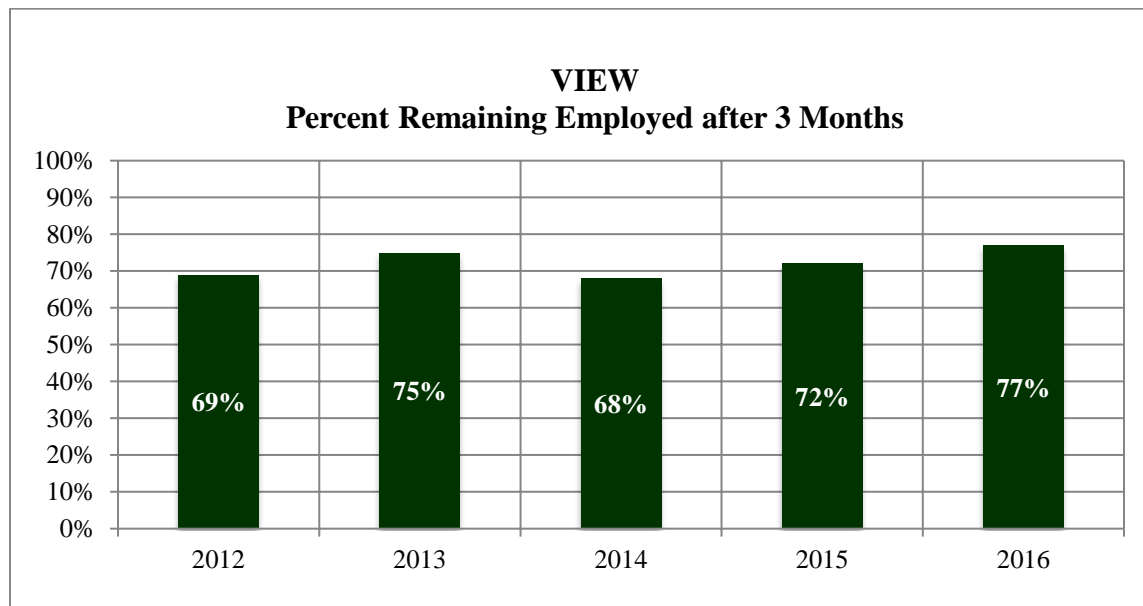


The Virginia Initiative for Employment Not Welfare (VIEW) offers employment-related activities including: assessment, referrals to jobs, education, training, and support services for participants in the Temporary Assistance for Needy Families (TANF) program.

VIEW Data for FY2017 is not yet available from the Virginia Department of Social Services.



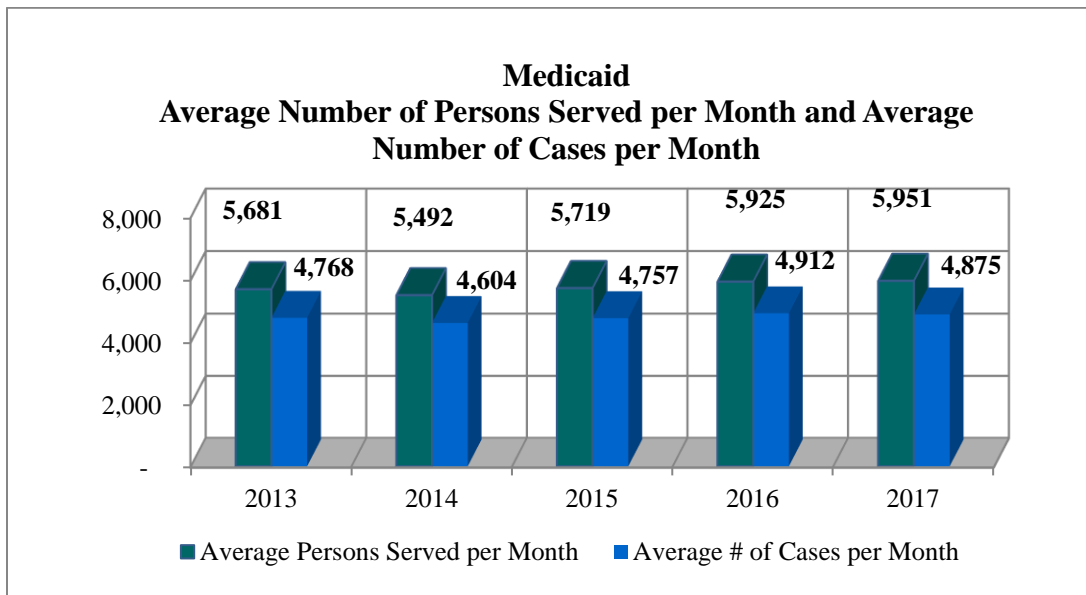
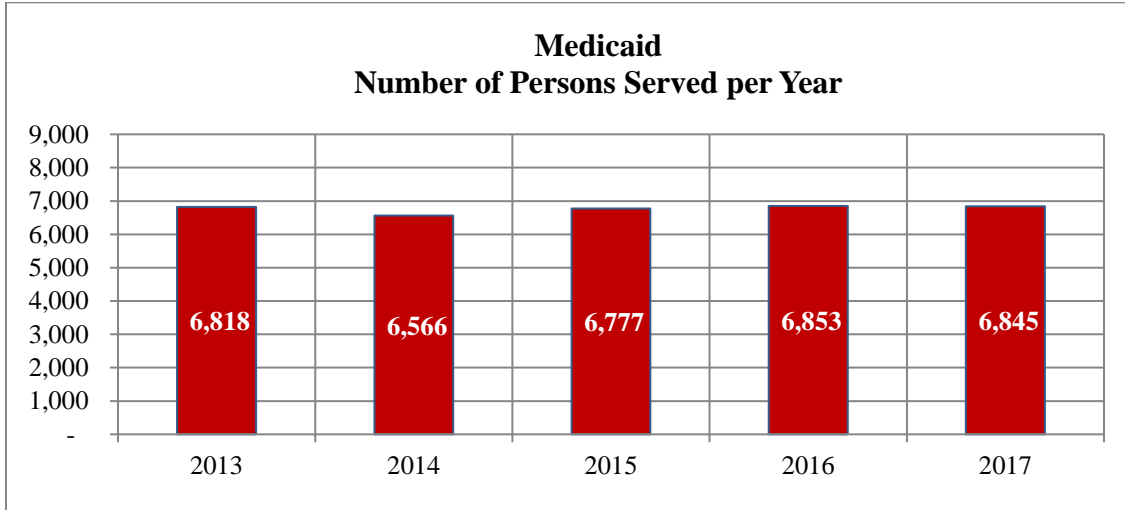
While many VIEW participants are able to get jobs, they often struggle to retain employment.



