



Frederick County, VA
Department
of
Social Services

Annual Report
FY2017

Chairman of the Board of Director's Message

Thank you for your interest in and support of the Frederick County Virginia Department of Social Services (FCDSS). FCDSS is committed to providing a large spectrum of benefit and support services to Frederick County residents in a professional and compassionate manner. We are pleased to provide this annual report for 2017. The programs outlined are in support of the mission statement for the Virginia Department of Social Services – *“ people helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families and communities.”*

The Annual Report provides a brief summary of each of the benefit and support services provided in 2017. Recent statistics indicate 7% of the county residents live at or below the poverty guidelines, representing over 5,677 residents. Over 10% of children under the age of 18 live in homes with incomes below the national poverty guidelines. We continue to see a rise in the number of adults who qualify for Adult Protective Services which has driven up the expansion of services to support the need.

FCDSS assumed the role of coordinating and supervising Foster Care Training and Recruitment for Clarke County, Frederick County and the City of Winchester. This established a consistent plan for recruiting and training families interested in providing Foster Care. There continues to be a need for additional Foster Care families to meet the need from these areas.

Over \$76 million was infused into Frederick County during State Fiscal Year which was \$3 million more than the previous year. This is driven by a rising need for services in Frederick County. Of this amount, 54% are Federal dollars, 43% are Commonwealth of VA dollars and 2% (approximately \$1.7 million are from Frederick County).

FCDSS human resources personnel includes 9 management staff and 66 staff functioning to provide quality care and services to clients. The agency consistently achieves quality outcomes above the Commonwealth standards and exceeds the performance of many other agencies. The Board commends them for this high level of performance. The FCDSS lives out their mission daily to *“provide services to individuals and families to support self-sufficiency, family stability, personal responsibility and commitment to children and vulnerable adults.”*

I am privileged to serve as a board member and to be part of this important mission in serving Frederick County residents.

Sincerely,

M. Frank Heisey, Chairman
Board of Directors, Frederick County Department of Social Services

Mission Statements

Virginia Department of Social Services: People helping people triumph over poverty, abuse, and neglect to shape strong futures for themselves, their families and communities.

Frederick County Department of Social Services: To provide services to individuals and families to promote self sufficiency, family and individual safety, family stability, personal responsibility and commitment to children and vulnerable adults.

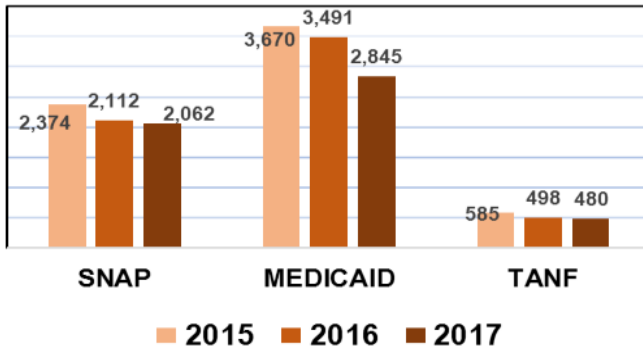


Benefit Programs

While the total number of applications received by the Eligibility team decreased slightly in SFY 2017, the complexity of the cases remained a challenge. The team at Frederick County has had to continually look at processes and reshape the way caseloads are managed in order to provide the best possible customer service for the clients. The eligibility team has met all mandated timeframes with regard to processing applications timely and ensuring cases are reviewed timely. The total number of active cases that are being maintained by staff at Frederick County has stayed at the same level as the previous fiscal year indicating that the need for services remains high in our community. Child Care assistance remains a very important program offered to Frederick County residents. This past year the child care program was able to remove all families from its wait list and has been able to serve all families who qualify. The agency was also able to provide energy assistance to hundreds of families during the peak heating and cooling seasons.



