

# Service, No Matter What



Albemarle County  
Department of Social  
Services

# ANNUAL REPORT



*Presented by The Advisory Board*

*FY 2020*

# Contents

---

<u>Advisory Board Letter</u>	2-3
<u>Agency Key Performance Indicators</u>	4
<u>Workload Measures</u>	5
Services and Programs	
<u>Prevention</u>	6-7
<u>Child Welfare</u>	8-11
<u>Economic Assistance</u>	12-13
<u>Self-Sufficiency</u>	14-15
<u>Health Care</u>	16-17
<u>Adult/Elder Services</u>	18
<u>Housing and Language Assistance</u>	19
<u>Business Services</u>	20
<u>Acknowledgements and Personal Stories</u>	21-22
<u>Vision, Mission, Role, and Values</u>	23

---

NOTE: This FY 2020 Annual Report was designed, developed, and produced solely by the Staff and Advisory Board of the Albemarle County Department of Social Services.

# Advisory Board

---



Katherine Burton  
Samuel Miller



Karen Horridge  
Jack Jouett District



Rachael Juban  
Scottsville District



Amy Laufer  
Rivanna District



Mary McIntyre  
Rio District



Jennie More  
White Hall District

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 "*Service, No Matter What.*" This theme reflects 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 despite the challenges of service delivery amid a pandemic. We are thankful to the county for all the support in enabling the majority of ACDSS staff to work remotely beginning around mid-March 2020. COVID 19 impacted our programs in various ways. The numbers of SNAP applications increased significantly in the early months of the pandemic. Despite that increase staff hit the state's target for processing timeframes. Due to school closures, the numbers of Child Protective Services referrals decreased although staff continued to respond to the referrals despite the risk of exposure. We quickly switched to conducting Family Partnership Meetings on Zoom. The numbers of children entering foster care increased primarily because those children did not have alternative family supports. Finding foster homes willing to accept these children was challenging given the families' reluctance to expose themselves to COVID. It is remarkable that despite working virtually we were still able to finalize so many adoptions in FY20. While the numbers of Adult Protective Service referrals initially decreased due to nursing homes being closed to visitors, the overall number increased for the year. Finally, despite the Career Center being

“closed,” our Coordinator was able to continue teaching resume writing classes and participated in virtual job fairs. 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.

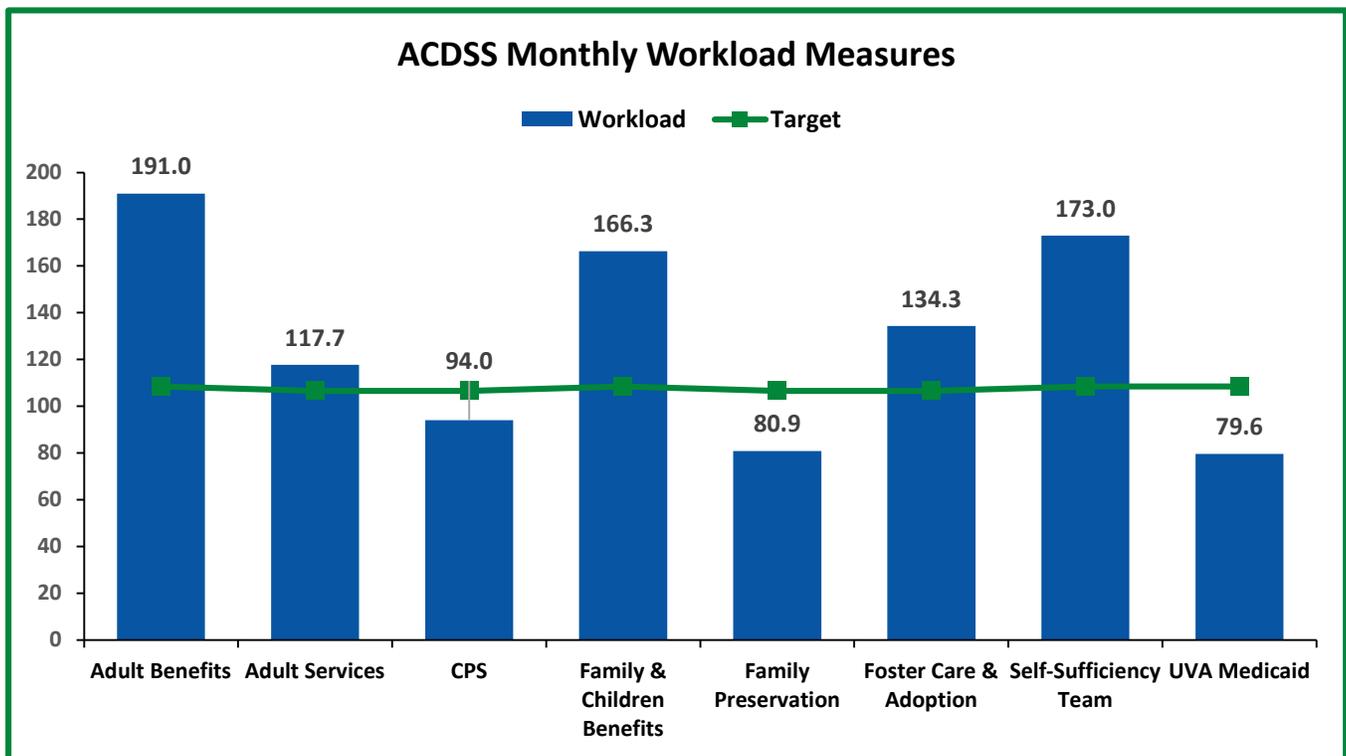
FY 2020 ACDSS Agency Key Performance Indicators Scorecard							
Outcome	Output	Objective	FY18	FY19	FY20 Actual	FY20 Target	+/- Target
Adults and families are medically insured	Medicaid applications are processed	97% of Medicaid applications are processed within 45 days	92%	96%	93%	97%	-4%
Adults and 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	99%	99%	97%	97%	0%
Adults and families have sufficient food stuffs	Food Stamp applications are processed	97% of Food Stamp applications are processed within 30 days	98%	98%	97%	97%	0%
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	97%	96%	95%	95%	0%
Children are safe	CPS referrals receive responses	90% of new referrals are responded to per SDM guidelines	93%	96%	96%	90%	6%
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	89%	94%	92%	90%	2%
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	98%	95%	98%	90%	8%
ACDSS is a good financial steward of resources	Monthly financials are completed	Local Funding position will remain at least 1% under budgeted amount	-9%	-3%	-5%	-1%	4%

\*\*\*Key Performance Indicators (KPIs) and schools data for Bright Stars and Family Support were unavailable and incomplete due to the COVID-19 pandemic and school closures starting March 2020\*\*\*

# 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

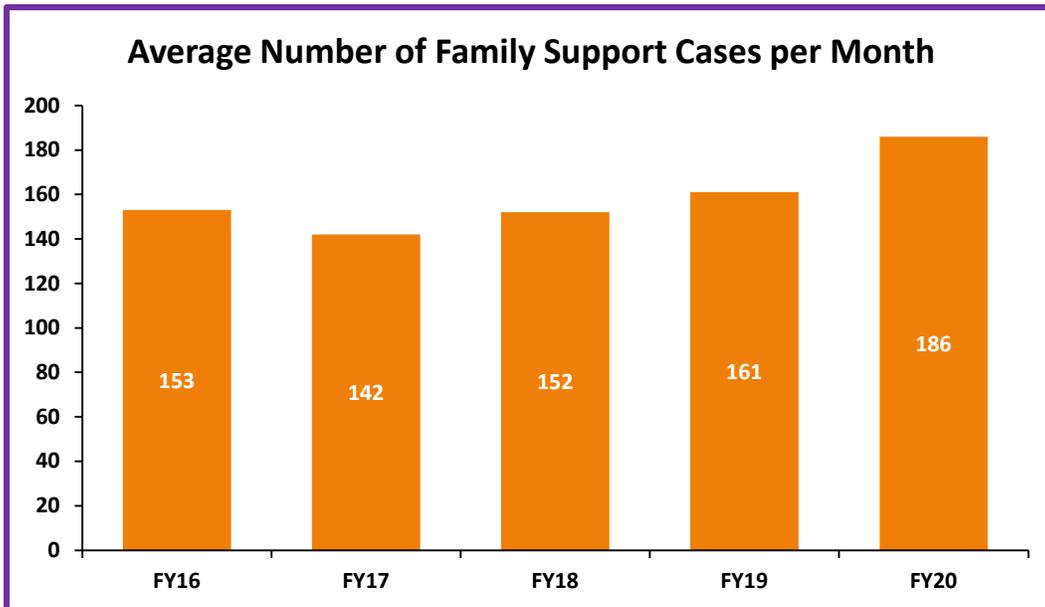
## Family Support

The Family Support Program provides free and voluntary prevention services to Albemarle County students in elementary and middle schools, and their families. Family Support aims to empower children to meet their full potential through home, school and community collaboration. The mission is to provide services that support children’s growth and development, strengthen families and promote school success. The Family Support program is based in nine Albemarle County elementary schools and four middle schools.

