

Creative Pivot for Community Well-being



**Albemarle County
Department of Social
Services**

ANNUAL REPORT



Presented by The Advisory Board

FY 2021

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NOTE: This FY 2021 Annual Report was designed, developed, and produced solely by the Staff and Advisory Board of the Albemarle County Department of Social Services.

Advisory Board



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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.

The theme for the FY21 DSS Annual Report is 'Creative Pivot for Community Well-being'. This theme reflects the amazing work done by the department during the year in a changing and changeable context. DSS staff responded to national, state, policy, family, agency, and individual-level changes throughout the year, always focusing on sustaining or improving community well-being. Doing work that requires this level of responsive change is difficult and requires a steady focus on the values and intention of DSS's charge. They couldn't simply rely on historic processes or protocols. They couldn't simply rely on what the rules advise. They couldn't simply say 'we've always done it this way'. DSS staff have proven themselves adaptable and flexible throughout. They supported this community in admirable and compassionate ways despite these pressures.

Advisory Board (cont.)

This report reveals the following major themes:

- An increase in the number of individuals in need in our community
- An increase in the acuity and level of need experienced by individuals and families receiving services
- A steadfast focus on community safety, effective relationship-building, and going above and beyond
- A changing policy landscape that supported community members struggling during the global pandemic *and* placed significant additional administrative burden on staff
- A largely teleworking team that flexed repeatedly to ensure that practice expectations were being met, the physical office was sufficiently staffed, and excellent support and supervision was provided
- Change in leadership as Phyllis Savides retired after many years of dedicated service to social work and Albemarle County, change in the way work was done, change in where work was done, and change in guidance from local, state, and Federal agencies

The Advisory Board is pleased to submit this report to illustrate the outstanding work provided by the DSS staff. The report tells the story of this extraordinary year with data and stories. Throughout, the message reflects a department meeting its mission requirements and maintaining its commitment to high quality, best practice services for Albemarle County.

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 2021 ACDSS Agency Key Performance Indicators Scorecard

Outcome	Output	Objective	FY19	FY20	FY21 Actual	FY20 Target	+/- Target
Adults and families are medically insured	Medicaid applications are processed	97% of Medicaid applications are processed within 45 days	96%	93%	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%	97%	***	97%	***
Adults and families have sufficient food stuffs	Food Stamp applications are processed	97% of Food Stamp applications are processed within 30 days	98%	97%	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	96%	95%	96%	95%	1%
Children are safe	CPS referrals receive responses	90% of new referrals are responded to per SDM guidelines	96%	96%	90%	90%	0%
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	94%	92%	92%	90%	2%
Children are successful in school	Family Support children do not have CPS reports of abuse and/or neglect	90% of Family Support children have no CPS reports of abuse or neglect within a 12 month period	95%	98%	100%	90%	10%
ACDSS is a good financial steward of resources	Monthly financials are completed	Local Funding position will remain at least 1% under budgeted amount	-3%	-5%	-5%	-1%	4%

***Medicaid Renewals - A cease and desist order was received to stop processing Medicaid renewals from the Virginia Department of Medical Assistance on 3/23/2021 until further notice.

Services and Programs – Prevention

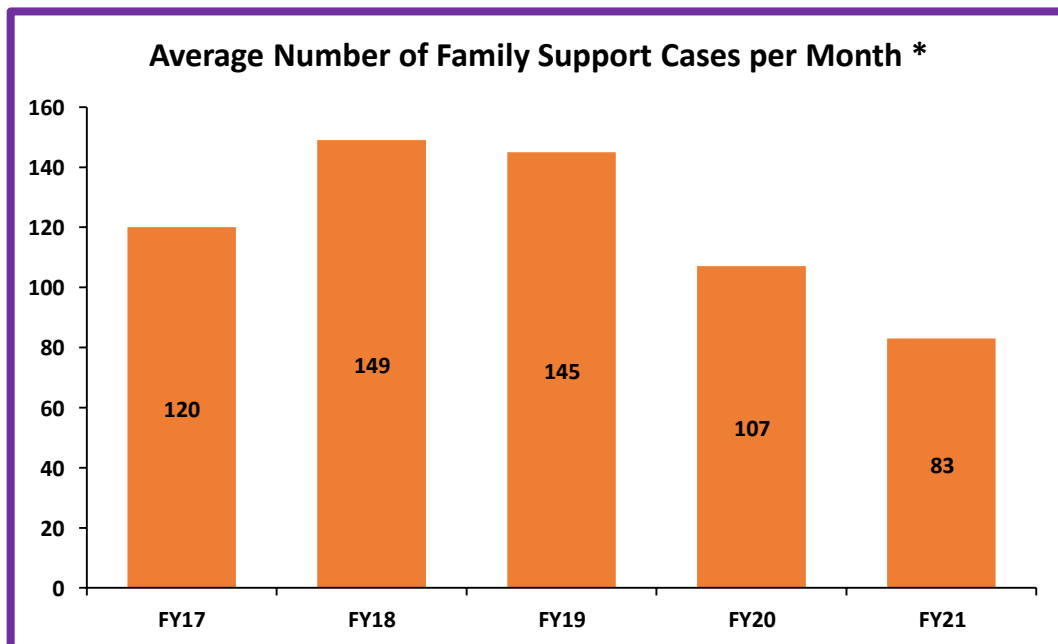
Family Support

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.

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.



**FY17 to FY19 represents the average number of children per month*

**FY20 to FY21 represents the average number of families per month*

Services and Programs – Prevention (cont.)

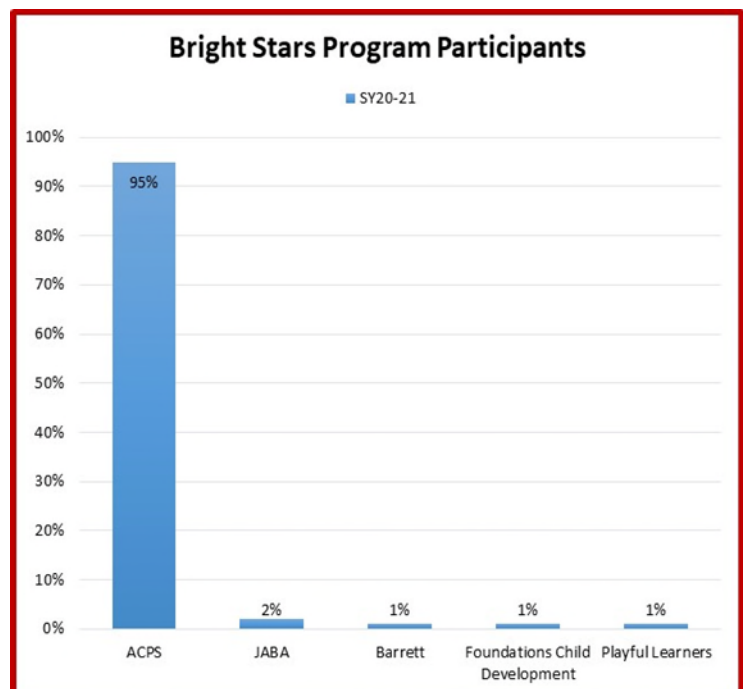
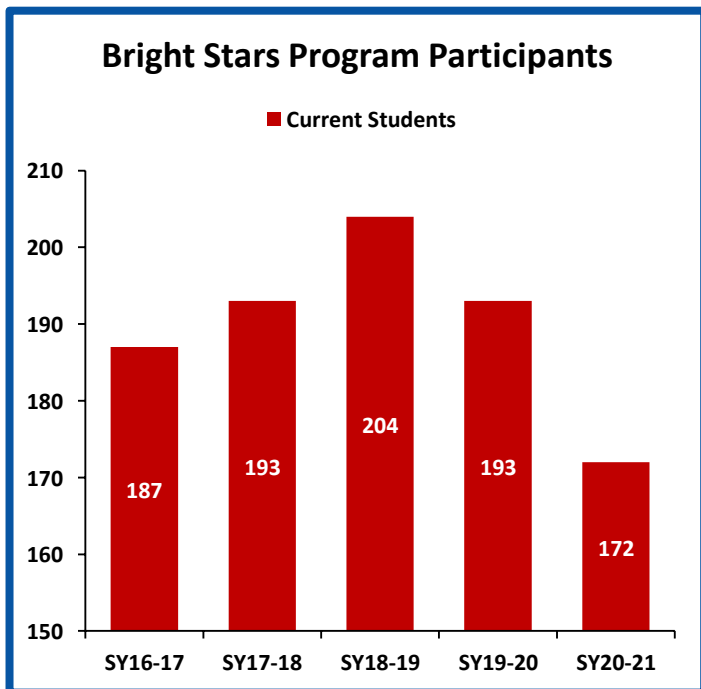
Bright Stars

