

**Frederick County, VA
Department of Social
Services**



**2024
Annual
Report**



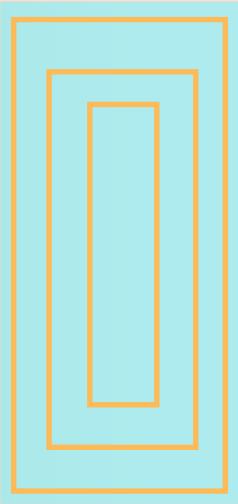
Frederick County Department of Social Services
107 N. Kent Street, 3rd Floor
Winchester, VA 22601



<https://www.fcva.us/departments/social.services>

Fiscal year July 1, 2023-June 30, 2024

Exceptional and Innovative Human Services



GLOSSARY - Terms

- (1) **Adoption Services, Foster Care, and Kinship Care** - Provides services and registries to bring children and families together for permanent placements. Frederick County Social Services, through a combined program with Clarke County and the City of Winchester, supports several adoption initiatives and issues, including 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.
- (2) **Child Care** - Provides funding to enhance the quality and affordability of child care services available to families.
- (3) **Child & Family Team Meeting or Family Partnership Meeting** - A strength-based meeting that brings together families, natural supports, and formal and informal resources. A trained facilitator leads the meeting to ensure that all participants have an opportunity to be involved and heard. The purpose of the meeting is to address the needs of families and to build upon the Family's strengths. The process aims to enable the child(ren) to remain safely at home whenever possible.
- (4) **Energy Assistance** - Assists low-income households in meeting their immediate home energy needs through assistance with the purchase of home heating fuel or emergency heating or cooling needs.
- (5) **Mandated Report** - An individual who holds a professional position that requires them to report to the appropriate state agency cases of child abuse that they have reasonable cause to suspect (Social Worker, Physician, Teacher, or Counselor)
- (6) **Medicaid** - Makes direct payments to health care service providers for eligible individuals who cannot pay for needed medical services. Medicaid pays for various medical services, including prescription drugs, doctor visits, nursing facility care and hospital care.



GLOSSARY - Acronyms

- (1) **APS** (Adult Protective Services) - Provides services to incapacitated adults 18 years of age and older and adults 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, establishing or strengthening appropriate family and social support systems and to supporting the adult in self-determination.
- (2) **CFW** (Clarke, Frederick, Winchester) - Foster care training and recruitment program committed to working with birth and resource families to provide a safe and nurturing environment for foster children
- (3) **CPS** (Child Protective Services) - Investigates child abuse and neglect reports. Provides services to treat and prevent abuse and neglect.
- (4) **FC** (Foster Care) - 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 children and older youth until the issues that made placement outside the home necessary are resolved.
- (5) **FCDSS** (Frederick County Department of Social Services)
- (6) **SFY23** - The State Fiscal Year period for Virginia is from July 1 - June 30; therefore, all data for SFY23 will be from July 1, 2023—June 30, 2024
- (7) **SNAP** (Supplemental Nutrition Assistance Program) - Supplements the food budgets of low-income households to help assure needy persons a nutritionally adequate diet.
- (8) **TANF** (Temporary Assistance to Needy Families) - Provides time-limited financial assistance and employment-related services to enable families with children to become self-supporting.
- (9) **VIEW** (Virginia Initiative for Education and Work) - Offers employment-related activities, training, and support services to TANF recipients while providing the opportunity to achieve economic independence skills necessary for self-sufficiency.



FREDERICK COUNTY DEPARTMENT OF SOCIAL SERVICES

As Chairman of the Frederick County Department of Social Services (FCDSS), I have the privilege of presenting the 2024 Annual Report. This brochure provides a look at the support and services that FCDSS provides to the citizens of our County.

Frederick County's population continues to grow significantly each year. Consequently, each year the demands placed on the department grow in numbers as well as severity. Caseloads continue to grow in all agency departments including Child and Adult Protective Services, as well as Benefits support. Such a challenge requires a competent and compassionate staff and quality, experienced leadership. I speak for the Frederick DSS Board in recognizing we are indeed fortunate to have that in our county.

