

Charlottesville



Department of Human Services

Misty Graves, Director

September 2, 2025

DHS Vision and Mission

VISION: *To be a place where everyone thrives...*by serving as the community's premier provider in meeting the therapeutic needs of youth, families and residents by supporting the community's efforts to improve equity, and address poverty and its impacts.

MISSION: We provide services and programs that improve and support the resilience, health and well-being of youth, families, residents and community organizations.

Strategic Goals for Human Services

Goal One: A streamlined system of care for youth and families.

Council Strategic Outcome Area Alignment: (Public Safety, Education, Recreation/Arts/Culture)

Goal Two: Outreach services that promote the resilience and self-sufficiency of residents.

City Council Strategic Outcome Area Alignment: (Housing, Public Safety, Economic Prosperity, Partnerships)

Goal Three: A high functioning, supported and developed staff that reach their ultimate potential.

City Council Strategic Outcome Area Alignment: (Organizational Excellence)

Goal Four: Foster an internal organizational culture that elevates diversity, equity, inclusion, and belonging.

City Council Strategic Outcome Area Alignment: (Organizational Excellence)

Goal Five: Extending and galvanizing movement within the wider-community and partnerships with an anti-racist, trauma informed, and inclusive approach.

City Council Strategic Outcome Area Alignment: (Partnerships, Community Prosperity)

Youth & Family Centered Services

Community Attention Foster Families (CAFF)

- The Community Attention Foster Families (CAFF) division served 101 youth in foster care and an additional 21 youth in prevention respite homes. Of those youth, **68% were served in kinship homes** which is regarded as best practice and well above the state average.

Community Based Services

- The Community Based Services division served **421 youth** across a variety of programs including Teens GIVE Service Learning, Community Attention Youth Internship Program (CAYIP), mentoring, and life skills groups.

Youth Opportunity Coordination

- In January, we filled a vacancy to re-engage initiatives aimed to promote well-being and success for Black Youth and Youth of Color. Implementing a new book buddy program at Summit Elementary School.
- **Youth Council has 15 members**, some new this school year and will kick off in early October with a partnership with the UVA Youth and Social Innovation team.

Adult Centered Services

Community Connector Programs

Community Resource Hotline (Pathways)

- The Community Resource Hotline **facilitated 896 requests** totaling \$679,000 in rental/mortgage/utility bill relief. This impacted 421 households in Charlottesville. 73% of those requests are for housing needs and 27% are for utility bill relief.

Housing Navigation

- The Housing Navigation team **served 44 residents** in their search for stable housing.

Emergency Hotel Stays

- The City funded **52 emergency hotel stays** for families experiencing homelessness or unhoused individuals with critical medical vulnerabilities that could not be served at a traditional shelter.

Adult Centered Services Cont.

Westhaven CARES Center

- The Program Coordinator serving at the Westhaven CARES Center stood up a food pantry on site. Last fiscal year, they served approximately **500 residents** through accessing food at the pantry.
- This is a joint effort with UVA School of Nursing that provides a full time nurse. It's supported by a steering committee that includes UVA Medical Center, Sentara, City of Promise, Charlottesville Redevelopment and Housing Association, Legal Aid, and Public Housing Association of Residents.

ANCHOR (Assisting with Navigation, Crisis Help, and Outreach Resources)

- Responded to 253 Calls for service
- Performed 142 Follow-ups with Neighbors
- A total of 395 encounters
- Served 250 unique individuals

Community Engagement and Outreach

- **Vibrant Community Fund**
- Blue Ridge Area Coalition for the Homeless Board Member
- **Charlottesville Area Alliance Vice Chair**
- Charlottesville Area Network Dedicated to Youth Development Steering Committee (CANDYD)
- Mental Health and Wellness Coalition
- **President's Council – Community Safety Implementation Group**
- Charlottesville Food Justice Network
- CPMT Co-Chair/FAPT/Program
- **Re-entry Council & One Stop Shop**
- Coordinated Entry System

Looking Ahead

Major Projects/Implementations:

- Hiring a Deputy Director of Adult Centered Services
- Community Based Services – exploring more intentional relationship with City Schools through MOU's for programming.
- Community Connector Program – exploring master leasing and extending services for self-sufficiency best practices.
- CAFF – pursuing a grant to improve regional support for kinship care and family finding.
- ANCHOR – creating a proposal to expand the team's capacity for consideration with the FY27 budget process.

Questions?

For more information:

<https://www.charlottesville.gov/224/Human-Services>

Charlottesville