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.



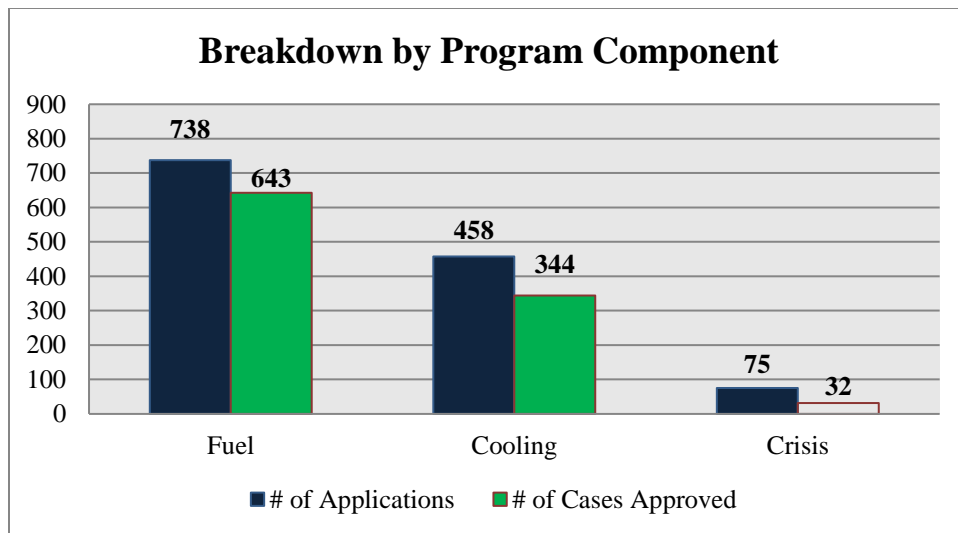
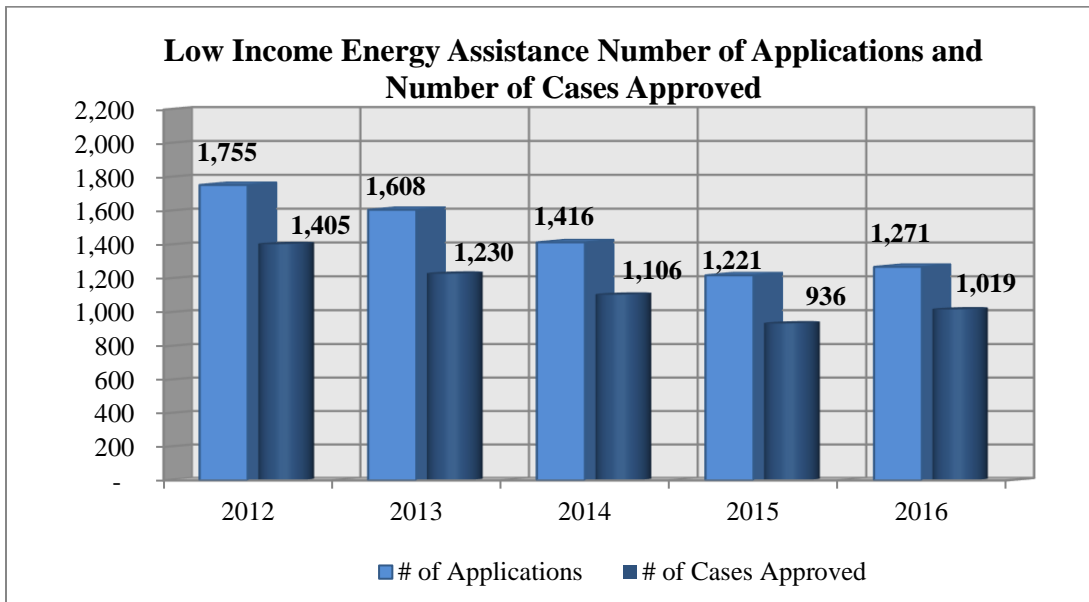
The Affordable Care Act

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.

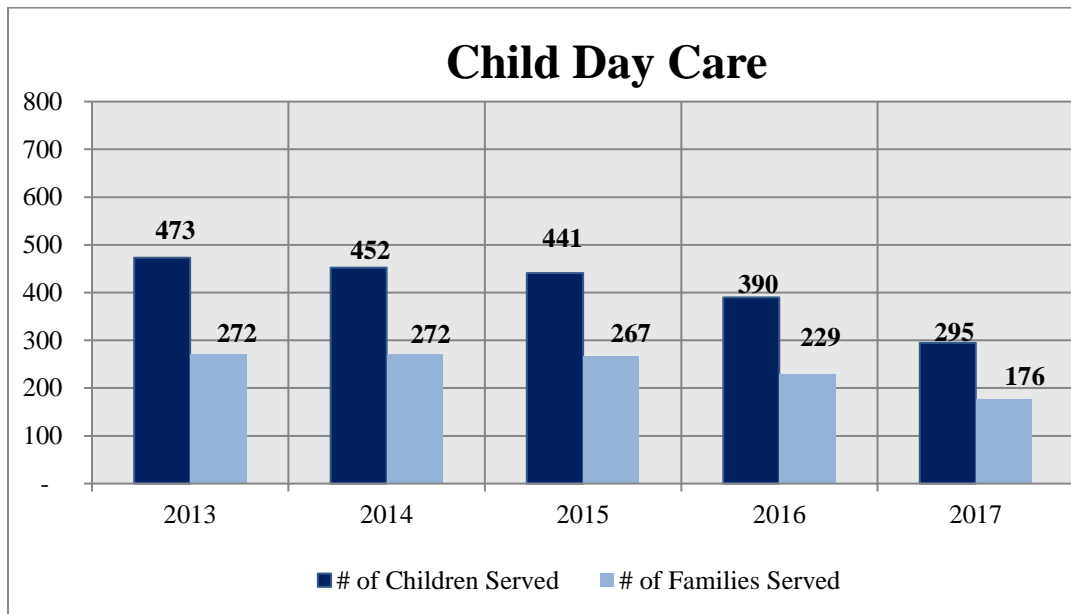
- **The fuel assistance program** can assist with purchasing home heating fuel or paying heat utility bills.
- **The cooling assistance program** can assist with purchasing or repairing home cooling equipment and/or paying for electricity costs to operate equipment.
- **The crisis assistance program**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

