

Social Services Advisory Board



Annual Report to City Council

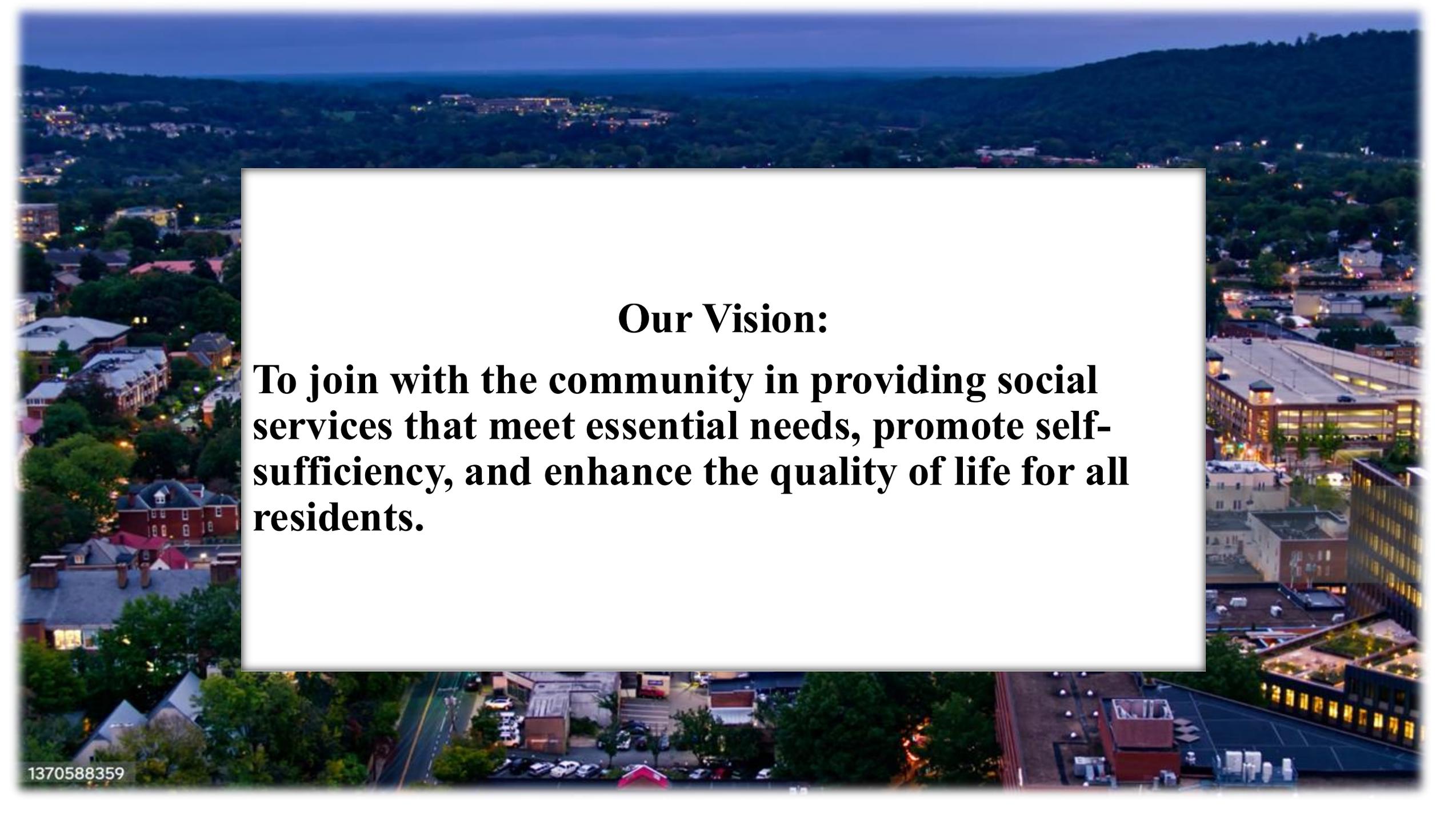
Locally Administered Programs, State Oversight

120 Local Departments of Social Services (LDSS) overseen by 5 regional offices:

- Responsible for the administration of human services, child welfare, and eligibility for all benefit programs

VDSS Regional Boundaries





Our Vision:

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.

What We Do...

<u>Benefits Programs</u>	<u>Services Programs</u>	<u>Administrative Services</u>
Child Care Subsidy Program (CCSP)	Child Protective Services (CPS)	Vendor/ Foster Care Payments
Temp Assist. For Needy Fam. (TANF)	Foster Care Prevention/ In Home	Procurement
Workforce (VIEW/ SNAP E&T)	Foster Care	Reconciliation
Supplemental Assist. Program (SNAP)	Adoption	Recruitment
Energy Assist. (LIHEAP/ PIPP)	Fostering Futures	Staff Stabilization
Medical Assistance	Adult Protective Services (APS)	Financial Planning
Aux Grant, General Relief And Refugee Services	CSA/ Title IVE Funding And Administration	Accounting
Federal And State Mandated Benefits Programs Help Low Income Families And Individuals Meet Basic Needs For Food, Shelter, And Medical Care.	Family Services Programs Provide Assessment, Intervention, And Case Management Services Through Federal And State Mandated Programs.	Administrative Services Ensure That All Service Delivery Actions Are Supported With The Finances Required And Supports The Organizations Responsibility Of Being A Good Steward Of Funding.