Challenges in both meeting these growing needs and recruiting and maintaining a fully staffed department continue as the department staff remain true to its Mission, Vision, and Values.

The statistics in this report only tell a part of the story. It is impossible to report on the human element that is evident every day at the department. Just as their Mission statement says, the staff at FCDSS strive to “deliver client centered, quality human services that help the citizens of Frederick County achieve safety, independence, and overall well-being”.

It is a privilege to serve as the Chair of the Frederick County Department of Social Services Board of Directors. It is the Board's belief that the true character of a community is evidenced by the manner in which it cares for its most vulnerable. The department's work speaks well of our County.

Thank You

Dr. John Lamanna, Chair

Frederick County Department of Social Services Board of Directors

INDEX

	PAGE(S)
• SFY 24 Board Members.....	5
• Who we are.....	5
• Benefits.....	6-7
• Supplemental Nutarian Assistance Program (SNAP).....	6
• Medicaid.....	6
• Temporary Assistance for Needy Families (TANF).....	6
• Child Care.....	7
• Energy Assistance.....	7
• Services.....	8-11
• Child Protective Services (CPS).....	8
• CPS In-Home.....	8
• Child and Family Team Meetings.....	9
• Adult Protective Services.....	9
• Foster Care.....	10
• Foster Family Program.....	11
• 2023 Holiday.....	12
• Sponsors.....	13
• Glossary.....	14-15

Contact Us

107 N. Kent Street, 3rd Floor

Winchester, VA 22601

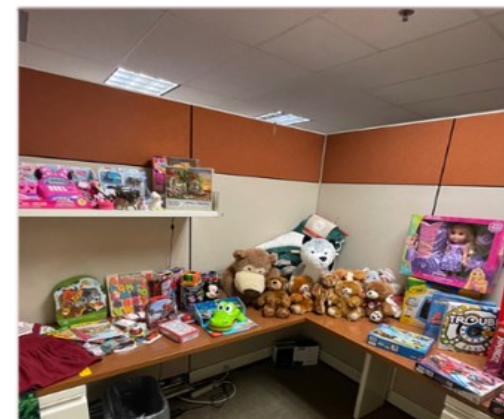
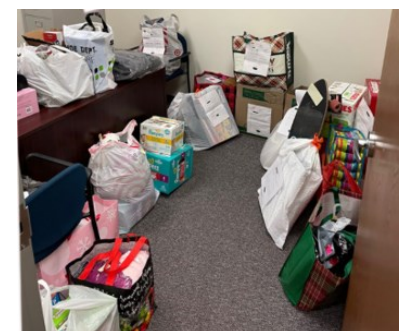
Phone: (540) 665-5688

Fax: (540) 665-5664

-Aikens Group
-Bank of Clarke County
-Beta Sigma Phi Epsilon
Chapter

-Buffalo Wild Wings
-Dr. Cindy Knotts, DSS
-Frederick County General District
-Frederick County Commission of the
Revenue's Office
-Frederick County Planning Department
-Frederick County Sheriff's Office
-Frederick County Victim Witness
-Grace Lutheran Church Youth Group
-Highland Memorial Presbyterian
-Kiwanis Club of Winchester
-The Law Office of Marilyn Solman
-Melissa Triplett
-Rappahannock Electric Cooperation
-Rossi Seltzer
-Partlow Insurance
-Shannon Conner
-Stephen City Family Medicine
-Samson Properties
-Southside Church of Christ
-Valley Cycle Center
-Vickie Newlin
-Village at Harvest Ridge
-Wells Fargo
-Winchester Church of God

THANK YOU TO OUR COMMUNITY SPONSORS



HOLIDAY BASKETS AND GIFT PROJECTS

The 2023 Holiday Project was a success, as always! We were overwhelmed with the response from our sponsors. We received tremendous support from the community to provide holiday assistance to 52 children.

All of this was made possible from the generosity of our 27 sponsors. Together as a community, we were able to help those families plus an additional 20 children when we partnered with Bright Futures.