Energy Assistance Data for FY2017 is not yet available from the Virginia Department of Social Services.



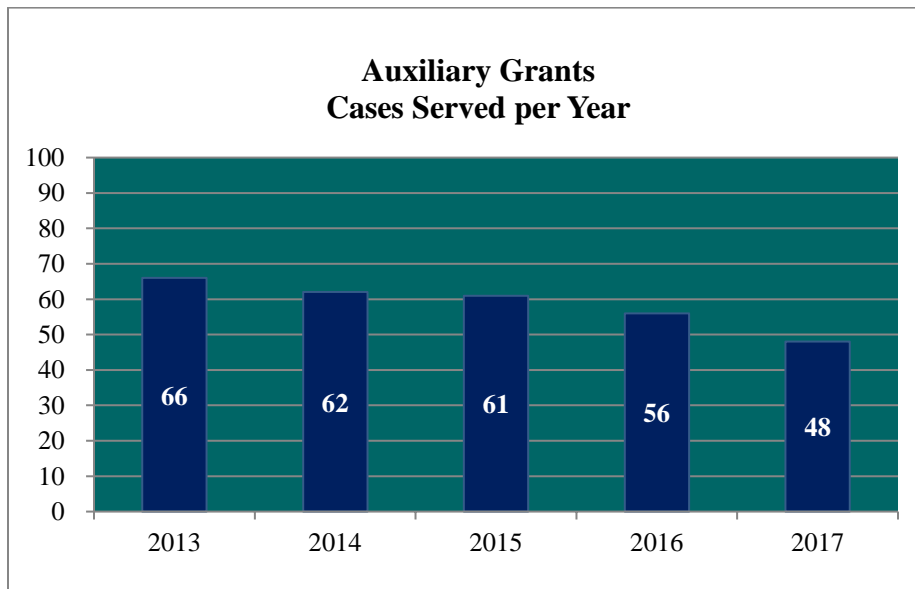
Low Income Energy Assistance data is based on the Federal Fiscal Year, October 1 – September 30th.

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.

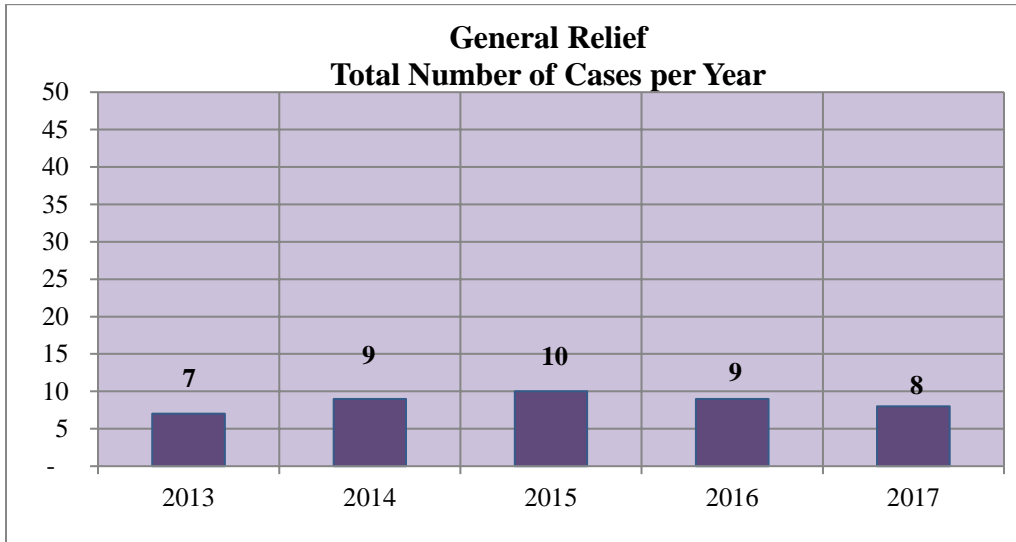


*Child Care Data for 2013, 2014, & 2015 has changed from the FY15 report based on information provided in the Virginia Case Management System (VaCMS). The department has asked the Virginia Department of Social Services for clarification on the changing data.

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.



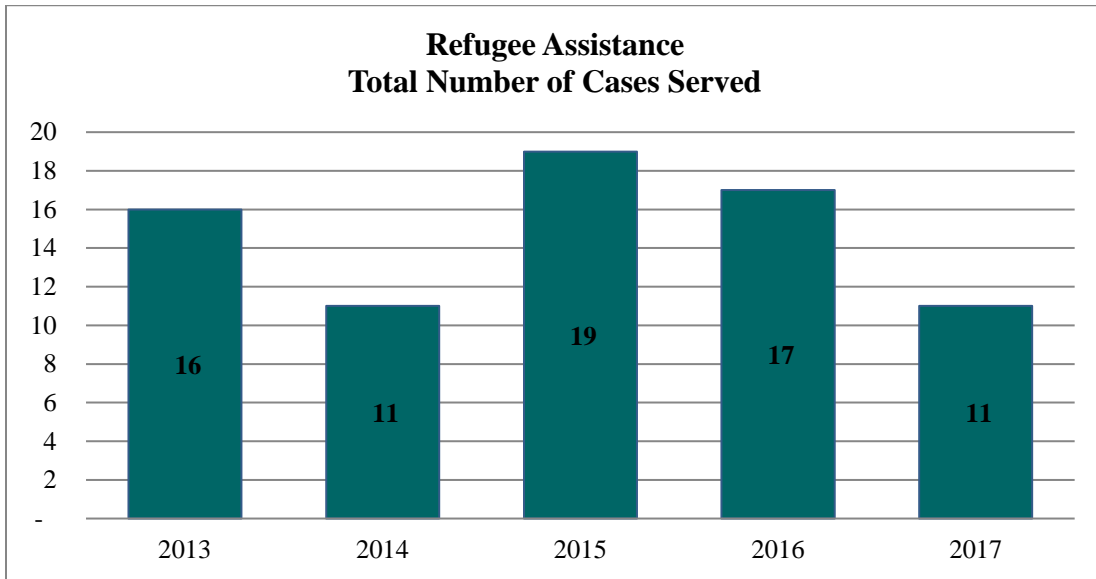
General Relief is a state/local program that provides financial assistance to indigent children living with non-relative families.