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) 2020-2021, the Bright Stars program had 172 participants, with 164 in Albemarle County schools, 1 in Playful Learners Preschool, 2 in Foundations Child Development Center, 4 in JABA Shining Star Preschool, and 1 in Barrett Early Learning Center.



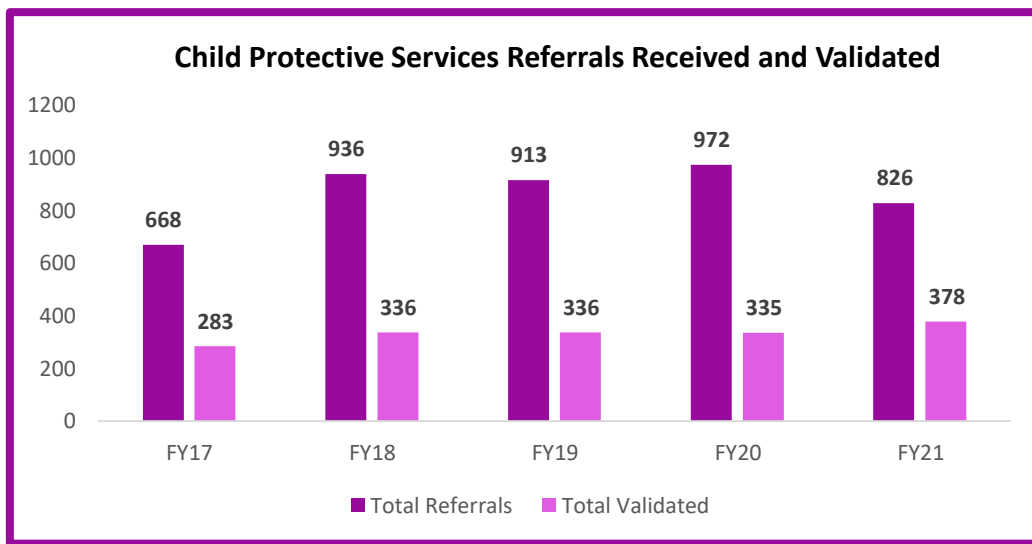
Services and Programs – Child Welfare

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.)

In FY21, the FPS team served 109 families comprised of 514 individuals. Of the children FPS served, 96% were able to remain safely with their families while only 9 children who FPS served entered foster care. Additionally, FPS services helped prevent the recurrence of valid reports of abuse/neglect in 81% of the families served in FY21. On average, FPS cases remained open for 330 days and there were 54 FPS cases open each month in FY21. Due to our strong family finding efforts in child welfare, 20% of the cases opened to FPS were also families with children placed in the custody of relatives to avoid being placed into foster care.

Family Partnership Meetings

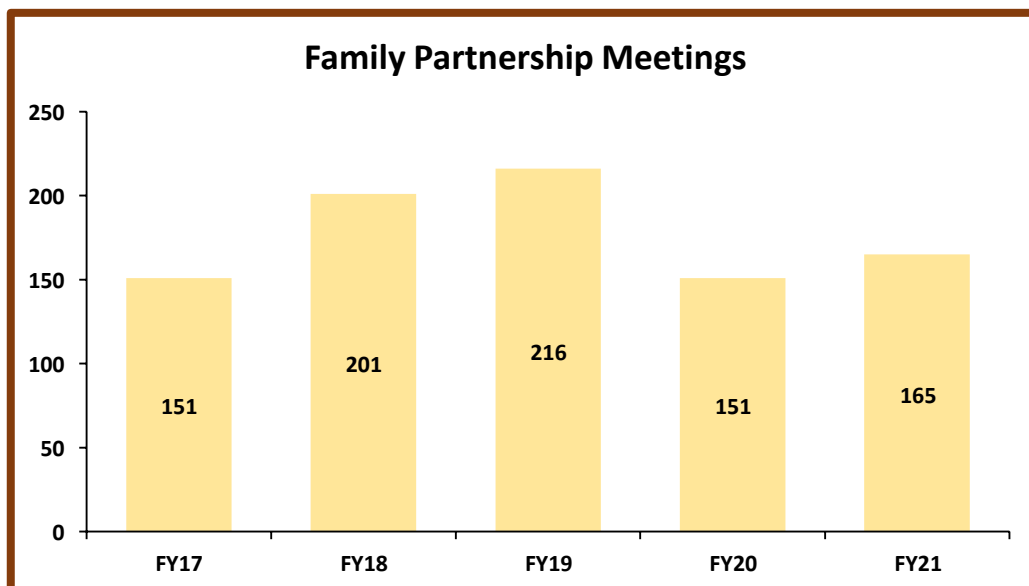
Family Partnership Meetings (FPM) are strengths-based, structured, and facilitated meetings held at key decision-points during a family's involvement with the child welfare system.

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:

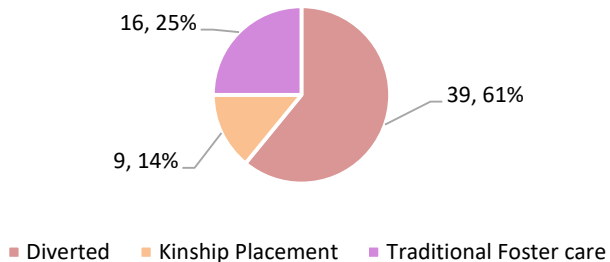
- Families are the experts on themselves
- All families have strengths and can make well-informed decisions about their children when supported
- Teams often can make better and more creative decisions than individuals
- When families are involved in decision-making and share responsibility with DSS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

In FY21, ACDSS held 165 Family Partnership Meetings (FPMs) that engaged a total of 2,131 participants in the decision-making process, 799 (37%) of which were family or other natural supports. Child welfare staff believe that family engagement is central to child welfare practice and that commitment is reflected in the combined 2,618 hours spent in FPM-related activities in FY21.



Services and Programs – Child Welfare (cont.)

Imminent Risk of Placement (FY21 - 64 Children)



In FY21, 64 children were identified as at imminent risk of entering foster care and through a combination of family finding efforts across teams, 39 (61%) were diverted from foster care entirely to the custody of family or friends, 9 (14%) entered kinship placements, and 16 (25%) entered traditional foster care.

