



# ANNUAL REPORT

Albemarle County  
Department of Social Services

**CONTRIBUTING TO AND  
SERVING OUR COMMUNITY**



*Presented by The Advisory Board*

*FY 2019*

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NOTE: This FY 2019 Annual Report was designed, developed, and produced solely by the Staff and Advisory Board of the Albemarle County Department of Social Services.

## Advisory Board



Top left to right: Lynwood, Bell, Katherine Burton, Karen Horridge, Mary McIntyre  
Bottom left to right: Jennie More, Randy Nolt, Doug Walker

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, 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 theme for this year's report *"Contributing To and Serving our Community."* We trust that the theme emphasizes our commitment to the county's public service covenant (We will provide every customer with an experience that is professional, empathetic and responsive) as well as our commitment to improving the lives of our customers. By identifying the numbers of individuals served through our various programs and describing some of the services available to those families, we hope to offer a sense of how Albemarle County residents are impacted, and ideally strengthened, from our services. 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 services our staff provide as we strive to fulfill our promise. We are pleased to share these stories as well as direct quotes from some of our customers. The Report also offers an overview of the Department's programs and services. Thank you for allowing us to serve the County in this capacity.

# Key Performance Indicators

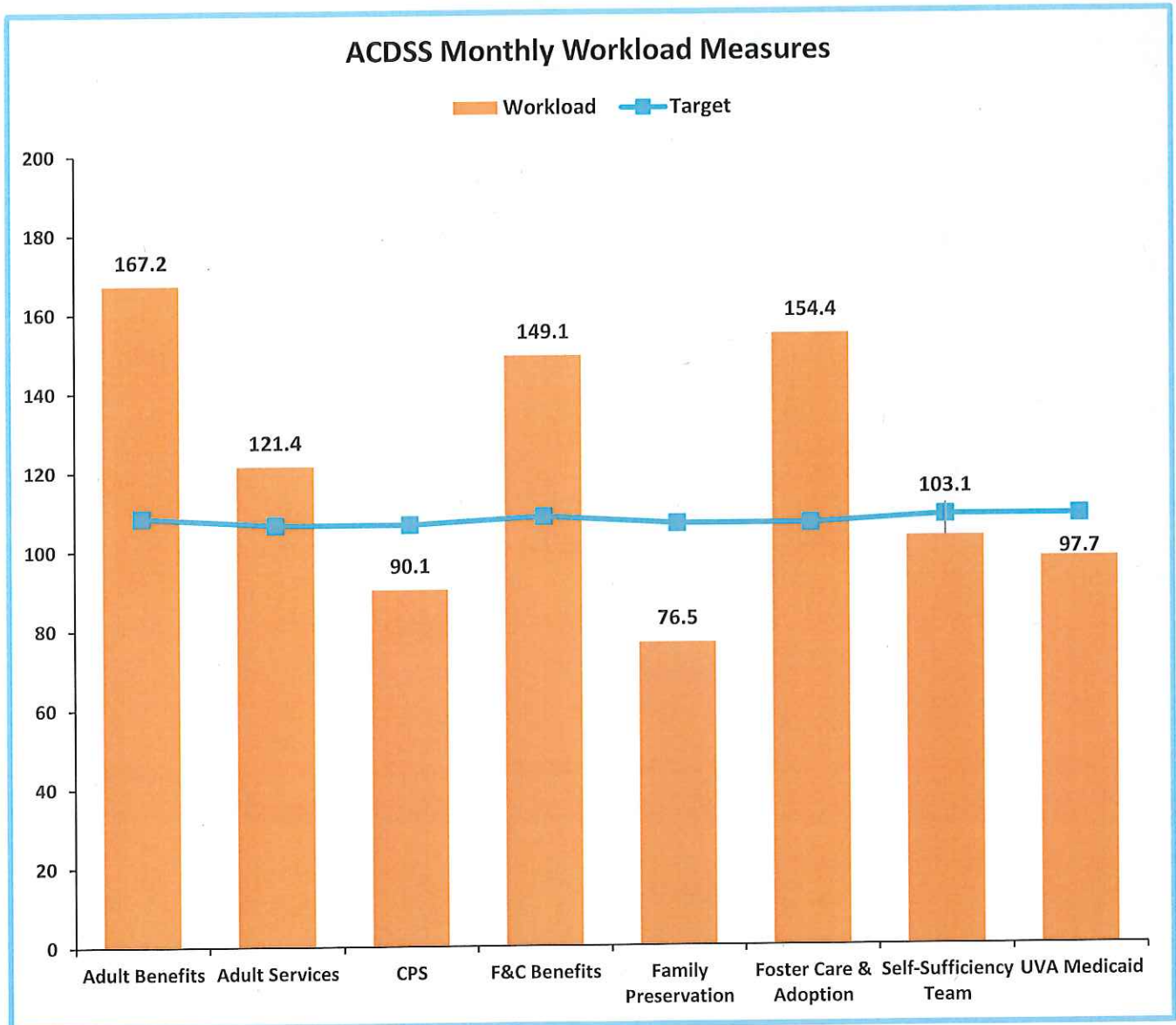
The ACDSS Office of Program Accountability (OPA) monitors, evaluates, and reports progress on all unit and overall agency performance goals. The Leadership Team then assesses the identified critical measures to examine agency-wide performance on a quarterly basis. The OPA also supports ACDSS ongoing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

FY 2019 ACDSS Agency Key Performance Indicators Scorecard							
Outcome	Output	Objective	FY17	FY18	FY19 Actual	FY19 Target	+/- Target
Adults and families are medically insured	Medicaid applications are processed	97% of Medicaid applications are processed within 45 days	86%	92%	96%	97%	-1%
Adults and families are medically insured	Medicaid renewals are processed	97% of Medicaid renewals are processed by the last day of the month in which they are due	97%	99%	99%	97%	2%
Adults and families have sufficient food stuffs	Food Stamp applications are processed	97% of Food Stamp applications are processed within 30 days	96%	98%	98%	97%	1%
Children have safe and stable home placements	Children in foster care are visited by their social workers	95% of foster care children receive monthly face to face visits from their social workers	23%	97%	96%	95%	1%
Children are safe	CPS referrals receive responses	90% of new referrals are responded to per SDM guidelines	95%	93%	96%	90%	5%
Children are safe	Children who receive ongoing CPS services will have appropriate services	90% of ongoing CPS cases have the required number of monthly contacts per state CPS policy	88%	89%	94%	90%	4%
Children are successful in school	FS children do not have CPS reports of abuse and/or neglect	90% of FS children have no CPS reports of abuse or neglect within a 12 month period	66%	98%	95%	90%	5%
ACDSS is a good financial steward of resources	Monthly financials are completed	Local Funding position will remain at least 1% under budgeted amount	-4%	-9%	-3%	-1%	2%

# 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.

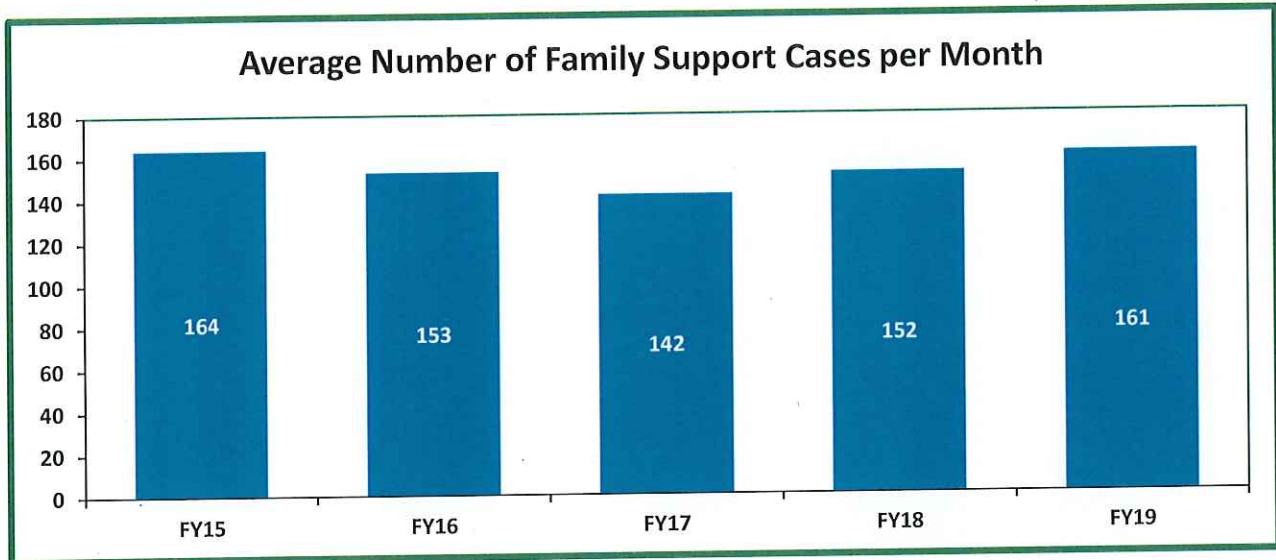
Monthly caseload targets were derived based on observation of the percentage of time caseworkers spend on case-specific activities (including face-to-face contacts, recording case notes, conducting assessments, providing or arranging services, etc.). Also taken into consideration are hours dedicated 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.).