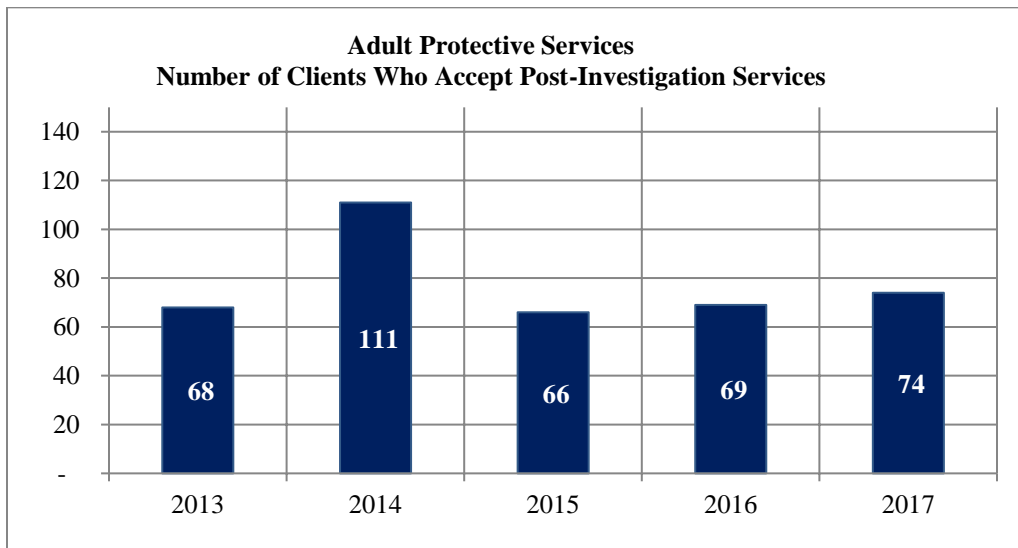
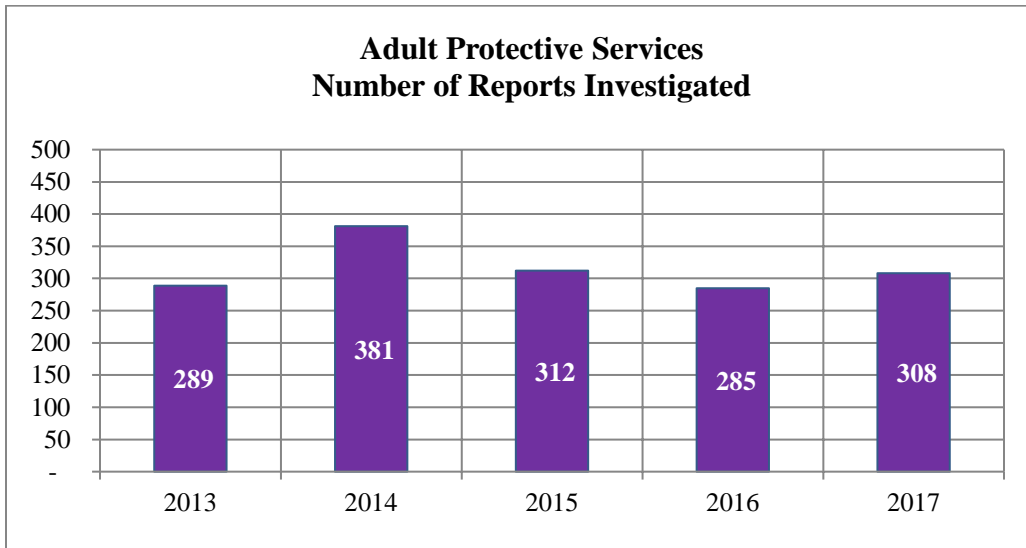
The General Relief program was changed in fiscal year 2011 to only provide financial assistance to indigent children living with non-relative families. Prior to this the program also provided financial assistance to qualifying individuals who were temporarily disabled and unable to work and did not qualify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

