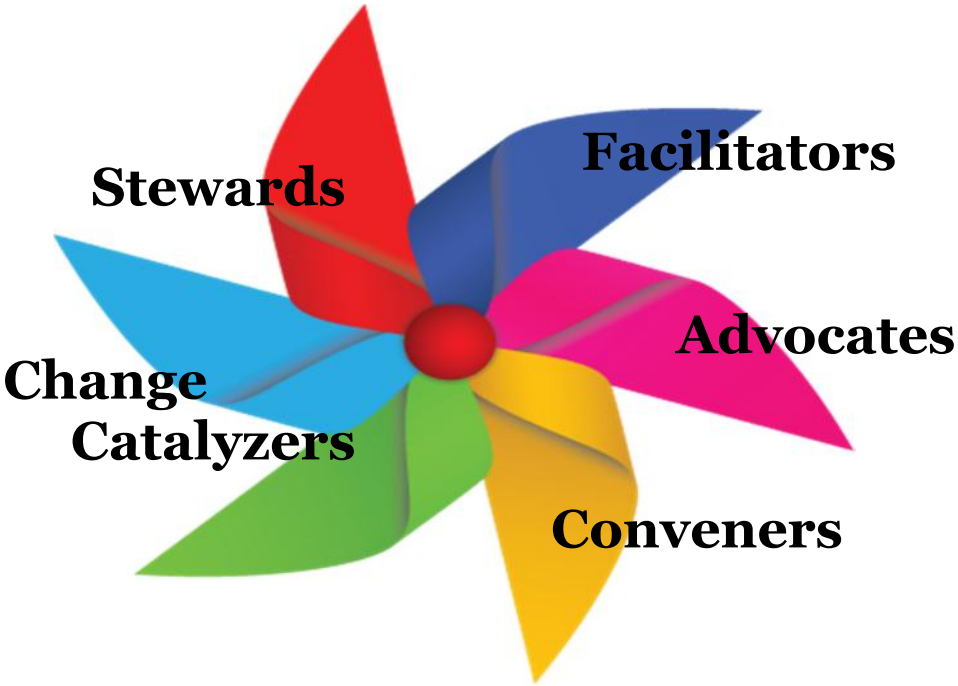

The Roles of ACDSS

2015 ANNUAL REPORT

Albemarle County Department of Social Services

Presented by the Advisory Board

Listening to the need.

ac-dss

Working together for solutions.

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NOTE: This FY 2015 Annual Report was designed, developed, and produced solely by the Staff and Advisory Board of the Albemarle County Department of Social Services.

Advisory Board Letter

The Advisory Board of the Albemarle County Department of Social Services is honored to perform the duties entrusted to it. In Virginia, pursuant to the Code of Virginia, Social Services Advisory Boards are asked to demonstrate an interest in all matters pertaining to the local social services agency, monitor social services programs, and provide an annual report to the governing body. The Advisory Board for Albemarle County's Department of Social Services meets monthly with the Director to enhance knowledge of local social services matters so that we may conduct business in accordance with our identified roles and responsibilities. These include, but are not limited to: (1) To be an advocate for community issues for The Department with the community, Board of Supervisors, and the State and Federal governments; (2) To be a liaison with the Board of Supervisors and the Community; (3) To seek knowledge about departmental services and the needs of the community; and (4) To set broad policies that would help the Department focus energy on specific opportunities.

We have chosen as a theme for this year's report *"Stewards, Facilitators, Advocates, Change Catalyzers and Conveners: The Roles of ACDSS."* Our tagline continues to be *"Listening to the Need……Working Together for Solutions."* All of the Department's programs are aligned with the tagline. Indeed, it has become part of our "brand" and thus is a promise to those we serve.

The Advisory Board is grateful to hear the tremendous stories of how the Department is achieving this promise to its customers. Throughout the following pages are stories which illustrate the various roles our staff play as we strive to fulfill our promise. We are pleased to share these stories as well as an overview of the Department's programs and services. Thank you for allowing us to serve the County in this capacity.

The ACDSS Advisory Board

KEY PERFORMANCE INDICATORS

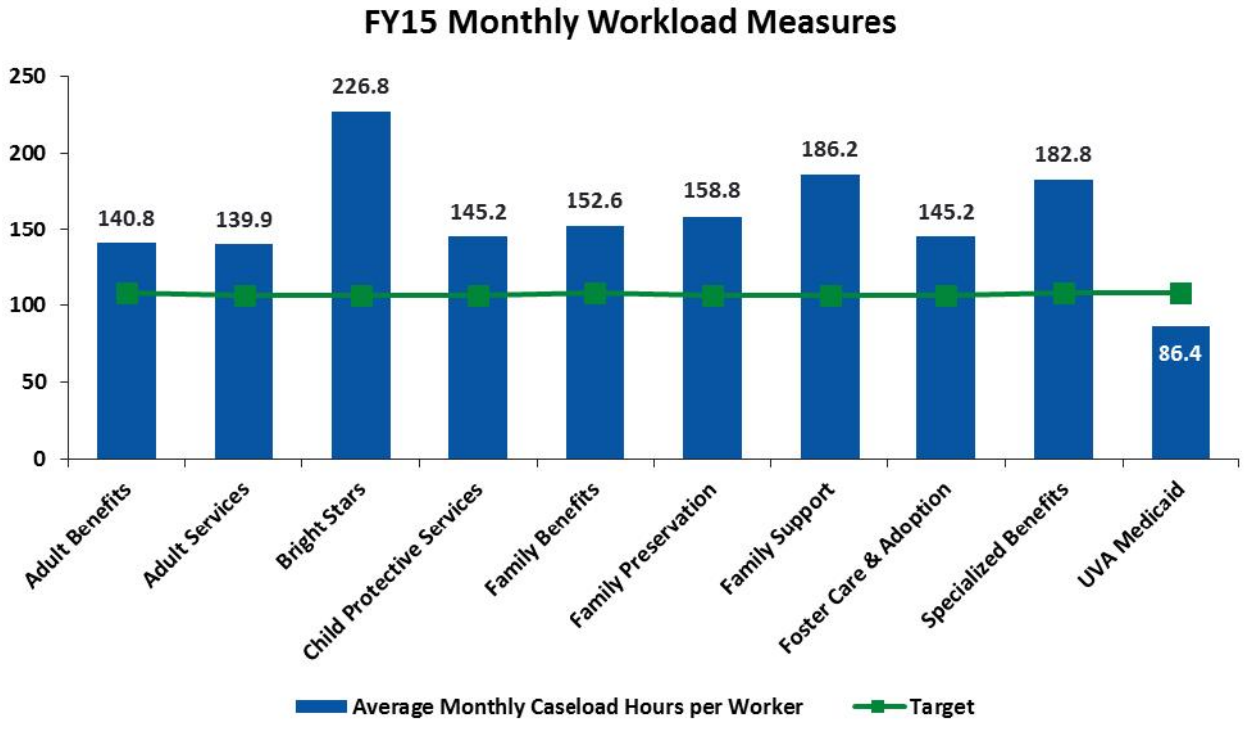
The ACDSS* Office of Program Accountability (OPA) *monitors, evaluates and reports progress on all unit and overall agency performance goals. The Leadership Team then assesses the identified critical measures to examine agency-wide performance on a quarterly basis. The OPA also supports ACDSS ongoing data needs by providing expertise on survey design and analysis, program evaluation, and workload measures tracking.