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:

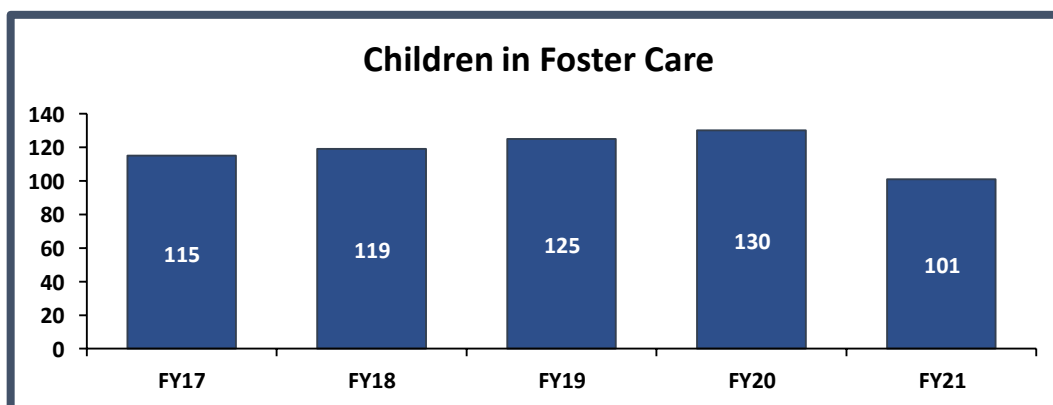
- Understanding the child welfare system
- Substance use support
- Mental health support
- Family violence and domestic violence
- Identifying community resources to address these and other challenges participating fathers may face

In FY 2020-2021, the Fatherhood Support Group engaged with a total of 12 fathers that between them had 21 children in their collective care. However, it should be noted that due to the impact of COVID-19, the group was not able to meet July 1, 2020 through September 28, 2020.

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.



Services and Programs – Child Welfare (cont.)

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.

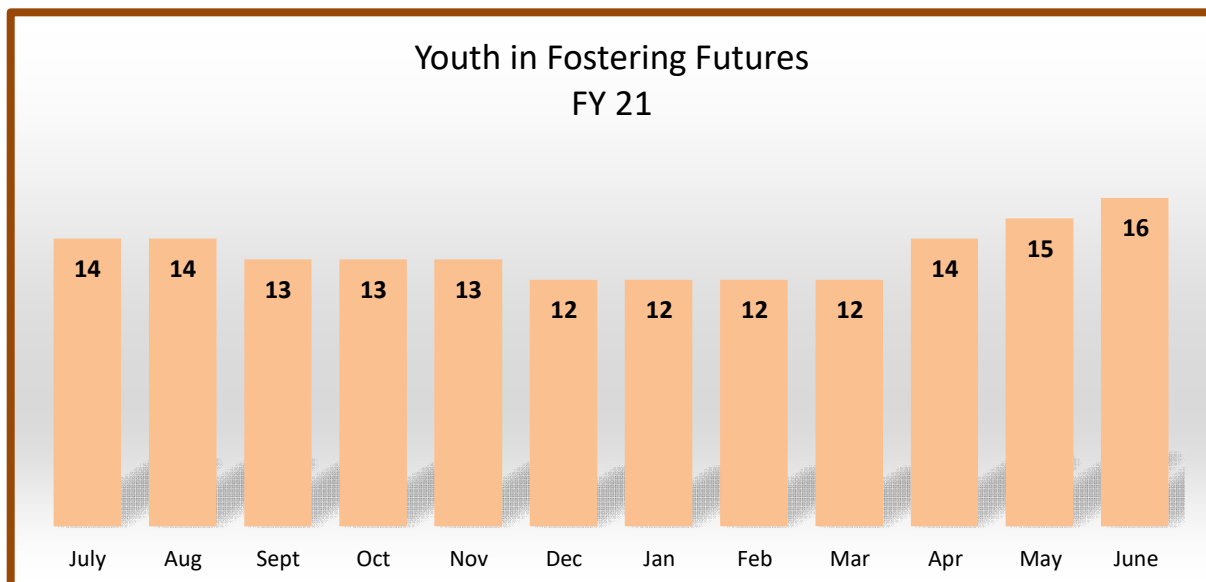
The Albemarle County Department of Social Services has a partnership with Community Attention Foster Families (CAFF) to train, license, and approve foster families, including kinship. All foster parents must go through the training and approval process. There are multiple steps in the approval process 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

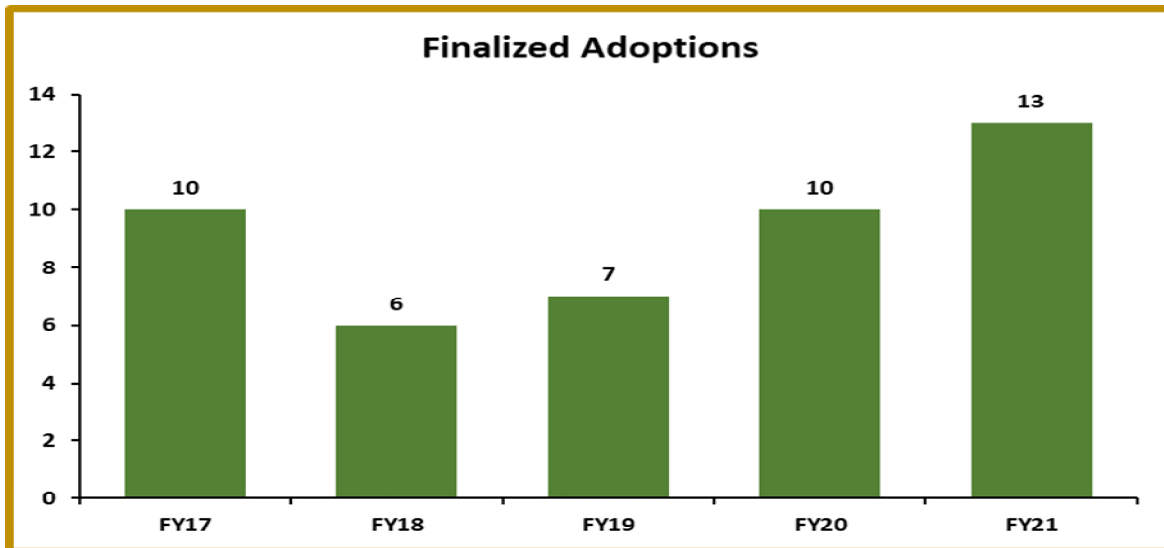
In addition, demonstration of a willingness to work with the assigned foster care worker and allow monthly face-to-face visits with the worker. Youth must participate in the development of a transitional living plan, complete the Voluntary Continuing Services and Support Agreement (VCSSA), and attend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



