

Charlottesville Department of Social Services Advisory Board

ANNUAL REPORT TO CITY COUNCIL

The Social Services Advisory Board is pleased to present its 2022 Annual Report to City Council. We appreciate Council's support for the Charlottesville Department of Social Services' mission to join with the community in providing social services that meet essential needs, promote self-sufficiency, and enhance the quality of life for all residents.



The Department of Social Services administers Benefits Programs and Family Services for the citizens of Charlottesville.

Federal and state mandated **Benefits Programs** help low income families and individuals meet basic needs for food, shelter, and medical care.

Major programs include but are not limited to:

- Supplemental Nutrition Assistance Program (SNAP) and education and training program (SNAP-E&T)
- Medicaid (now known as Cardinal Care)
- Temporary Assistance for Needy Families (TANF)
- Virginia Initiative for Education and Work (VIEW)
- Child Care

Family Services Programs provide assessment, intervention, and case management services through federal and state mandated programs.

Major programs include but are not limited to:

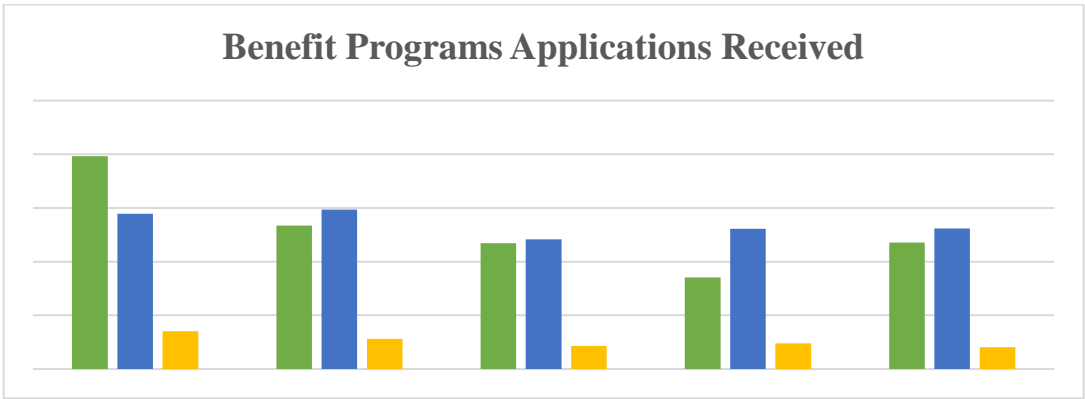
- Child Protective Services (CPS)
- Foster Care Prevention and In Home Services
- Foster Care
- Adoption
- Fostering Futures
- Adult Protective Services (APS)

Benefits Division

All persons walking in to the Department are greeted by members of the Client Entry Team (CET). This team is often able to meet the presenting need, and also reaches out to in office coverage staff for additional assistance.

Most staff continue to work remotely. Business processes to support remote work remain in place and have been enhanced to include a secured e-mail inbox for submission of all case-related documents from customers.

Workload trends: Our public assistance caseloads have remained steady as a result of community need and federal/state policy waivers enacted during the pandemic.



	Medicaid	SNAP	TANF
Jul - Oct 2019	793	579	141
Jul - Oct 2020	534	594	112
Jul - Oct 2021	469	483	86
Jul - Oct 2022	341	523	96
Jul - Oct 2023	471	524	81

*More Medicaid applications were received in 2019 because it was the 1st year of Medicaid expansion