FY 2015 ACDSS Agency Key Performance Indicators Scorecard						
Outcome	Objective	FY 13	FY 14	FY15 Actual	FY15 Target	FY 15 +/-
Adults and families are medically insured.	97% of Medicaid applications are processed within 45 days.	96%	87%	80%	97%	- 17%
Adults and families are medically insured.	97% of Medicaid renewals are processed by the last day of the month in which they are due.	95%	95%	92%	97%	- 5%
Adults and families have sufficient food stuffs.	97% of Food Stamp applications are processed within 30 days.	99%	99%	99%	97%	2%
Adults are gainfully employed.	VIEW participants earn a mean initial hourly wage of at least $9.00 per hour.	$8.76	$8.90	$8.74	$9.00	- $0.26
Adults are safe.	40% of adults with an initial APSART score of High or Moderate will have their risk reduced by at least one risk level at disposition.	33%	32%	30%	40%	- 10%
Children have safe and stable home placements	90% of foster care children receive monthly face to face visits from their social workers.	76%	89%	89%	90%	- 1%
Children are safe.	90% of new referrals are responded to per SDM guidelines.	81%	84%	87%	90%	- 3%
Children are safe.	90% of ongoing CPS cases have the # of required monthly contacts, per state CPS policy	46%	65%	56%	90%	- 34%
Children are successful in school.	80% of BS children score at least the PreK PALS benchmark score.	78%	68%	67%	80%	- 13%
Children are successful in school.	90% of FS children have no CPS reports of abuse or neglect within a 12 month period	96%	98%	97%	90%	7%
ACDSS is a good financial steward of resources.	Local Funding position will remain at least 1% under budgeted amount	5%	4%	12%	1%	11%

WORKLOAD MEASURES

Workload Measures are a standard, expressed as the number of hours required to handle a case, applied to existing caseloads. Measures can vary depending on number of staff, weight given to tasks, and state standards. The target monthly caseload is 108.5 hours per case worker for Adult Benefits and Family & Children Benefits. The target monthly caseload is 106.6 hours per case worker for all other units.

Monthly caseload targets were derived based on observation of the percentage of time caseworkers spend on case-specific activities (including face-to-face contacts, recording case notes, conducting assessments, providing or arranging for services, etc.). Also taken into consideration are hours dedicated to administrative activities (including reviewing policy manuals, developing resources, attending meetings, etc.), training activities (both delivering and receiving), and non-work activities (including breaks, vacation, sick time, etc.). This was a statewide study conducted for the Virginia DSS by a private consulting firm in 2008. Since that time, numerous policy changes requiring additional data entry and/or casework mandates have been placed on local DSS staff that are not accounted for in the measures.

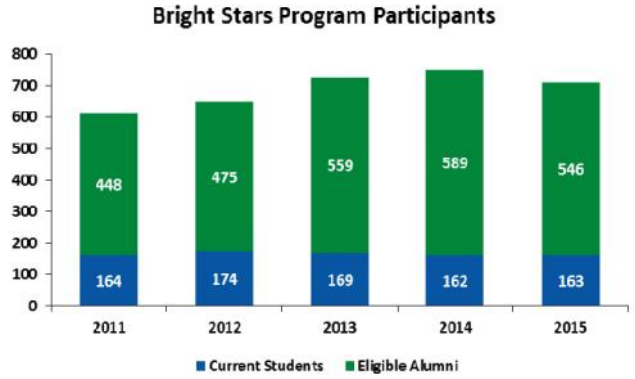


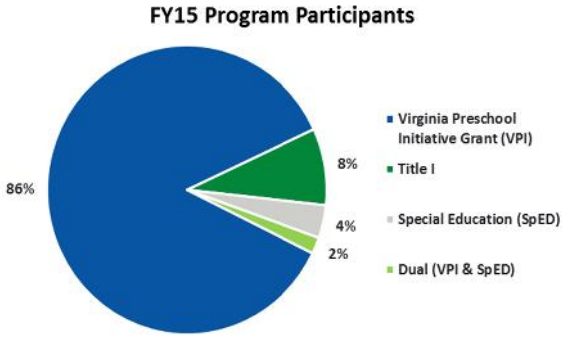
Prevention Services to Help Families Learn and Grow Together

Prevention Programs

Family Support is a pre-placement prevention program based in nine Albemarle County elementary schools and four middle schools. Providing family support to at-risk children and their families serves to prevent these children from experiencing abuse and neglect and to prevent their social needs from interfering with their learning.