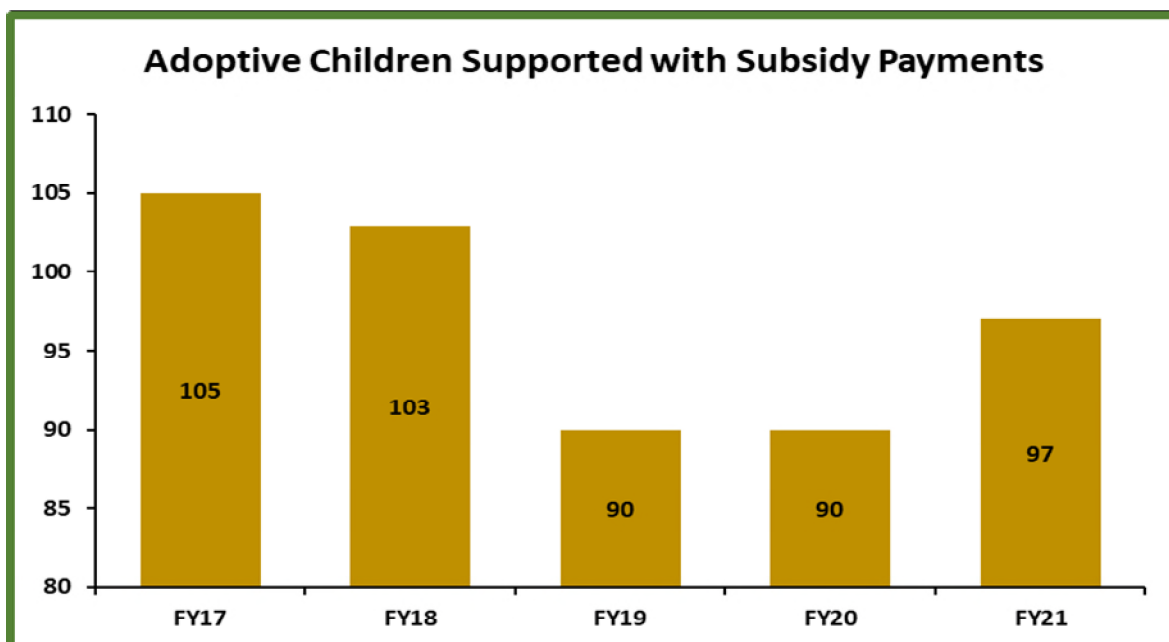
Services and Programs – Child Welfare (cont.)

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.



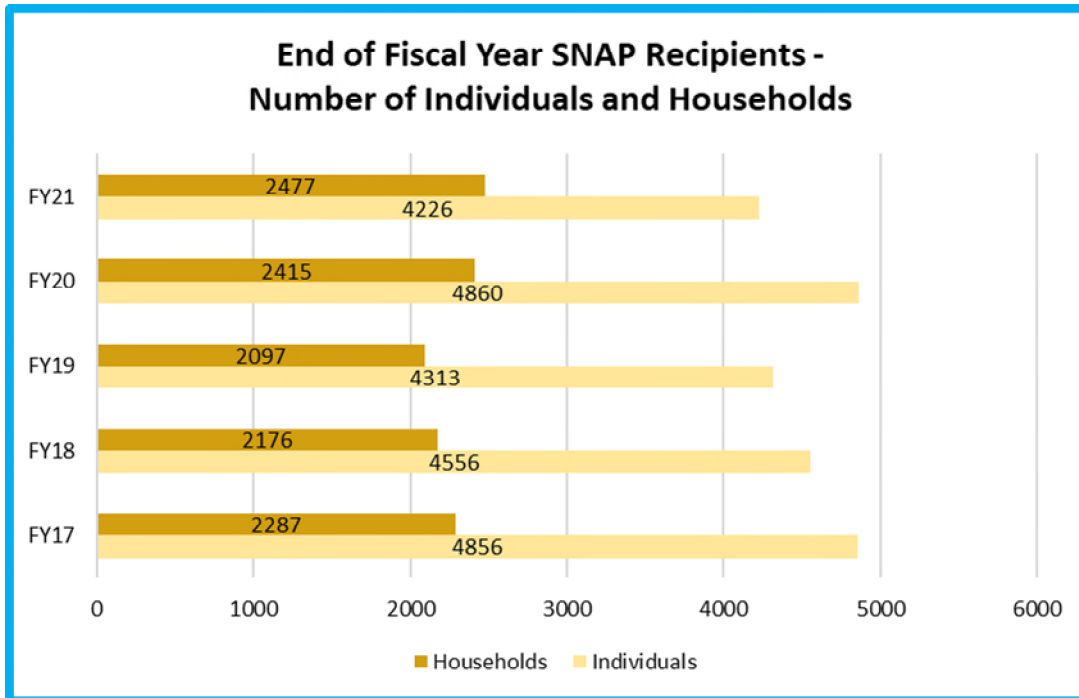
Building a family by adoption is fundamentally different than building a family biologically, with lifelong implications for the adopted individual, the adoptive parents, and the birth parents. The Department supports adoptive family's post-adoption through monthly financial support, as well as access 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

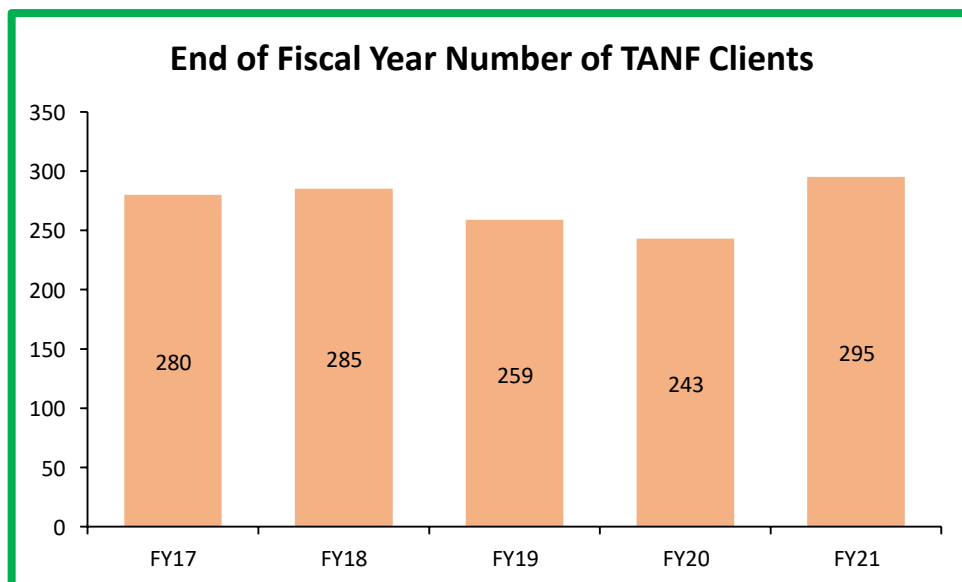
Supplemental Nutrition Assistance Program (SNAP)

SNAP supplements the budgets of low-income households to help assure needy persons a nutritionally adequate diet. Eligibility is determined by financial and non-financial criteria as well as 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)

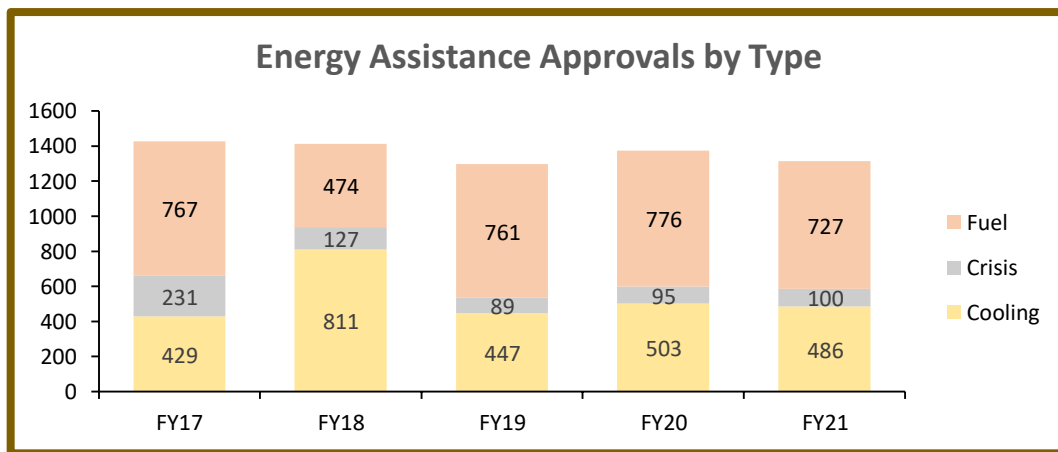
TANF provides time-limited financial assistance to enable families with children to become self-supporting and promotes economic independence.