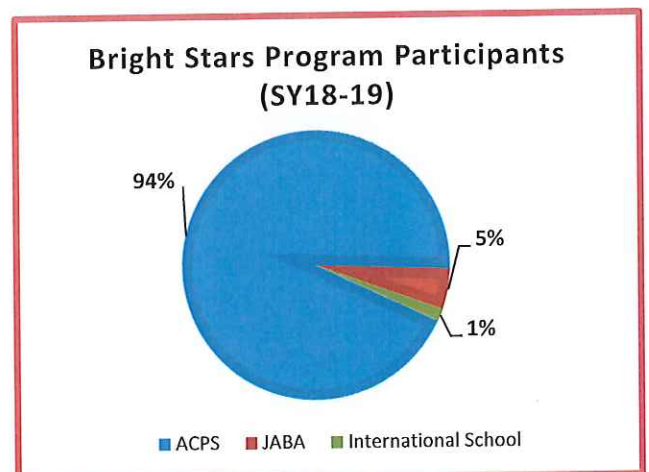
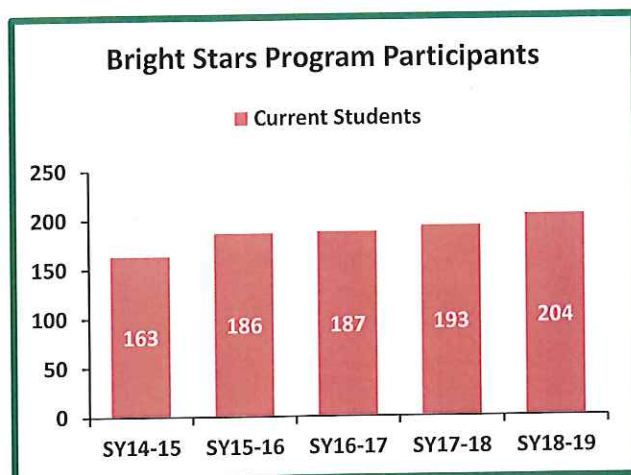
## Services and Programs – Prevention

**Family Support** is a pre-placement prevention program based in nine Albemarle County elementary schools and four middle schools.

Family Support staff provides case management services including assisting families with access to health, education, legal, housing and social services, improving the safety and security of their family members; helping families move toward self-sufficiency and ensuring parents and school staff work together for successful school performance outcomes. There is also an emphasis on supporting school attendance and facilitating summer enrichment opportunities for the children.

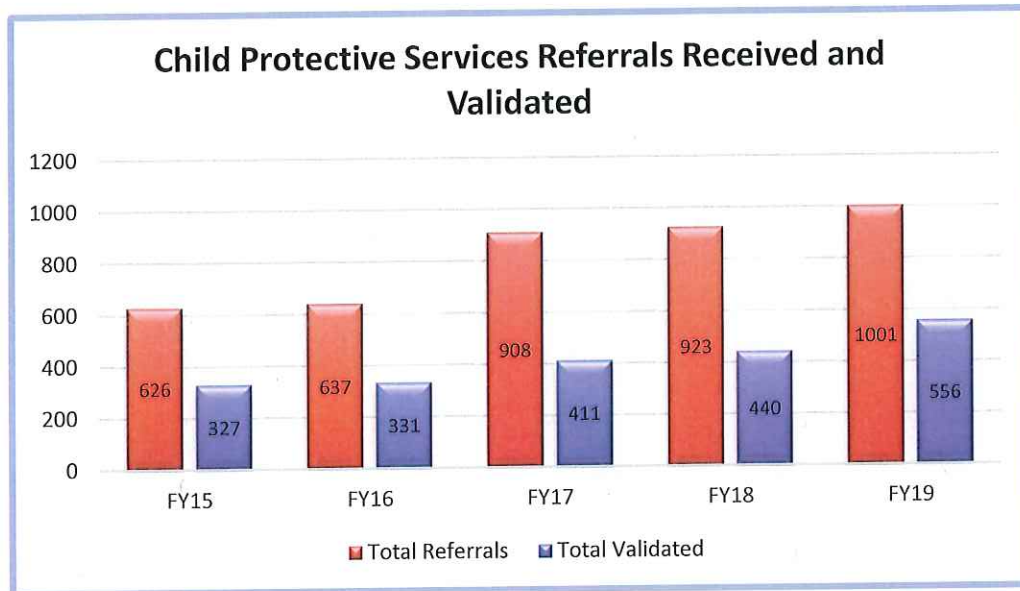


**Bright Stars** is a high-quality preschool program for four year-olds that aims to provide early learning experiences and comprehensive social supports for students and families, focusing on risk factors that can prevent academic and social success throughout the school years. This program is part of the Albemarle County Preschool Network which includes Head Start, Early Childhood Special Education and Title I. To serve additional at-risk four-year-old children in the Albemarle community, the Bright Stars Program collaborates with the United Way-Thomas Jefferson Area. These students attend preschool in private placements at the Jefferson Area Board for Aging (JABA) Shining Star Preschool and the International School of Charlottesville. School Year 2018-2019 had 204 participants, with 191 in Albemarle County schools, 10 in JABA, and 3 in the International School of Charlottesville.

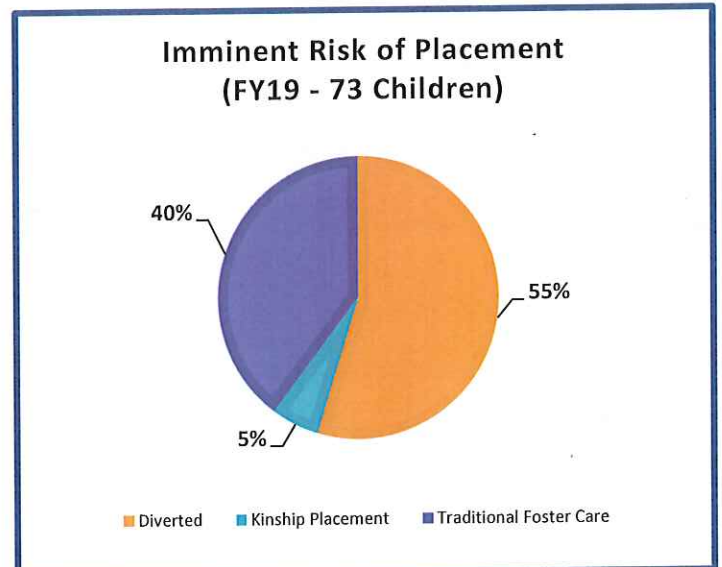
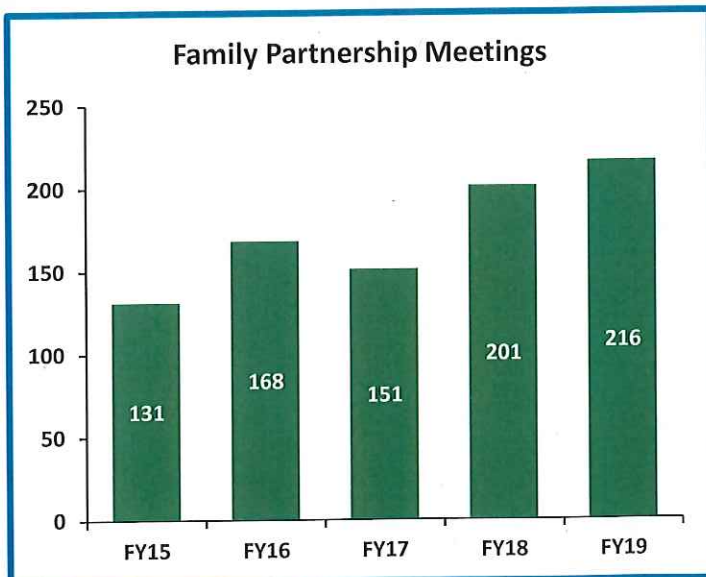