We collected enough food for Thanksgiving to provide 23 food baskets for our families.

Burnt Factory United Methodist Church provided 25 Christmas dinner baskets for our families, distributed on December 23rd.

We thank every person who helped this holiday season.

Thank You!

If you would like to be a sponsor during the Holiday season, please call 540-665-5688 and ask to speak to one of the Human Services Assistants on the Family Services Team.

The Giving Tree

This year we placed a giving tree in our lobby with various free items for the community including handmade hats and scarves from the community members as well.



SFY 2024 Board Members

John Lamanna, Chairman	Board Member At-Large
Sharen Gromling, Vice Chairman	Stonewall District
Dody Stottlemeyer	Shawnee District
Janet Clarke	Opequon District
Margie Francisco-Hernandez	Gainesboro District
Kermit Gaither	Back Creek District
Diane Payne	Red Bud District
Blaine Dunn	Board of Supervisors Liaison
Jay Tibbs	Deputy County Administrator

Directors

Tamara L. Green	Director
Linda Gibson	Assistant Director

VISION

Our vision is to provide exceptional and innovative social services to the citizens of Frederick County.

MISSION

Our mission is to deliver client-centered, quality human services that help the citizens of Frederick County achieve safety, independence, and overall well-being.

Benefit Programs

The benefits team at Frederick County is responsible for determining eligibility for the residents of the county for a wide variety of programs. These include the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Temporary Assistance for Needy Families (TANF), Virginia Initiative for Employment and Work (VIEW), Childcare, and Energy Assistance programs. Our goal is to provide these income support benefits and employment services to families and individuals in Frederick County both timely and accurately. These programs assist citizens as they transition from dependency on public assistance programs to self-sufficiency.

SNAP

	FY22	FY23	FY24
Applications	2,374	2,672	2,909
\$ Issued	\$15.3M*	\$16.6M*	\$12.5M*

MEDICAID

	FY22	FY23	FY24
Applications	2,614	2,823	3,233
\$ Issued	\$124.3M*	\$150.3M*	\$140.3M*

TANF

	FY22	FY23	FY24
Applications	397	473	386
\$ Issued	\$397,987*	\$460,011*	\$326,113*

*The Public Health Emergency (PHE) concluded at the end of SFY 2023 when recipients of SNAP were receiving maximum allotments and case closures were at a minimum for both Medicaid and TANF. All allotments and renewals for eligibility returned to normal in SFY 2024 which is why the \$ issued shows a reduction while applications and caseloads continue to grow.

Total number of Residents who received benefits (SNAP, MEDICAID, and/or TANF) during this Fiscal Year = 23,828

Services Programs CFW FOSTER FAMILY PROGRAM Clarke, Frederick, and Winchester

In the FY 2023-2024, CFW Foster Families had 38 families attend Information Sessions to learn more about the foster parent process. Eighteen of those families requested to move forward with the process. Eight families completed the requirements and are now approved as Resource (Foster) Families. Five of our families completed the Recertification Process, which is required every three years. CFW had 32 open and approved Resource Families at the end of FY 2023-2024. CFW was able to provide placements for 74.4% of the requests for this year, surpassing the goal of 50%.

In addition to regular resource families, CFW works with Kinship Families to place children and youth with persons who have a relationship with them or the family. During the past year, CFW worked with 20 kinship families. CFW worked with 6 new in-state kinship families, with 3 families who completed all requirements for the Kinship Waiver Approval Process. CFW had 10 new requests for Interstate Placement of children from other states. At the end of FY 2023-2024, CFW had 9 open Local Kinship Families and 3 open ICPC Kinship Families.



CFW holds Virtual Information Sessions monthly for prospective families to learn about the fostering process.

If you are interested in becoming a foster parent, please scan the QR code below and complete a profile. The CFW Program Coordinators will then reach out to you with more information.