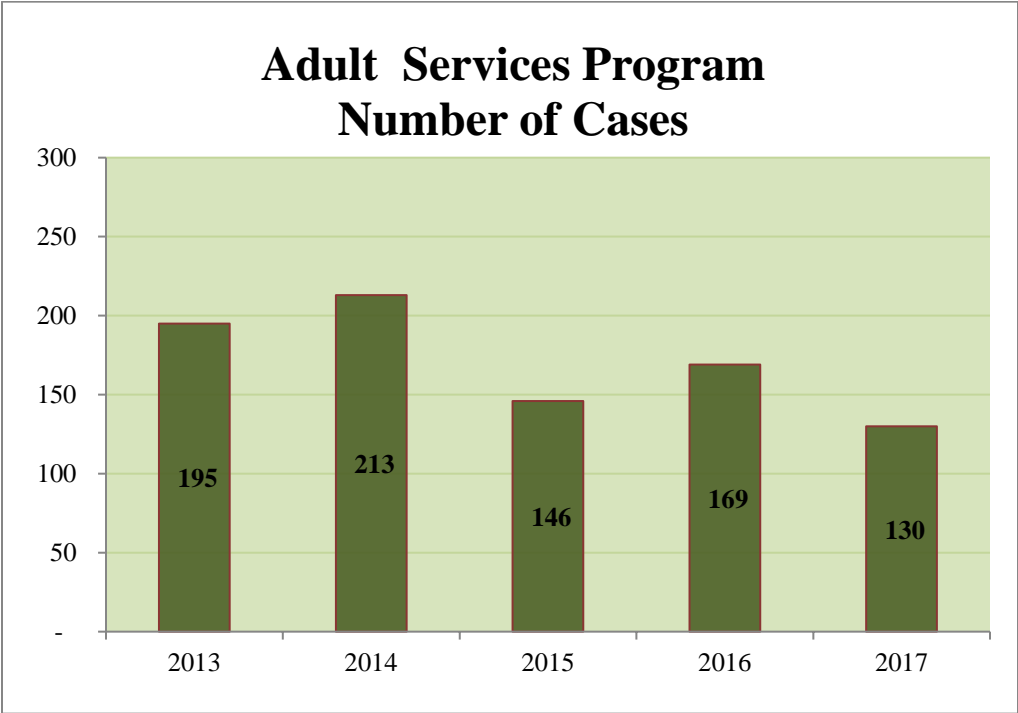
The National Refugee Resettlement Program is a humanitarian program. Its goals are (i) to assist in the successful social integration of refugee populations, as soon as possible after their arrival in the U.S., into the communities where they are resettled and (ii) to do this with an emphasis on attaining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



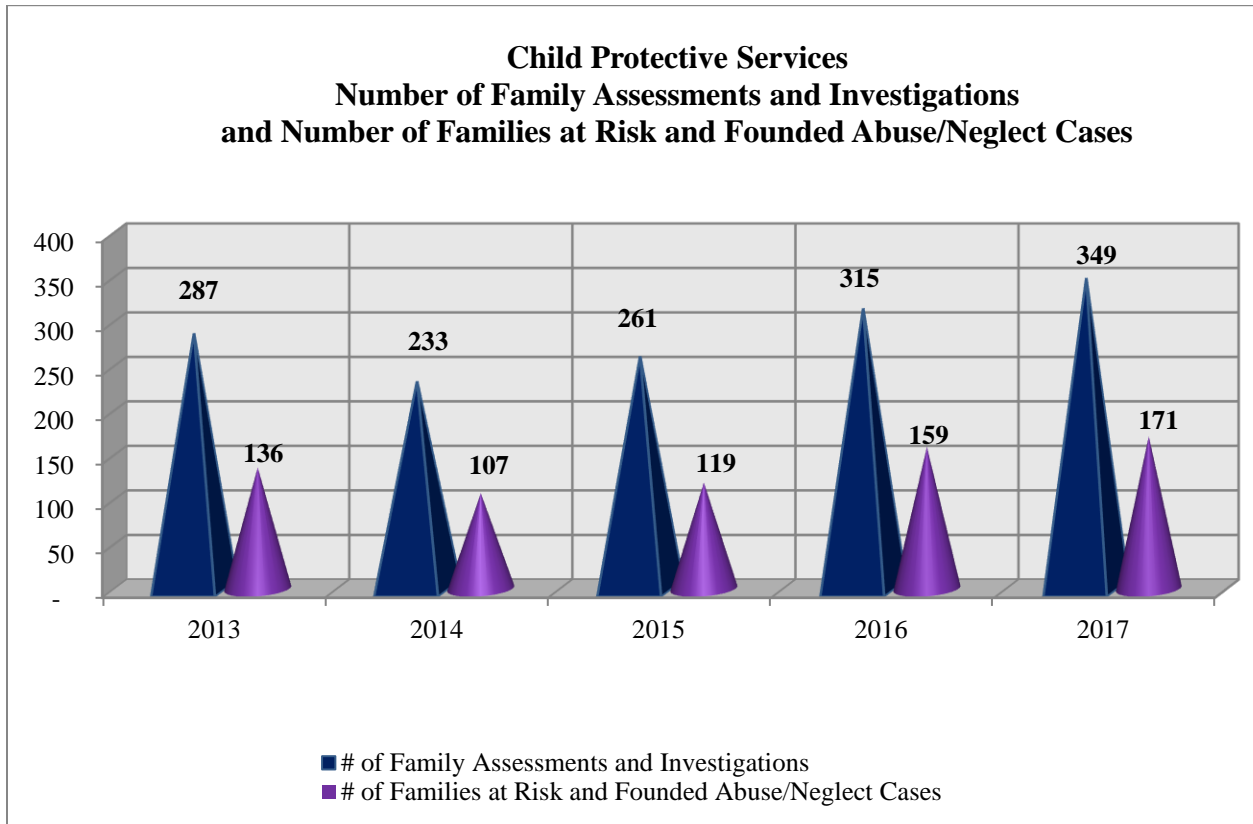
Adult Protective Services (APS) investigates reports of abuse, neglect, and exploitation of adults aged 60+, adults 18+ living with disabilities, and adults having special needs when it is found that they are in need of protection.



