



Albemarle County Department of Social Services -  
FY22

# Annual Report

**Normalizing, Stabilizing, & Balancing Acts**

Presented by Albemarle County Dept. of  
Social Services and the Advisory Board



## Theme: Normalizing, Stabilizing, and Balancing Acts

*The analogy and imagery of Wood Stabilization.*

**Wood stabilization** is a complex process that requires pressure to infuse unstable or worn pieces of wood together with specific types of resin. The process is broken down into many steps, but the ultimate result is a new structure; one that is not only beautiful, but also better for its next purpose with a much greater stability. This process prevents moisture from entering the worn wood and creating space to mold, mildew, or eventually break down. This stabilization process can essentially preserve the wood to be utilized for a higher purpose, even when it appeared to be worn.



## Advisory Board and Director of Albemarle Social Services



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The Department of Social Services Advisory Board, required by the Code of Virginia, was established by the Board of Supervisors to demonstrate an interest in all matters pertaining to local social services, monitor social service programs, and provide an annual report to the governing body. The Department of Social Services Advisory Board enjoys participation from each of the six magisterial districts, meets monthly with Department of Social Services leadership, and receives monthly departmental updates by unit. The Department of Social Services Advisory Board is pleased to present this annual report for the activities of Fiscal Year 2022.

ACDSS tackled FY22 with a focus on normalizing all the adjustments made in response to the COVID-19 pandemic, which allowed us to be less reactive and more responsive; beginning to stabilize the workforce and workloads that continued to grow; and balancing the need to plan for the future while knowing that our world is rapidly changing. We were *normalizing, stabilizing, and balancing!*

- Like the rest of the county, and our nonprofit critical partners, we recruited staff for new or vacated positions in a significantly altered work landscape. In previous years, we could anticipate over 100 applications to our postings; in this new world, we attracted sometimes as few as 2. This recruiting atmosphere had the biggest impact on child welfare units which remained 100% in person work in a highly uncertain context.
- Staff worked hard to meet their mandates and provide high-quality care to our community members even as numbers of cases in eligibility continued to increase due to public health emergency benefit policies, and even as community members struggled to make sense of the pandemic and its impact on the economy.
- Child Welfare and Adult Protective Services units served community members in a higher degree of need than before the pandemic. The crisis was more acute and the needs more complex.

- In response to an increase in behavioral health related calls for service from 911, DSS worked with our partners in the police department and fire/rescue department to develop an alternative response to mental health and substance abuse calls using a co-responder model.
- As a way to improve the flow and frequency of feedback to DSS leadership, all DSS staff were provided an opportunity to provide anonymous feedback on the performance of the director, deputy director, and three assistant directors. All supervisory staff throughout the department were provided with a copy of the book *Thanks for the Feedback: the Science and Art of Receiving Feedback Well* by Douglas Stone and Sheila Heen.

This report reflects the diligent and caring work of a dedicated and committed staff aiming to improve community safety and improve people's lives. The DSS Advisory Board is pleased to submit this annual report to the Albemarle County Board of Supervisors.



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# The Work of the Department

*...When pressure is applied, the resin infuses with the worn fibers of the wood, creating a stabilized structure.*

## 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.

Expanded Agency Score Card - With Unit Data								
Unit	Outcome	Output	Objective	FY20	FY21	FY22	Target	+/-
Adoption	Children have permanent home placements	Eligible children are adopted	36.6% of children available for adoption achieve permanency in less than 24 months	22.0%	12.5%	0.0%	36.6%	-36.6%
Benefits Units (Adult, Family & Children, LTC, & UVA)	Adults and Families are medically insured	Medicaid applications are processed	97% of Medicaid applications are processed within 45 days	93.0%	97.0%	98.3%	97.0%	2.4%
	Adults and Families are medically insured **Not currently being measured / PHE	Medicaid renewals are processed	97% of Medicaid renewals are processed by the last day of the month in which they are due	97.0%	N/A	N/A	97.0%	N/A
	Adults have sufficient foodstuffs	SNAP applications are processed	97% of SNAP applications are processed within 30 days	97.0%	97.0%	98.3%	97.0%	1.2%
	Families are financially stable	TANF applications are processed	98% of TANF applications are processed within 30 days	99.7%	97.7%	98.8%		
	Auxiliary Grant Needs are met	Auxiliary Grant applications are processed	97% of Medicaid applications are processed within 45 days	99.7%	97.7%	98.8%		

Adult Services	Adults receive timely services	Disabled and/or elderly adults receive timely services	95% of disabled and/or elderly adults receive Nursing Home and/or Community Based Care Assessments within 45 days	95.4%	95.6%	96.0%	95.0%	1.0%
Bright Stars	Children are successful in school	Families are engaged in the activities of their preschooler's Bright Stars class	90% of BS children and their families attend at least 4 Bright Stars/school functions during the school year	-	-	27.3%	90.0%	-62.7%
	Children are successful in school	Parents attend parent-teacher conferences	80% of parents of BS children attend at least two parent-teacher conferences during the school year	-	-	86.1%	80.0%	6.1%
Business Services	ACDSS is a good financial steward of resources	Invoices are processed	95% of invoices are paid within 10 days of receipt	100.0%	100.0%	100.0%	95.0%	5.0%
	ACDSS is a good financial steward of resources	Local funding is under budget	Local Funding expenses will remain at least 1% under budgeted amount	-5.3%	-5.3%	-3.1%	-1.0%	2.1%
	ACDSS is a good financial steward of resources	Monthly financials are completed	Monthly financials completed by the 20th of next month 92% of the time	100.0%	100.0%	100.0%	92.0%	8.0%
Child Care	Children and families have stable child care arrangements	Families receiving child care assistance do not have unplanned changes in child care providers	95% of families receiving child care assistance do not have any unplanned changes in child care providers	99.5%	99.5%	99.9%	95.0%	4.9%

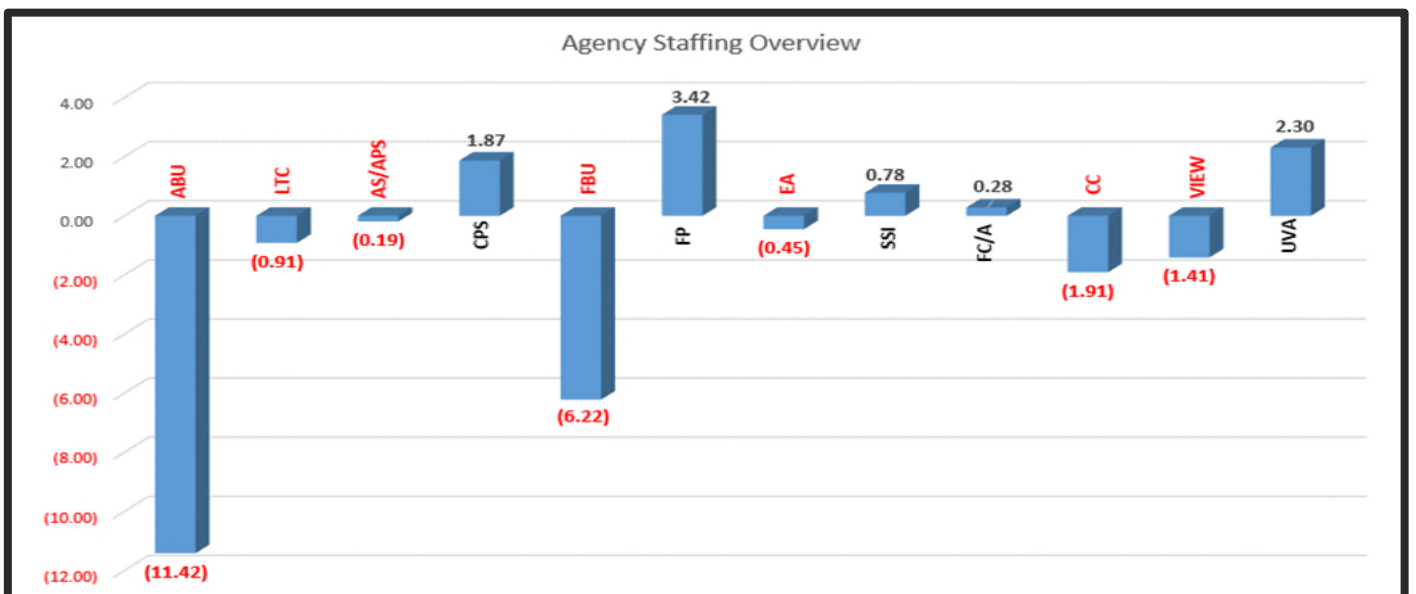
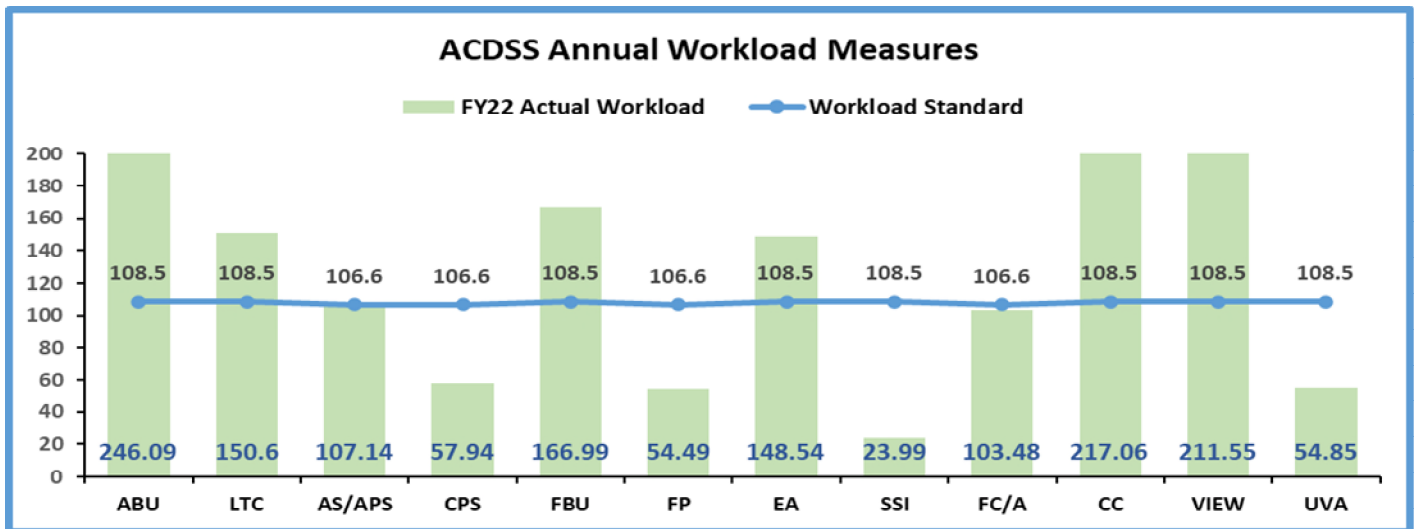