## Services and Programs – Child Welfare

**Child Protective Services (CPS)** 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.

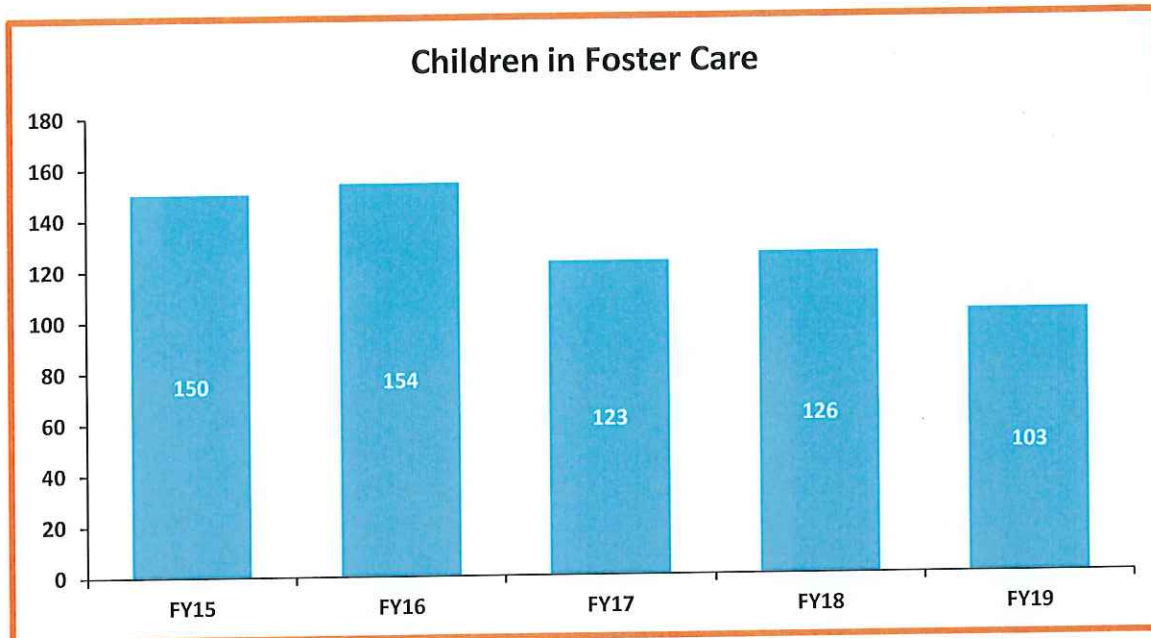


**Family Preservation Services** helps families alleviate crisis situations that might lead to out-of-home placements of children due to abuse, neglect, or parental inability to care for their children. These services help to maintain the safety of children in their own homes, support families preparing to reunify or adopt, and assist families in obtaining other services to meet multiple needs. **Family Partnership Meetings** involve birth families and community members, along with resource families, service providers, and agency staff, in all placement decisions, to ensure a network of support for the child and the adults who care for them. In FY 19, 73 children were at imminent risk of entering foster care and through a combination of efforts, 40 were diverted entirely, 4 entered kinship placements, and 29 entered traditional foster care.



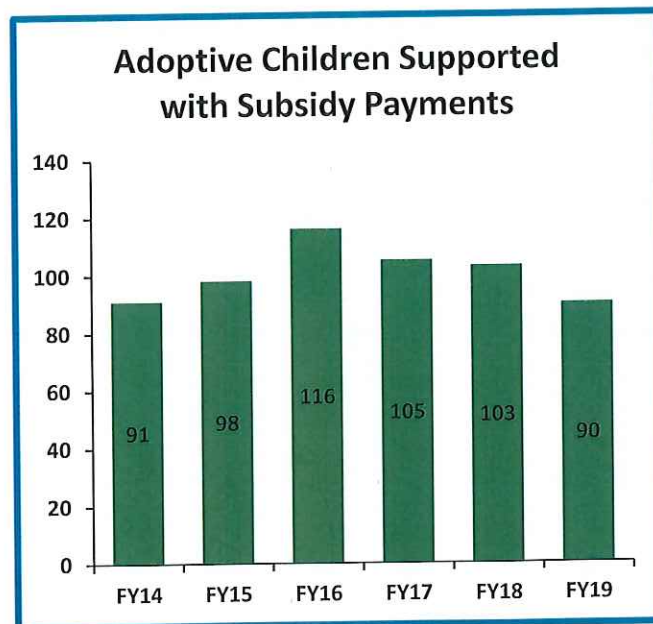
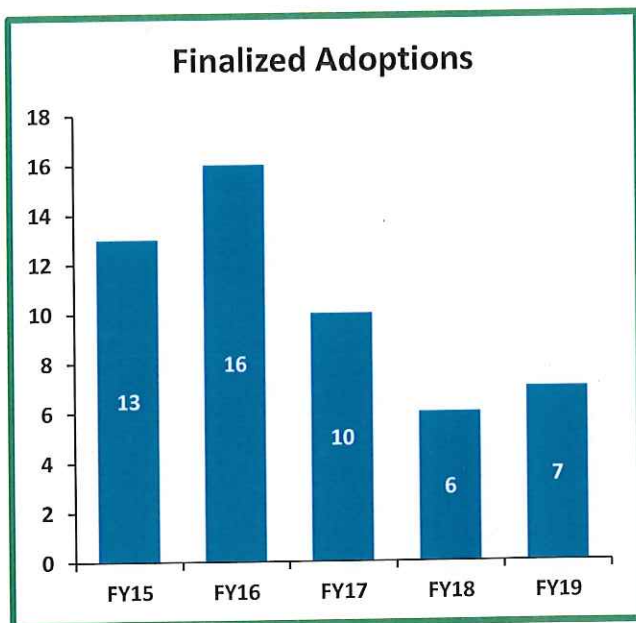
## Services and Programs – Child Welfare (cont.)

**Foster Care Program** 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. Foster Care is intended to be a temporary response to a difficult family situation, not a long-term solution for the family.



**Adoption Services** helps children who have been permanently and legally separated from their birth parents become permanent members of a new family.