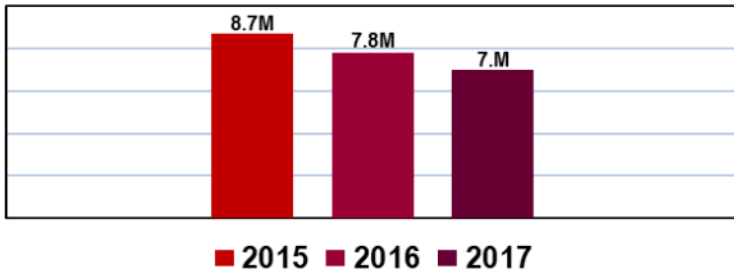
Applications Received



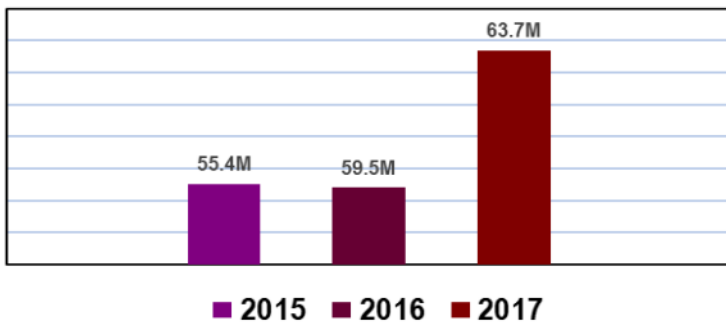
| Medicaid, SNAP and TANF | 2015 | 2016 | 2017 |
|-----------------------------------|---------------|---------------|---------------|
| Clients Receiving Benefits | 14,938 | 14,649 | 13,928 |

Benefit Programs

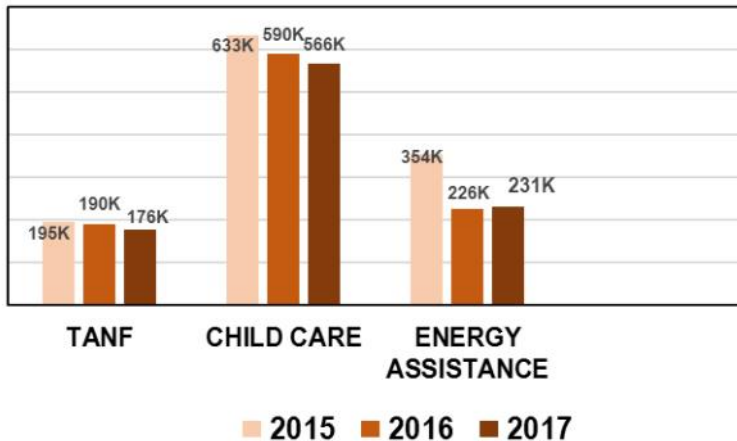
Money Issued for SNAP



Money Issued for Medicaid



Money Issued for Remaining Programs



Services Programs

As with many communities around the nation, Frederick County has experienced a sharp increase in the number of cases impacted by drug use. The number of children who are born substance exposed continues to increase as well. The CPS staff continued their hard work in SFY 2017 to keep children safe under these and other difficult situations that families endure. The APS staff has continued to see



unprecedented numbers of referrals as they seek to ensure the safety of Frederick County's elderly and disabled population. The following charts illustrate how the caseloads are growing in all areas.

| Adult Protective Services | 2015 | 2016 | 2017 |
|---|-------------|-------------|-------------|
| Investigations | 349 | 355 | 412 |
| Ongoing APS (avg./month) | 71 | 94 | 99 |
| Adult Services Cases (avg./month) Includes Companion Care, Guardianships, waiver screenings and general Adult Services Cases | 243 | 249 | 236 |

| Child Protective Services | 2015 | 2016 | 2017 |
|------------------------------------|-------------|-------------|-------------|
| Intakes | 878 | 991 | 1217 |
| Total Investigations | 118 | 149 | 117 |
| Founded Investigations | 27 | 34 | 17 |
| Family Assessments | 334 | 502 | 392 |
| Ongoing Cases (avg./month) | 22 | 24 | 22 |
| Family Services Cases (avg./month) | 6 | 9 | 3 |

Services Programs

Foster Care Opportunities

The Clarke, Frederick, Winchester city DSS Foster Care Training and Recruitment Program which is known as Foster Families of CFW came into existence in 1996. It provides a collaborative effort between Clarke County, Frederick County and the City of Winchester to serve the needs of children and families in our community. CFW provides a consistent, competency-based program to all prospective as well as approved foster, adoptive, and resource families.

All children deserve a safe, happy life- including the over 400,000 American children and youth in foster care. Young people in foster care especially need nurturing adults on their side because their own families are in crisis and unable to care for them.