CPS	Children are safe	CPS referrals receive responses	90% of new referrals are responded to per SDM guidelines	95.9%	96.1%	94.5%	90.0%	4.5%
Family Preservation	Children are safe	Children who receive ongoing CPS services will have appropriate services	90% of ongoing cases have the required monthly contacts per 2008 state CPS policy	92.1%	92.1%	91.5%	90.0%	1.5%
Family Support	Children are successful in school	Custody of FS children is not transferred to DSS	98% of FS children do not enter foster care	100.0%	100.0%	99.7%	98.0%	1.7%
	Children are successful in school	FS children do not have CPS reports of abuse/neglect	90% of FS children have no CPS reports of abuse and/or neglect within a 12 month period	98.4%	98.4%	98.3%	90.0%	8.3%
Foster Care	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	95.3%	95.3%	95.3%	95.0%	0.3%
	Children have safe and stable home placements	Children in foster care are reunified with their families	75.2% of foster care children are reunified with their families within 12 months	27.1%	26.8%	22.3%	75.2%	-52.9%

## Workload Measures and Staffing

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.). It is important to note that the Workload Measures tool was created over 10 years ago and does not reflect significant changes in policy and practice landscape that impact the amount of time required to meet mandates in a given caseload. This is particularly true in the child welfare units.





The background of the entire page is a close-up photograph of a wood grain, showing concentric growth rings in shades of brown, tan, and dark blue. The rings are curved and wavy, creating a sense of depth and texture. A solid dark teal vertical bar runs along the right edge of the image.

# *Services and Programs*

**“Thank you for helping me see some light at the end of the tunnel. My spirits are better now. You were so kind and patient and I appreciate your help.”**

## Services and Programs

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# Prevention

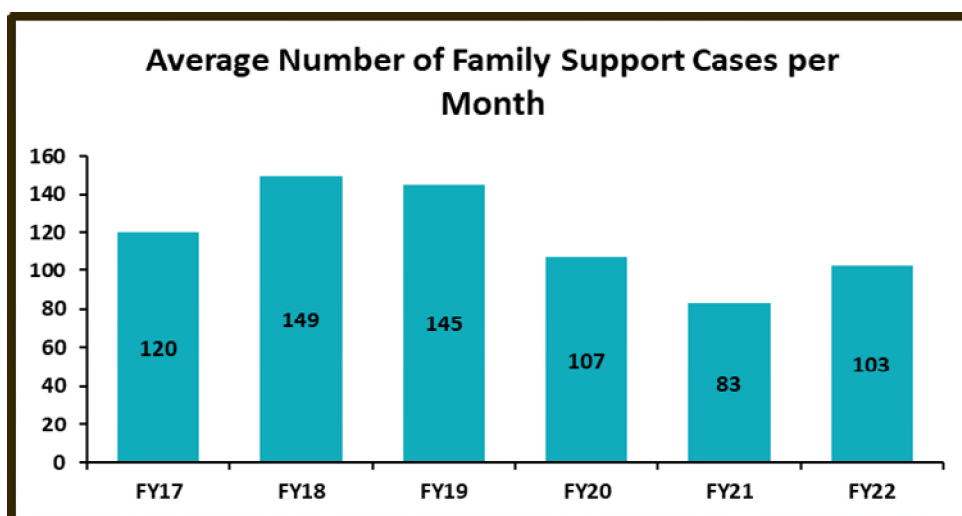
## Family Support

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.





## Prevention (cont.)

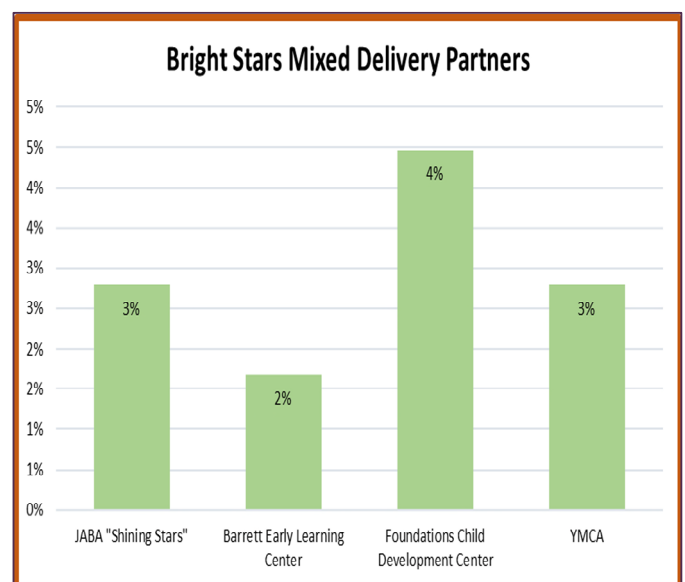
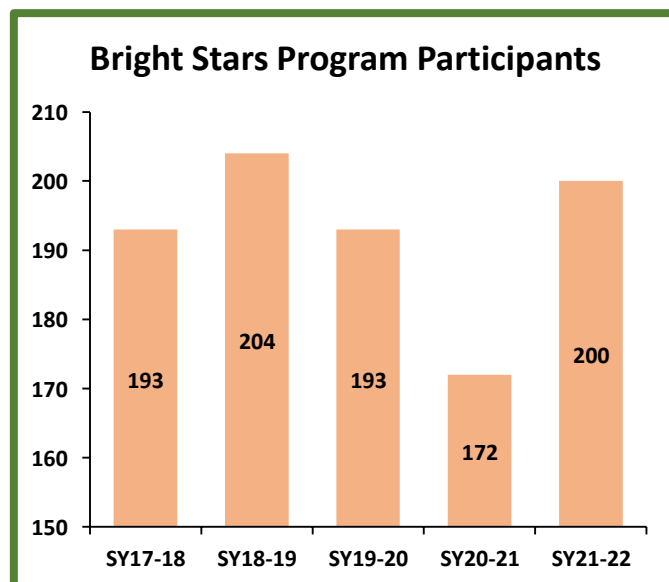
### Bright Stars

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 (mixed delivery). 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) 2021-2022, the Bright Stars program had 200 participants, with 179 in Albemarle County schools, 5 in the YMCA, 8 in Foundations Child Development Center, 5 in JABA Shining Star Preschool, and 3 in Barrett Early Learning Center.