Bright Stars is an early intervention preschool program for four-year-old children and their families. Recognizing that the classroom is only one part of a child's educational success, the Bright Stars robust family program serves to engage with families outside of the classroom.





Jackie Ponton
Scottsville
Bright Stars Coordinator

Bright Stars Program Change Catalyzers: Bright Stars Family Coordinators are often asked for assistance with behavioral issues in the classrooms. Work by the teachers on behavioral issues in the classroom is helpful, but the best work can be done when the parents are reinforcing the messages at home. There was concern that some of our parents lacked some of the knowledge and skills necessary to provide the reinforcement. Staff wrote a grant and competed for the Charlottesville Area Community Foundation's Youth Service Award. The Bright Stars program was awarded $10,000 to provide parenting classes to parents of Bright Stars students.

"Everything to me was positive, my child has become so much more independent and wants to show me how she has learned."

- Bright Stars Parent

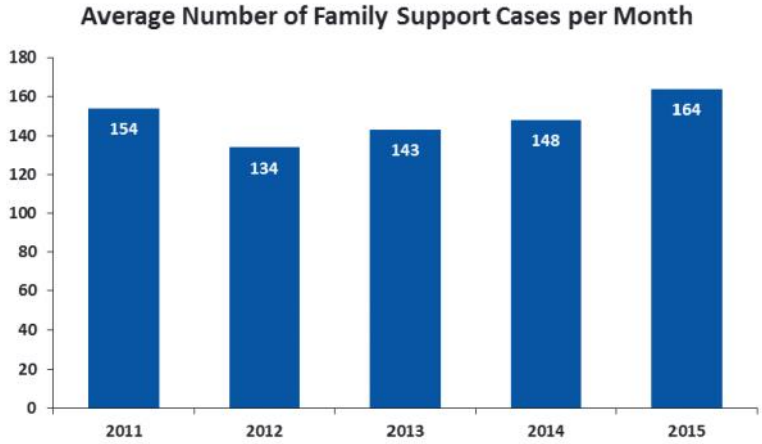
Prevention Services to Help Families Learn and Grow Together

Family Support Stewards and Facilitators: An elementary school aged child was having some behavior issues at school and engaging the parents was challenging as they were often unavailable. The Family Support Worker listened to an unspoken need and determined that the child would benefit from an after school enrichment program. The staff asked the parents and child about enrolling with the Boy Scouts at his respective school. Enrollment was accomplished, fees were paid from a grant awarded to the Family Support program, and a uniform purchased. The child attended the troop meetings regularly and was a model scout. His parents took an active interest in his scouting involvement and have begun to attend the parent events. His school behavior has improved and he appears to be a much happier child.

""I am very grateful for (the Family Support Worker) and the interpreter. Many of my problems have been resolved and for that I am infinitely grateful for your help and knowing that there are people out there who care. God bless you and thank you."

- Family Support Parent

Diana Franco &
her Bright Stars daughter
Front Office Specialist



Working with Families to Improve Child Safety & Well-Being

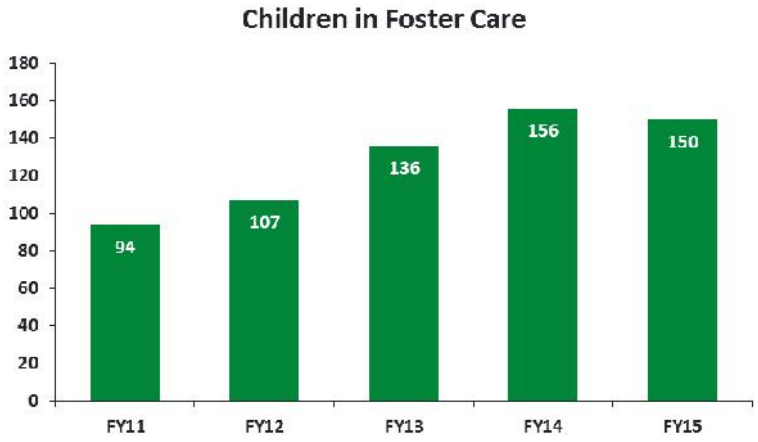
Child Welfare Programs

Family Preservation Services helps families alleviate crisis situations that might lead to out-of-home placements of children due to abuse, neglect, or parental inability to care for their children. These services help to maintain the safety of children in their own homes, support families preparing to reunify or adopt, and assist families in obtaining other services to meet multiple needs.

Foster Care Services provides services, substitute care, and supervision for a child on a 24-hour basis until the child can return to his or her family or be placed in an adoptive home or another permanent foster care placement. Through the extensive Family Finding process, whenever possible, kinship (fictive and biological) homes provide placement while children remain in foster care. Youth over 18 are encouraged to remain under ACDSS' umbrella so as to support their transition to adulthood.

Adoption Services helps children who have been permanently and legally separated from their birth parents become permanent members of a new family. Adoptive placements are sought for older children as well as younger children and ACDSS has successfully finalized adoptions with kinship families.

Child Protective Services identifies, assesses, and provides services to children who have been abused or neglected and to their families. It is designed to preserve families whenever possible, yet protect children and prevent further maltreatment. A significant element of the CPS program is the use of Family Partnership Meetings which facilitate a family's involvement in the decision making regarding safety and placement of their child.