Services and Programs – Economic Assistance (cont.)

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

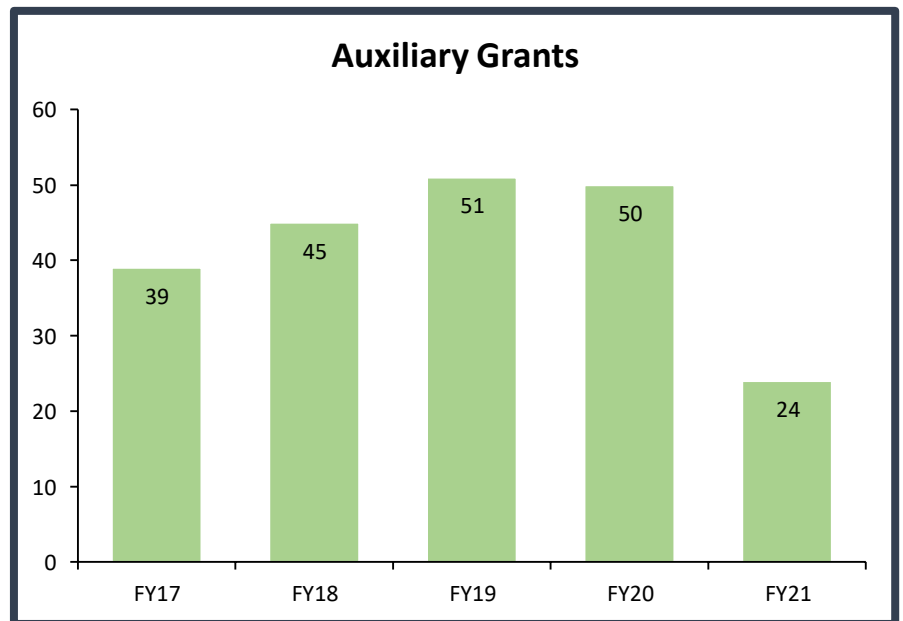
- **Fuel Assistance** - The Fuel Assistance Program helps with home heating fuel and related charges. Benefits are determined and authorizations for deliveries or services are sent to vendors in December.
- **Cooling Assistance** - The Cooling Assistance Program provides for the purchase of window air conditioners and fans, or for repair of cooling equipment and/or payment for electricity for households.
- **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.

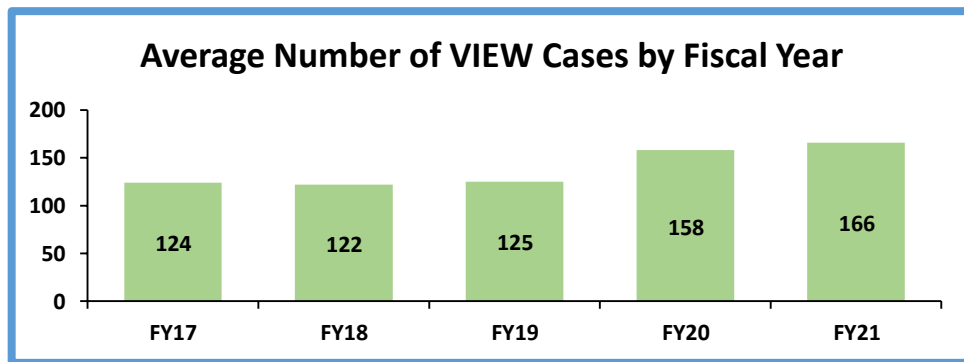


Services and Programs – Self-Sufficiency

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, childcare 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 2020-2021, our Career Center Program Coordinator:

- Held 3 Resume writing classes per month (virtually)
 - 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 500 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.)

- Spearheaded the collaboration of Albemarle County Economic Development and the “GO Cook” Culinary Concepts program to be offered to Albemarle county residents
- Worked with the Youth (high school aged) in the community to help build career pathways to success
- Expanded our Career Center outreach to the Southwood neighborhood to engage the Latino Population in Career Exploratory opportunities
- In 2020 the Career Center along with Self-Sufficiency Team hosted a Job Fair for homeless ladies of PACEM at St. Paul’s Memorial Episcopal Church on the corner of UVA
- Last but not least, the Albemarle Career Center in August of 2021, became an official affiliate of Virginia Career Works of the Piedmont

Child Care Subsidy

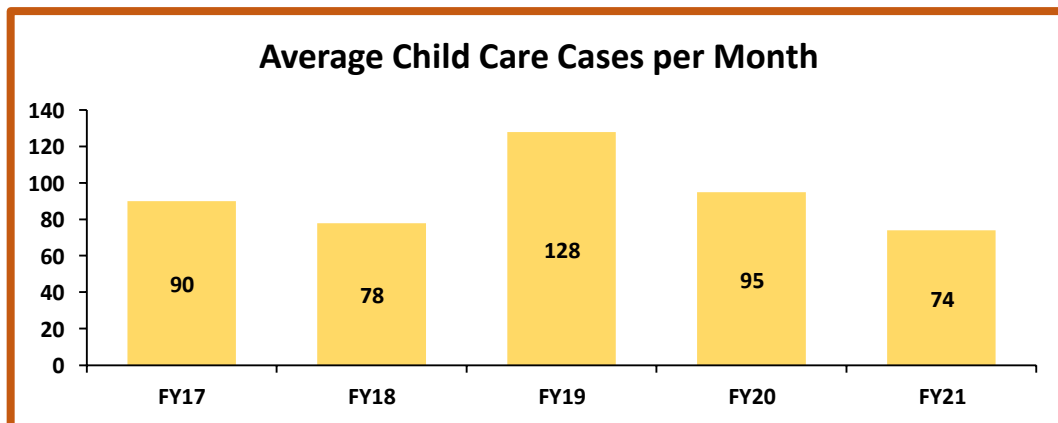
The Albemarle County Child Care Program supports families with the goal of self-sufficiency by administering financial assistance for a portion of childcare costs when eligible, while promoting parental choice and responsibility for children up to age thirteen. The Child Care Program also helps individuals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

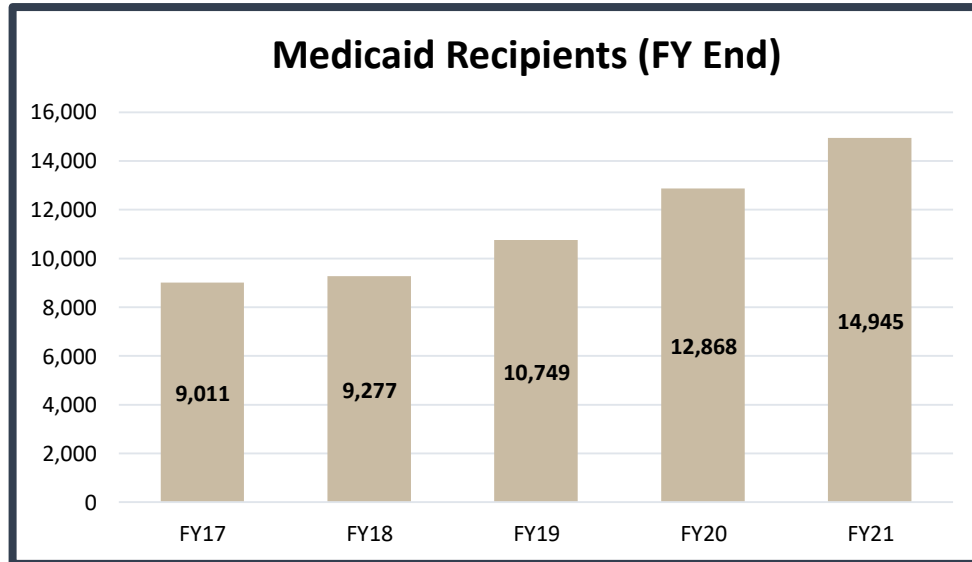
- Becoming a licensed provider
- Learning the new provider requirements
- Becoming a subsidy provider
- Receiving training and professional development