Families receive case management and direct services in the home, school and community settings to identify strengths and needs to mutually develop goals and strategies to enhance overall functioning.

Some of the services that Family Support Workers provide include:

- Acting as a bridge between school and home by supporting parents and guardians at important school meetings (IEP meetings, attendance meetings, SBIT meetings, parent teacher conferences)
- Assisting parents and guardians in identifying, obtaining and maintaining stable housing, employment, childcare, training and educational opportunities.
- Assisting parents and guardians in developing and maintaining budgeting practices to meet household needs and achieve financial goals.
- Linking families with medical, mental health and other community resources to strengthen the family and support healthy development.
- Supporting children in the school setting to manage behaviors that may interfere with academic achievement.
- Coordinating regularly with teachers and parents/guardians to address academic, attendance and behavioral needs that may impact a child’s ability to access their educational curriculum.
- Assisting families in identifying and accessing extracurricular enrichment activities to promote healthy development. These activities may include afterschool programs, summer camps, sports, dance lessons, and other community-based recreational activities that may be available.



## Services and Programs – Prevention (cont.)

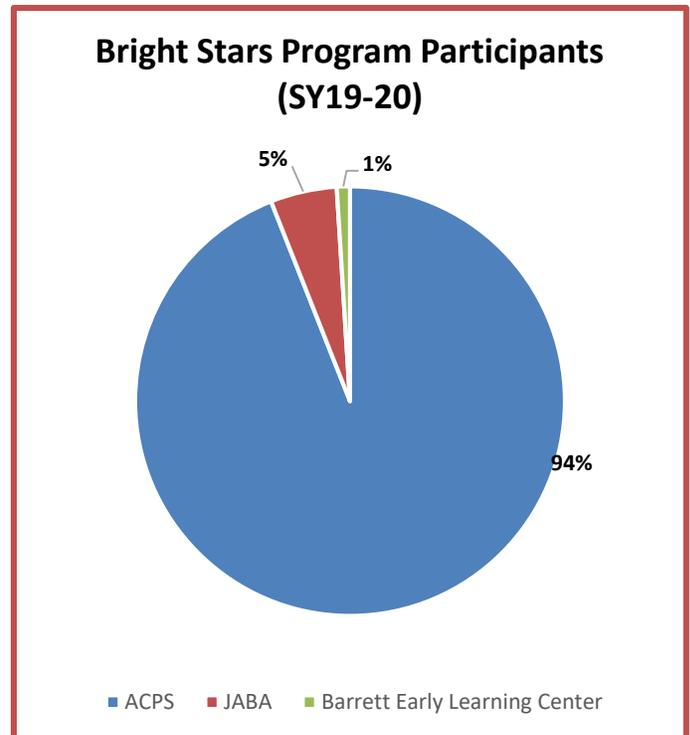
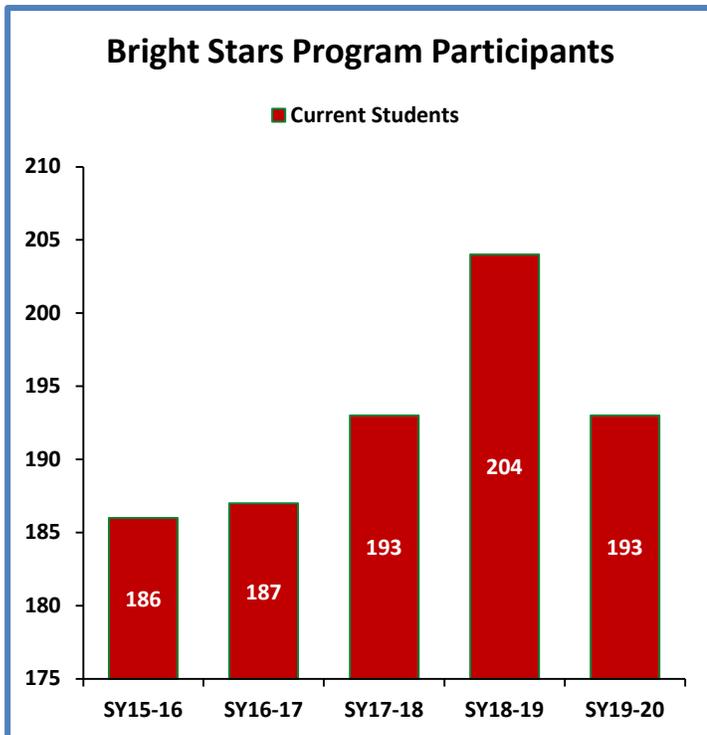
### Bright Stars

The Bright Stars Program is a state, federal and locally funded, early intervention and prevention, comprehensive preschool program provided in collaboration with the Albemarle County Department of Social Services, the Albemarle County Board of Supervisors, and the Albemarle County Public Schools. In addition to a high-quality preschool experience, the children and their families are provided support and case management by a family coordinator through the Department of Social Services. The primary goals of the program are to:

- Provide age-appropriate education and enrichment opportunities for children
- Help families access community resources necessary to sustain safe and stable family life
- Facilitate early and active family involvement in their child's education
- Serve as a model of collaboration among Albemarle County Department of Social Services, the school division and various community agencies.

Bright Stars preschool classrooms are located at the following elementary schools: Agnor-Hurt, Greer, Mountain View, Red Hill, Scottsville, Stone-Robinson, and Woodbrook. Children who are eligible for enrollment are served in their neighborhood school, where they will attend Kindergarten, with few exceptions. The Bright Stars Program also partners with select private preschools when there are opportunities to serve additional children in these settings. Teachers emphasize active learning in the classroom, recognizing that children learn best by doing, touching, feeling and acting. There is an emphasis on learning through play. The children also participate in field trips throughout the Charlottesville community including places such as The Paramount Theater, orchards, and fire stations.

In School Year (SY) 2019-2020, the Bright Stars program had 193 participants, with 181 in Albemarle County schools, 8 in JABA Shining Star Preschool, and 4 in Barrett Early Learning Center.



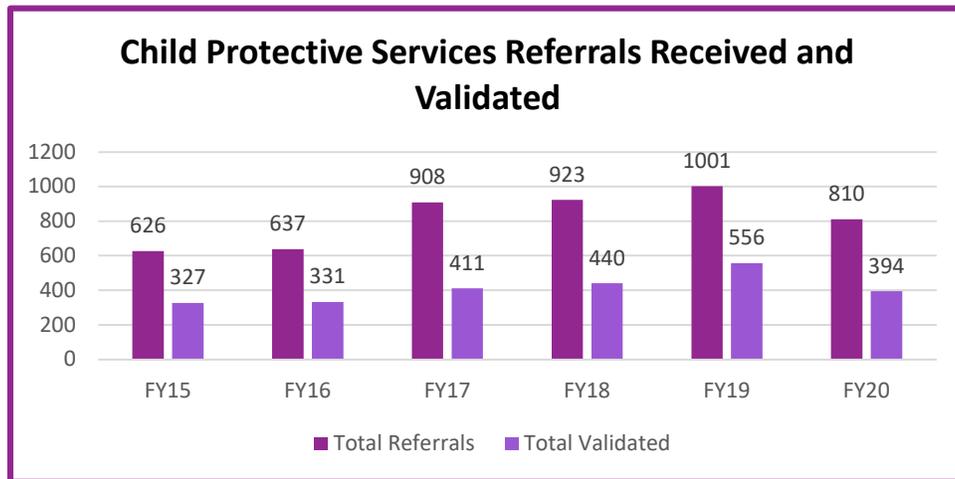
# Services and Programs – Child Welfare

## Child Protective Services (CPS)

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.

The CPS program responds to validated reports regarding possible child abuse or neglect. CPS is non-punitive in its approach and seeks to enable families to provide adequate care for their children. CPS utilizes a Differential Response System, which often indicates a Family Assessment process is appropriate. This process is strength-based and service-oriented.

The CPS unit also provides foster care prevention services to families referred by the community and by Court Order, and attempts outreach to prevent child abuse or neglect by addressing risk issues before they result in maltreatment of children.



## Family Preservation Services

The purpose of Family Preservation Services (FPS) is to prevent child abuse and neglect and preserve families through engaging practices that build capacity for families to provide safe, stable, and nurturing environments for their children. The FPS team partners with families facing many challenges that place their children at risk of child abuse, neglect, foster care, and/or out of home placement to keep their children safely in the home. Services provided:

- Partner with families to create family-specific service plans that increase child safety, reduce risk, and build on the family’s strengths to address needs. The initial service plan is usually created in a Family Partnership Meeting, a method of Family Engagement.
- Assists families in accessing resources and services that can help reduce risk and build protective capacity.
- Helps children and families identify and connect with their natural supports such as extended family.
- Provides services and conducts assessments from a strengths-based, trauma-informed, and family-centered perspective.
- Conducts home visits, school visits, and team meetings.
- Offers clinical case management to children and families.
- Collaborates with community partners such as Albemarle County Public Schools, the Court Services Unit, Region Ten, and local therapeutic providers.