Maria Torrence
Foster Care/Adoption Specialist

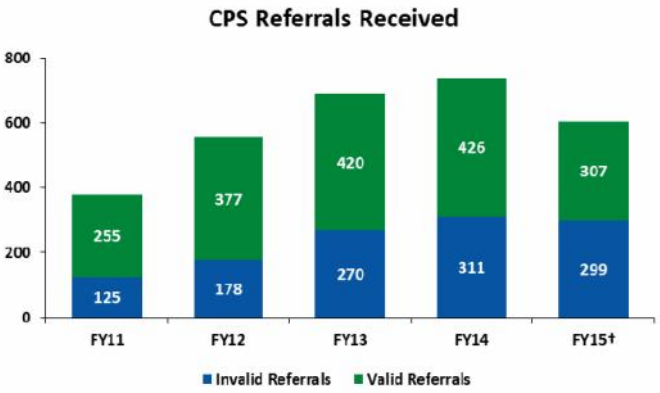
"This has been a rough journey of personal growth and change. I ask that (my worker) in particular be recognized for her hard work and passion for my children's well being."

-ACDSS Customer

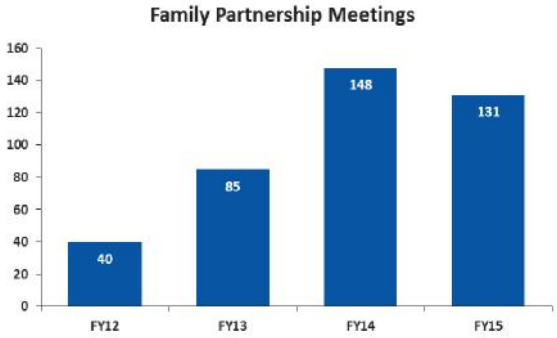
Working with Families to Improve Child Safety & Well-Being

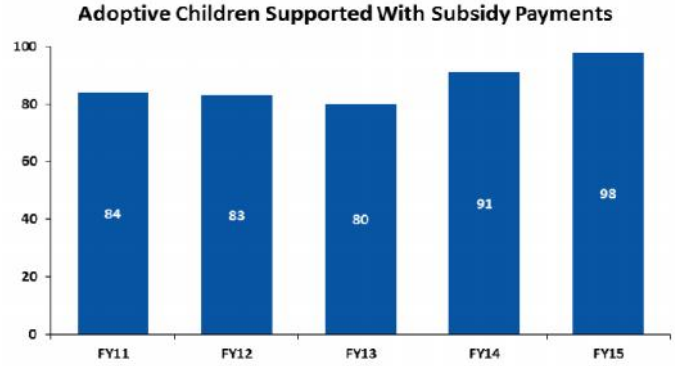
"Family Preservation team members have demonstrated an inspirational level of commitment to serving some of Albemarle County's most vulnerable citizens."

Whitney Sill
Family Preservation Specialist



Family Preservation Change Catalyzers: A 19 year old mother came to our attention due to a substantial history of drug addiction and use that was negatively impacting her ability to parent her child. Using full disclosure, and even at times attending required appointments and sessions, staff laid out what this mother would have to do to address her addiction and regain responsibility for her child. The young lady enrolled in Family Treatment Court and thrived in this program, hitting milestone after milestone. She typically called her social worker on a daily basis to give updates on her daily life, paying particular attention to the details of her child's life, and all the changes she was experiencing as a mother. She eventually obtained full custody of her child and became a full-time mother. She also graduated Family Treatment Court, inviting her own mother to the ceremony that celebrated her recovery and her success in the program.





Brad Wentz
Child Protective Services Supervisor

Providing Economic Assistance to Families and Individuals

Economic Assistance Programs

SNAP (Supplemental Nutrition Assistance Program) helps eligible people purchase food.

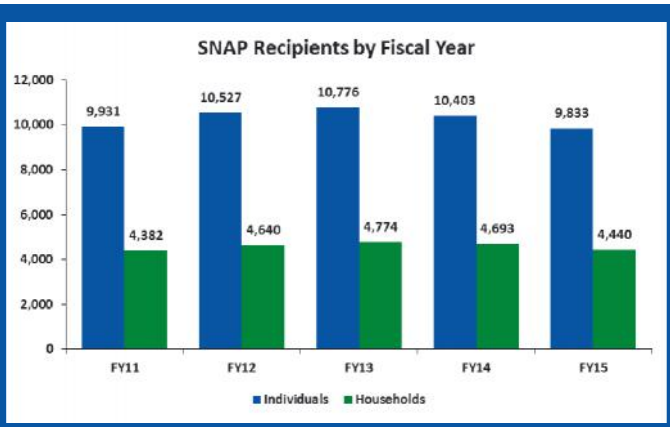
Energy Assistance consists of three federally mandated programs with heating and cooling components for all citizens with economic need.

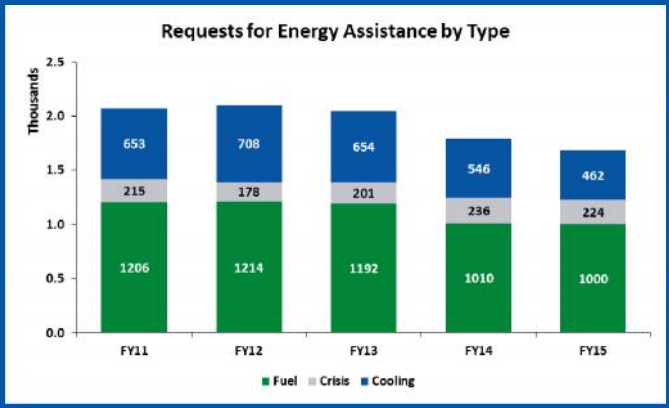
TANF (Temporary Assistance to Needy Families) provides temporary cash assistance to income-eligible families with children.

Child Care Services provides low-income families with funding to enhance the quality, affordability, and availability of child care.

Auxiliary Grants supplement the income of recipients of Supplemental Security Income and other low-income aged, blind, or disabled individuals residing in licensed assisted living facilities.