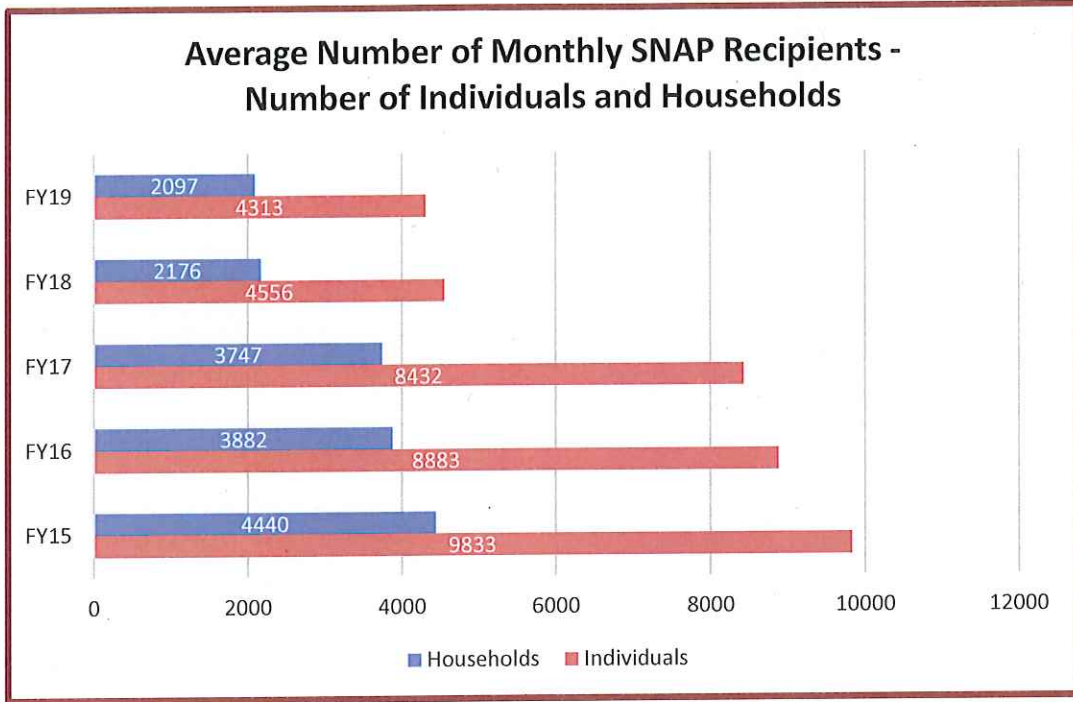
If a foster child cannot be returned to his or her parents or placed with relatives, the planning goal becomes adoption. Adoption is a social and legal process that establishes the relationship of parent and child between people who do not have this relationship by birth. It provides the same rights and obligations that exist between children and their biological parents.



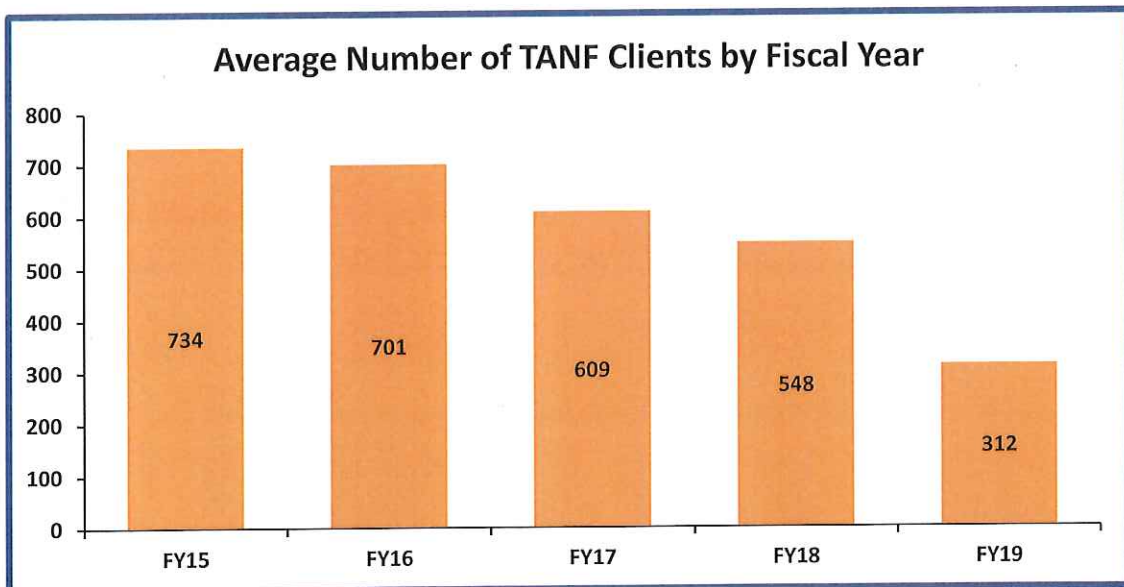


## Services and Programs – Economic Assistance

**Supplemental Nutrition Assistance Program (SNAP)** supplements the food budgets of low-income households to help assure needy persons a nutritionally adequate diet. Eligibility is determined by financial need and household size. Benefits are issued electronically through an Electronic Benefits Transfer (EBT) card, which is similar to a debit card.



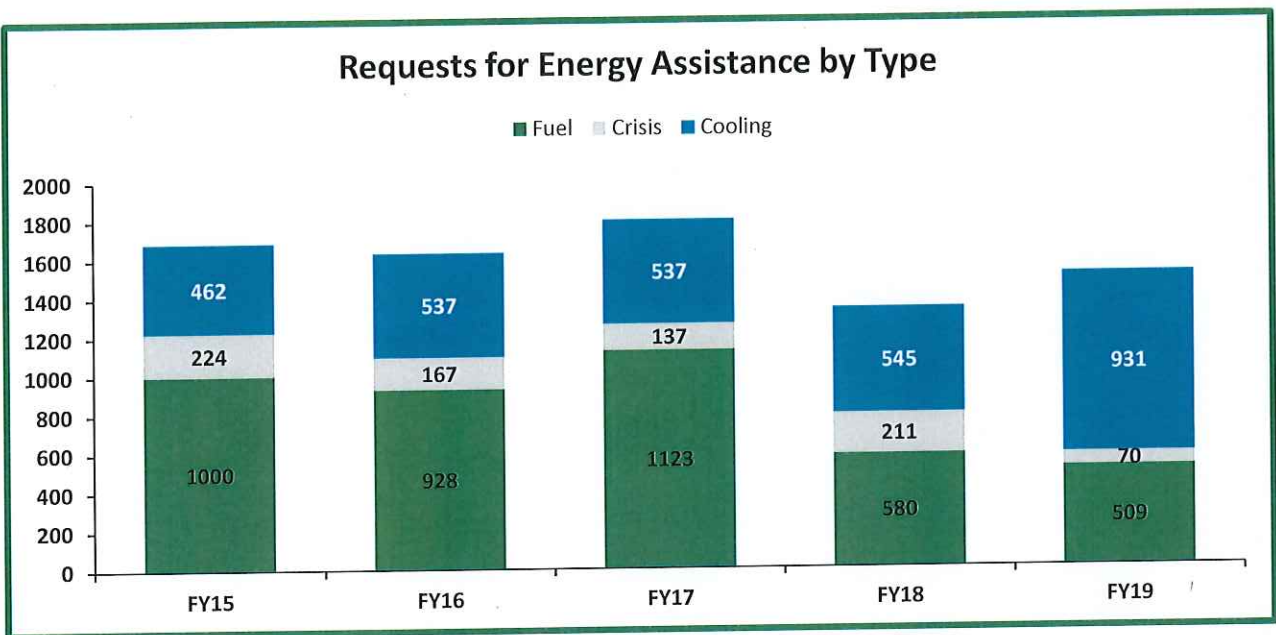
**Temporary Assistance to Needy Families (TANF)** provides time-limited financial assistance and employment related services to enable families with children to become self-supporting and promotes economic independence.



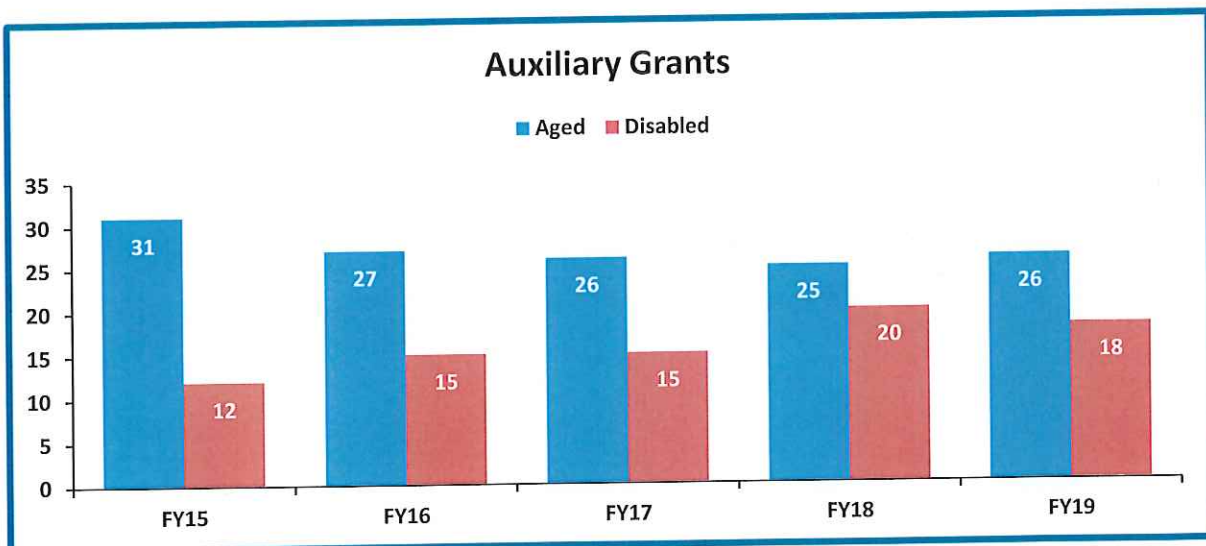
## Services and Programs – Economic Assistance (cont.)