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

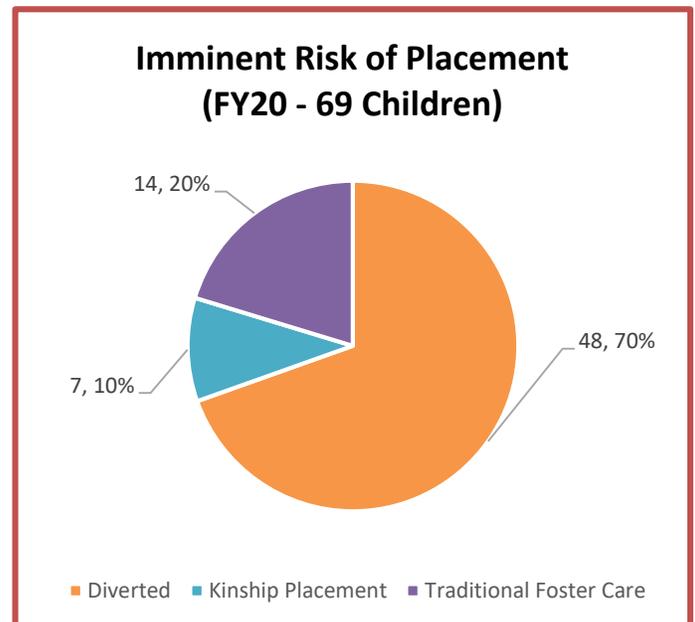
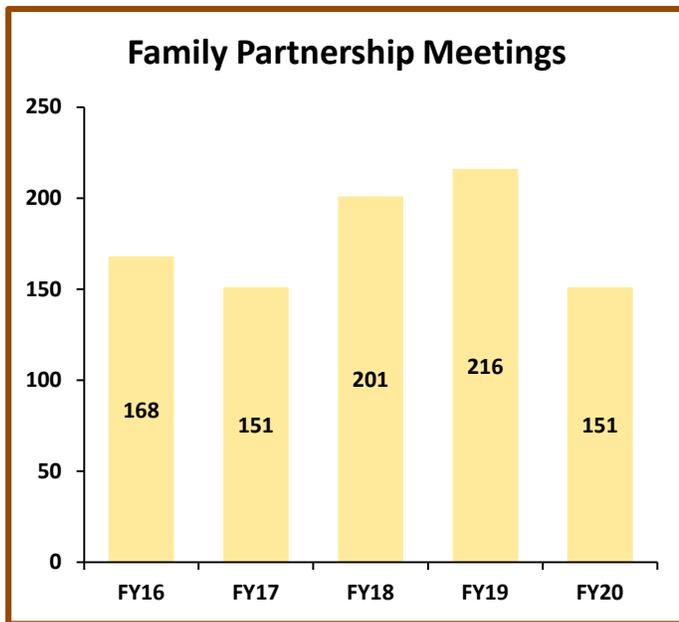
### Family Partnership Meetings

Family Partnership Meetings (FPM) are strengths-based, structured, and facilitated meetings held at key decision-points during a family's involvement with the child welfare system.

The Family Preservation Services team is responsible for providing the agency's Family Partnership Meeting Program.

Family Partnership Meetings bring together parents, guardians, and children with their natural support systems, service providers, and agency staff to work together and make plans that address the children's safety, stability, and well-being. Family Partnership Meetings are based on the following values:

- Families are the experts on themselves
- All families have strengths and can make well-informed decisions about their children when supported
- Teams often can make better and more creative decisions than individuals
- When families are involved in decision-making and share responsibility with DSS for achieving goals then outcomes improve for their children



### Fatherhood Support Group

Albemarle County Department of Social Services (ACDSS), through the Family Preservation Services team, offers a support group to fathers and adult male figures in the community. This group aims to educate individuals on how the Department of Social Services works with families through different types of cases, while also exploring different needs of individuals in the group. Discussion topics include the following:

- Understanding the child welfare system
- Substance use support
- Family violence and domestic violence
- Mental health support
- Identifying community resources to address these and other challenges participating fathers may face

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

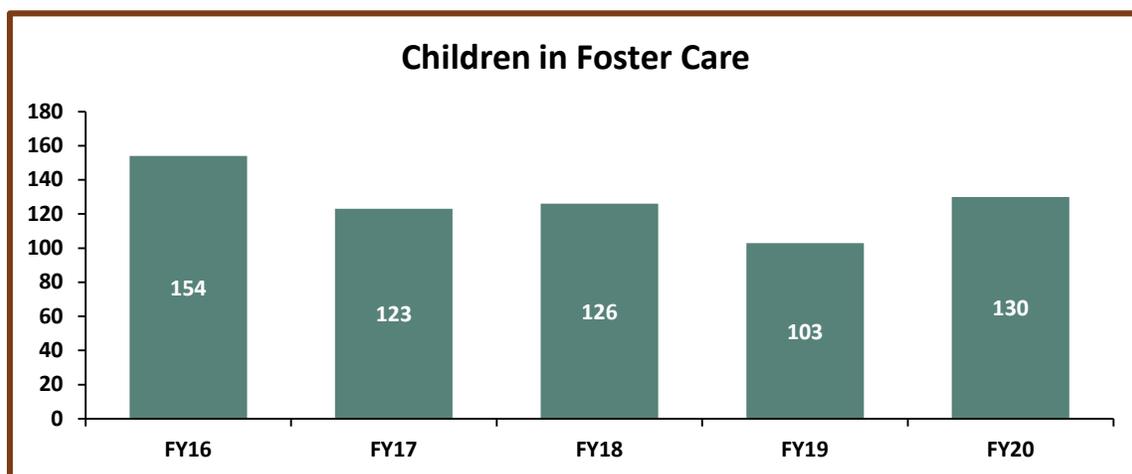
### Foster Care Program

Foster Care is a protective service provided to children who have been placed in the custody of the Department of Social Services by the Court.

Children enter foster care due to neglect, abuse, abandonment, and other issues endangering their health and/or safety. When a child enters foster care, effort is always made to place children with suitable relatives or with people who may have had a prior relationship with the child that are not relatives.

All individuals who foster must meet the approval and licensing criteria. If a kinship placement is not available, children are placed with an approved foster family. In some instances, a treatment setting is needed depending on the needs of the child. All foster parents receive support as part of a team of individuals and agencies, working together in the best interests of each child.

The Albemarle County Department of Social Services has a partnership with Community Attention Foster Families (CAFF) to train, license, and approve foster families, including kinship. All foster parents must go through the training and approval process. There are multiple steps in the approval process to include pre-service training, completion of a home study, and criminal record checks (fingerprints) to name a few.



### Fostering Futures

Fostering Futures is a foster care program available to teens and young adults who turn eighteen while in foster care. This voluntary program allows the local department of social services to provide financial support, social support, and services to youth until age twenty-one. It can cover things like housing, education and/or job training assistance, and other independent living needs specifically for the youth. Eligibility requires at least one of the following:

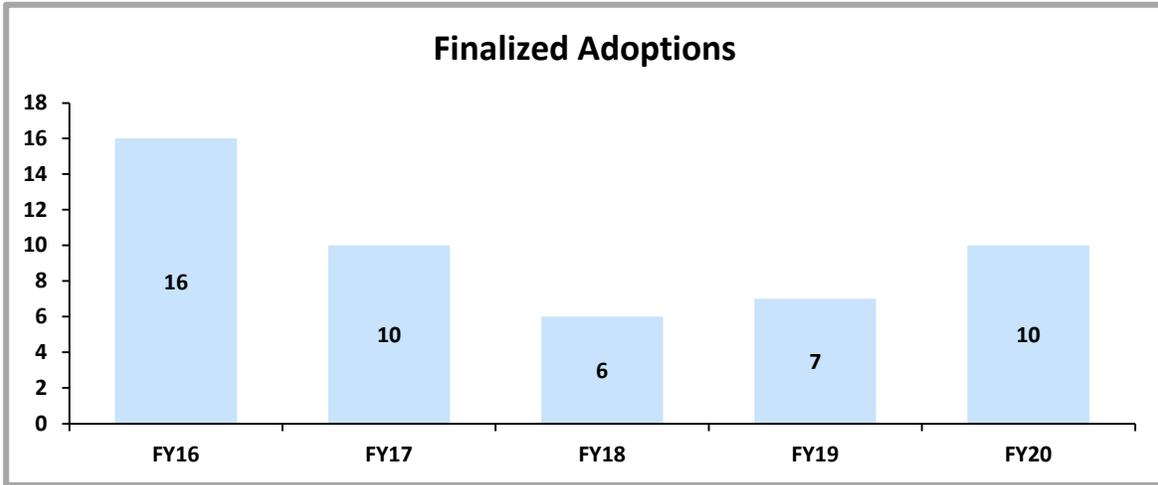
- Attend school
- Attend vocational training
- Work at least eighty hours per month (part-time hours)
- Attend classes to promote employment or remove barriers to employment
- Unable to meet one of those four criteria due to a documented medical reason

In addition, demonstration of a willingness to work with the assigned foster care worker and allow monthly face-to-face visits with the worker. Youth must participate in the development of a transitional living plan, complete the Voluntary Continuing Services and Support Agreement (VCSSA) and attend court hearing(s), administrative review(s), and case planning meetings.