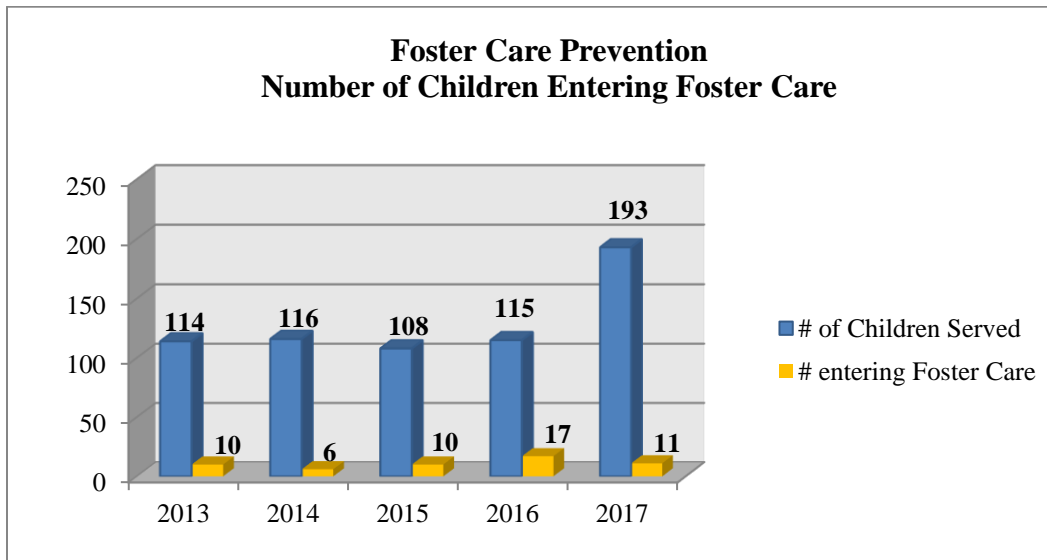
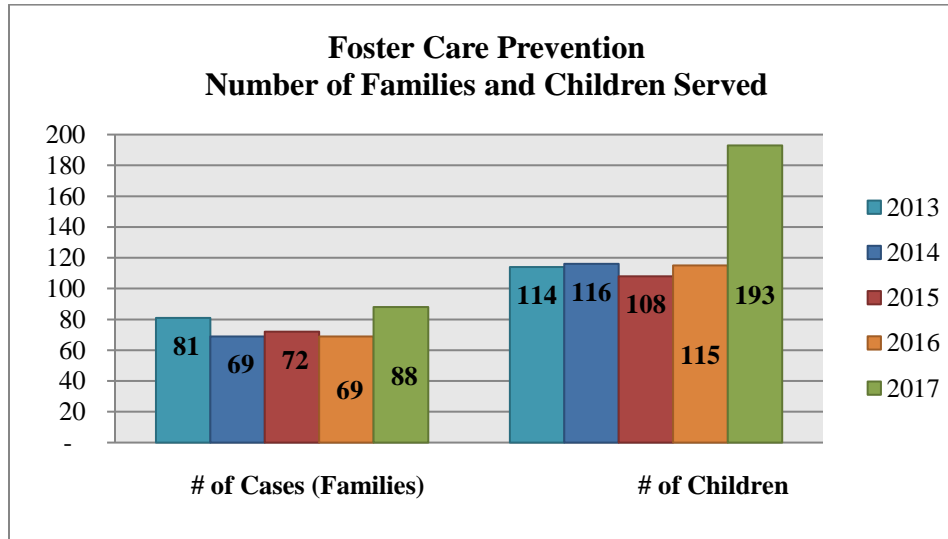
The Adult Services program enables vulnerable elderly and disabled adults to live independently with dignity, preventing abuse, neglect, and exploitation. The program also assists elderly and disabled adults in making the transition into nursing homes and assisted living facilities.



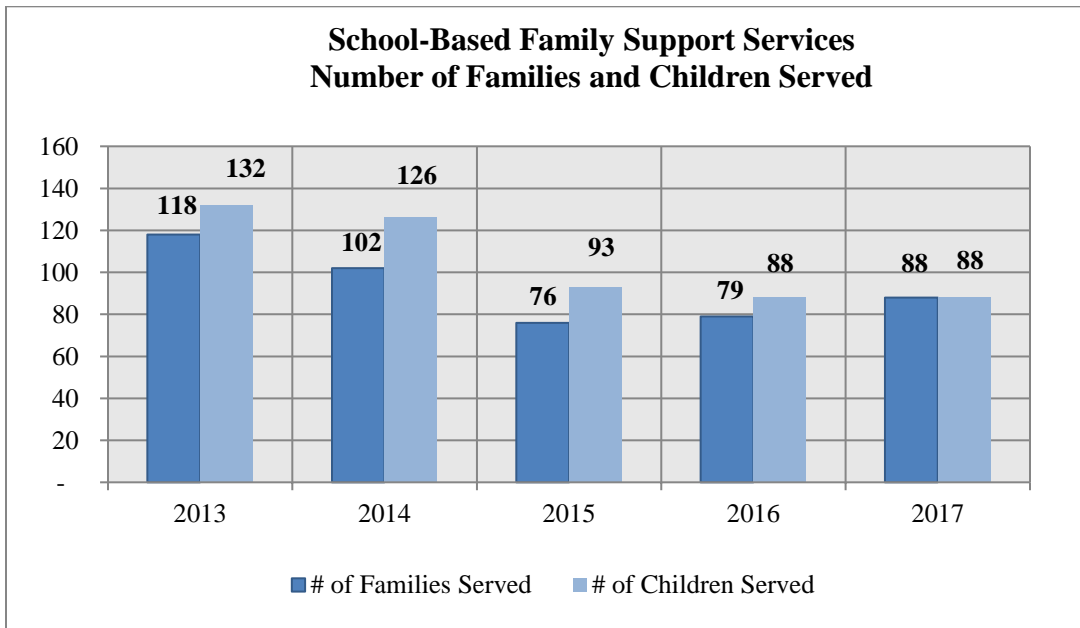
The Child Protective Services (CPS) program investigates reports and assesses the needs of children who are subject to abuse and/or neglect by their caregiver(s). After a child’s immediate safety is assessed, service plans are developed to reduce risk and ensure that children reside in safe environments. 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.