Services and Programs – Health Care

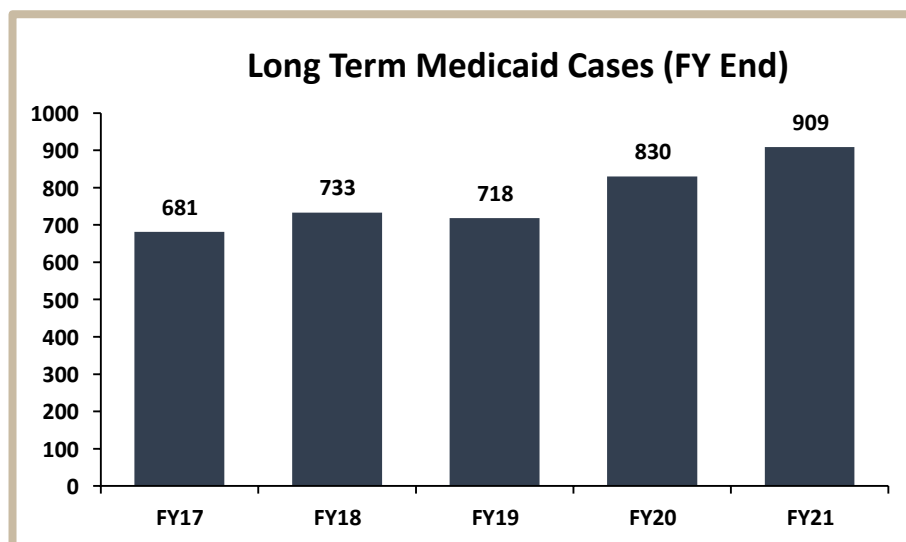
Medicaid

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 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. 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.

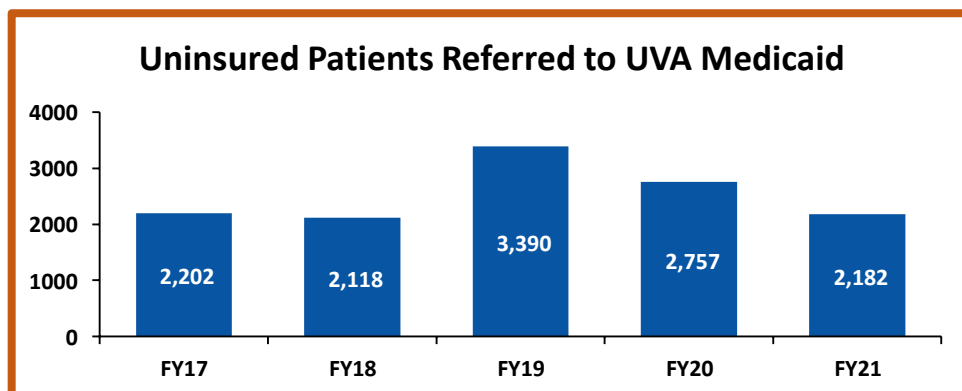
The Medicaid Unit serves all residents of Virginia and is an intake processing unit only. Applications are taken at bedside for the convenience of the inpatient and/or their families, processed and then sent to the patient's local department of social services for ongoing case maintenance.

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.
- 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.

In FY21, the UVA Medicaid Unit was successful in working with the Department of Medical Assistance Services (DMAS) and the VA Department of Social Services (VDSS) to be added onto the Acknowledgment of Verbal Consent form. Before this addition, the UVA Medicaid unit workers had to either obtain signatures with the assistance of the Social Workers at UVA if the client was still an inpatient or by mailing the client the application to sign and then send back if they were already discharged. The addition of this process has been extremely beneficial in getting Medicaid applications completed for the vulnerable population at the hospital and assisted in faster enrollment for the patients to receive the care they need.

The UVA Medicaid unit was also selected to be part of the EMC (Emergency Medical Certification) Email Pilot Program. An Emergency Medical Certification is for patients who are non-citizens of the US and they can potentially have their inpatient hospital stay covered by Medicaid if they meet all the Medicaid eligibility requirements and the stay was an approved emergent service. Normally the EMC requests are sent via mail, to include Medical Records, to DMAS for review and determination if the hospital stay was emergent. The pilot program allows workers to submit the request securely through email (including medical records) and send them directly to DMAS. Once DMAS makes the determination, it is sent back to the email created specifically for the EMCs. This process has been a game changer in processing Medicaid Applications for non-citizens.

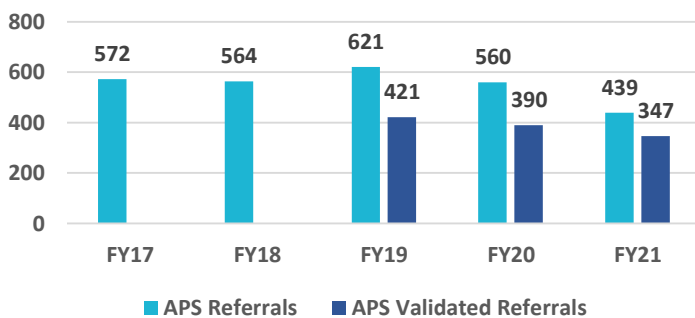


Services and Programs – Adult/Elder Services

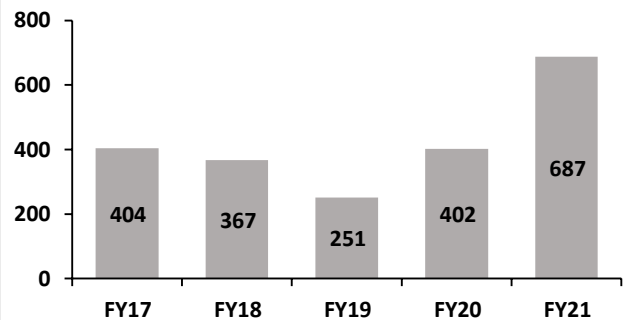
Adult Services

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 Referrals and Validated Referrals



Individuals Receiving Adult 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

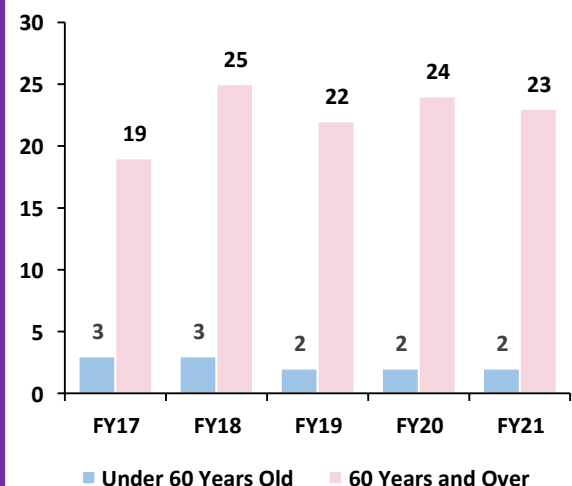
disruption of lifestyle and with full due process, protection, and restoration of the person's liberty in the shortest possible period of time. ACDSS has Memorandums of Understanding (MOU) with both UVA hospital and the Albemarle County Police Department outlining when to make an APS referral, each partner's 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.