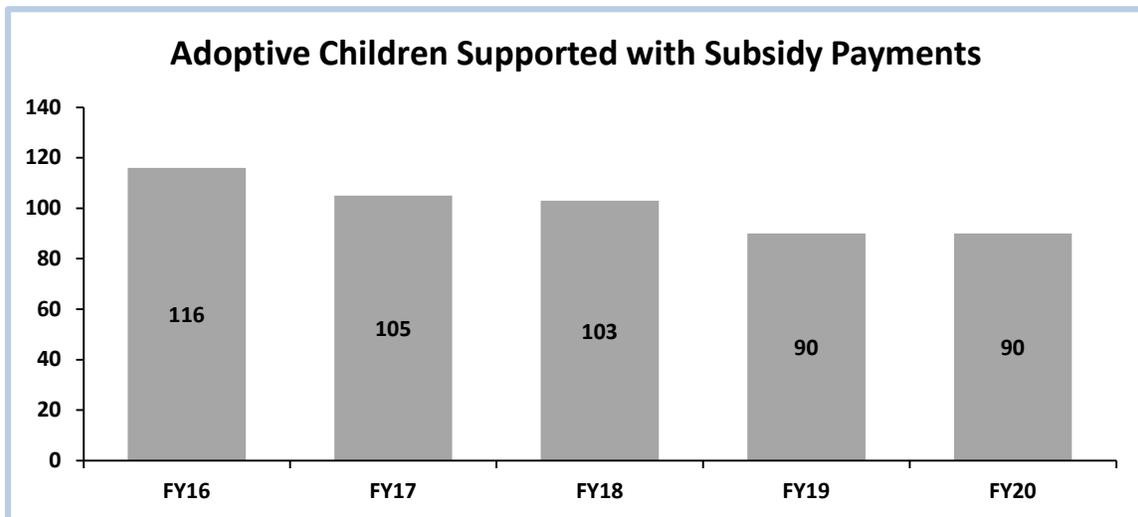
# Services and Programs – Child Welfare (cont.)

## Adoption Services

Albemarle County Department of Social Services provides support to children in foster care with a goal of adoption who are navigating the legal process to finalization. This includes working to educate, prepare, and facilitate conversation and collaboration between birth families and adoptive families whenever possible. Extensive work is also done with the children and youth to prepare them for adoption and to help them process the loss, grief, and joy involved in this journey. Adoption allows for children who are unable to return home to parents or relatives to become a part of a permanent, loving, and forever family.



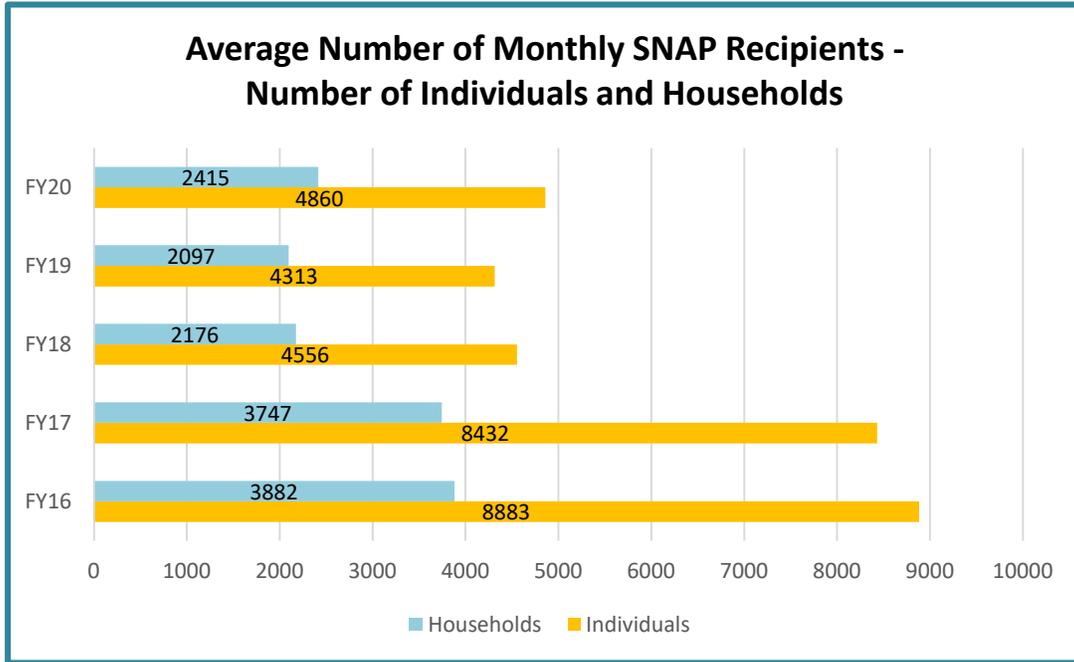
Building a family by adoption is fundamentally different than building a family biologically, with lifelong implications for the adopted individual, the adoptive parents, and the birth parents. The Department supports adoptive families post-adoption through monthly financial support, as well as access to a post-adoption worker. Adoption support is available from the Department from the time the adoptee is adopted until age 18, and potentially up to age 21.



# Services and Programs – Economic Assistance

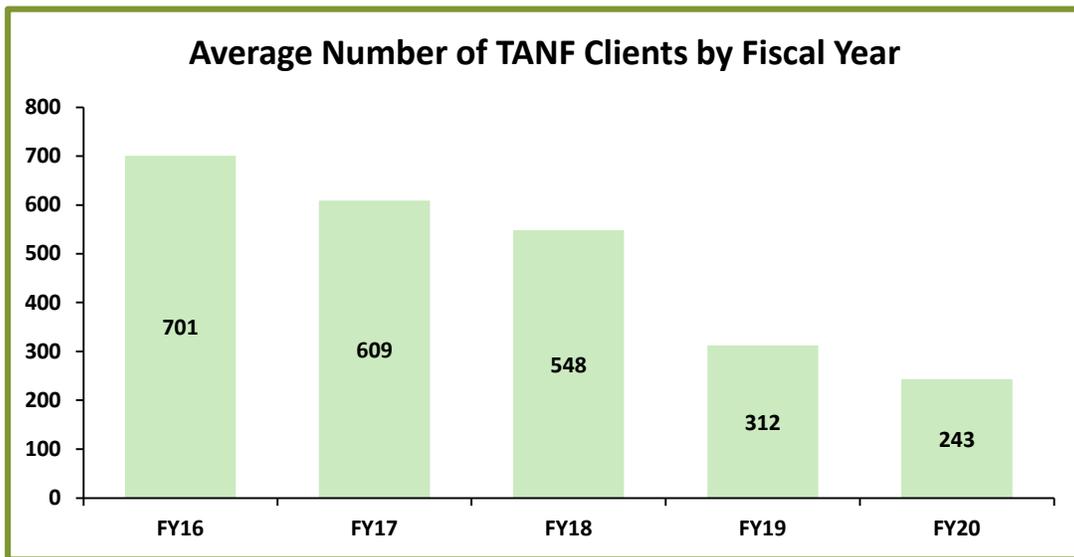
## Supplemental Nutrition Assistance Program (SNAP)

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)

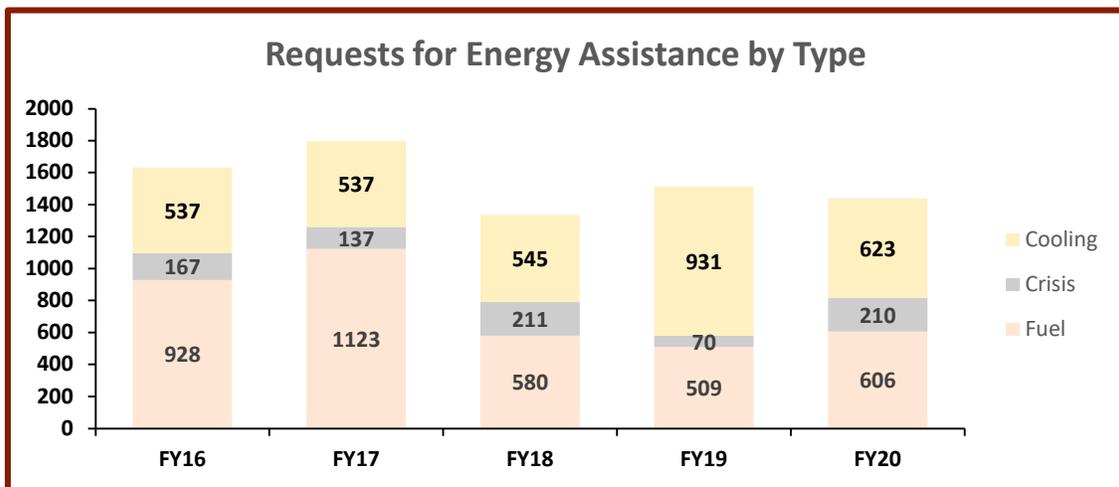
TANF provides time-limited financial assistance and employment related services to enable families with children to become self-supporting and promotes economic independence.