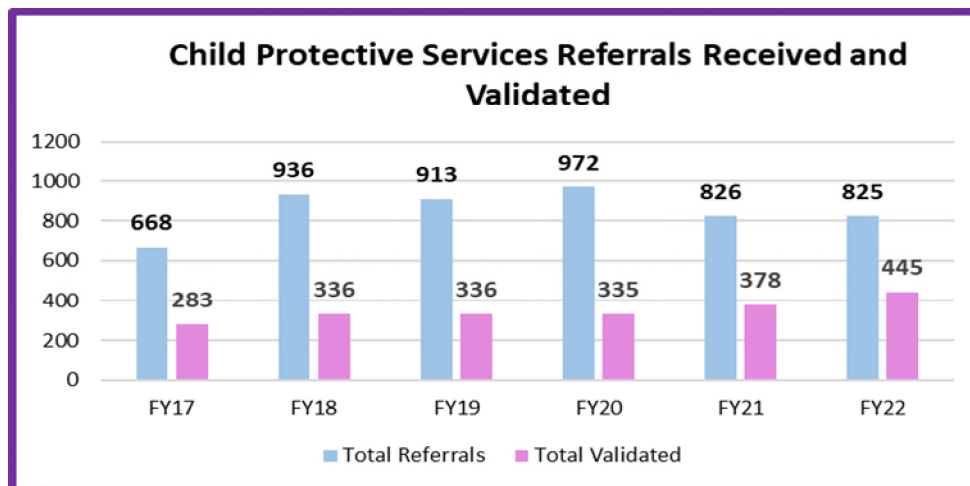
# Child Welfare

## 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.

## Child Welfare (cont.)

In FY22, the FPS team served 93 families comprised of 222 children. Of the children FPS served, 94% were able to remain safely with their families while only 10 children who FPS served entered foster care, 7 of whom were placed with kinship foster parents. Additionally, FPS services helped prevent the recurrence of valid reports of abuse/neglect in 74% of the families served in FY22. On average, FPS cases remained open for 320 days and there were 46 FPS cases open each month in FY22. Due to our strong family finding efforts in child welfare, 19% of the cases opened to FPS were also families with children placed in the custody of relatives to avoid being placed into foster care. FPS also completed 54 Child Protective Services family assessments and 3 investigations during FY22.

### Family Partnership Meetings

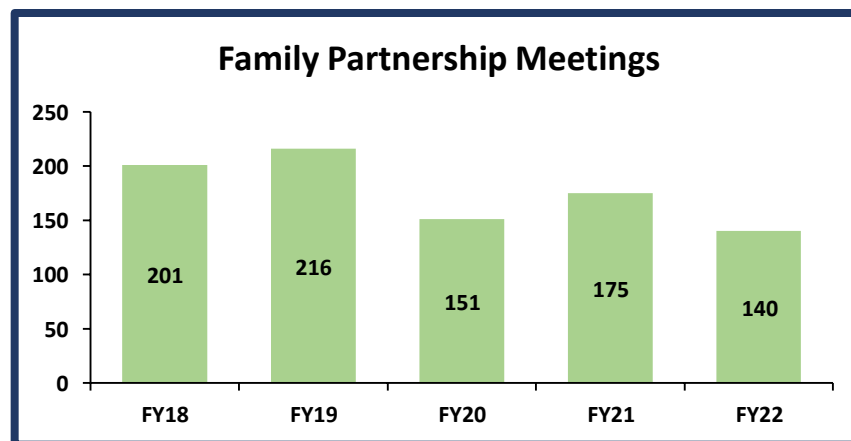
Family Partnership Meetings (FPM) are strengths-based, structured, and facilitated meetings held at key decision-points during a family's involvement with the child welfare system.

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 FY22, ACDSS held 140 Family Partnership Meetings (FPMs) that engaged a total of 1,714 participants in the decision-making process, 524 (31%) 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 2,000 hours spent in FPM-related activities in FY22. In addition, 12 intensive family finding cases were conducted and activated our emergency family finding response team an additional 12 times.



## Child Welfare (cont.)

### Fatherhood Support Group

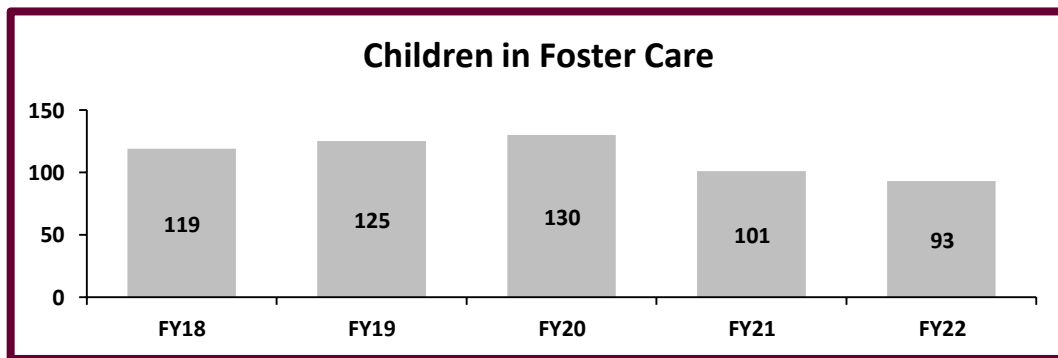
Albemarle County Department of Social Services (ACDSS), through the Family Preservation Services team, offers a support group to fathers and adult male figures in the community. This group aims to educate individuals on how the Department of Social Services works with families through different types 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

### Foster Care Program 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.

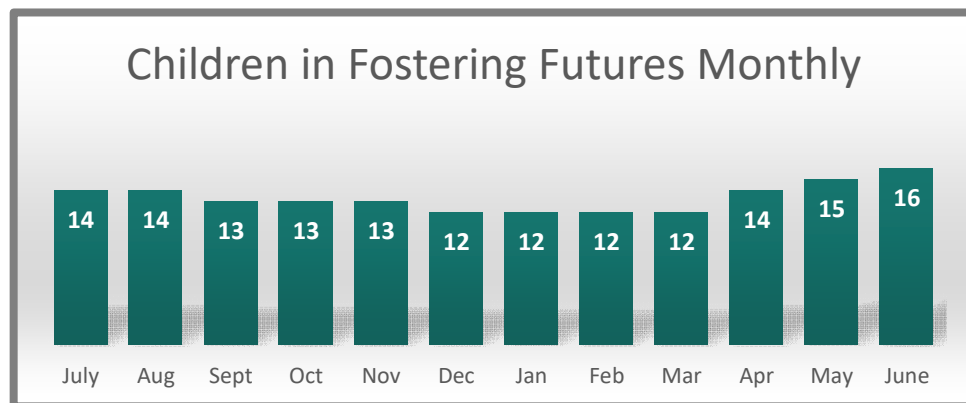
The Albemarle County Department of Social Services has a partnership with Community Attention Foster Families (CAFF) to train, license, and approve foster families, including kinship. All foster parents must go through the training and approval process. There are multiple steps in the approval process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

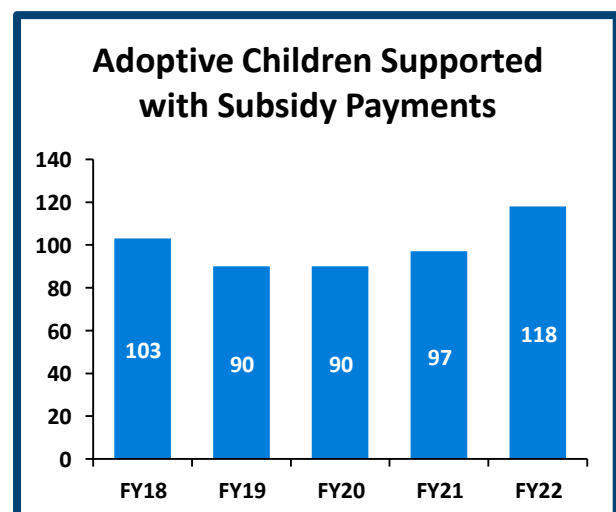
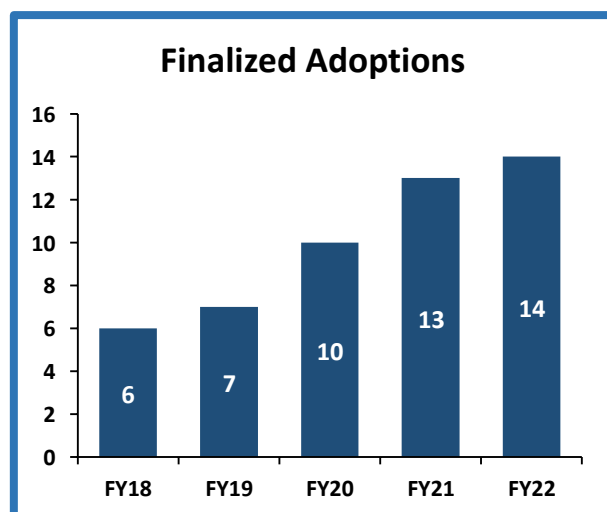
In addition, demonstration of a willingness to work with the assigned foster care worker and allow monthly face-to-face visits with the worker. Youth must participate in the development of a transitional living plan, complete the Voluntary Continuing Services and Support Agreement (VCSSA), and attend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