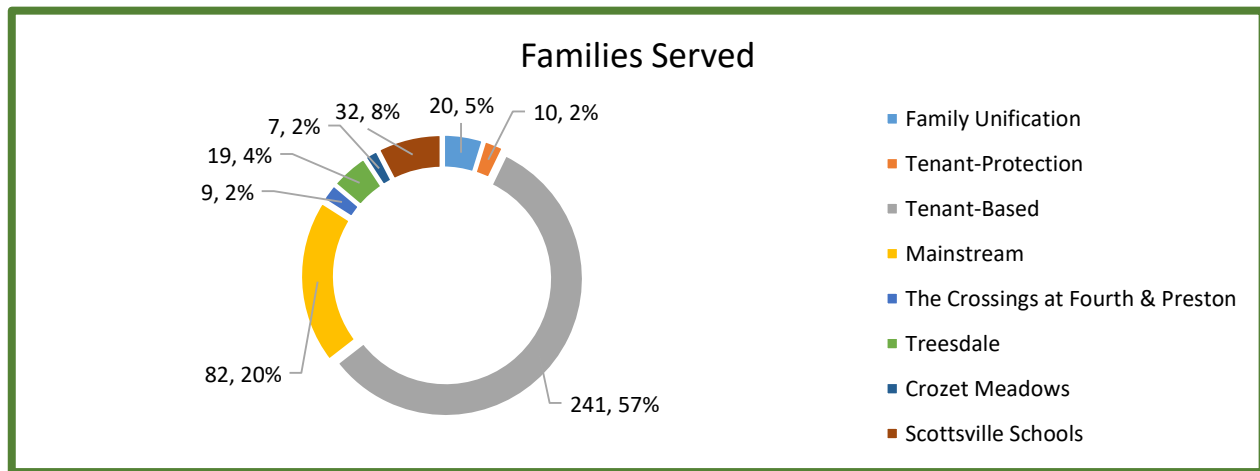
Companion Services Customers



Housing

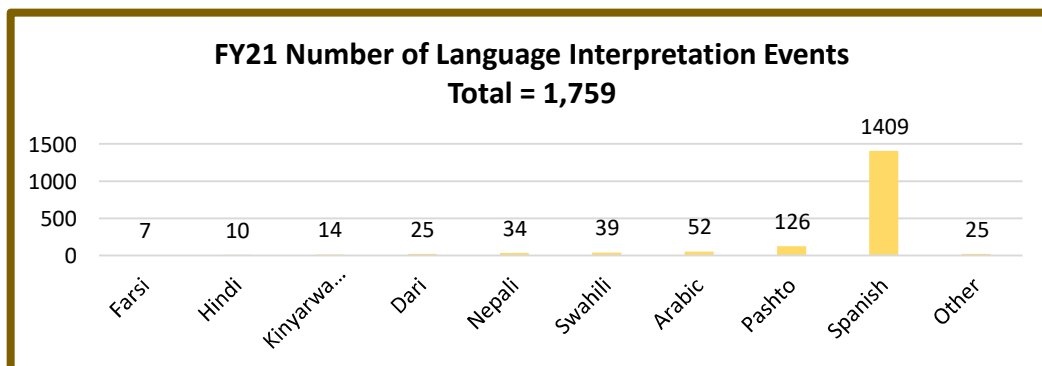
The Albemarle County Office of Housing (ACOH) administers the Department of Housing and Urban Development's Housing Choice Voucher, Mainstream, and Moderate Rehabilitation programs. Through these voucher subsidy programs, ACOH strives to increase opportunities for all County residents to secure and maintain decent, safe, sanitary, accessible, and affordable housing with special emphasis given to those residents least able to obtain it.

In FY21, ACOH administered 4,726 Unit Months Leased (UMLs) averaging 394 families served per month. Financially, the Office saw an overall 5% increase in funding, resulting in an associated increase in programming when comparing FY20 to FY21. This financial increase allowed our office to meet the increase in per unit costs that resulted from a decrease in overall earnings of program participants.



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. 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 FY21, ACDSS had 1,759 interpretation events for a total cost of \$33,898. Out of the total number of events, 994 (56.5%) were via phone and 765 (43.5%) were in-person events.



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 childcare arenas, as well as the housing, grocery, and energy sectors.

Federal/State/Other Funds

Supplemental Nutrition Asst. Program	\$	11,924,032
Medicaid	\$	117,983,830
TANF	\$	621,721
Energy Assistance	\$	507,880
FAMIS (Total Title XXI)	\$	4,458,910
Child Care (VACMS)	\$	802,908
Other Federal	\$	6,613,291
Other State	\$	2,689,566
Bright Stars - State	\$	557,699
C'ville Area Community Foundation Grant	\$	50,000
Sentara M.J.H. Child Dental Grant	\$	2,000
UVA Medicaid	\$	740,890
UVA Medicaid Generated Revenues	\$	22,082,479
Comprehensive Services Act (CSA)	\$	6,378,137
Central Service Cost Allocation	\$	608,814
TOTAL	\$	176,022,157
		95.6%

Local Funds

Albemarle County Social Services Funds:

Local Match - General Fund	\$3,952,245
Bright Stars Transfer - General Fund	\$1,044,886

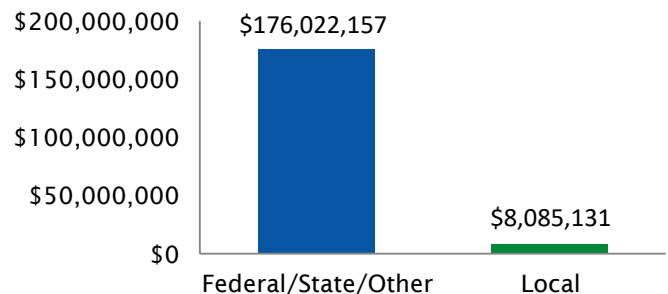
CSA Transfer - General Fund	\$1,038,000
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Albemarle County Schools Funds:

CSA Transfer	\$2,050,000
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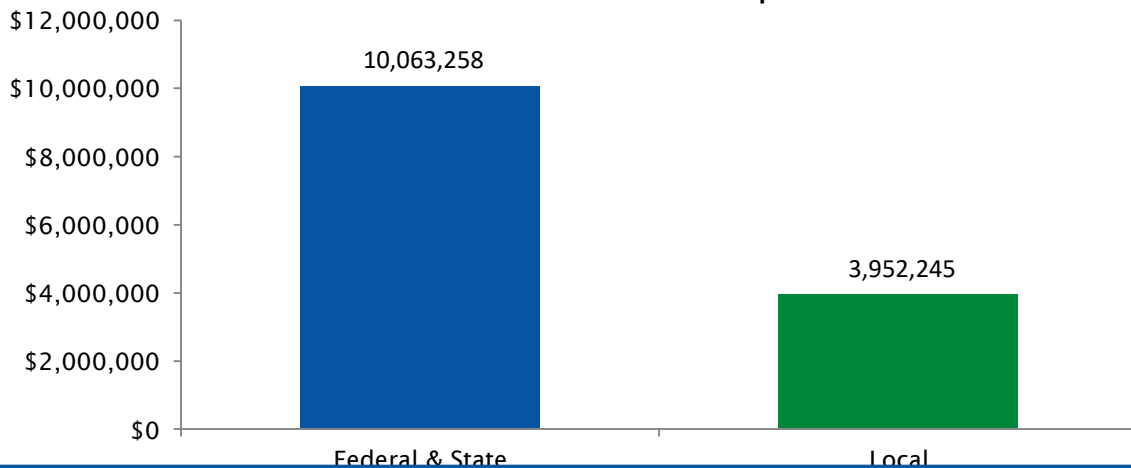
TOTAL \$8,085,131
4.4%

Albemarle DSS Federal, State, and Local Funds Including Direct Financial Assistance for Albemarle Residents



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

Social Services General Fund Expenses *



* 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.