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

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

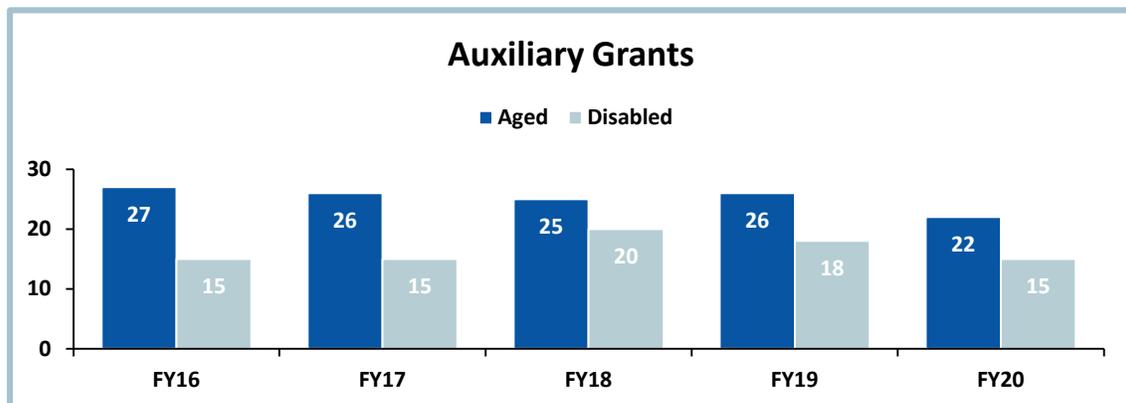
- ) **Fuel Assistance** - The Fuel Assistance Program helps with home heating fuel and related charges. Benefits are determined and authorizations for deliveries or services are sent to vendors in December.
- ) **Cooling Assistance** - The Cooling Assistance Program provides for the purchase of window 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 6.
- ) **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)

An Auxiliary Grant (AG) is an income supplement for individuals who receive Supplemental Security Income (SSI), and certain other aged, blind, or disabled individuals who reside in a licensed Assisted Living Facility (ALF), an approved adult foster care home, or an approved supportive housing setting.

An AG payment is issued to an individual monthly, to be used with a designated amount of their monthly income to pay the maximum monthly AG rate. This rate is determined by the Virginia General Assembly and is adjusted periodically. The AG Program is 80 percent state funded and 20 percent locally funded.



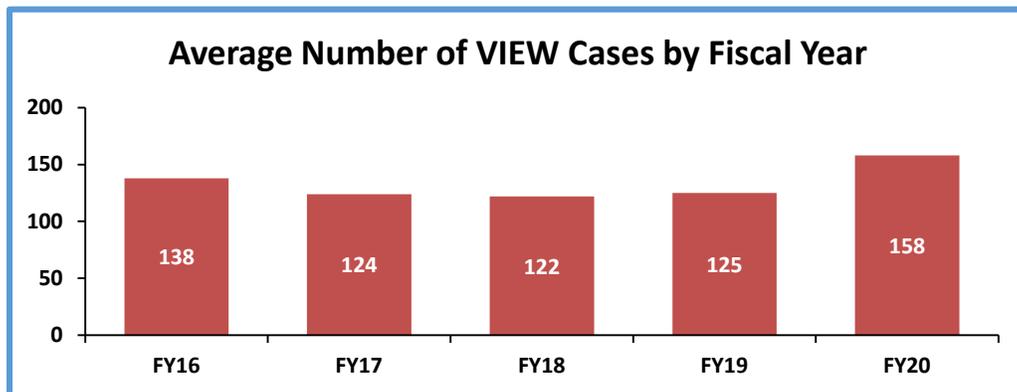
## Services and Programs – Self-Sufficiency

---

### Virginia Initiative for Education and Work (VIEW)

The Virginia's Initiative for Education and Work (VIEW) offers qualified parents the assistance and resources needed to find and keep a job. Adults age 18 and over who are eligible for Temporary Assistance to Needy Families (TANF), and able-bodied parents are eligible to participate in employment assistance services.

An important aspect of the program is the strong support participants receive from their VIEW case manager, who focuses on each family's individual situation and works with them to support their goals of employment and independence. VIEW focuses on the participants' strengths and provides services to help them overcome job-related challenges, as well as personal, medical and family challenges that affect employment. Key features or requirements of the VIEW program include training on the job or at a vocational school, child care assistance, and volunteering to gain work experience.



### Career Center

The Albemarle 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 the public. It is an inclusive "one-stop" center that can assist individuals with conducting successful job searches and provides guidance and support in all areas related to career advancement.

Services at the Albemarle Career Center that are available include: Computers with internet accessibility; fax, telephone, and copier; resume software; a resource library including tv/dvd educational videos; local/regional and state employment information; and tools to help apply online and open or access your own e-mail account.

In FY 2019-2020, our Career Center Program Coordinator:

- Held 3 Resume writing classes per month
  - Average of 4-8 participants each class
  - Scheduled additional Zoom consultations for one-on-one assistance
- Provided Job Leads through email distribution to job seekers daily
  - Approximately 400 job seekers on distribution list
- Held 3 Zoom meetings per month with Region 10 clients for job search, job retention, and community connections
- Collaborated with Piedmont VA Community College (PVCC), Career Works, Downtown Center, and a host of other nonprofits to provide services focused on self-sufficiency services.

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

## Child Care Subsidy

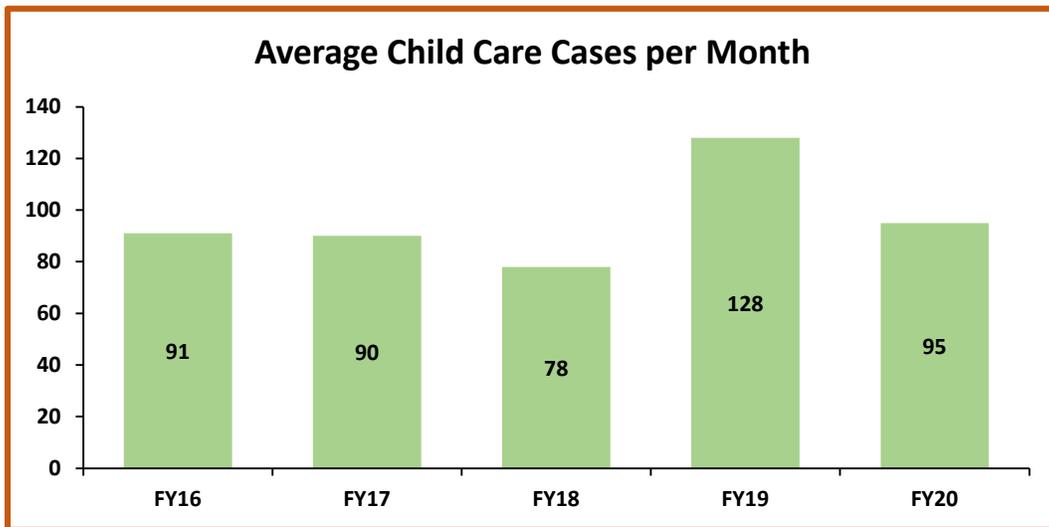
The Albemarle County Child Care Program supports families with the goal of self-sufficiency by administering financial assistance for a portion of childcare costs when eligible, while promoting parental choice and responsibility for children up to age thirteen. The Child Care Program also helps individuals looking to become a childcare provider or subsidy vendor.