**Energy Assistance** helps low-income households in meeting their immediate home energy needs.

- **Fuel Assistance** helps with home heating fuel and related charges. Benefits are determined and authorizations for deliveries or services are sent to vendors in December.
- **Cooling Assistance** provides for the purchase of window air conditioners and fans, or for repair of cooling equipment and/or payment for electricity for households containing a vulnerable individual who is aged, disabled, or under age six.
- **Crisis Assistance** is intended to meet a household's emergency heating needs. This assistance offers heating equipment repair or purchase and/or a one-time only heat security deposit. Purchase of home heating fuel or payment of heat utility bill is available beginning January 1st.



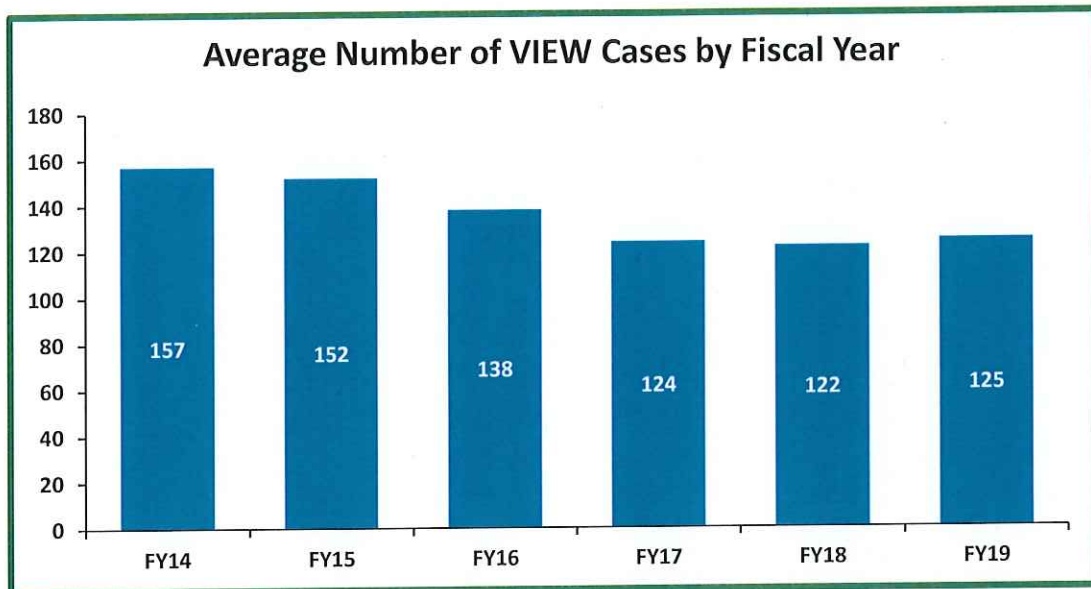
**Auxiliary Grants (AG)** are a supplement to income for recipients of Supplemental Security Income and other low-income aged, blind, or disabled individuals residing in licensed assisted living facilities.



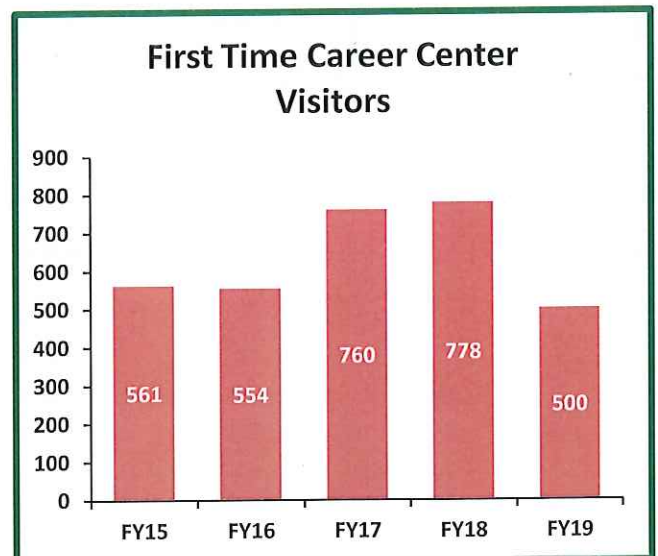
## Services and Programs – Self-Sufficiency

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

VIEW, Virginia's welfare reform program, is designed to encourage self-sufficiency through a "work first" philosophy. VIEW offers recipients the opportunity to work and continue to receive some TANF benefits and supportive services. In addition to employment, other VIEW work activities can include on-the-job training or community work experience for at least the minimum federally required hours per week. VIEW participants can also participate in optional transitional services such as child care.



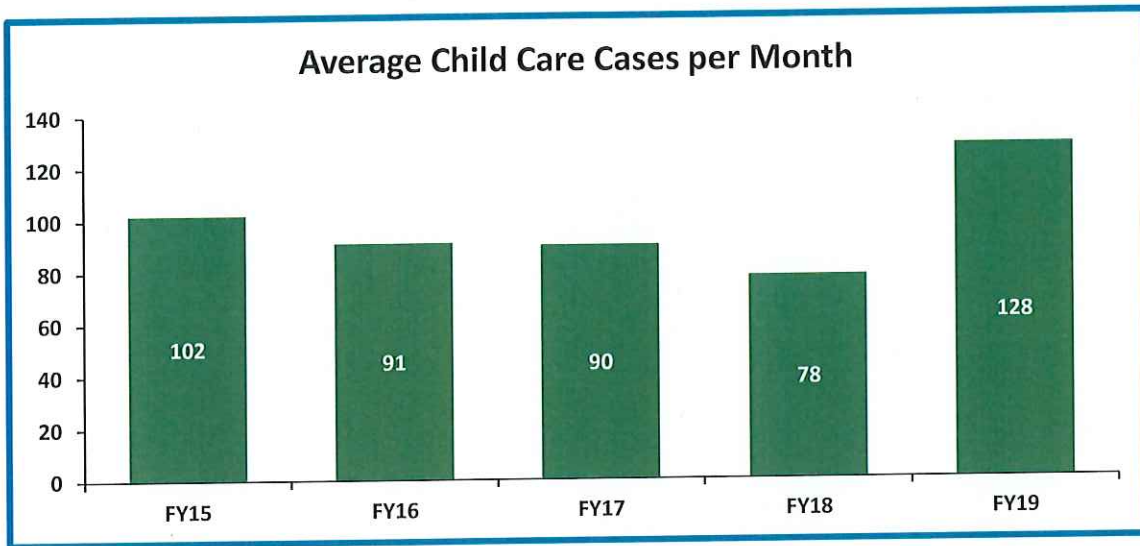
**Career Center** provides career resources and services to prepare a workforce that is informed, capable and ready for work. Job seeker assistance at the Albemarle Career Center is free and available to anyone that comes to the DSS. The Career Center is an inclusive "one-stop" center that can assist the individual in conducting a successful job search and provide guidance and support in all areas of career advancement.