Local Economic Impact

<u>Programs</u>	<u>Amount (USD)</u>
Medicaid & FAMIS payments to providers	\$99,593,830
SNAP	\$9,847,031
Children’s Services Act (CSA) payments	\$4,986,321
Staff, Administrative & Operations	\$6,585,721
Adoption Assistance payments	\$3,399,764
Title IV-E Foster Care payments	\$257,120
Child Care Subsidy payments	\$1,129,912
TANF (Temporary Assistance to Needy Families)	\$1,389,032
Fostering Futures Foster Care Assistance	\$75,306
Kinship Guardianship Assistance	\$21,051
LIHEAP (Low-Income Home Energy Assist. Program)	\$507,787
Auxiliary Grant payments to providers	\$532,878
Other Purchased Services for clients	\$143,965
Central Service Cost Allocation	\$164,709
VIEW (VA Initiative for Education and Work)	\$132,767
Independent Living Services	\$55,303
Refugee Assistance	\$20,133
General Relief	\$3,792
State/Federal Funding	\$128,495,585
Department Local Match	\$3,981,861
Local Match for Children’s Services Act (CSA)	\$1,855,705
Total Expenditures for FY2024	\$134,333,151

Benefits Updates- H.R.1 BBB

Supplemental Nutrition Assistance Program (SNAP):

- Introduces a matching administrative funds requirement
- Changes eligibility
- Repeal of national education and obesity prevention grant program (snap-ed)
- Changes work requirements for able bodied adults
- Expands the national accuracy clearinghouse

Medical Assistance - Medicaid:

- The bill contains tax restrictions, community engagement requirements, and changes to state- directed payment limits.
- Most new Medicaid provisions will not take effect until 2026 or later, giving states time to develop their implementation plans.
- Introduces new Medicaid renewal process

Family Services Updates

Kin First Now 2nd Cohort

- Virginia Department of social services has set a goal of **35%** kinship placements by the end of 2025
- The State of Virginia is currently at **22%** (July 2025)
- Charlottesville Department of Social Services (CDSS) is currently at **55%** (July 2025)

The Safe Kids, Strong Families Initiative

- The initiative will fund A \$1 million study to address systemic challenges such as child safety, permanency, workforce shortages, and reducing congregate care, as well as ensuring A clear roadmap for future reforms.
- Aiming to create new policy/ legislation on best case practice on service delivery for child welfare programs.

New Adult Protective Services Position approved in FY26 has been filled (Thank You For Your Support).

Administrative Updates

Vendor Payments:

- The transition from Harmony to the Kinship financial system continues to be challenging
- As of June 2025, the team has formed a workgroup with City I.T. to explore expansion of the Umbrella financial system.
- The team is also reviewing the vendor invoicing process to look for ways to issue payments faster

Customer Service:

- Implementing new technology system in DSS lobby to capture data to better serve our customers and improve safety.
- Looking at ways to restructure the lobby area to improve efficiency.
- Exploring the need for security detail for the building to increase safety.

Staffing:

- The vacancy rate is currently **2.7%**

Current and Future Challenges

Family Service Division:

The division is seeing an increase in referrals for all program areas

- Foster care caseloads have increased 50% over the past year
- There are currently 108 children in foster care.
- Adult protective services (APS) reports of neglect/ abuse has increased by 4.80%.

Title IV-E Error Rate and payment processing volume

- Increased caseloads has led to increased workloads for funding and finance staff in addition to case workers.
- Increased caseloads has led to challenges processing Title IV-E eligibility due to limited time to gather needed documents. These errors often result in financial penalties to the department.

Snap and Medicaid support

- Creating an awareness of how changes to benefits will increase the risk of abuse and neglect in households that rely on receiving these services to **meet** daily living needs.

Current and Future Challenges Continued

Benefits Division:

SNAP ERROR Rate Management

- Reduction of state/ local processing error rate to meet target of 6% or below to be in compliance with federal mandates impacting cost shifting to states.
- Increased workloads due to the implementation of federal work requirement that will need to be verified as part of the benefits approval process.
- Cost shifting of SNAP administrative funding from 50/50, state & local/federal to 75/25 state & local/federal, increasing cost burden to implement services to the states.

Medicaid Community Engagement/ Work Requirement and Enrollment Management

- Increase in staff workloads due to change in the redetermination policy from annually to every 6 months for the expansion covered group.
- New expectation to monitor client compliance with the new mandated work requirement of 80 hours per month.
- Training and education for team members to be knowledgeable of how to navigate new systems or workflows required in order to implement new federal expectations successfully without harm to the community.

Anticipating a need for increased staffing to ensure workloads are manageable in hopes of preventing burnout and fostering team member engagement.

A vibrant street scene with a brick building, a '50 YEARS' banner, and a 'PARAMOUNT' sign. The scene is set on a sunny day with lush green trees in the background. A white text box is overlaid on the center of the image.

Looking Ahead...

Over the next several years...the department will:

- **Continue adapting to policy changes and community needs**
- **Focus on improving service delivery and outcomes**
- **Stay committed to transparency and innovation**

Thank you! Questions or Comments?