If you are interested in becoming a foster parent, please contact:

Denise Britt 540-665-5688 ext. 184 denise.britt@fcva.us
 Jes Miller 540-665-5688 ext. 185 jes.miller@fcva.us

| Foster Care/VIEW/Adoption | 2015 | 2016 | 2017 |
|--|---------|----------|----------|
| Average # Children in Foster Care | 31.55 | 43.3 | 33 |
| Average Family Team Meetings / month | 17 | 20 | 20 |
| Individuals Referred for VIEW | 55 | 68 | 48 |
| Total Enrolled in VIEW | 55 | 70 | 55 |
| Adoptions Completed | 8 | 5 | 2 |
| Adoption Subsidy & Special Needs Adoption | 55 | 53 | 52 |
| Adoption Subsidy & Special Needs Adoption \$ Spent | \$1.02M | \$1.072M | \$981.6K |

Services Programs

The middle of August, that's when the Holiday Project sponsor letters were mailed out and four months of holiday madness commenced! Our holiday project kicked off with a bang! Fifty-six businesses and families graciously responded to our letters, of which 12 were new sponsors. Also, this year we had the opportunity to team up with Adult Protective Services to collect food and personal items for their holiday baskets. Forty-six clients were served. It was indeed a privilege to be a part of this awesome act of caring.



| Occasion | Number |
|---------------------------------|--------|
| Thanksgiving Baskets | 30 |
| Holiday Food Baskets | 39 |
| APS Food Baskets | 46 |
| Children Provided Holiday Gifts | 176 |
| Holiday Gift Sponsors | 56 |



Glossary

Supplemental Nutrition Assistance Program (SNAP)

Supplements the food budgets of low-income households to help assure needy persons a nutritionally adequate diet. Eligibility is determined by financial need and household size. Benefits are issued through Electronic Benefit Transfer.

Medicaid

Makes direct payments to health care service providers for eligible individuals who are unable to pay for needed medical services. Medicaid pays for a variety of medical services, including prescription drugs, doctor visits, nursing facility care and hospital care.

Temporary Assistance to Needy Families (TANF)

Provides time-limited financial assistance and employment-related services to Enable families with children to become self-supporting and promotes economic independence through participation in the VIEW program.

Child Care

Provides funding to enhance the quality and affordability of child care services available to families. Child care programs are child-centered, family-focused services that support the family goals of economic self-sufficiency and child development by providing substitute parental protection, guidance, and early childhood education.

Energy Assistance

Assists low-income households in meeting their immediate home energy needs through assistance with the purchase of home heating fuel or assistance with emergency heating or cooling needs.

Virginia Initiative Employment not Welfare (VIEW)

Offers employment-related activities, training, and needed support services to TANF recipients while providing the opportunity to achieve economic independence and work skills necessary for self-sufficiency.

Glossary

Adult Services/Adult Protective Services (APS)

Provides services to impaired adults 18 years of age and older and to adults age 60 years or older. These services are designed to assist the adult in remaining in the least restrictive setting and functioning as independently as possible, to establish or strengthen appropriate family and social support systems and to support the adult in self-determination. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services.

Child Protective Services (CPS)

Investigates reports of child abuse and neglect. Provides services to treat and prevent abuse and neglect.

Foster Care (FC)

Provides services to children and families when circumstances require the child to be removed from their home. Foster Care provides a safe and stable environment for the children and older youth until the issues that made placement outside the home necessary are resolved. When a child cannot return home, another permanent home is found for the child through adoption or legal custody by a relative.

Adoption Services

Provides services and registries to bring together children and families for permanent placements. Frederick County Social Services supports several adoption initiatives and issues that include recruiting prospective families, conducting home studies, partnering with the media to feature waiting children, and offering financial assistance and other services that provide stability for adoptive families.

Frederick County Social Services Board Members

M. Frank Heisey, Chairman

Gail W. Rush, Vice Chairman

Karen Kimble

Lisa Carper

Max Press

Patricia Riley

Gary Lofton, Board of Supervisors Representative

Linda Martenson, Member-at-Large

Susan Brinkmeier, Member-at-Large

Gainesboro District

Opequon District

Shawnee District

Back Creek District

Red Bud District

Stonewall District

Directors

Tamara Green, Director

Linda Gibson, Assistant Director

Contact Us

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