This year has brought significant turnover to our CPS team. An already stressful work environment has been taxed and strained and it is nearly impossible to measure its toll. One week this summer, one of our staff was challenged by having to manage a crisis involving a teenager who was experiencing both abuse and neglect and simultaneously in a mental health crisis (suicidal). The worker spent countless hours, safety planning with the children's caregivers and mental health professionals, running between homes and the hospital, interviewing, case consulting, returning calls and documenting every contact, when a second teenager from another family also went into a similar crisis (abuse/neglect/suicidal), and the worker was left trying to manage both crises with limited supports. Adding complexity to the situation was that neither family's primary language was English, and interpreter services had to be utilized for all interactions. This is never ideal when trying to engage families and build trust and rapport during a highly charged or chaotic time, so extra time and effort must be built in to ensure conversations and plans are both understood and realistic to achieve child safety. At the time, there were only 2 staff (out of 8) in case assignment rotation due to the turnover. While this may seem manageable at the onset (it's "only" 2 families), the worker was still responsible for child safety of the other 15 families opened on her caseload, attending mandatory organizational meetings, preparing cases for court intervention, family finding to avoid a child(ren) from entering foster care, and various other mandated programmatic requirements.



"Carol, my family and I would like to thank you sincerely for your time and supporting us with our child's preschool enrollment and other matters for which you took extra time to find solutions for us. Your kindness and compassion helped us immensely in settling in here and warmed our hearts greatly. Thank you for that."



The APS unit has experienced a year of lean staffing, complex cases, and limited resources. The unit successfully managed to maintain operations despite the intense pace and high acuity needs of disabled and vulnerable adults in Albemarle County.



One of our Family Support workers, Renee Lundgren was chosen as a Hometown Hero, and nominated twice by the United Way for work with families within our community.



Expanded our food bag program to include diapers and other donation items to provide to families.



We have a Self-Sufficiency client that has dealt with alcohol and domestic violence issues for ten years. Client had CPS interventions with self and spouse on and off for several years. She wanted to improve her situation. She registered at a college, received her B.S. Degree in Early Childhood Education in the Spring of 2021, and is studying currently to get her teaching certification. She obtained a job at a local elementary school working as a substitute teacher until she can get her certifications. Her hourly wage is \$31/hr. which is over our normal childcare limits. However, with the HB 2206, she is eligible for subsidy assistance to help pay for childcare giving her an opportunity to catch up on other bills.

Acknowledgements and Personal Stories (cont.)



We observed firsthand the emotional toll of missing friends and school had on students. Working closely with families, we also witnessed the sudden toll “teaching” their children became as well as all the fears and anxieties of living during a Pandemic placed on all of us. Family Support Workers offered families a COVID-19 Time Capsule kit that brought families closer together, continued learning activities that could transfer to school and KEPT KIDS OFF TECH!!! Kids interviewed their family members, documented changing prices of everyday items, made record of how Holidays were adjusted to celebrate differently, etc. All students were provided with a Capsule for their project, and it was fun to get creative on where to bury it or “hide” it if student’s preferred NOT to dig up their yards or were in rentals, etc. The message to the children was positive; you are living during a HISTORIC time...let’s write this down so kids 100 years from now will know! It made living history fun and engaging for the whole family. For many of our families, this was the first chance since their children were infants that they were allotted extended time to spend one on one. Having family engagement projects like this increased their confidence and brought their families closer.



The vaccine clinic at Yancey Community Center was a collaborative effort between the community and BRHD to provide vaccines to those who were suffering the most, people of color and the elderly. It was such a HUGE success, and the community was so appreciative of how their community was given priority.



CPS continues to triage, prioritize, and forward-focus through this crisis, holding to hope that we will overcome these challenges sooner rather than later and return to providing the highest customer service we expect from ourselves and our families deserve.



A patient at UVA was hospitalized for an extended period of time. Due to some miscommunications, the application that was submitted to the UVA Medicaid unit was not valid. The Eligibility Worker found while investigating hospital notes that the local DSS office was involved. They contacted the Adult Protective Services unit to determine status. APS submitted documentation to court to assign guardian and conservatory. The court appointed guardian was assigned and a conservatory assigned to navigate the resource information that was required. Finally, a valid signed Medicaid Application was received. Since the process to obtain guardianship had been followed, the evaluation for Medicaid was able to revert back to the original application date. The patient received and continues to receive required services. This case required the coordination and communication of multiple groups including local Social Services (Adult Protective Services, Benefits Supervisor), UVA Health Social Worker, HCR Change Healthcare, the court system and the Law Office Woehrle Dahlberg and Yao the appointed conservator, Bridges Senior Care Solutions for Guardianship, and the UVA Medicaid Unit.



“We had the best experience and it would've been singularly spectacular for our child if he had experienced the full experience! With Covid, he was only allowed a part time exposure and he benefited so greatly, I can only imagine how far he could've progressed full time! I am so appreciative of the time we were able to have”!!



The Family Support unit worked with one another to find resources and think creatively in how to stay in touch with our families during the pandemic. We learned new technology, embraced the hybrid approach of learning, shared information, supported families who became sick with COVID, celebrated when they recovered and attended funerals for those who did not survive.

Acknowledgements and Personal Stories (cont.)



Provided Christmas last year for families by being creative in how we worked with Toy Lift, churches, and civic groups during a pandemic. Part of what we provide our families, is the opportunity to create positive memories and bonding experiences to enhance the relationships within their own family unit. This allows parents to approach their children in a more positive way which builds healthier emotions between parent and child.



“Bright stars is a great program for preparation of age 4 to free kindergarten. It really helps children to get to know the school system. Things they learn is all important, because it helps children to understand a new environment that teaches them stuff that we need children to know”.



Assisted the Esmont community in starting a community garden that not only provided fresh veggies to the community, but brought a feeling of beauty and hope during the dark days of the pandemic.



One of our Family Support workers has provided services to an Afghan family for the past 2 years. She has supported them through many challenges and successes over the years, to include supporting them during the sudden death of one of their children. Recently, she was talking with the family at a home visit, and they joked that she needed her own Afghani name, this is what they named her- Malali.

Malali was a 19th-century young woman who inspired Afghan troops and led them to victory during the war with the British.

The historical figure Malali is very important to the young girl in this family. It symbolizes the vision of how she'd like to be seen as an Afghan woman: strong, courageous, and capable of creating change in her country. Her father tells Malali's story often to inspire his daughter to be brave and take on challenges. Thinking of Malali connects her to her father, the supportive person in her life who encourages her to bravely face everything that comes her way. Malali's story also reminds her that it's possible to resist oppression and hopelessness and in the future, make Afghanistan a place that once again celebrates women like Malali—and possibly, women like herself as well.



Our team has continued to be committed to learning and expanding our DEI skills to enhance our working relationships within the agency and with our families we serve. We have done this by focusing monthly on a different culture and have learned through readings, guest speakers, and being vulnerable in our conversations with one another.



“It was a great support system for our family”.



“The attention to detail to each child was so helpful”.



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.