## Services and Programs – Self-Sufficiency (cont.)

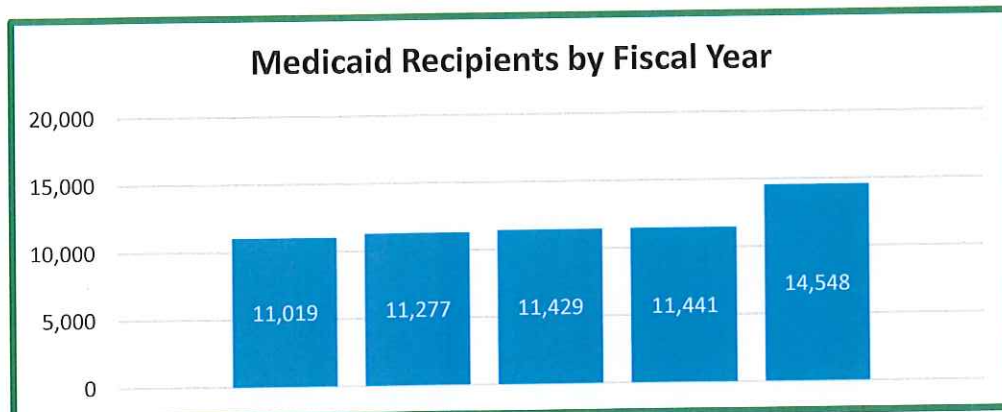
**Child Care Services** is a program that provides low-income families with funding to enhance the quality, affordability, and availability of child care.

Child Care Services assist low-income parents who are working and/or are attending school and whose children have child care needs. Child Care Services are also provided to families who are receiving TANF and are working towards economic self-sufficiency. With welfare reform's increased emphasis on employment, many single parent households become low-income working families. These services are designed to help parents locate affordable quality care to support their efforts toward greater self-sufficiency.



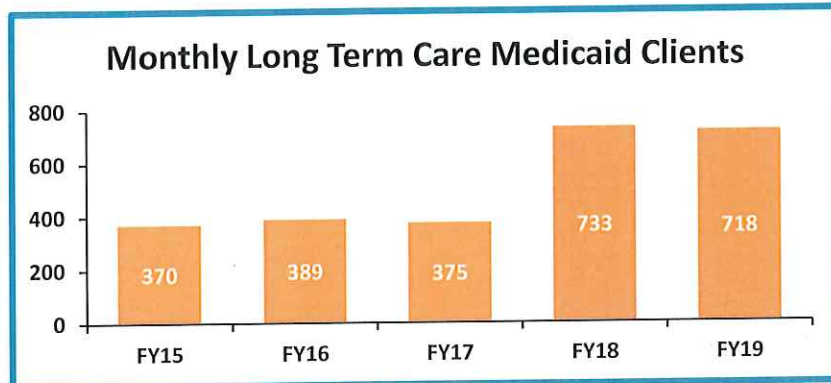
## Services and Programs – Health Care

**Medicaid** is a joint Federal and State program designed to provide essential medical and medically related services to the most vulnerable populations in our community. This vital program is the third largest source of health insurance after employer-based coverage and Medicare. It provides medical coverage to eligible low-income families, women, children, the elderly, and individuals with disabilities. Beginning in FY19, Virginia expanded its Medicaid program to provide more low-income adults with access to health care services, resulting in improved health outcomes.

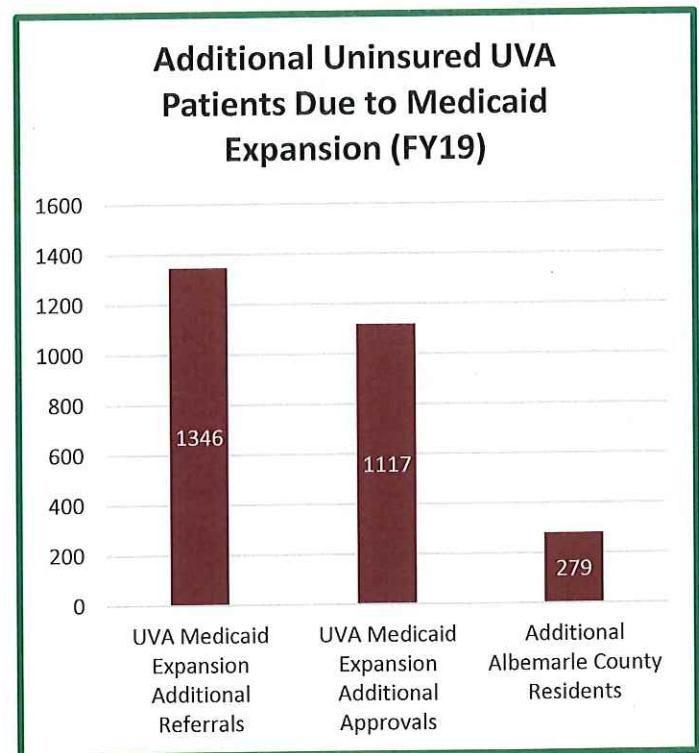
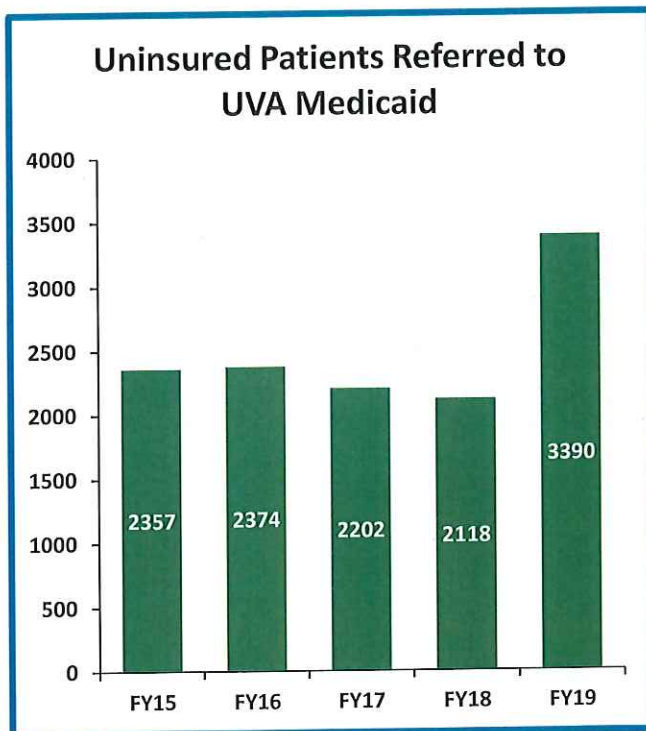


## Services and Programs – Health Care (cont.)

**Long Term Care** is a form of Medicaid for nursing care or community based care and Auxiliary Grants for adult living facility care is provided through a specialized team of staff at ACDSS who understand the complexities of these services. Social workers at ACDSS complete assessments to decide the level of care needed. When a person is assessed as needing an assisted living level of care and meets financial criteria, an Auxiliary Grant supplements other income in an effort to meet the cost of care in an Assisted Living Facility. After evaluation, financially eligible individuals approved for nursing home level of care can receive that care either in the community or in the nursing home.

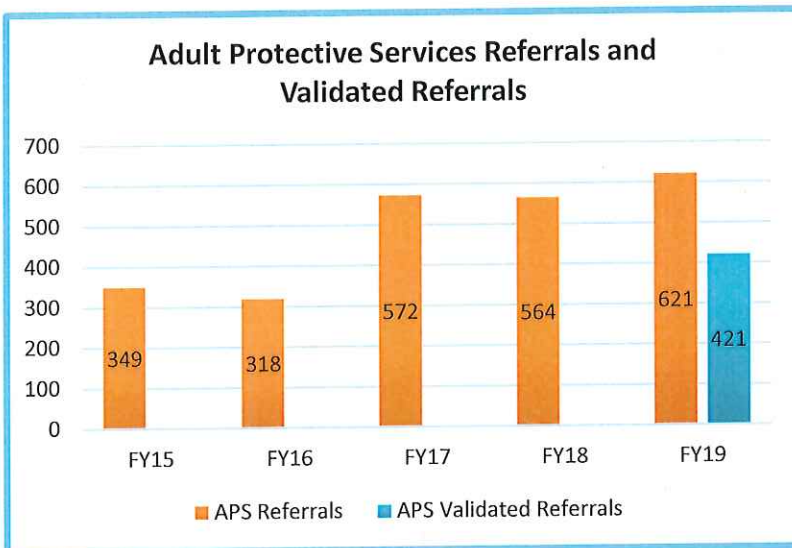
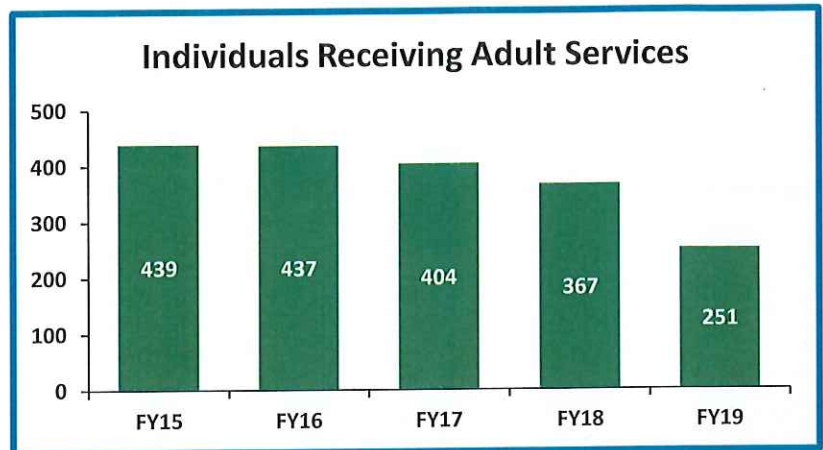