Family Services Division

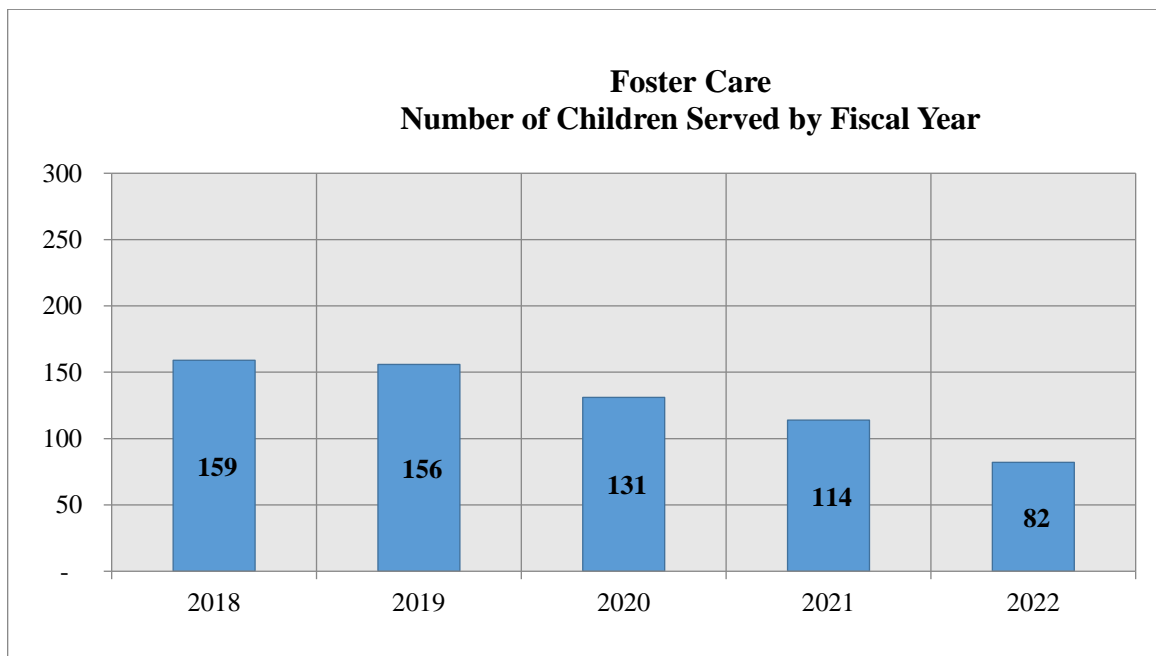
The Family Services Division continued to see clients in their homes and other agreed upon places. The Department purchased video equipment which increased our capacity and flexibility to hold family partnership meetings. Covid related restrictions on face to face contact in adult services cases were lifted and family services workers resumed in-person interviews, including investigations in nursing homes and assisted living facilities.

Workload Changes:

While the number of child protective services referrals has remained steady, our foster care caseload has continued to decrease. Staff begin at the initial CPS referral to partner with families to develop a plan to protect their children through connection with natural supports, assistance with basic needs, and purchase of services. The federal passage of the Families First Prevention Act enhanced our capacity to provide services to voluntary clients through our foster care prevention/ in home services team. We have two peer parent navigators on our team, and two full time staff dedicated to early prevention. We are beginning to collect data that illustrates how these practice changes have resulted in a decrease in our foster care caseload.

The COVID-19 pandemic caused minor disruption in overall service plans for children in foster care. Children continue to spend time with their family of origin and adoptions are being finalized. 11 adoptions were finalized in FY2022 with many being in relative placements.

Adult Protective Services have remained stable over the last year. There has been a slight increase in cases starting in September 2020. The increase does not seem to be COVID related



Finance Team

The finance team, consisting of 4 staff members, maintains the department’s accounting functions including: invoice & payment processing for administrative and client-related services, fund reconciliations, and financial reporting; budget development and management; procurement functions; and personnel administration.

Administrative Changes:

Due to the nature of the work, the finance team has needed to be in the office to complete most job tasks.

Workload Changes:

For the most part, the department’s financial and personnel deadlines have remained unchanged

Most of the finance tasks are paper-driven. With the majority of the department working from home though, adjustments have needed to be made to the administrative and client-related invoicing processes to allow for electronic submissions and approvals. However, the finance team continues to print all electronic submissions to comply with payment documentation rules.

The Department has purchased a new software system to manage payments for the Children Services Act (CSA) and Title IV-E (Foster Care). The finance team is working closely with the vendor on customizations to ensure the system is efficient and effective in managing the complex payment and documentation requirements for these two programs. The new system should be in place by the Spring of 2024.

Challenges and Highlights:

For Benefit Programs:

Pandemic related changes to benefit programs ended in calendar year 2023. Work requirements for TANF and SNAP participants resumed in January. Enhanced SNAP benefits provided to individuals and families throughout the pandemic ended in February. We are required to review eligibility for more than 3,500 Medicaid cases whose eligibility was not reviewed due to temporary policy changes in place during the public health emergency.

For Family Services Programs:

Housing, support with meeting basic household needs, rising community violence, and need for mental health and substance use treatment are the primary need in most of our service cases. Successful interventions only happen through strong community partnerships. A current list of these partnerships is below.

Virginia League of Social Services Executives	Program and policy coordination, legislative advocacy
Benefits Programs Organization	