### 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.





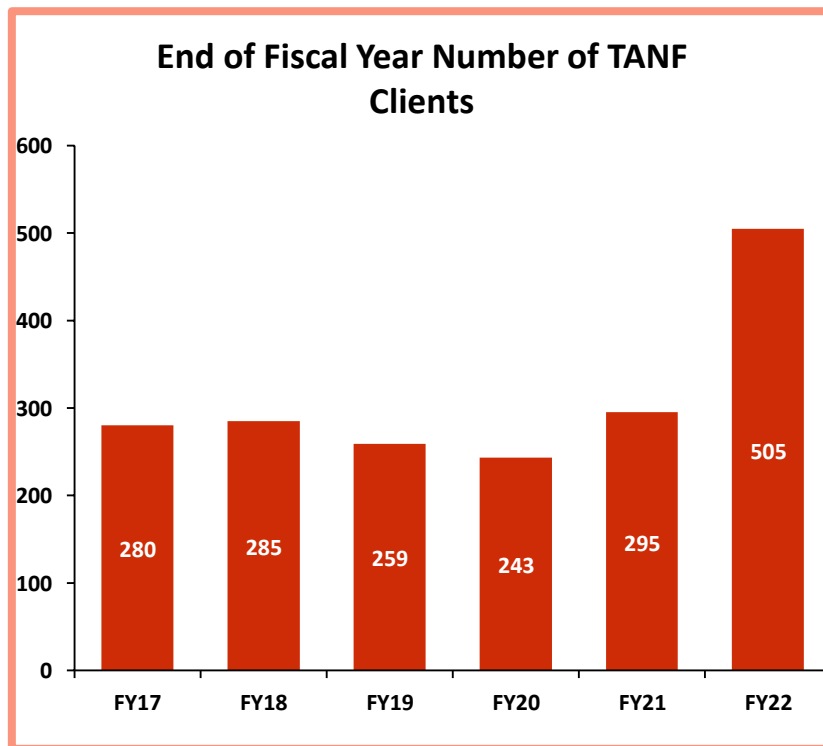
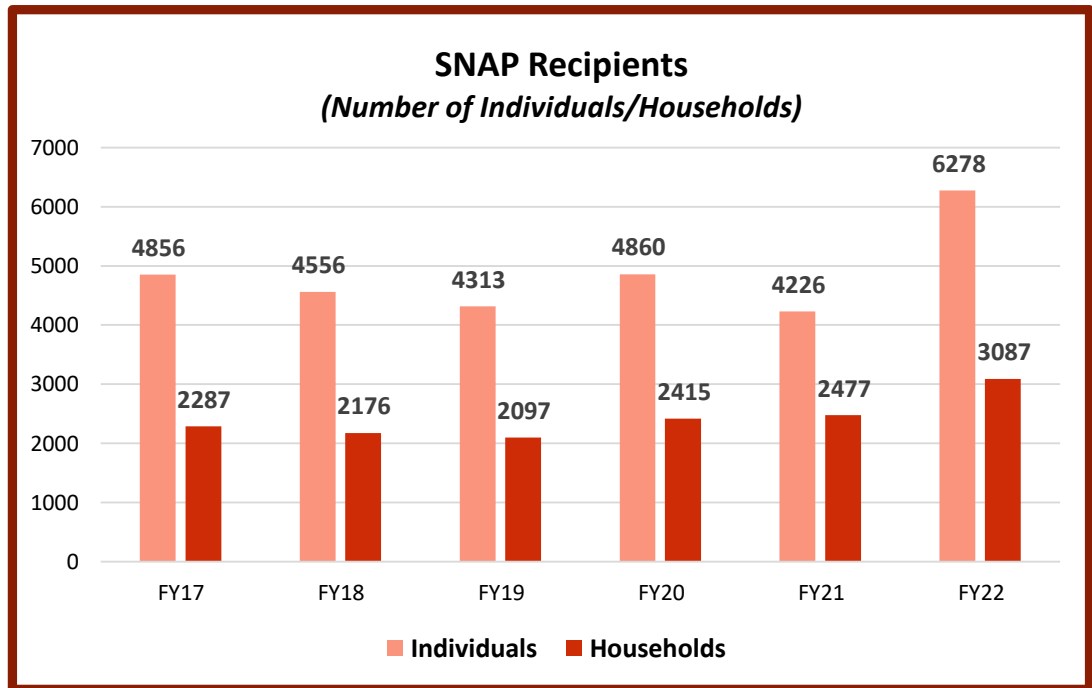
## Economic Assistance

### 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.

Just like all of the benefit's programs, the inability to close or reduce benefits has left the SNAP caseloads larger than normal. In addition to the non-closure of cases that would have otherwise closed; The work requirement was removed and clocks on benefit limits. The program has seen a 45.56% increase to individuals served and a 47.12% increase in households served.



### 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. The TANF Program has consistently helped the most critically needy clients in Albemarle County. Within the position currently there are two senior level workers that process TANF applications and reviews.

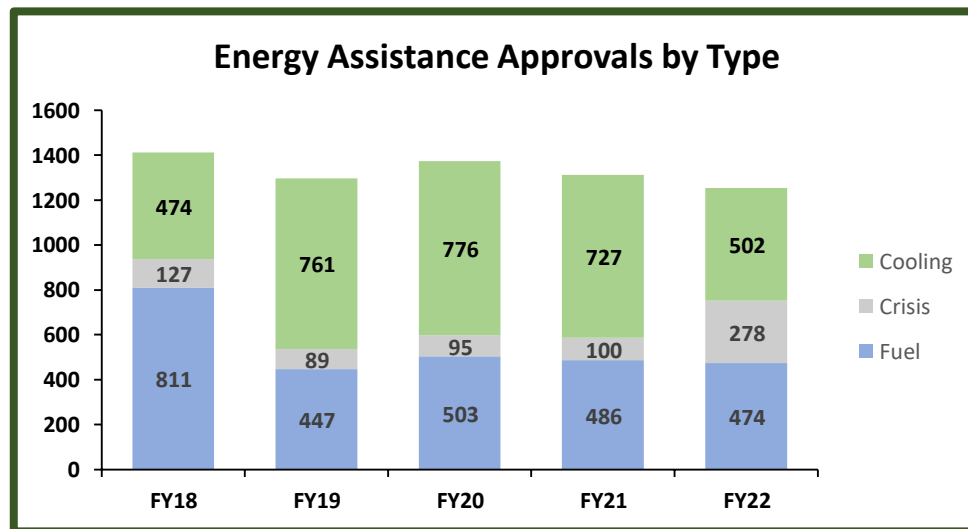
At the end of FY2022, there were a total of 181 cases which included 365 children, 140 adults, and a total of 505 clients. The average grant per case paid out was \$572.48 and the average amount of grant dollars per person was \$197.25.

## Economic Assistance (cont.)

### Energy Assistance

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

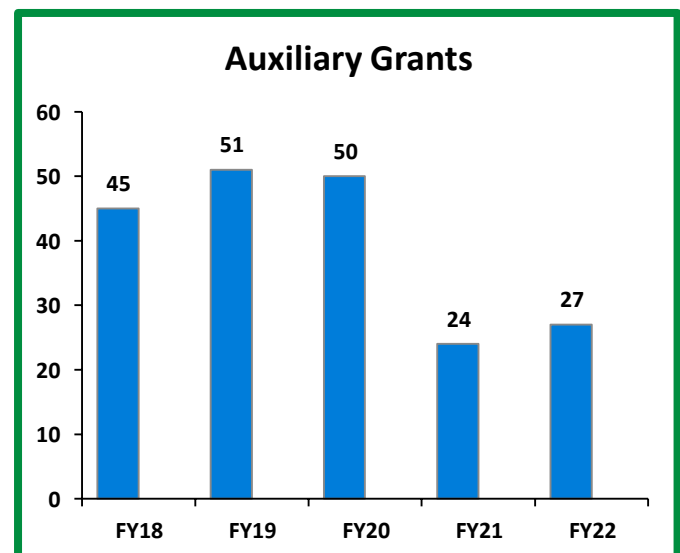
- Fuel Assistance - The Fuel Assistance Program helps with home heating fuel and related charges. Benefits are determined and authorizations for deliveries or services are sent to vendors in December.
- Cooling Assistance - The Cooling Assistance Program provides for the purchase of window air conditioners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

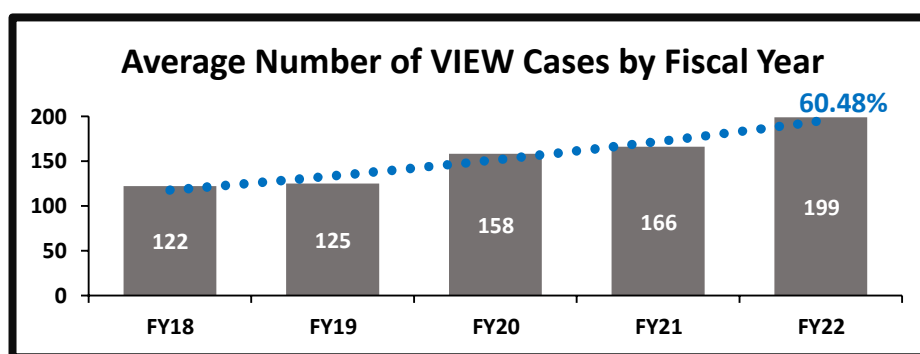


## Self-Sufficiency

### 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. Community partners that will be onsite to assist include PVCC (TJACE), Job Corps, and WIOA.