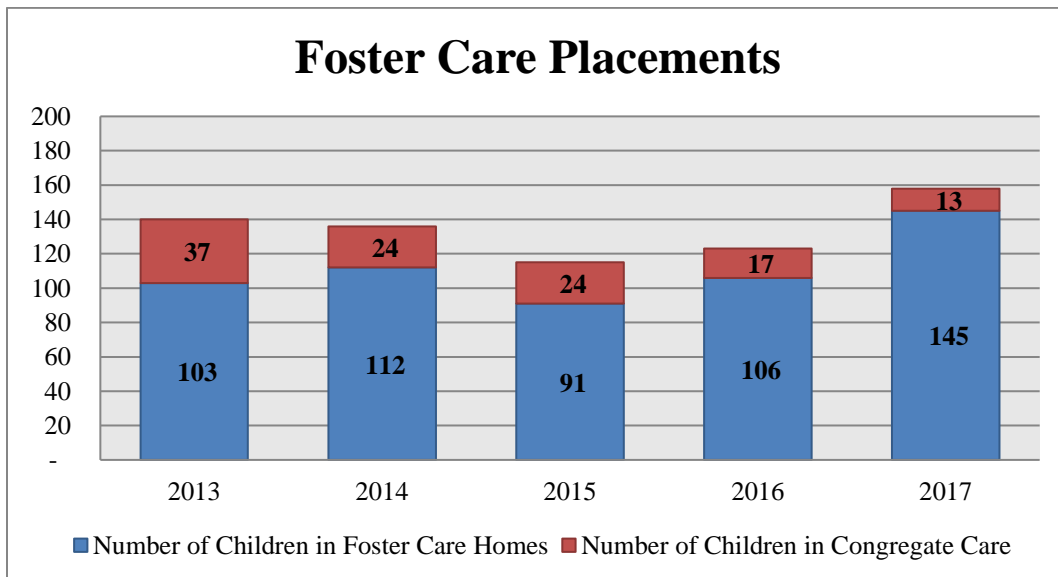
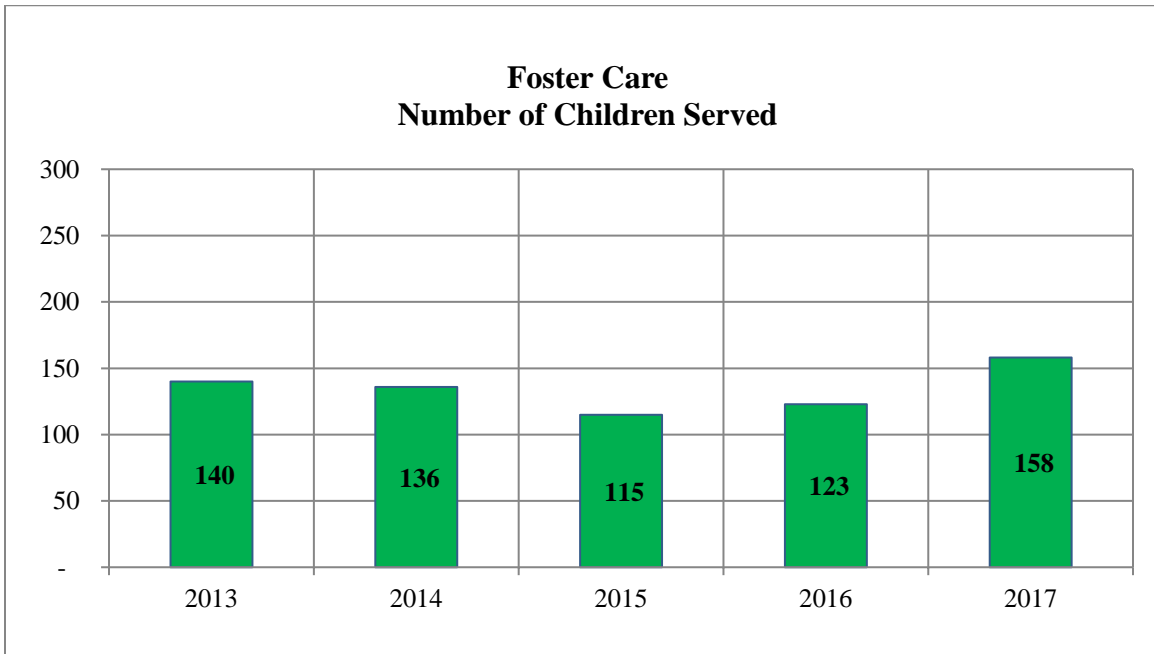
The Foster Care Prevention Program provides family assessment and intervention to prevent the placement of children into Foster Care. The program provides support for families and children to keep families intact.



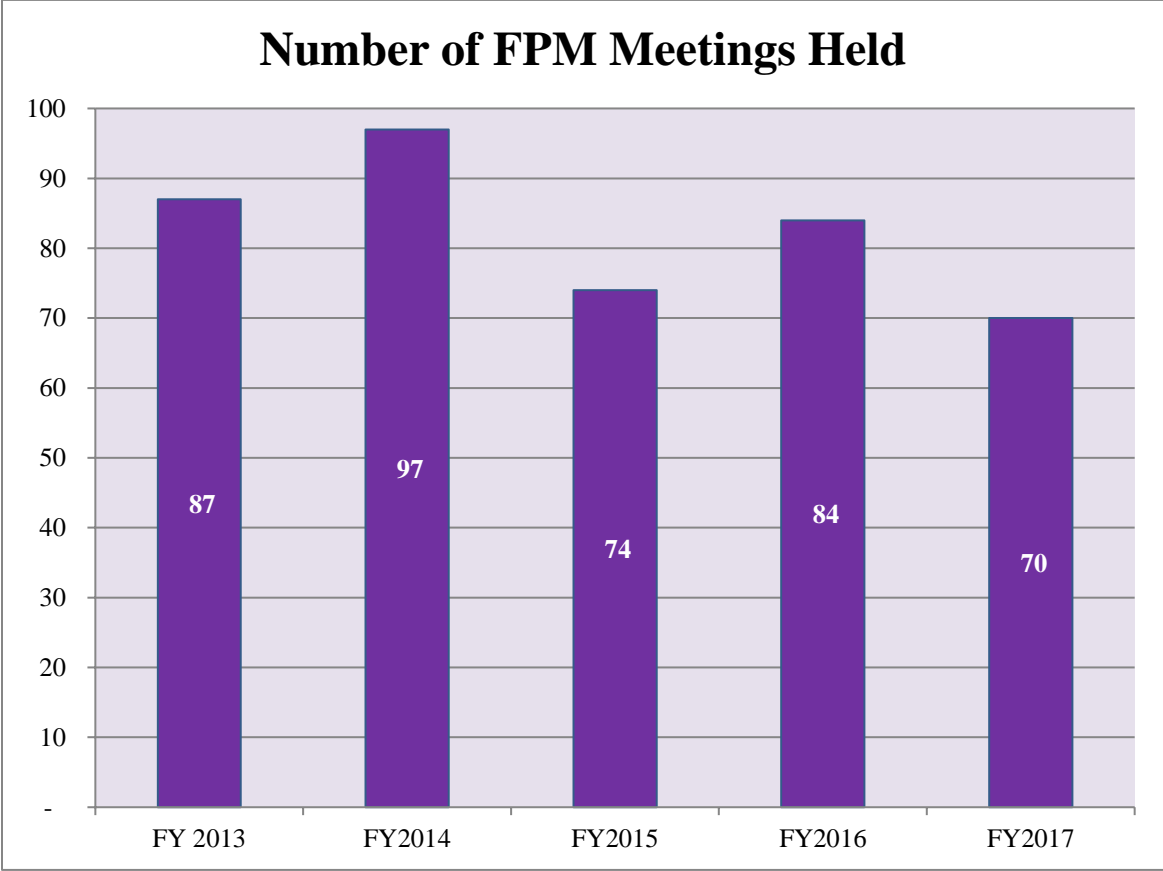
The **School-Based Family Support program** provides outreach social work services to increase the likelihood that a child will enroll in preschool and kindergarten, maintain attendance in the preschool program, and increase the capacity to succeed in school. The Family Support Worker assesses risk factors 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.