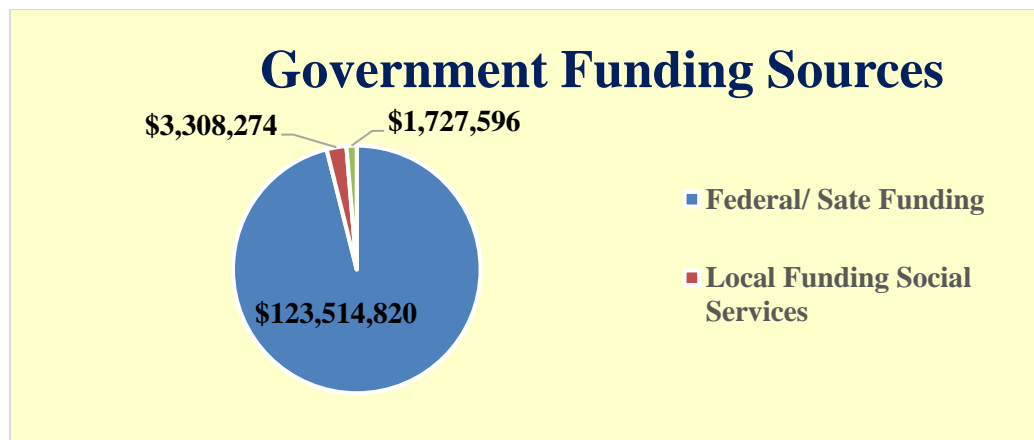
Virginia Alliance of Social Work Practitioners	
Virginia Association of Human Services Executives	
Blue Ridge Coalition for the Homeless Board of Directors Service Provider Council	Lead agency for the homelessness continuum of care. The City is the fiscal agent for the regional CoC.
Mental Health and Wellness Coalition Trauma Informed Community Network	Regional partnership for program and policy coordination, legislative advocacy and practice excellence
Local Emergency Planning Committee	Regional partnership for emergency preparedness, response and recovery. Development and operation of the regional Emergency Operation Plan
Charlottesville Area Alliance TRIAD	Regional alliance of agencies in support of Age Friendly city designation and best practices for aging in place Regional partnership in support of protection against adult abuse and exploitation
Charlottesville Frequent Utilizers group Crises Intervention Team	Care coordination of frequent 911 utilizers
Community Policy Management Team Family Assistance Planning Team	Coordination of child welfare related funding sources, policies, practice
Food Justice Network	Advocacy for access to affordable, quality, and culturally appropriate food
Community Reentry Council Steering Committee Provider Network Evidences Based Decision Making group	Program and policy coordination, legislative advocacy related to criminal justice and community reentry
Refugee Dialogue Group Charlottesville City Schools Title III Advisory Group	Collaboration, coordination and advocacy for refugees and immigrants
Employer Networking Group	Regional collaboration of employment service providers
Domestic Violence Fatality Review Team Child Abuse Fatality Review Team	Review and analysis of fatalities, advocacy for prevention efforts
Racial Awareness During Crises	Internal workgroup to develop best practices with public safety response agencies
Housing case staffing	Internal workgroup to strategize cases where housing instability/housing is a concern
Cultural Humility Workgroup	Internal workgroup to support professional development in the area of cultural humility and equity and inclusion in local policies and practices

Economic Impact

Economic Impact - \$128,550,690

Total Federal and State Funding for Fiscal Year 2022 = \$123,514,820. Many of these funds were spent on rent, utilities, payments to medical providers and hospitals, purchases at grocery stores and gas stations, and purchases of clothing and school supplies, thereby increasing the economic impact to the community as the funds recycled through the local economy. The matching local costs for fiscal year 2022 totaled **\$3,308,274** for Social Services and **\$1,727,596** for the Children's Services Act (CSA).

- **\$92,799,737** in Medicaid and Family Access to Medical Insurance Security (FAMIS) payments to providers
- **\$13,051,834** in the Supplemental Nutrition Assistance Program (SNAP)
- **\$4,567,282** in Children's Services Act (CSA) payments to providers¹
- **\$5,775,783** in Staff, Administrative, and Operations costs
- **\$3,154,964** in Adoption Assistance payments to adoptive parents
- **\$657,357** in Title IV-E Foster Care payments to providers
- **\$858,051** in Child Care payments to providers
- **\$1,261,759** in Temporary Assistance to Needy Families (TANF)
- **\$89,343** in Fostering Futures Foster Care Assistance
- **\$36,890** in Kinship Guardianship Assistance
- **\$525,348** in Low-Income Home Energy Assistance Program (LIHEAP)
- **\$194,838** in Auxiliary Grant payments to providers
- **\$130,607** Other Purchased Services for clients
- **\$180,288** in Central Service Cost Allocation²
- **\$175,984** in Virginia Initiative for Education and Work (VIEW)
- **\$39,466** in Independent Living Services
- **\$5,624** in Refugee Assistance
- **\$12,338** in General Relief



¹ The Children's Services Act (CSA) enacted in 1993 established a single State pool of funds to purchase services for at-risk youth and their families. Charlottesville Social Services coordinates administration and financial services for the CSA collaborative interagency team of Social Services, City Schools, Region Ten and the Court Services Unit.

² Federal reimbursement for services from other city departments including, but not limited to: City Manager, City Attorney, Human Resources, Facilities Management, City Finance, City Treasurer and Purchasing.

Respectfully submitted by Charlottesville Department of Social Services Advisory Board Members:

- Conner Brew, Vice Chair
- Brian Pinkston, City Council
- Zuhayr Shaikh
- Cherry Stewart, Chair
- Ashley Zhang