Parents/guardians gain assistance with the following:

- Finding quality, licensed childcare
- Learning the benefits of licensed childcare
- Discovering childcare and early learning options
- Applying for financial assistance
- Accessing to an array of resources

Providers gain assistance with the following:

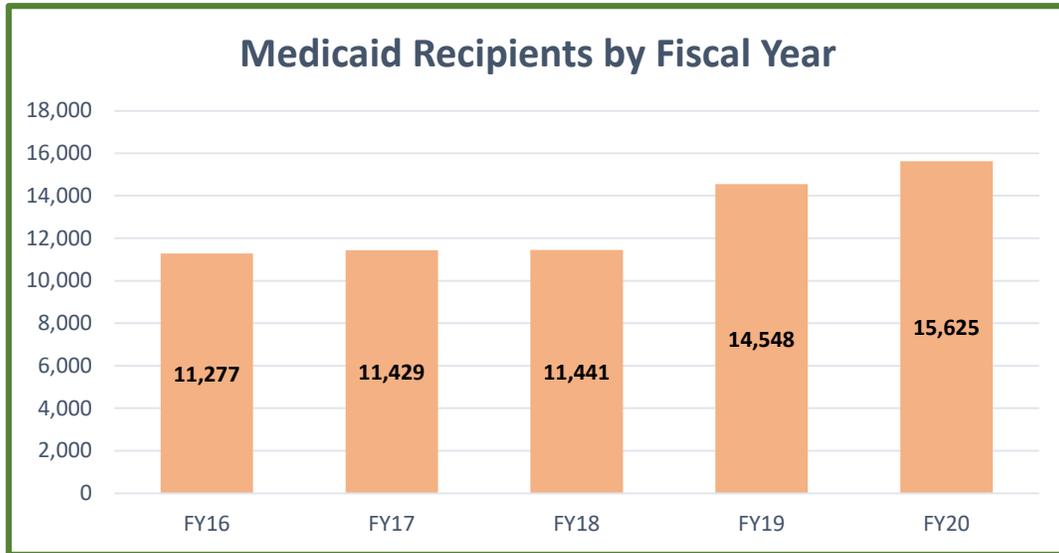
- Becoming a licensed provider
- Learning the new provider requirements
- Becoming a subsidy provider
- Receiving training and professional development



# Services and Programs – Health Care

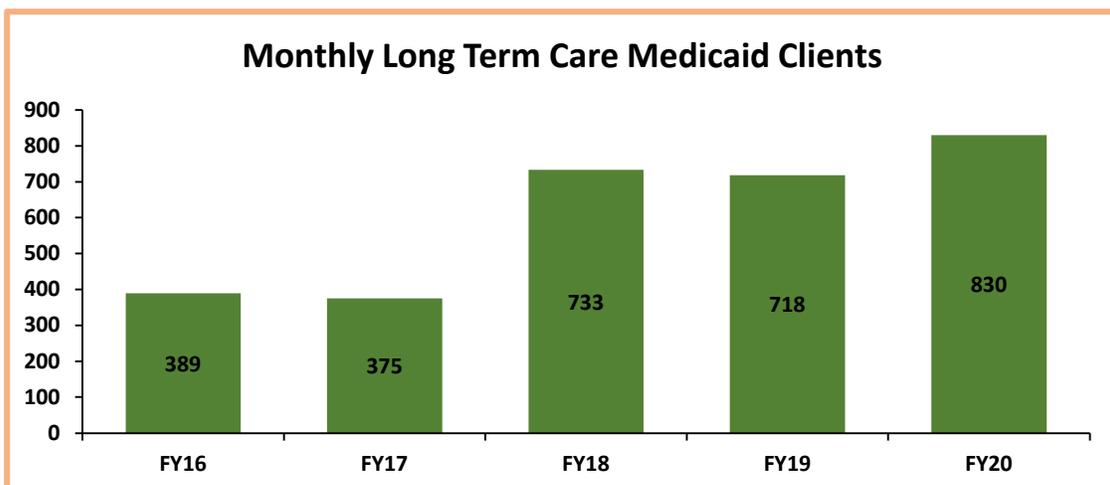
## Medicaid

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.



## Long-Term Care

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.



# Services and Programs – Health Care (cont.)

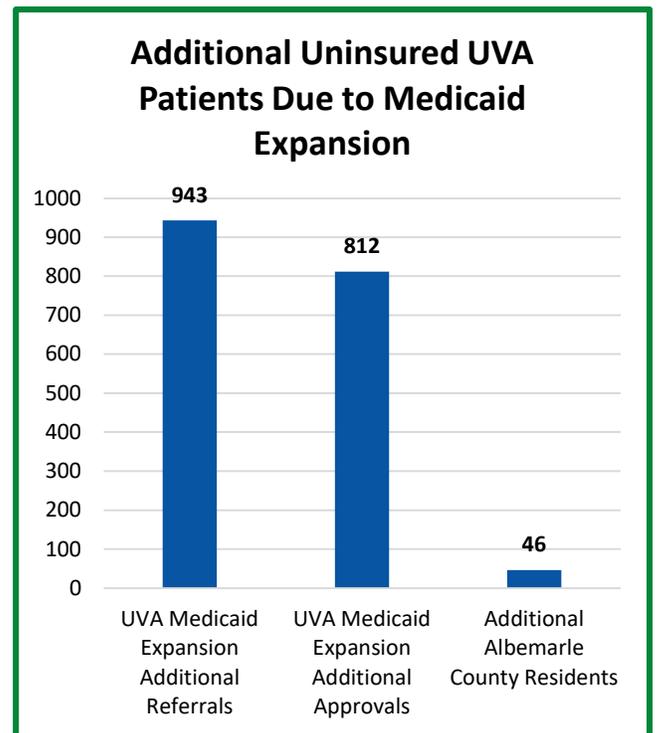
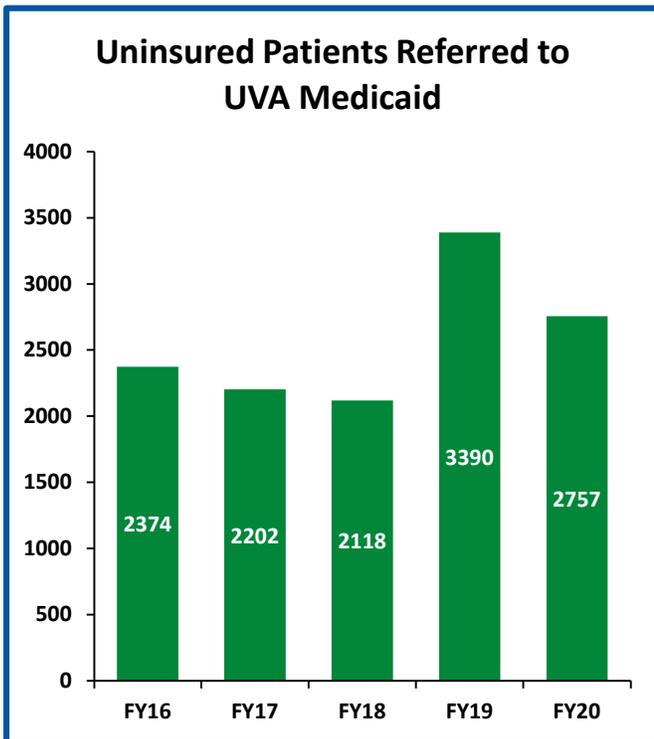
## University of Virginia (UVA) Medicaid Unit

The UVA Medicaid Unit assists both inpatients of the hospital and outpatients of UVA’s affiliated clinics, in applying for Medicaid.

The Medicaid Unit serves all residents of Virginia and is an intake processing unit only. Applications are taken at bedside for the convenience of the inpatient and/or their families, processed and then sent to the patient’s local department of social services for ongoing case maintenance.

The Medicaid Unit has many partners to make the process as smooth as possible for the patients during their time of need.

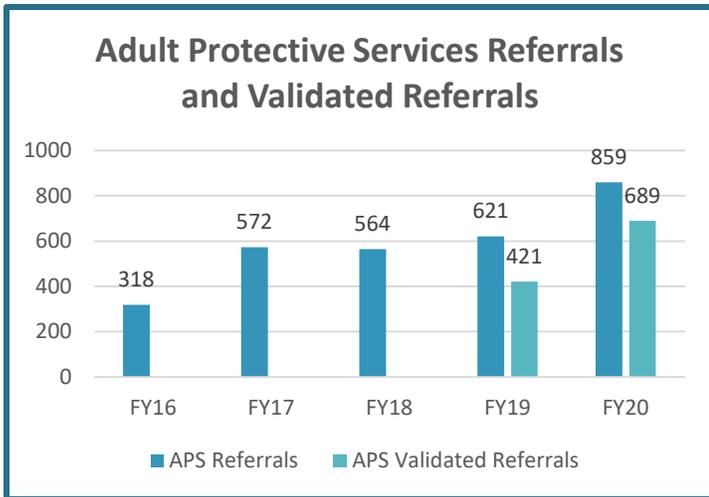
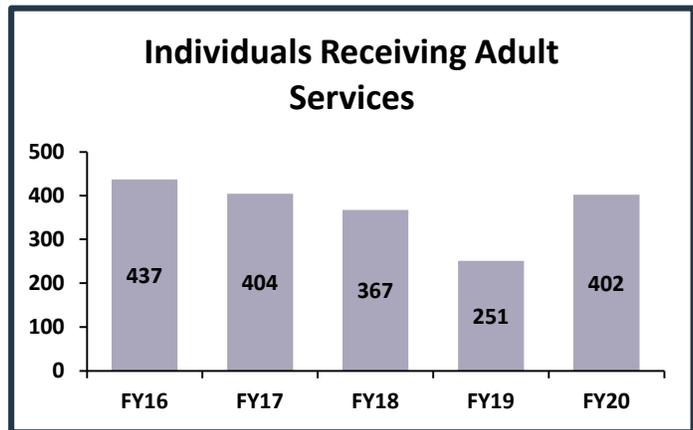
- Patient Financial Services (PFS) – Conducts preliminary financial screenings for patients, then sends a referral list of potentially eligible patients to the UVA Medicaid Unit so we can help them apply for Medicaid and process the application.
- UVA Social Workers – Refer patients who need to be screened for Medicaid, bridge our communication between the patients and their families, assist the patients in getting the needed verifications.
- Change Healthcare (CHC) – A private contracted company who are also able to apply for Social Security disability benefits for the patient and take the Medicaid application at the same time. They then bring the Medicaid applications to our unit for processing.
- Local Department of Social Services – We work closely with the local agencies to ensure timely enrollments, if the UVA Medicaid unit cannot complete the enrollment in house.