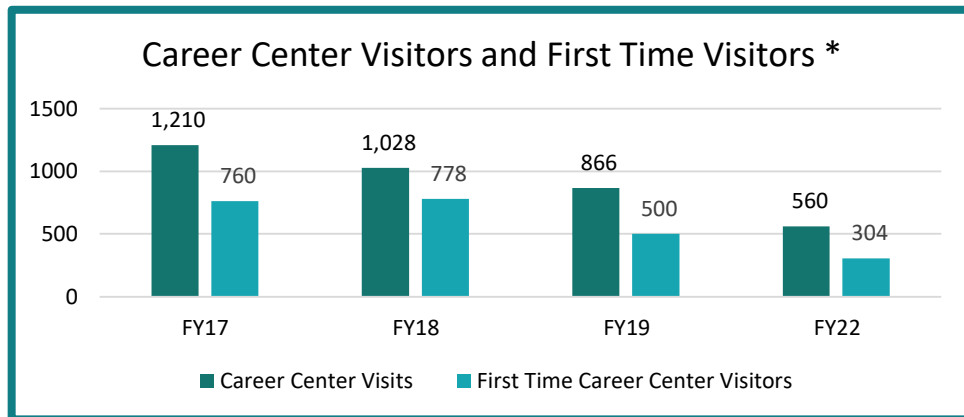
Services at the Albemarle Career Center that are available include: Computers with internet accessibility; fax, telephone, and copier; resume software; a resource library including tv/dvd educational videos; local/regional and state employment information; and tools to help apply online and open or access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

In FY 2021-2022, our Career Center Program Coordinator:

- Held 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 700 job seekers on distribution list
- Held Zoom meetings monthly with Region 10 clients for job search, job retention, and community connections
- Collaborated with Piedmont VA Community College (PVCC), Virginia Career Works, Network2Work, Downtown Center, and a host of other nonprofits to provide services focused on self-sufficiency services.

## Self-Sufficiency (cont.)

- Spearheaded the collaboration of Albemarle County Economic Development and the “GO Cook”
- Worked with the Youth (high school aged) in the community to help build career pathways to success
- Expanded our Career Center outreach to the reentry population for job seekers who are recently released from incarceration.

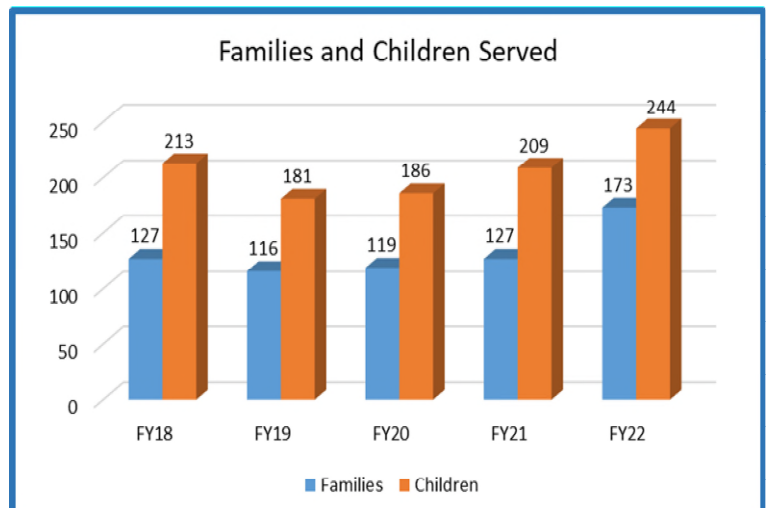
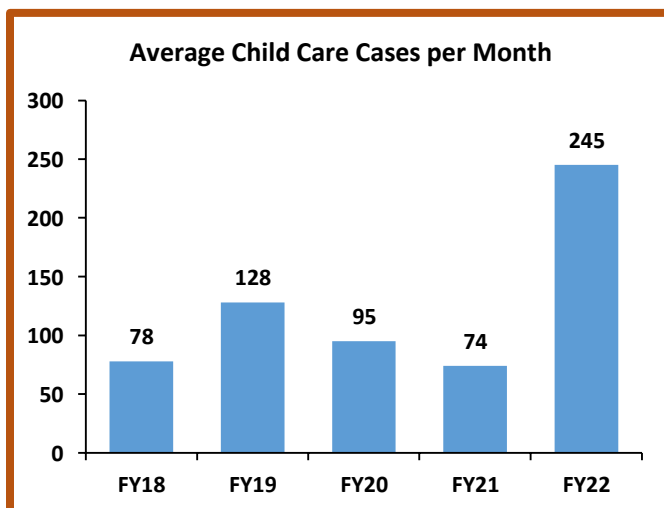


*\*FY20 & FY21 numbers not reported due to Center Closure*

## 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. In FY22, there were 322 applications, 1,428 ongoing cases, and 1,190 information requests and referrals.

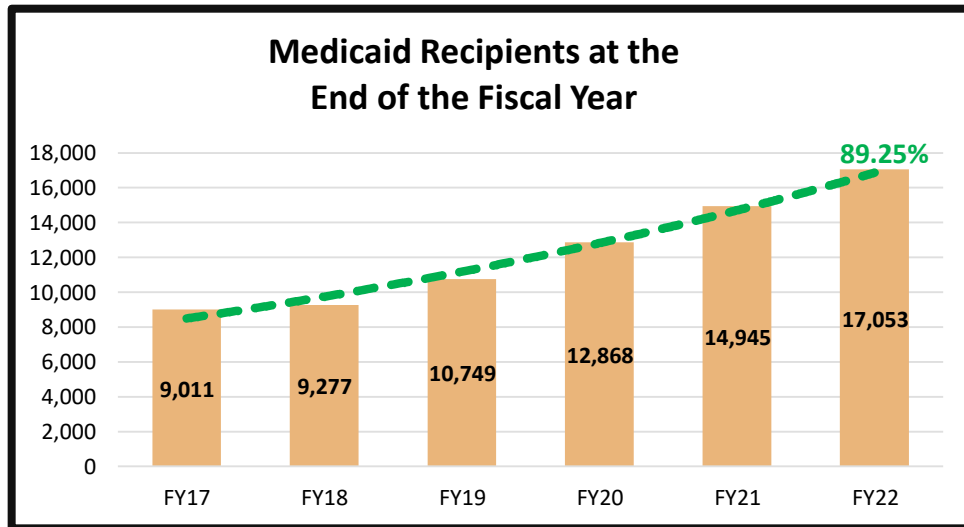
Parents/guardians gain assistance in finding quality, licensed childcare; learning the benefits of licensed childcare; discovering childcare and early learning options; applying for financial assistance, as well as access to an array of resources. Providers gain assistance with becoming a licensed provider; learning the new provider requirements; becoming a subsidy provider; and also receiving training and professional development.



# Health Care

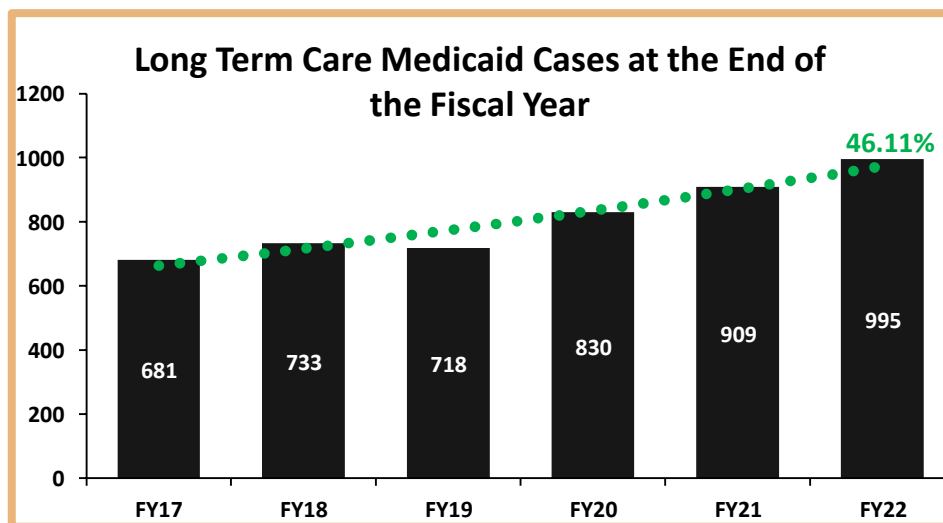
## Medicaid

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.