9,852
individuals received assistance through the SNAP or TANF programs in 2015



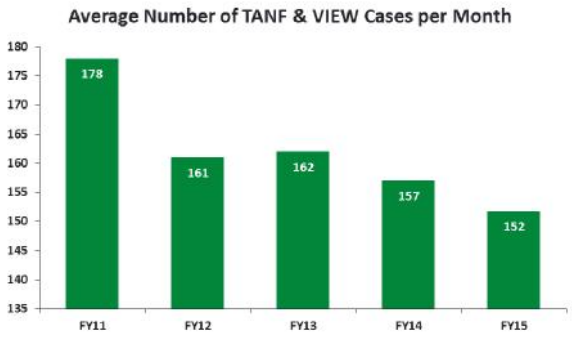


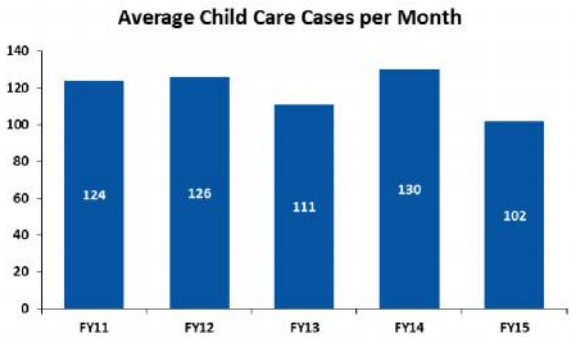
Providing Economic Assistance to Families and Individuals

Family and Children's Stewards and Facilitators: As more of the eligibility case processing is done on-line, there are fewer opportunities for staff to develop relationships that can help ascertain other needs a client may have. That said, staff have developed many relationships over the phone and customers have shared their needs beyond benefits assistance. Staff helped a working mother who fell behind in her rent due to a car repair. The car was needed to commute to two part-time jobs. She had five days to leave her home. After being denied assistance from other community resources, she called her eligibility worker. The worker reached out to the client's landlord and homelessness was prevented, late charges were dropped, and an arrangement was made to pay the past due rent from homeless prevention funds.

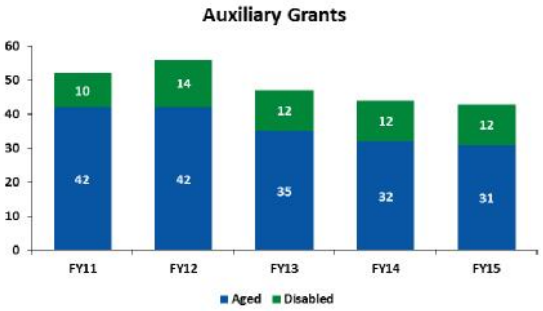
"Every experience with ACDSS has been a positive one, even if I'm not happy to hear the answer to my question! (Staff) is a veritable fountain of valuable information & knowledge, and shares it with patience, compassion & understanding!"

- ACDSS Customer





Ellen Steele
Energy Specialist



Martha Esquivel
Benefits Eligibility Worker

EMPLOYMENT SERVICES TO PROMOTE RESIDENT SELF-SUFFICIENCY

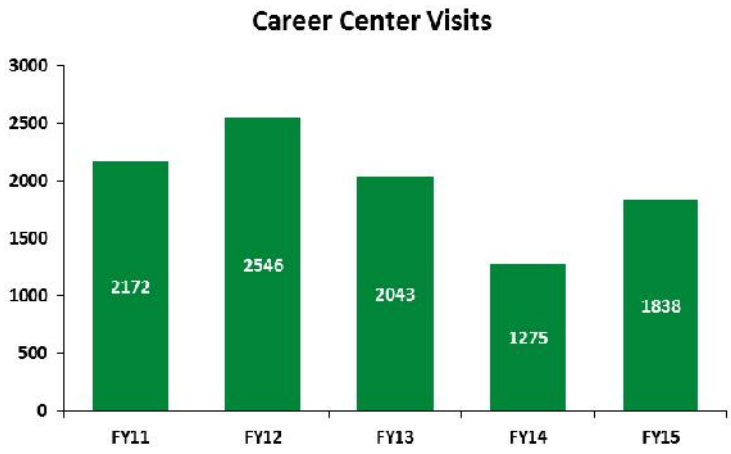
Employment Programs

Career Center provides the general public with career resources and services in order to prepare a work force that is informed, capable, and ready for work. The majority of visitors are seeking help searching for jobs and the next most popular reason for visiting the Career Center is to get help with a resume and/or job application. During the year, there was increased usage of the Center by non-ACDSS customers.

VIEW (Virginia Initiative for Employment not Welfare) provides employment education, training and support services (including child care) to qualified TANF recipients.

"The Career Center has extended its outreach to the community. The Region 10 Wellness Recovery Center is one of the organizations that the Career Center collaborates with on a regular basis."

Juandiego Wade
Career Center Coordinator



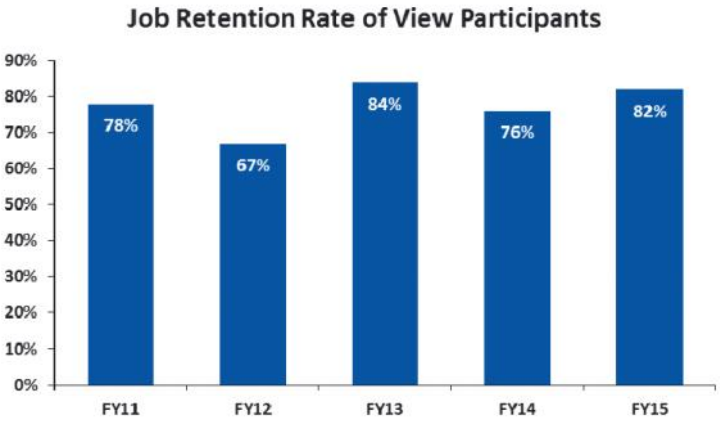
"The Career Center is a supportive environment and has great resources!"