# Services and Programs – Adult/Elder Services

## Adult 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)

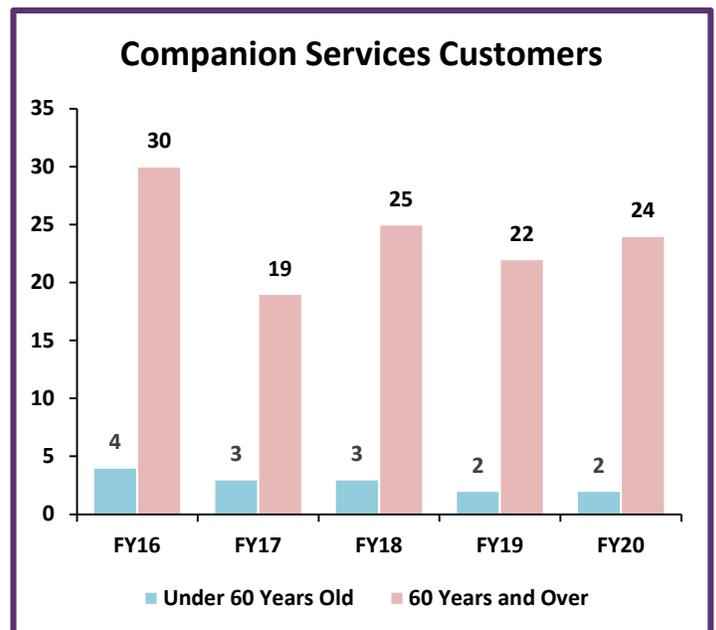
APS investigates reports of abuse, neglect, and exploitation of adults over 60 years of age and incapacitated adults over 18 years of age. The goal of APS is to protect a vulnerable adult's life, health, and property without a loss of independence. When this is not possible, APS attempts to provide assistance with the least disruption of lifestyle 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

Companion Services is an option for eligible adults with an impairment who need services or support to enhance self-sufficiency and improve their quality of life. These services are performed by an individual or an agency provider who assists adults who are unable to care for themselves without assistance and where there is no one available to provide the needed services without cost. Individuals must meet both income and functional criteria to qualify.

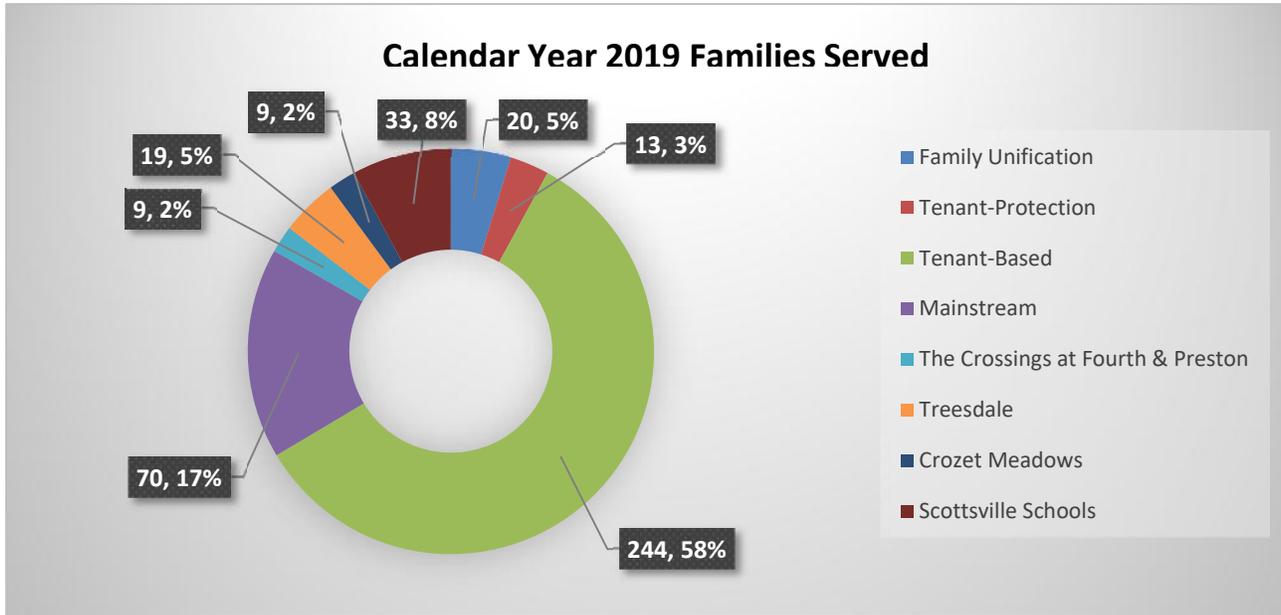
Companion activities include, but are not limited to bathing, dressing, toileting, meal preparation, eating/feeding, transportation, shopping, supervision, light housekeeping, household/financial management, and companionship.



# Housing

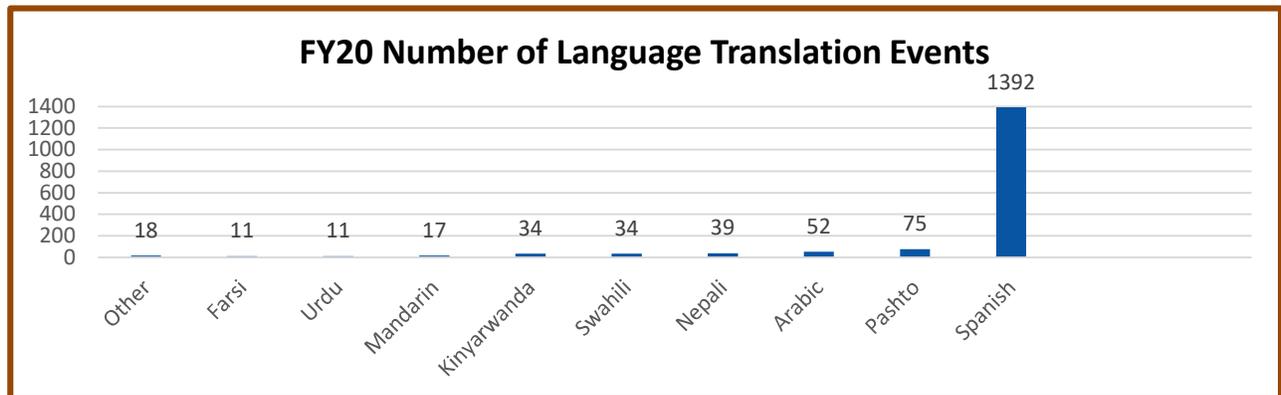
The Albemarle County Office of Housing (ACOH) serves as the Housing and Urban Development sanctioned Public Housing Agency. The ACOH strives to increase opportunities for all County residents to secure and maintain decent, safe, sanitary, accessible and affordable housing with special emphasis given to those residents least able to obtain it.

In Calendar Year 2019, Housing Assistance payments totaled \$3,205,000, enabling the Office of Housing to serve 417 participant families. The average Annual Household Income of participants was \$15,143.



# Language Assistance

ACDSS receives 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). 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. In FY20, ACDSS had 1,683 translation events for a total cost of \$31,831.