# Health Care (cont.)

## University of Virginia (UVA) Medicaid Unit

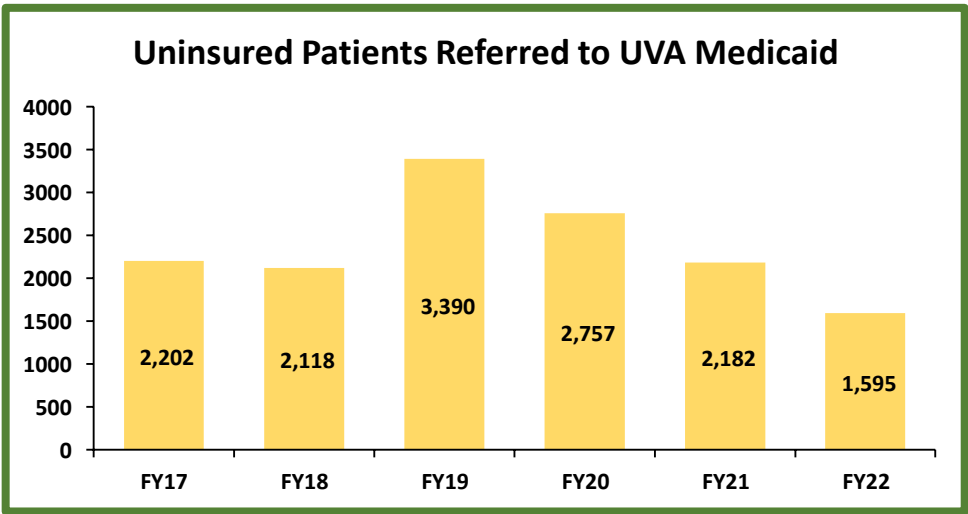
**The UVA Medicaid Unit** assists both inpatients of the hospital and outpatients of UVA’s affiliated clinics, in applying for Medicaid.

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.

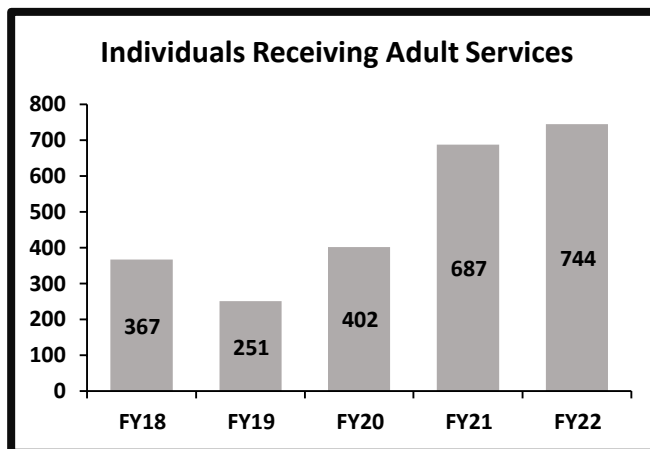
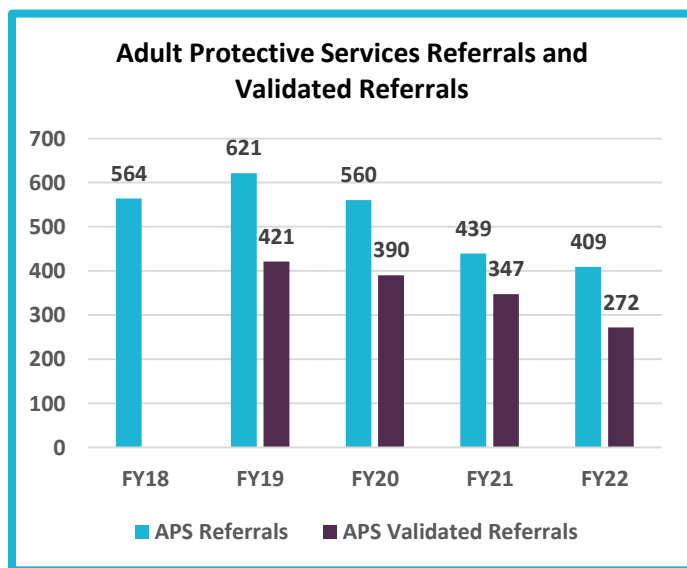
The UVA Medicaid Unit has been collaborating with the UVA Social Work Department, UVA Case Management Team, and the Local Department of Social Services across the State, in helping patients get enrolled in Medicaid Long Term Care coverage. These requests are often urgent discharge placement needs to a facility. Often times the Long Term Care facilities will not accept a patient unless they have a Long Term Care Insurance in place. These patients are usually not able to apply for themselves, meaning the UVA Medicaid Team works closely with the Social Workers to identify a relative who can apply on the patient’s behalf. Our workers will work these cases urgently and pursue getting the application, which in these circumstances can be very challenging. If these patients cannot be discharged timely it will prevent a new patient from being admitted due to a bed not being available. By assisting in this process it is a win-win for both the existing patient needing placement and a new patient needing inpatient care. The Unit has also begun receiving and processing applications for patients from the Prince William and Hay Market hospitals, which UVA acquired full ownership of on 7/1/22.



# 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)

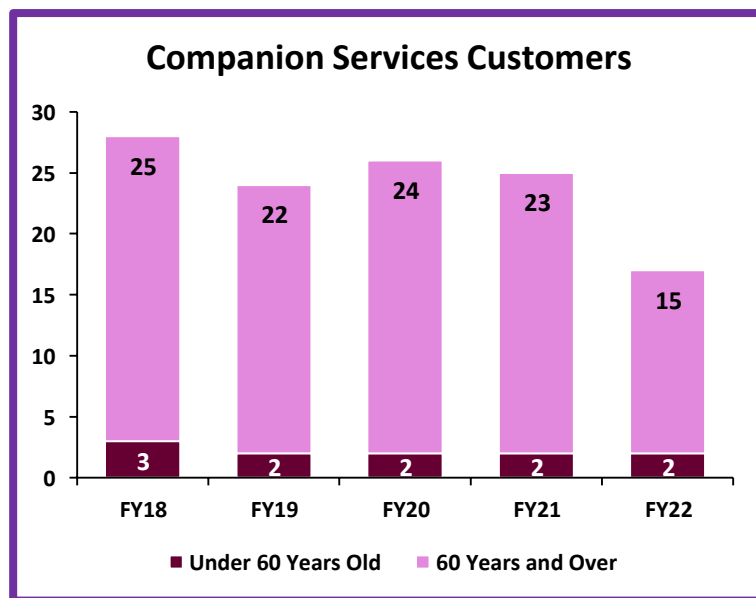
APS investigates reports of abuse, neglect, and exploitation of adults over 60 years of age and incapacitated adults over 18 years of age. The goal of APS is to protect a vulnerable adult's life, health, and property without a loss of independence. When this is not possible, APS attempts to provide assistance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

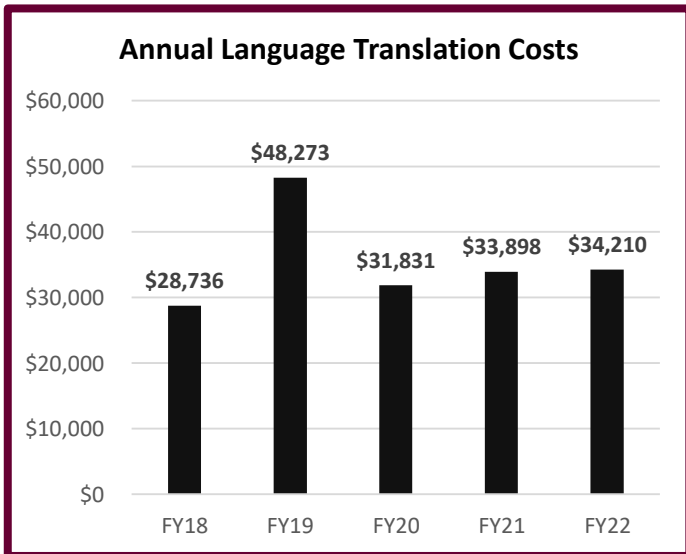
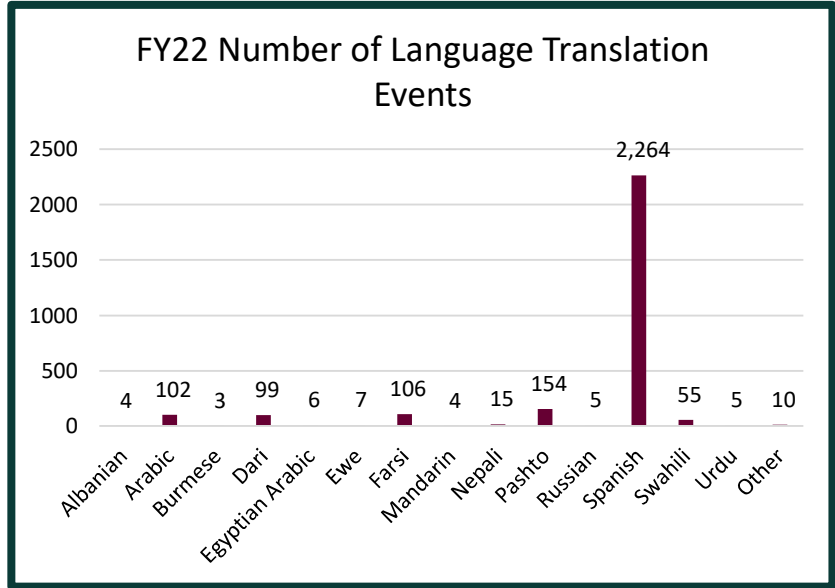
Companion Services is an option for eligible adults with an impairment who need services or support to enhance self-sufficiency and improve their quality of life. These services are performed by an individual or an agency provider who assists adults who are unable to care for themselves without assistance 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.