-Career Center Customer

Employment Services to Promote Resident Self-Sufficiency

Career Center Change Catalyzer: A client, referred by the IRC, came to the Career Center desperate for work as her family's funds were nearly depleted and her husband is disabled. She speaks, writes, and interprets three languages and was seeking employment working with children. She has a Bachelor of Science in Accounting and has experience providing case management with children in refugee camps. The Career Center assisted her in completing her résumé and searching for jobs working with youth and/or children. She secured a job with the Albemarle County Schools after-school program. Today she works full-time for the Albemarle County Public Schools.

Zackeya Sykes
VIEW Employment Specialist



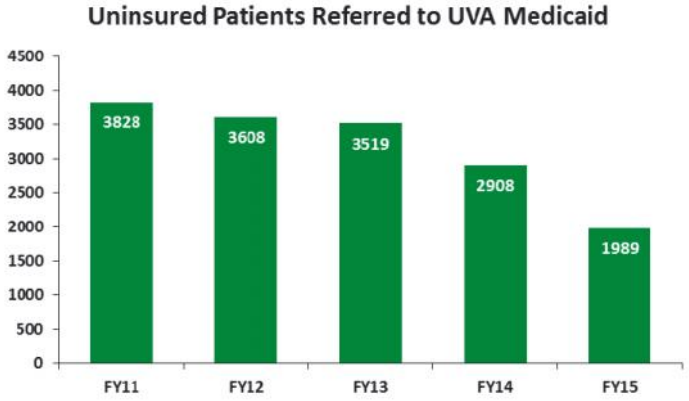
Ensuring Access to Quality Health Care Services

Health Care Programs

Medicaid is a joint Federal and State program that provides essential medical services to the most vulnerable populations in our community.

Long-Term Care is a form of Medicaid that provides assistance with payment of nursing homes or community based care services.

UVA Hospital Medicaid Unit provides Medicaid benefits to medically indigent inpatients and Virginia residents treated in specified outpatient clinics at UVA. The unit has an agreement with 21 other localities to complete Medicaid enrollment for residents living within those jurisdictions. Patients are able to begin accessing services with no delay.

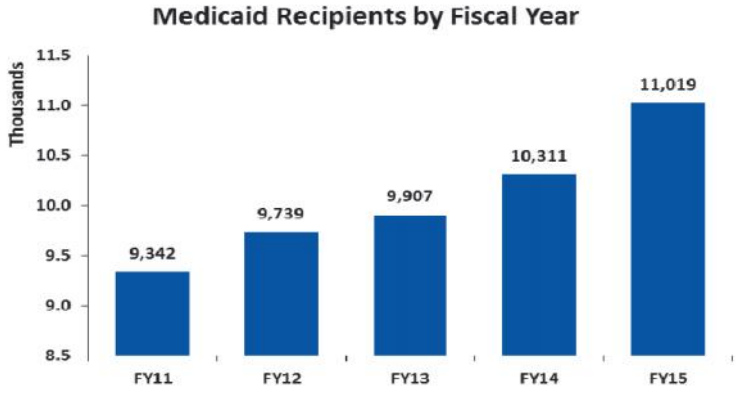


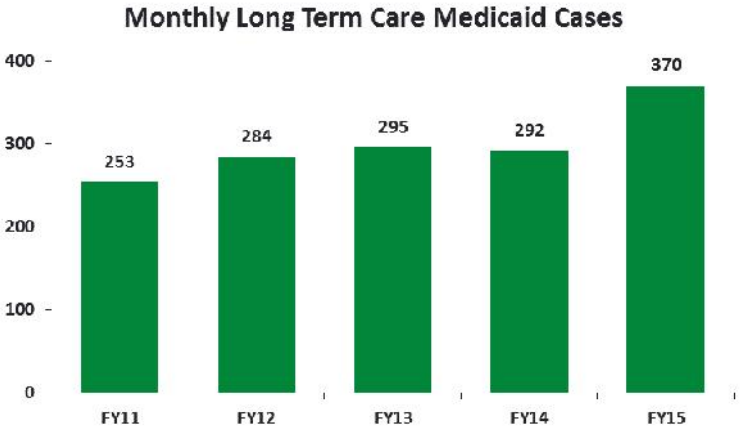
"I have dealt with my caseworker for the last four plus years to take care of my elderly parents and have been completely satisfied with the outcome and service provided."

- Long-term Care Services Customer

Ensuring Access to Quality Health Care Services

UVA Medicaid Advocates and Facilitators: A critically ill patient was unable to gather necessary verifications to determine his eligibility for Medicaid. Without Medicaid, there was no payer to allow him to be released since he needed additional medical support. The UVA Medicaid staff contacted the Central Virginia Legal Aid Society and explained the nature of the urgency of securing a guardian who could access information in the patient's bank accounts. The Legal Aid group was able to expedite the case. Within days, a guardian ad litem was appointed for the patient, the bank verification was received, and the Medicaid was enrolled. UVA Social Work described how the UVA Medicaid staff went "*way above and beyond*." Securing Medicaid enabled the outstanding bill of over 1.2 million to be paid and enabled the patient's ability to access future medical care.





"I appreciate the help your unit gave me in working on the Medicaid case for my sister. It was a confusing stressful situation while she was in the hospital and you helped me understand what I needed to do to . . . get her Medicaid reinstated."