# 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	\$	7,291,414
Medicaid	\$	97,250,812
TANF	\$	483,848
Energy Assistance	\$	485,156
FAMIS (Total Title XXI)	\$	4,365,516
Child Care (VACMS)	\$	905,395
Other Federal	\$	6,251,208
Other State	\$	2,758,243
Bright Stars - State	\$	610,459
Sentara M.J.H. Child Dental Grant	\$	3,000
UVA Medicaid	\$	749,618
UVA Medicaid Generated Revenues	\$	16,371,968
Comprehensive Services Act (CSA)	\$	6,076,634
Central Service Cost Allocation	\$	496,896
<b>TOTAL</b>	<b>\$</b>	<b>144,100,167</b>
		93.9%

### Local Funds

#### Albemarle County Social Services Funds:

Local Match - General Fund	\$	4,337,832
Bright Stars Transfer - General Fund	\$	832,979

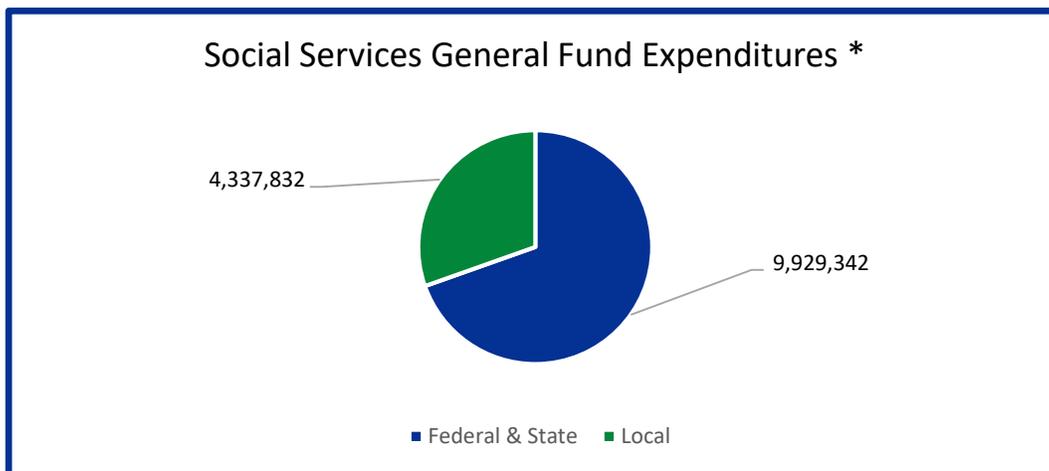
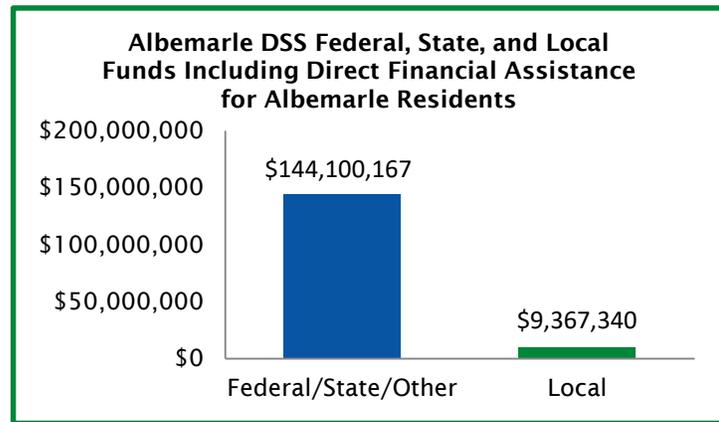
CSA Transfer - General Fund	\$	1,846,529
-----------------------------	----	-----------

#### Albemarle County Schools Funds:

CSA Transfer	\$	2,350,000
--------------	----	-----------

**TOTAL** \$ 9,367,340  
6.1%

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

---

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.

- ★ For four children their three years in foster care has included countless hours of trauma work to address an abusive father and a mother with substance and mental health issues, being separated as siblings for two years with four placement changes, numerous case workers, and out of state placement hoops to jump through. However, all the hard work paid off and in 2020 all four children were placed together with a loving family (their paternal uncle, his wife, and children).
- ★ “The kindness that the teachers and the whole school had for the Bright Stars is amazing! Everyone was so considerate of the little ones and I felt my child was really well taken care of”.
- ★ “I appreciate all that you did for us and allowing me to be me...even when I was angry and frustrated.”
- ★ “Thank you for all of the people you help, saving lives and making a difference in the world.”
- ★ “My name is Kayla and I have been a part of VIEW for about 3 years and this program has changed my life and helped me in so many ways! During my time with VIEW, I’ve learned that it is ok to open up and be confident in myself. I am so happy to share my story with everyone because I have come so far and keep in contact with my awesome support system. I have met one of my lifelong goals of becoming employed with UVA and couldn’t be happier. I hope that my story inspires others to not be ashamed to reach out for help because we cannot always do it by ourselves”.
- ★ The Housing Office distributed cleaning supply kits to clients. A client wrote, “Thank you all for putting together the package for us. You are so thoughtful and caring. It takes people like you to make this world a better place”.
- ★ “Oh my goodness what a difference reorganization makes! I've never seen a resume in such a concise one-page format. Thank you, thank you, thank you for sharing your time and expertise. Most definitely, I will use my new and improved resume as I continue my job search”.
- ★ “You did such a beautiful job. I never hoped for anything so nice.”
- ★ “The fatherhood group is giving men a chance to understand who we are in our homes, communities and within society. The group is allowing men to have a place where they can come and take off the superman cape, not feel ashamed or unworthy while understanding how to be an asset and not a liability. Simply put, the group renews life for men. I’m proud to be a part of what this group stands for and is doing for us as men.”
- ★ The childcare team had to come up with ways to do intake interviews without client contact. They made a You Tube Video demonstrating for new clients how to use their attendance swipe card and provided information on program guidelines which was recently recognized at a State meeting. Through this hard work, the team was able to clear their waitlist and continue to help new clients receive childcare.

## Acknowledgements and Personal Stories (cont.)

---

- ★ A client applied for benefits and as the eligibility staff worked very closely with the client's son, it was discovered that the client and the family were paying privately for in-home care (\$1,000+ per month)! The son was incurring credit card expenses in order to help supplement the client's care. The benefits worker reviewed the client's financials and discussed the policies related to spending down resources and explained the many options that would benefit the client. The client's son was extremely grateful for the time spent with him by staff and commented that staff was "most helpful and enlightening." Because of the actions of this team, the client was able to obtain in-home services while only paying a small co-pay.
- ★ "The fatherhood group has helped me through hard situations. It has helped me to calmly talk out my problems in a more civilized manner. The motivation the group gives will help confused people take the steps they need to see the right path. It has helped me as a violent felon who lost his kids and his way find my path. The group helped me do things the right way and helped me take one step at a time to getting my kids back. Now, I see life and the way I do things more clearly and react to problems differently."
- ★ The UVA Medicaid Unit received a request to look at a complex case to explore Medicaid options. The team determined the patient had SSI non-institutionalized Medicaid and that she qualified for Long Term Support Services Medicaid. Within 4 days, the patient was converted to Medicaid that would cover her skilled nursing facility care to ensure she could have the best possible health outcome and return to live with her husband and family.
- ★ The FPS team served a Spanish speaking family with five children and one single mother. The youngest child is autistic, and the oldest daughter was sexually abused by the father of the youngest child. Since the mother was willing to do the work needed for the safety and wellbeing of her children, ACDSS provided services to the family to prevent them from unnecessarily entering foster care. In addition to the challenges faced by the trauma, the mother was not able to speak English nor able to work in this country as she did not know how to access immigration services. During the five years of services offered to the family, the family was able to receive intensive individual and family counseling, mentoring, developmental services, financial assistance, connection with immigration services, and educational services. At the time of closing the case, the children had been successfully discharged from therapeutic services and the family was able to access additional community-based services as needed. The mother was able to become a resident of the United States, obtain a social security card and official ID's, became employed full time, and was able to provide in full for her family.
- ★ After applying for assistance, the client missed her phone interview. She showed up in the office demanding an interview. It was explained to the client that our agency has a no walk-in policy. The client became irate and asked to speak to a Supervisor. While speaking to the supervisor, she said that she needed her appointment taken care of that day, and that she would not leave the building without talking to someone face to face. The supervisor agreed to meet with her in one of the conference rooms and conduct the interview herself since all other eligibility workers were in other appointments. The interview started, but communication was hard because the client's children (4 and 6) were also in the room. The second benefits supervisor offered to watch the children in the adjacent room (visitation room – with toys). After the interview, the client was approved and had benefits in hand (SNAP Card). The client apologized for making a 'scene' in the lobby and she also thanked us for everything we did for her that day. The thing she was most grateful for was being able to come to us and not feel like she was not being judged.



**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**



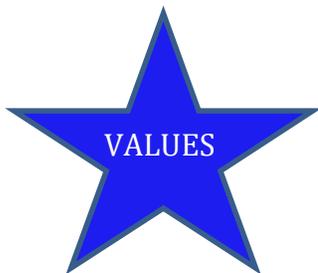
**The Department will play several roles in furtherance of our vision and mission:**

**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.*



*Working together for solutions.*