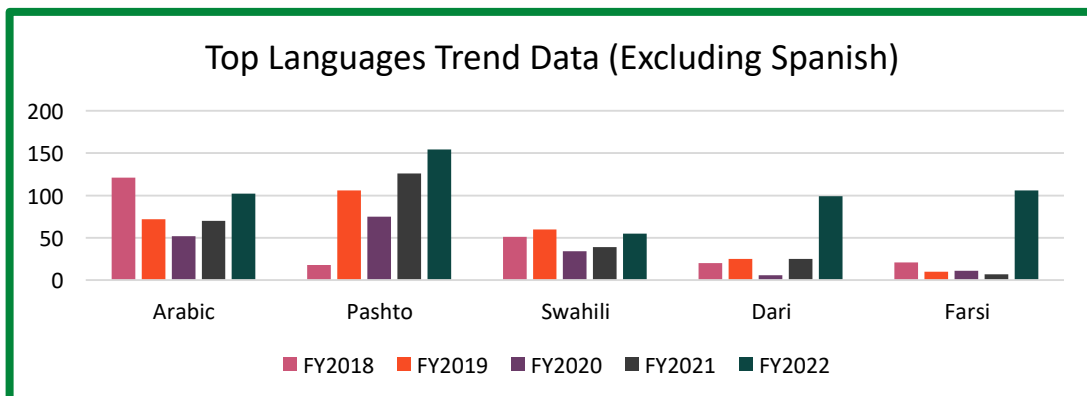
## Language Assistance

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.



We are proud to report that ACDSS has increased the capacity for language services supporting LEP clients over the past year by doubling the agencies utilized for translation/interpretation services, from one to two agencies, Voiance and Propio. Additionally, the front office staff were given the option of a handheld device called a “Dodo Duck” which offers on the spot translation utilizing voice recognition technology to translate both the client and the staff member in a mediated conversation between them and the device. The device offers a faster response to lobby customers who only need to let staff know their need, thus cutting time waiting in the lobby for clients and allowing the front office staff to gain efficiency in their other duties. In FY22, ACDSS had 2,839 interpretation events for a total costs of \$34,210. Spanish has

consistently been the most frequently used language, this year counting for 83% of the LEP services provided. The next highest languages utilized are Arabic, Pashto, Swahili, Dari, and Farsi.



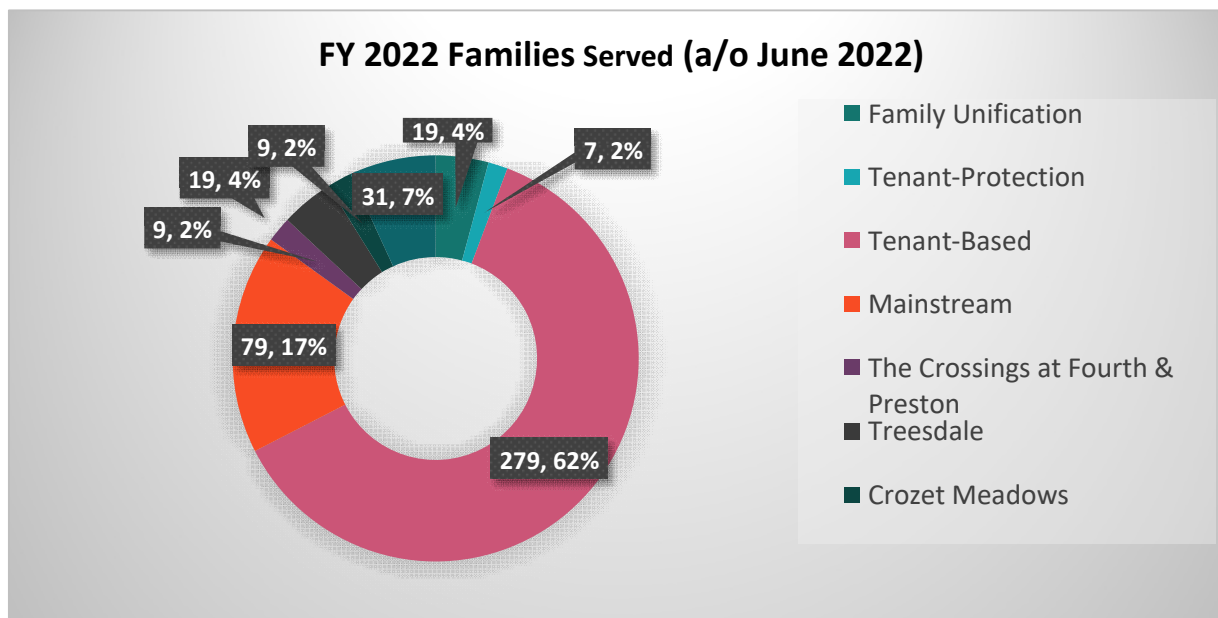
## Housing

Albemarle County's 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 FY22, ACOH administered 5,129 Unit Months Leased (UMLs) averaging 428 families served per month. Financially, the Office saw an overall 11% increase in funding, resulting in an associated increase in programming when comparing FY21 to FY22. 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.

ACOH initiated several exciting projects in FY22, including the implementation of a new Housing software called Yardi Breeze Premier, which facilitates the office's eventual transition to a digital infrastructure for client engagement where clients can apply for services, undergo eligibility, and annually recertify through an online Housing Portal. The Rental Assistance Coordinator position was reworked and divided into two brand-new positions – Housing Program Coordinator and Financial & Compliance Analyst – which will more deeply support the office's needs in FY23.

The Administrative Plan, which is ACOH's policy manual based on federal regulation, was revised for the first time since 2019, and those revisions were approved in the 12/7/22 Board of Supervisors' meeting. Several new programs were formed using funds provided in the American Rescue Plan Act (ARPA), including the Moving Home Grant Program that paid over \$20,000 in security deposit and rental application fee assistance for ACOH voucher-holders, a Bonus Bucks Incentive Program that provided over \$15,000 in bonus payments to 45 eligible landlords when they signed an ACOH voucher-holder to a lease, and an Eviction Prevention Partnership with Legal Aide Justice Center (LAJC) that prevented 335 evictions and provided \$1,235,262 in rent relief to Albemarle County families.



## 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	\$	16,571,214
Medicaid	\$	135,178,057
TANF	\$	935,167
Energy Assistance	\$	821,216
FAMIS (Total Title XXI)	\$	5,010,937
Child Care (VACMS)	\$	1,299,578
Other Federal	\$	6,555,831
Other State	\$	2,774,285
Sentara M.J.H. Child Dental Grant	\$	2,000
UVA Medicaid	\$	718,327
UVA Medicaid Generated Revenues	\$	11,506,723
Comprehensive Services Act (CSA)	\$	6,979,190
Central Service Cost Allocation	\$	571,481
<b>TOTAL</b>	<b>\$</b>	<b>188,924,006</b>
		95.6%