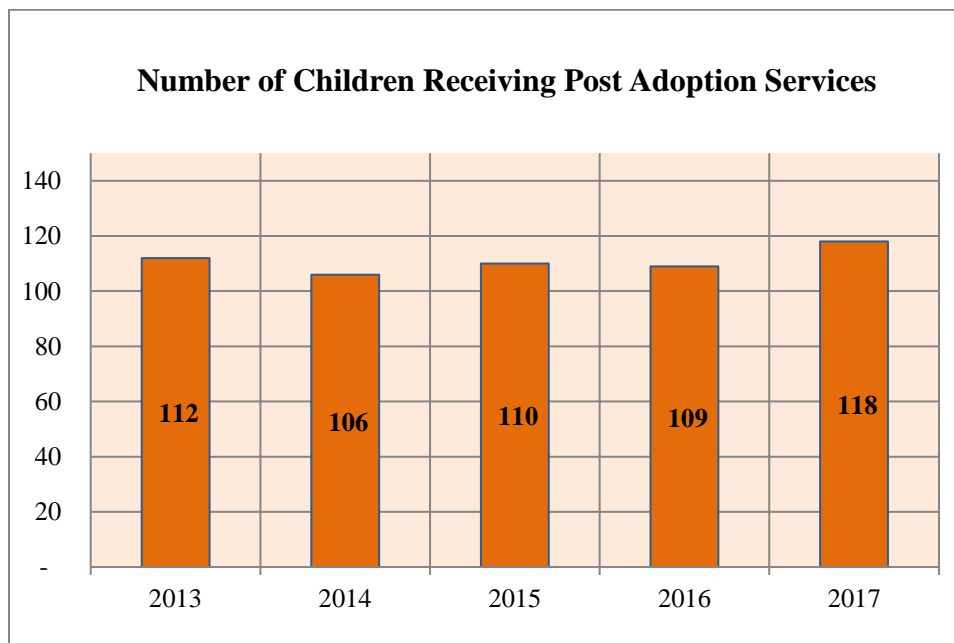
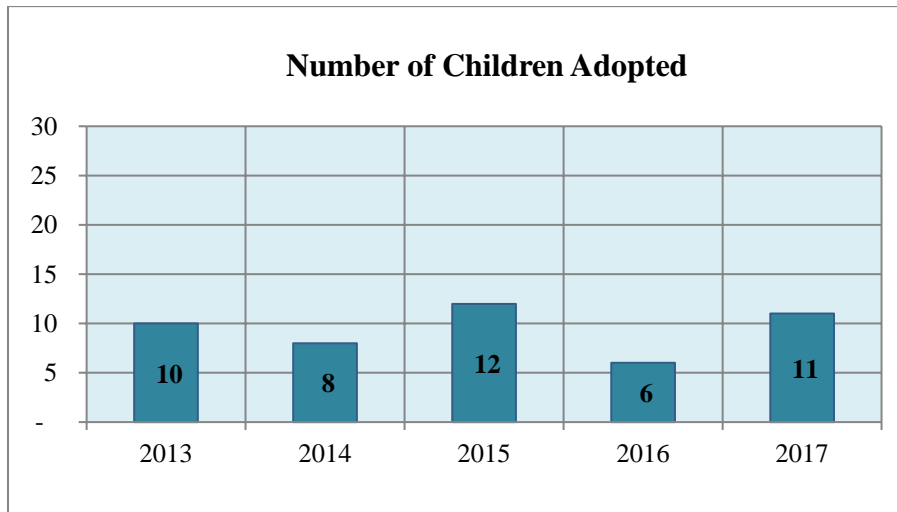


The Department’s change in business practices, including its family engagement focus, has increased the likelihood of children staying in their homes and community. In Family Partnership Meetings (FPM), parents, extended family members, non-relative supporters, and other caregivers assist social work 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 Purpose Statement

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

Creativity: We value innovation in the pursuit of excellence. We are a solution-oriented, problem solving organization. We share ideas and use collaborative strategies to achieve efficient, effective, community-focused results.

Leadership: We lead with commitment, dedication, and the pursuit of a sustainable and resilient community. We balance the needs and interests of all in our decision-making. We clearly communicate our vision and goals throughout the organization. We foster an organizational culture that encourages strategic thinking, initiative, and strong performance.

Trust: We are accountable to the community for our work. We act ethically and build public trust at all times. We foster open, honest, and direct communication. We are committed to effective stewardship of the City's natural resources and community assets. We perform our duties with attention to fairness, consistency, laws, and policies.

Respect: We appreciate differences and seek diverse input in our public processes. We are inclusive within the organization and in the community. We promote diversity and equity and are mindful of the culture and history of our organization, the City, and our community.

Excellence: We provide excellent services. We are responsive to requests and seek to implement the most effective approaches to our work. We follow best practices and we measure the outcomes of our performance. We provide accurate and timely delivery of services.