- ACDSS Customer

Rob Ellis
UVA Medicaid Eligibility Worker

11,019
individuals received assistance through the Medicaid program in 2015

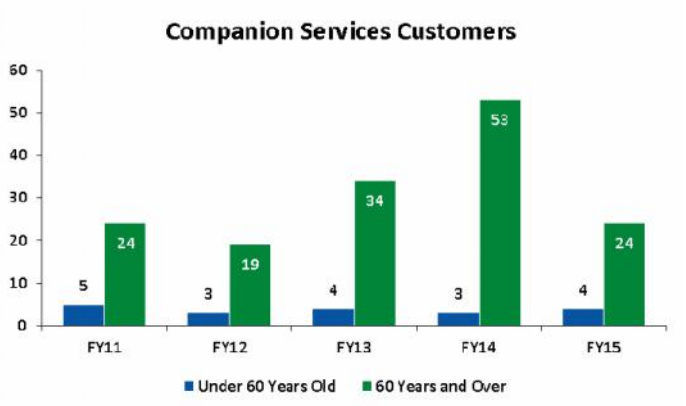
Ensuring Well-Being of Elderly & Disabled Adults

Adult Services Programs

Adult Services programs enable adults to remain in the least restrictive setting and function independently. This program provides long-term care, preventive services, nursing and adult home screening and placement services, guardianship oversight and adult protective services.

Adult Protective Services investigates reports of abuse, neglect, and exploitation of adults 60 years of age and incapacitated adults over 18 years of age. The goal is to protect a vulnerable adult's life, health, and property without a loss of independence. ACDSS has Memorandums of Understanding with both UVA Hospital and the Albemarle County Police Department outlining when to make an APS referral, each partner's role in an investigation, and how to work together to handle difficult discharges and guardianship cases.

The Companion Services Program assists elderly and/or disabled adults in their home who are unable to care for themselves without assistance.



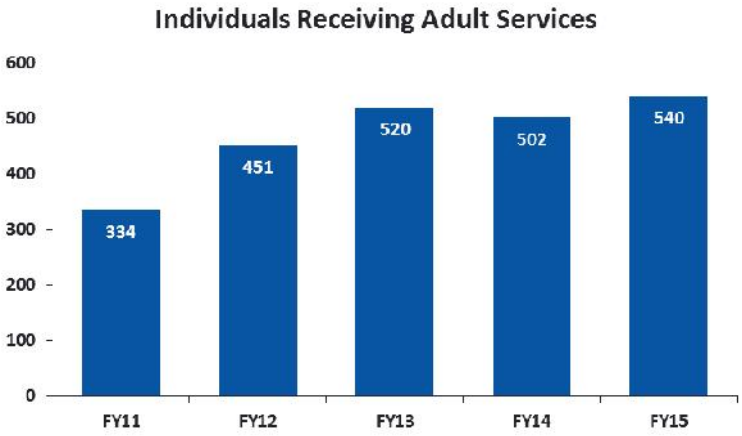
Pam Dumas
Senior Adult Services Specialist

Ensuring Well-Being of Elderly & Disabled Adults

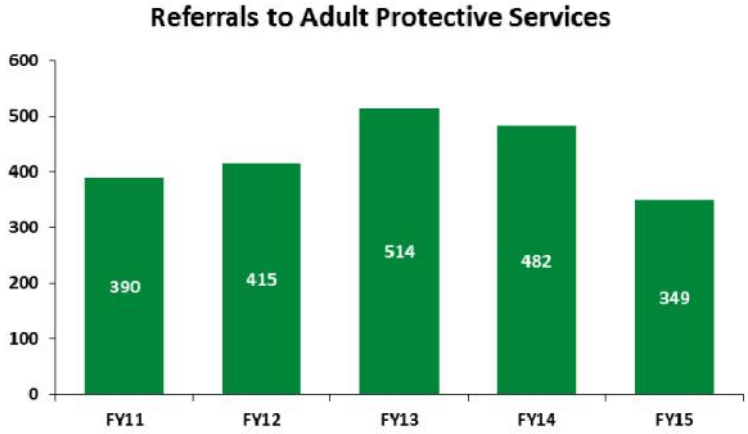
Adult Protective Services Conveners and Facilitators: An elderly woman with dementia paid to live and receive care in a local assisted living facility. The daughter disagreed with the facility's recommendation for a nursing home screening due to the need for a higher level of care. APS convened the client, daughter and facility staff together to discuss the need for a screening and then met with the daughter to review the assessment. While the daughter came to see the need for a higher level of care, the daughter advocated for the mother's involvement with PACE (Program of All-Inclusive Care for the Elderly.) APS coordinated services while the client remained in the facility as preparations were made for the mother to move. APS also convened meetings between all involved until the client was able to leave the facility and move in with her daughter with support from PACE.

"Know that my mom's life is so much better because of you, and I wanted to thank you from me and from her. We would not have gotten to this place without your help and skill."