### Local Funds

#### Albemarle County Social Services Funds:

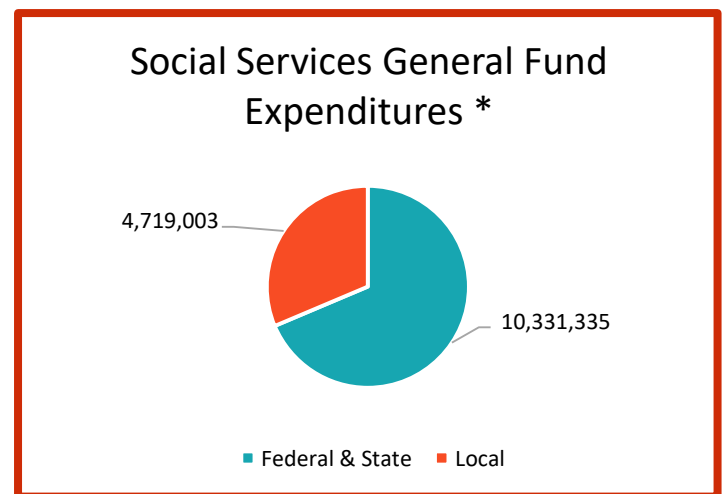
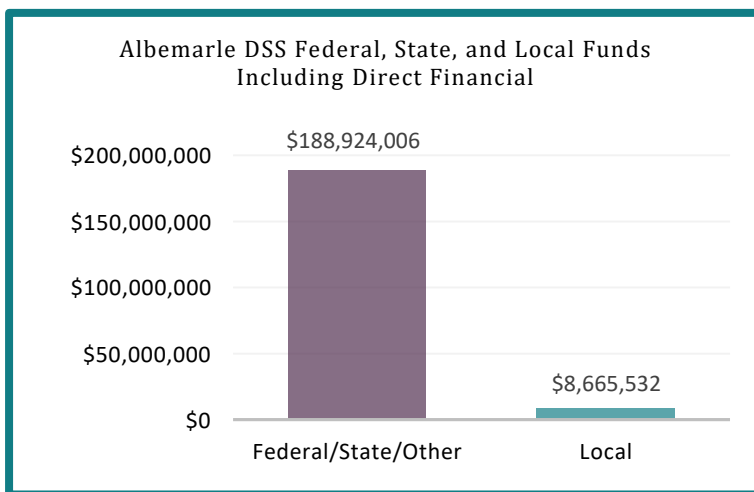
Local Match - General Fund	\$ 4,719,003
CSA Transfer - General Fund	\$ 1,846,529

#### Albemarle County Schools Funds:

CSA Transfer	\$ 2,100,000
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**TOTAL** \$ 8,665,532  
4.4%

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



\*Does not include CSA transfer



# Acknowledgments & 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.



- ★ A family who applied to the Office of Housing's Tenant-Based list when it opened in February 2022 recently signed a lease for an apartment using ACOH provided subsidy. In the past, the full process, from waiting list application to lease signing, has taken multiple years. However, due to the implementation of new software enabling paperless application and eligibility review, this family was able to apply to the waiting list in February and be provided subsidy in December of the same year. This exponential decrease between initial application and time of lease signing enables ACOH to more quickly, efficiently, and effectively assist those in need obtain a safe and affordable place to call home.
- ★ "Thank you so much! I appreciate all of your help these past two years and am forever grateful!"
- ★ "GREATEST OF ALL TIME!"
- ★ It is not only about doing social work, it's about believing in people, in their abilities and strengths so that they can overcome any obstacle that comes their way in life. You show the multiple possibilities that a town has so that they can achieve their family and children's well-being. I am very grateful for always having your support with my children.
- ★ "Thank you so much for lending your time, and expertise to our employees today. It's very much appreciated and was warmly received by the staff. I truly hope they will take you up on your offer to reach out for further support and assistance."
- ★ "I just wanted to say thank you for helping me get daycare coverage. The card has been working just fine and the stress relief has been unmeasurable."
- ★ "Thank you for helping me see some light at the end of the tunnel. My spirits are better now. You were so kind and patient and I appreciate your help."
- ★ "I received a call from Trish Suszynski from Adult Protective Service after a concerned citizen called regarding my son who has complex mental health issues. Our initial two-hour phone call immediately proved her to be warm and contentious. I trusted her after our conversation that she would be vigilant and watchful over my son. Tricia provided solid professional care, but more importantly she gave empathetic understanding and patience which is so lacking in the treatment of people with severe mental illness. She was a gamechanger for our family and we will be forever grateful for her truly being there."

★ FPS often works in conjunction with providers on cases that need higher levels of treatment for a parent due to their substance use issues. On one particular case, FPS worked with a single father, CF, and his two children, a son and daughter, ages 5 and 3. On the front end of this case, FPS used emergency family finding protocols (EFFRT) to identify and approve one of the father's uncle's home so that he could take custody of the children while CF participated in FTC. The support of his Uncle and his family have greatly aided in the children's well-being and CF's sobriety. While in FTC, CF has done exceptionally well, working very hard with the treatment providers on his case and staying in consistent contact with ACDSS. He also participated in ACDSS' fatherhood group, which works with clients on several topics, including domestic violence, substance abuse recovery, parenting skills and working through court ordered services. Over sixty percent of the group's participants go on to get increased visitation or custody of their children.

CF is now in the final phase of FTC and is set to graduate in February of 2023. Throughout his FPS case, he has gained housing, stable employment, and secured childcare. In November, he went to a custody hearing and was awarded joint legal custody with his uncle. A custody review hearing is set in April of 2023, and the department is hopeful he will regain full custody. CF was in foster care himself, being exposed to substance use and instability at a young age. He reports being proud of being about to break this generational cycle for his children and is hopeful for the future.

★ Teamwork is key – ACDSS team members worked together to solve a client transportation and housing emergency on a holiday and in the rain. This teamwork also extended to assistance from a staff member's husband to help trouble-shoot car issue, giving transportation to and from a homeless shelter, as well as installing a part on vehicle, ensuring family could get to safety.

★ “Thank you for your assistance. This has been a great help to our family. I appreciate the care that you have taken to help me provide for my children.”

★ “I can't even begin to tell you how much you are appreciated! I was at the bottom of despair, and you helped me understand that asking for help is not weakness. I am forever grateful.”

★ During this time, we have worked hand in hand with our local Community Partners to better serve our population in creative ways. Seeing clients still during this time but meeting their needs by communicating via face time, virtual, and if people are comfortable still seeing them face to face. The bottom line is listening to the needs of our clients and respecting their boundaries during this time but also not letting it affect the work we do for/with them.

★ “My family and I would like to thank you sincerely for your time and supporting us with our child's preschool enrollment. Your kindness and compassion helped us immensely in settling in here and warmed our hearts greatly.”

★ “Thank you all for making this event available for our students and supporting them in connecting school with real-world opportunities in the workforce. I know this is work above and beyond what you typically do and it shows your passion and dedication to support young people in our community.”

★ During the second predicted snowstorm, the APS intake worker was asked by the department, if she would be willing to remain in town at a local hotel and handle calls from community members. Specifically calls coming in to ECC from community members who needed non-emergency assistance and/or referrals to available resources. The only issue she encountered was the ability to connect her computer adequately. She praises Nicole Jones who was on-call with IT. Nicole was unable to correct the problem by phone and drove to the County Office Building in the worst part of the storm to assist.

## VISION, MISSION, AND VALUES

<b>VISION:</b>	Individuals and families in Albemarle County are able to meet their full potential and plan for the future.
<b>MISSION:</b>	We provide and engage individuals in services that enable self-sufficiency and support individual and family safety and well-being.
<b>VALUE PROPOSITION:</b>	We listen to your needs, and we work with you to find solutions.
<b>CUSTOMERS:</b>	Our primary external customers are individuals and organizations who use our services and those who are in need of services. Staff are our internal customers.

## THE ROLE OF OUR ORGANIZATION

<b>ROLE:</b>	<p>The Department will play several roles in furtherance of our vision and mission:</p> <ul style="list-style-type: none"><li>• We will be an <b>advocate</b> for the people we serve.</li><li>• We will endeavor to <b>catalyze change</b> in the community.</li><li>• We will be <b>stewards</b> for the safety and security of our customers.</li><li>• We will be a <b>community facilitator and convener</b>.</li></ul>
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## THE ORGANIZATIONAL CORE VALUES

<b>OUR COMMON VALUES:</b>	We believe in the following shared principles, beliefs and priorities....
<b>EQUITY AND INCLUSION.</b>	We believe that it is our collective responsibility to address exclusionary and unjust practices through our work and in our workplace.
<b>HOPE.</b>	We will work in ways that instill hope by opening doors to opportunity.
<b>OPPORTUNITY.</b>	We bring to bear all of our talents and resources to provide opportunities for our customers and our staff to succeed and thrive.
<b>RESPECT.</b>	We share and show esteem, appreciation and acceptance of diversity and treat all individuals with honor and dignity.
<b>SELF DETERMINATION.</b>	We recognize that individuals are responsible for their own development and have the freedom to choose.

## COUNTY OF ALBEMARLE'S CORE VALUES

The Department's core values support Albemarle County in its commitment to

**COMMUNITY:** We expect diversity, equity, and inclusion to be integrated into how we live our mission.

**INTEGRITY:** We value our customers and co-workers by always providing honest and fair treatment.

**INNOVATION:** We embrace creativity and positive change.

**STEWARDSHIP:** We honor our role as stewards of the public trust by managing our natural, human and financial resources respectfully and responsibly.

**LEARNING:** We encourage and support lifelong learning and personal and professional growth.