Our Mission

The Department of Social Services joins with the community in providing social services that meet essential needs, promote self sufficiency, and enhance the quality of life for all residents.

Federal and state mandated programs

- Supplemental Nutrition Assistance Program (SNAP) and education and training program (SNAP-ET)

- Medicaid (now known and Cardinal Care)

- Temporary Assistance for Needy Families (TANF)

- Refugee Assistance Program

- Virginia Initiative for Education and Work (VIEW)

- Child Care subsidy program

- Energy Assistance Program

- Child Protective Services (CPS)

- Early Prevention and In Home Services

- Foster Care

- Adoption

- Fostering Futures

- Adult Protective Services

- Guardianship program

Workload Trends

Benefit Program	# ongoing cases	% change
Supplemental Nutrition Assistance Program (SNAP)	3165	6%
Medical Assistance Programs (Medicaid)	6729	5%
Temporary Assistance to Needy Families (TANF)	247	-5%

10,696 residents received some type of benefit program

Workload Trends

Service Program	# served	% change
Child Protective Services (CPS)	666 (subject of referrals)	-18%
Foster Care	68	-18%
Adult Protective Services (APS)	322 (subject of referrals)	135%

Director
(Sue Moffett)

Administration (Chief, Laura Morris

Benefit Programs (Chief, Mary Jane Skidmore)

Service Programs (Chief, Jenny Jones)

The department has 110 regular positions. Currently, 8 positions are vacant and recruitment is in process for all of them.

Our turnover rate for FY23 resignations and retirements was 10.91%.

Budget

The department's approved operating budget for FY24 was $15,907,753.

Of this amount, $11,159,964 will be used for staffing and operations.

The remaining $4,750,789 will be used to pay providers directly for client services. These programs include Adult Services, Child Protective Services, and VIEW."

On the horizon

Challenges

- Substance use, mental health, homelessness
- End of pandemic era enhanced assistance
- Increased workload in benefit programs
- Increased intensity of cases in service programs
- Recruitment of well qualified workforce
- Technology

Opportunities

- Community partnerships
- Early prevention, in-home teams
- Reorganization to support workload growth and technology needs
- Remote work