You can also contact us at:

Alycia Kleckner 540-665-5688 ext 117 Alycia.Kleckner@fcva.us

www.cfwfostercare.com

Services Programs

FOSTER CARE

The Foster Care Program provides vital services to children and families when circumstances necessitate the removal of a child from their home. The primary goal of foster care is to ensure a safe and stable environment for children and older youth while addressing the issues that led to the need for placement outside the home. When reunification with the biological family is not possible, the program works to find a permanent home for the child, either through adoption or legal custody by a relative.

The Foster Care Unit faced several challenges, including staffing shortages, high caseloads, and the difficulty of locating and securing appropriate placements for high-acuity youth in foster care. These challenges required ongoing attention and resources to ensure the best outcomes for the children and families served.

Despite these challenges, the Foster Care Unit demonstrated significant strengths, particularly in fostering strong relationships between community partners and the Department of Social Services (DSS). Additionally, the unit excelled in providing high-quality supportive services to children in foster care and their families. This commitment to support was evident in the successful return of seven children to their families this year, highlighting the positive impact of the program in helping children achieve stability and reunification.

Average Number of Children in Foster (SFY) Care

FY22	FY23	FY24
43	37	41

Money Spent in Foster Care and Adoption Subsidy (SFY)

FY22	FY23	FY24
\$1,419,302	\$1,319,001	\$1,309,957



Benefit Programs

CHILD CARE

	FY22	FY23	FY24
Applications	278	319	328
\$ Issued	\$957,373	\$1,368,006	\$1,935,965

Energy Assistance Programs

	FY22	FY23	FY24
Applications			
Fuel	465	534	548
Crisis	181	219	200
Cooling	316	366	429
Total Expenditures	\$469,864	\$361,289	\$413,574



Services Programs

CHILD PROTECTIVE SERVICES (CPS)

With Substance Abuse and Mental Health still on the rise, Child Protective Services Workers are tasked with assessing the needs of families to ensure child safety. These cases have become more complicated and require more time to adequately assess needs and make referrals, as well as implement out of home safety plans. The Unit continues to work diligently to meet these needs as well as mandated timeframes. During FY24, the Unit was short staffed; however, staff made it a priority to ensure youth were seen timely.

	FY22	FY23	FY24
Referrals	1,264	1,432	1,481
Family Assessments	399	418	498
Total Investigations	111	96	92
Founded Investigations	12	23	20

IN-HOME (CPS)

The In Home Services Unit facilitates access to services and supports for children and families to ensure child safety and prevent entry into foster care whenever possible. These cases typically result from Child Protective Services interventions that have assessed the child(ren) to be at high/very high likelihood of future maltreatment, and/or when a safety plan has been implemented and ongoing support is needed. The In Home Services team also provides Family Support cases to children placed On Notice of entry into foster care by the Court, or brief support to families in temporary crisis on a voluntary basis.

The In Home Services team continued to be short-staffed but worked diligently to prevent children from entering care by collaborating with families to identify natural supports that can provide assistance and by partnering with service providers to address the needs of families and ensure safety of children and youth.

	FY22	FY23	FY24
Ongoing Cases (Avg/month)	19	26	20
Family Services (Avg/month)	4	4	5

Services Programs

CHILD AND FAMILY TEAM MEETINGS

The Department continues using technology in order to offer remote participation in Family Partnership Meetings and Child & Family Team Meetings. Families continue to engage and participate in-person and virtual meetings and invite their support system. The flexibility of virtual meetings allowed natural supports, community partners, school personnel, legal counsel, and service providers to increase engagement and collaboration, resulting in positive outcomes for our families.

Family Team Meetings (Avg/month)

FY22	FY23	FY24
20	21	16

ADULT PROTECTIVE SERVICES (APS)

The Adult Protective Services Unit receives and investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults aged 18 or older. Interventions and services are provided based on assessment. The goal is always to provide the least restrictive interventions while maintaining the adult in their home for as long as possible. Other services offered include Medicaid Long-Term Services and Supports (LTSS) screenings, which can consist of in-home care, nursing facility placement, adult day care services, or PACE services, all of which are Medicaid funded.

	FY22	FY23	FY24
Investigations	478	557	604
Ongoing APS (Avg./month)	58	74	89
Adult Services Cases (Avg./month)	245	271	297