- ACDSS Customer

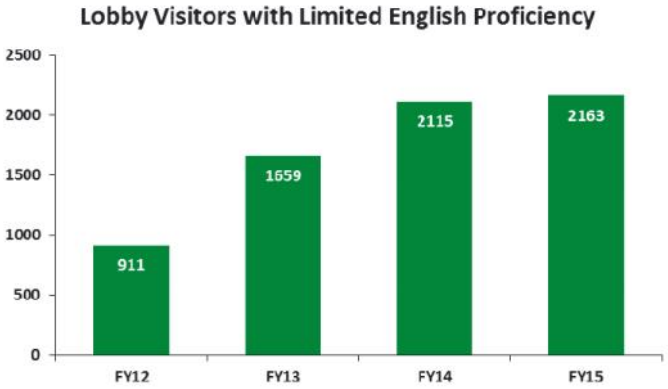


**does not include investigations of abuse, exploitation, or neglect*

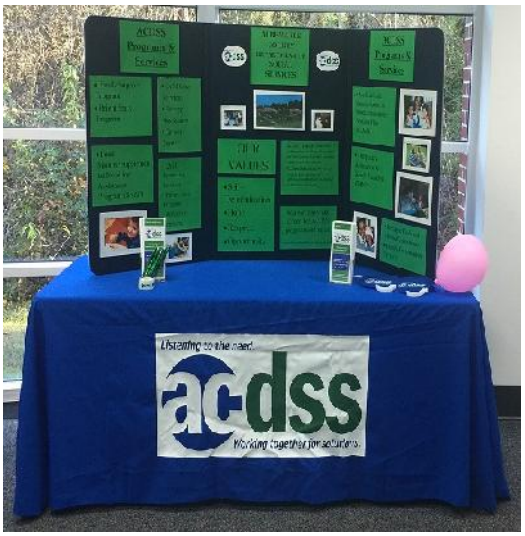


Language Assistance

ACDSS is experiencing increased numbers of persons originating from other countries, many of whom speak a language other than English as their primary language, and who have limited ability to speak English. It is required that limited English proficient (LEP) persons have meaningful access to services and benefits. In order to serve our LEP clients, we provide interpreter services through staff and telephonic interpretation. We hope to expand these services in the future as the need grows.



Outreach Team



The Marketing, Communications and Outreach Management Team was chartered in order to enhance and expand communications that will increase awareness of the programs and services offered by ACDSS. This includes development of "rapid-response" outreach capacity that will enable the Department to relate to both customers and stakeholders in new ways.

Outreach Team Facilitators: An active staff member of the Outreach Team has been a huge asset to the team due to her active involvement in the southern Albemarle community. She brought an after school event to the Team in hopes of having a display setup and an eligibility worker in place to help members of the community who may be in need of benefits and services or to provide an explanation of such. She cares deeply about her community and the outreach efforts of the Department. Her work is an inspirational example of being a facilitator for the community.

Business Services

The Business Services Division serves as a key support resource for all ACDSS operations. This work includes budgeting and financial planning, developing agency strategic and operational initiatives, and complying with all federal, state and local financial requirements. The Division also provides ongoing financial management, manages reception and switchboard operations and customer feedback processes.

Federal and State resources that are brought into the community through ACDSS provide a tremendous economic boost to local businesses and help to sustain local employment. Funds support jobs in the medical and child care arenas, as well as the housing, grocery and energy sectors.

Federal/State/Other Funds

Food Stamps	$	8,563,414
Medicaid	$	55,764,163
TANF	$	462,985
Energy Assistance	$	445,129
FAMIS (Total Title XXI)	$	3,182,715
Child Care (VACMS)	$	963,330
Other Federal	$	4,806,431
Other State	$	2,395,513
Bright Stars - State	$	399,000
Bright Stars - CACF Grant NEW!	$	10,000
M.J. Child Health Grant	$	5,000
UVA Medicaid	$	544,081
UVA Medicaid Generated Revenues	$	23,767,923
Comprehensive Services Act (CSA)	$	5,478,096
Central Service Cost Allocation	$	328,002
TOTAL	$	107,115,782
		92.4%

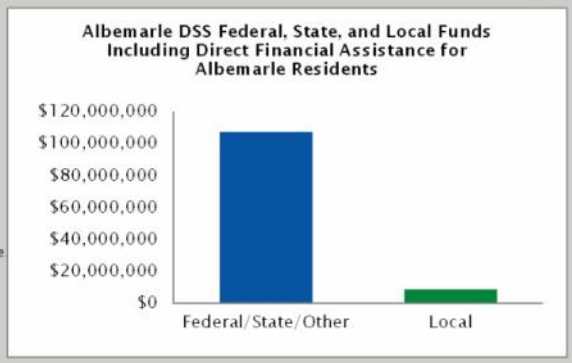
** Please note that figures represented are unaudited.

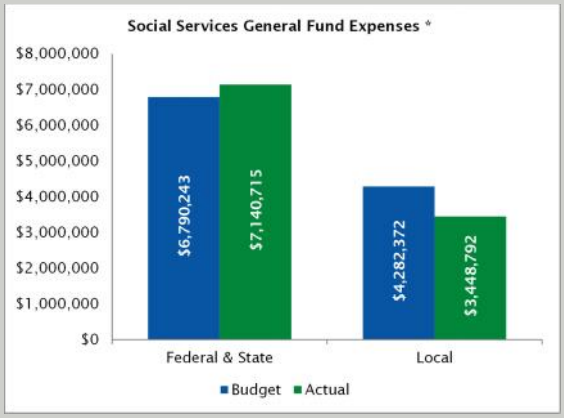
UVA Medicaid Generated Revenues is FY14 figure. FY15 figure not available at publishing date

Sources: Virginia Department of Social Services Financial LASER System, Albemarle County Financial Management System, Albemarle County Department of Social Services Leadership Team and Agency Staff

Local Funds

Albemarle County Social Services Funds:		
Local Match - General Fund	$	3,448,792
Bright Stars Transfer - General Fund	$	799,787
Bright Stars Miscellaneous Contributions	$	48
CSA Transfer - General Fund	$	2,730,527
Albemarle County Schools Funds:		
CSA Transfer	$	1,800,768
TOTAL	$	8,779,922
		7.6%





* Does not include Bright Stars & CSA transfers

VISION

Individuals and families in Albemarle County are able to meet their full potential and plan for their future.

MISSION

We provide services that promote self-sufficiency and support individual and family safety and well-being.

VALUES

HOPE: We work in ways that instill hope by opening doors to opportunity.

RESPECT: We share and show esteem, appreciation and acceptance of diversity and treat all individuals with honor and dignity.

OPPORTUNITY: We bring to bear all of our talents and resources to provide opportunities for our customers to succeed and thrive.

SELF DETERMINATION: We recognize that individuals are responsible for their own development and have the freedom to choose.

albemarle
SOCIAL SERVICES

1600 5th Street, Suite A, Charlottesville, VA 22902
Reception Line (434) 972-4010 Fax (434) 972-4080
www.albemarle.org

The Virginia Department of Social Services does not discriminate based on race, sex, color, religious creed, national origin, political affiliation or disability.