**University of Virginia (UVA) Medicaid Unit** provides Medicaid benefits to medically indigent in-patients and Virginia residents treated in specified out-patient clinics at UVA. The unit has an agreement with 42 other localities to complete Medicaid enrollment for residents living within those jurisdictions. Patients are able to begin accessing services with no delay.



## Services and Programs – Adult/Elder Services

**Adult Services** is a program that enables adults to remain in the least restrictive setting and function independently. This program provides long-term care, prevention services, nursing and adult home screening and placement services, guardianship oversight and adult protective services.



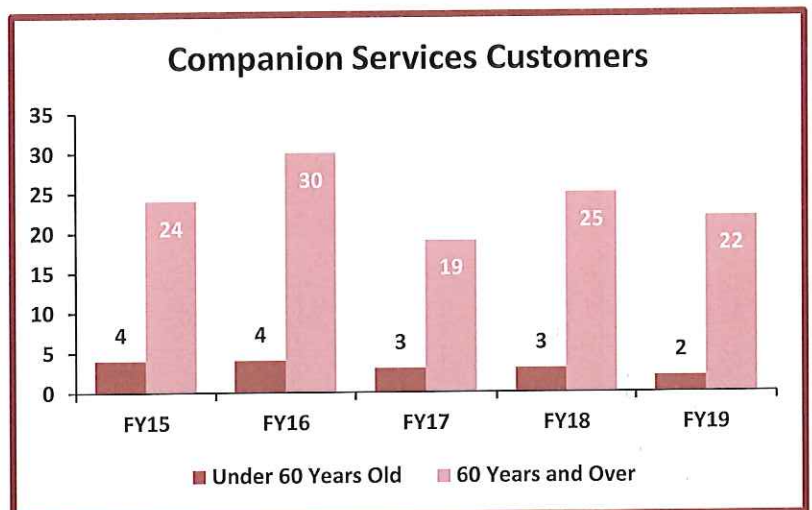
### Adult Protective Services (APS)

investigates reports of abuse, neglect, and exploitation of adults over 60 years of age and incapacitated adults over 18 years of age. The goal of APS is to protect a vulnerable adult's life, health, and property without a loss of independence. When this is not possible, APS attempts to provide assistance with the least disruption of life style and with full due process, protection, and restoration of the person's liberty in the shortest possible period of time.

ACDSS has Memorandums of Understanding (MOU) 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.

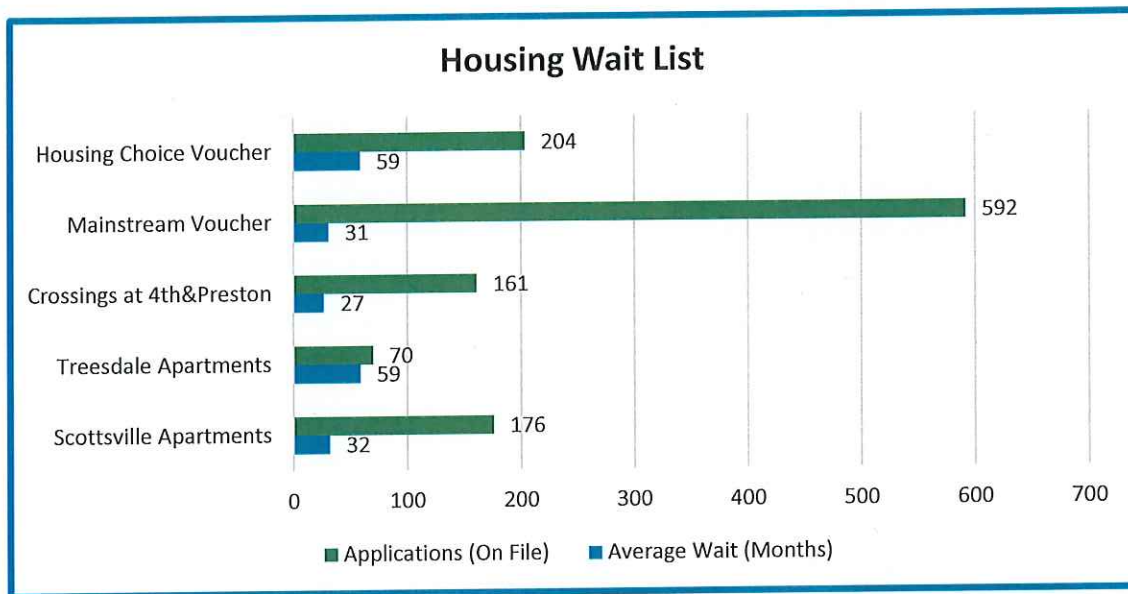
**Companion Services Program** assists elderly and/or disabled adults in their home who are unable to care for themselves without assistance. The Companion Services program supports the philosophy that an individual should be empowered to maintain independence in the community as long as possible. Home-based care minimizes institutionalization of elderly and disabled residents. The improvement in the quality of life and the low cost of the service are a win/win for individuals and the community.



## Housing

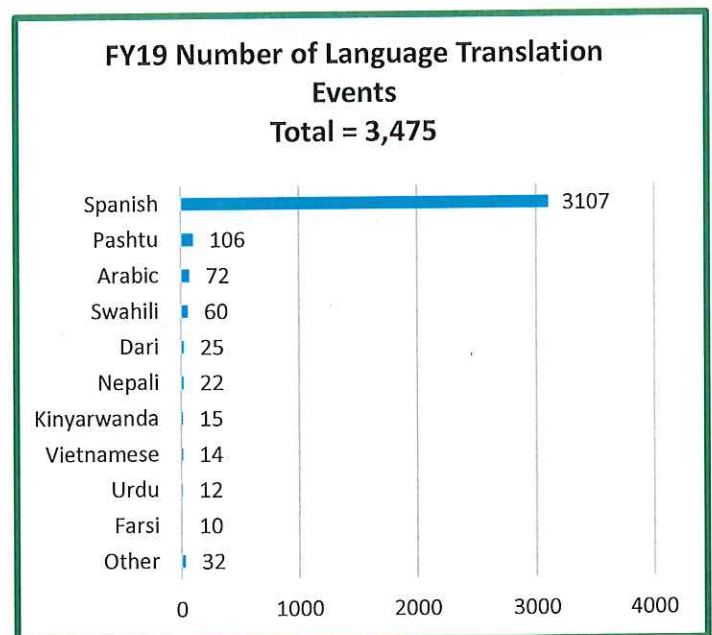
The Housing Office is responsible for assisting in securing rental housing and paying rental subsidy. In Calendar Year 2018, Housing Assistance payments to local landlords totaled \$3,033,874. The average Annual Household Income of participants was \$13,811. Participating program households totaled 405 (total individuals totaled 867).

While many households/individuals were served in CY2018, there is also a wait list for affordable housing. The chart below indicates the applications on file as well as the average wait for assistance.



## Language Assistance

ACDSS continues to experience requests for benefits or services from significant 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 (Limited English Proficiency - LEP). We also have seen an expanded need for and use of language assistance resources for Family Partnership meetings in child welfare programs. It is a requirement of Title VI of the Civil Rights Act that LEP persons have meaningful access to our programs. In order to serve our LEP clients, we provide interpreter services through staff who are competent in a second language and through contracted face-to-face and telephonic interpretation. As the graph to the right indicates, in FY19, ACDSS (including our Bright Stars program) had 3,475 translation events for a total cost of \$48,273.



# Business Services

**Business Services** is a division that 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 on-going 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

Supplemental Nutrition Asst. Program	\$	5,925,794
Medicaid	\$	77,862,374
TANF	\$	410,007
Energy Assistance	\$	480,874
FAMIS (Total Title XXI)	\$	4,090,912
Child Care (VACMS)	\$	796,565
Other Federal	\$	6,375,374
Other State	\$	2,779,169
Bright Stars - State	\$	604,133
Sentara M.J.H. Child Dental Grant	\$	2,000
UVA Medicaid	\$	644,740
Estimated UVA Medicaid Generated Revenues	\$	36,273,387
Comprehensive Services Act (CSA)	\$	5,801,818
Central Service Cost Allocation	\$	489,959
<b>TOTAL</b>	<b>\$</b>	<b>142,537,106</b>
		94.6%

### Local Funds

#### Albemarle County Social Services Funds:

Local Match - General Fund	\$	3,812,528
Bright Stars Transfer - General Fund	\$	924,969

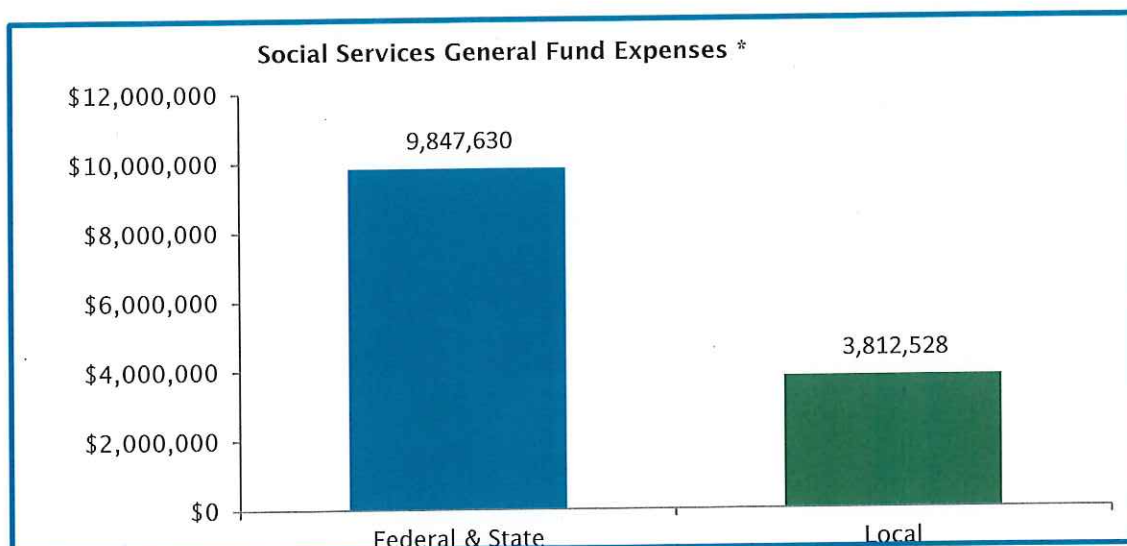
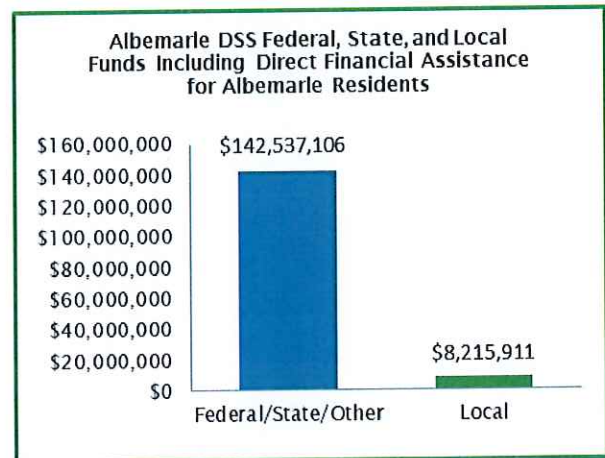
CSA Transfer - General Fund	\$	1,646,040
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#### Albemarle County Schools Funds:

CSA Transfer	\$	1,832,373
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**TOTAL** \$8,215,911  
5.4%

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



\*Does not include Bright Stars & CSA transfers



## Acknowledgements and Personal Stories

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The Albemarle County Department of Social Services continuously strives to provide quality customer service to its citizens through perseverance, dedication, and commitment to service. Below are just a few stories and acknowledgements that the Department has received over the past year.

★ Child Protective Services, Foster Care and Family Support staff EXEMPLIFIED OUTSTANDING and EFFECTIVE TEAMWORK on behalf of a local refugee family of 8 who was reported to CPS for neglect concerns after their disabled child arrived at school with roaches on her wheelchair. Using interpreters familiar with the family's particular dialect, staff arranged for medical care and for the family to stay in a local motel while the home could be exterminated. The team helped with transporting the children to school, helping the mother with grocery shopping, ensuring the father got to and from work, responding to the mother's need to learn how to prepare appropriate food for the family, identifying and arranging pick-up for two new pediatric wheelchairs, and advocating with apartment management who had changed the locks on the family's apartment. The team, faced with language and cultural barriers and a multitude of, at times competing, goals and demands, worked countless hours and partnered with various community entities. Throughout the time helping this family in a culturally-sensitive manner, the team remained calm and focused. They exhibited caring, respect, and cultural competence to ensure that this family's needs for safe and pest-free shelter, food, medical treatment, education and wellbeing were all met.

★ "Our worker is very kind, thorough, and incredibly helpful. She is doing a great job of pointing us in the right direction.

★ "They put their heart into everything they do!"

★ "My family and I appreciate everything you do and have done for us. It has really helped us out."

★ "I wanted to put into writing how wonderful it has been to work with Family Support. I had a request outside of the standard caseload and the worker was quick to offer support to me and the student. She followed up to let me know what had been done and was so kind and compassionate. I know that the kiddos and families that she works with get to see this beautiful support and I was fortunate to get to be a part of it. I am sure that she sees families at their most vulnerable and her presence is calming. She is an amazing asset to the Albemarle County Community."

★ In collaboration with staff members of Albemarle DSS as well as North Carolina DSS, a client who was exhibiting symptoms of mental illness and facing abuse claims as well as experiencing symptoms of a mental illness was able to receive treatment while the children involved were removed and placed in a safe environment.

★ "Thank you for your time, support, compassion, and advocacy in regards to my sister's situation. I am comforted in the knowledge that you and your colleagues have the well-being of my sister and others like her as a priority."

★ "I can say without reservation that the lives of our students and their families have been enriched by the Family Support worker's professionalism, enthusiasm, resourcefulness, and dedication."

★ As an eligibility worker was leaving a meeting, she was greeted in the lobby by a client who asked if she could speak to her. The client proceeded to request help for a family member who was in the hospital and needed assistance. In collaboration with the UVA-Medicaid unit and the worker going over and beyond in duties, the patient was approved for Medicaid. After the patient was released from the hospital and required long term care support, the staff member worked closely with the Long-Term Care worker, the client, and other family members to get the care approved.



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



**We provide and engage individuals in services that enable self-sufficiency and support individual and family safety and well-being**



**The Department will play several roles in furtherance of our vision and mission:**

**We will be an advocate for the people we serve**

**We will endeavor to catalyze change in the community**

**We will be stewards for the safety and security of our customers**

**We will be a community facilitator and convener**



**EQUITY AND INCLUSION: We believe that it is our collective responsibility to address exclusionary and unjust practices through our work and in our workplace**

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

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

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

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

*Listening to the need.*

**ac****dss**

*Working together for solutions.*