

Shenandoah Valley Social Services



ANNUAL REPORT FY 2020/2021



Social Services Actions

- ▶ Intentional efforts were made to broaden and ensure access to benefits, services and critical information at the onset and throughout the pandemic.
- ▶ The public health crisis and resulting financial crisis created compounding effects on individuals, families and communities.
- ▶ Needs arose for food, child care, healthcare, housing and cash assistance, especially for first-time benefit applicants/recipients.

Benefit Programs

Medicaid

SNAP (Supplemental Nutrition Assistance Program)

TANF (Temporary Assistance to Needy Families)

VIEW (Virginia's Initiative for Education and Work)

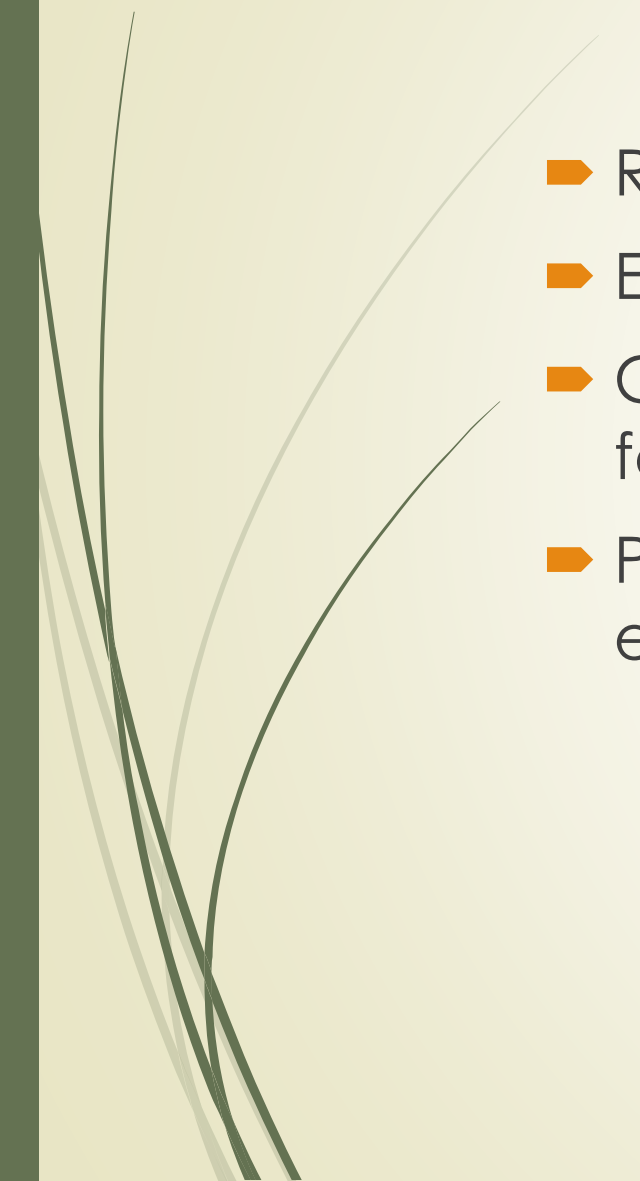
LIHEAP (Low Income Household Energy Assistance Program)

Child Care Assistance

Burial Assistance



Medicaid

- ▶ Reinstated cases back to January 2020.
 - ▶ Extended Renewals and Redeterminations
 - ▶ Ceased termination / closure or reduction of coverage for almost all cases.
 - ▶ Participants filing appeals had coverage automatically extended while awaiting the appeal.
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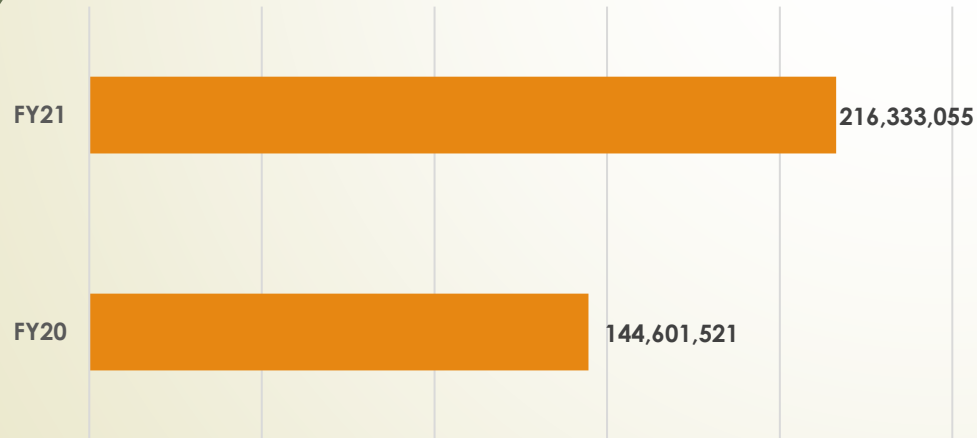
Medical Assistance Statistics

Public Health Emergency Declared 3/12/2020

- 361,086 new enrollees in Virginia
- The state gains 4,100 new enrollees each week

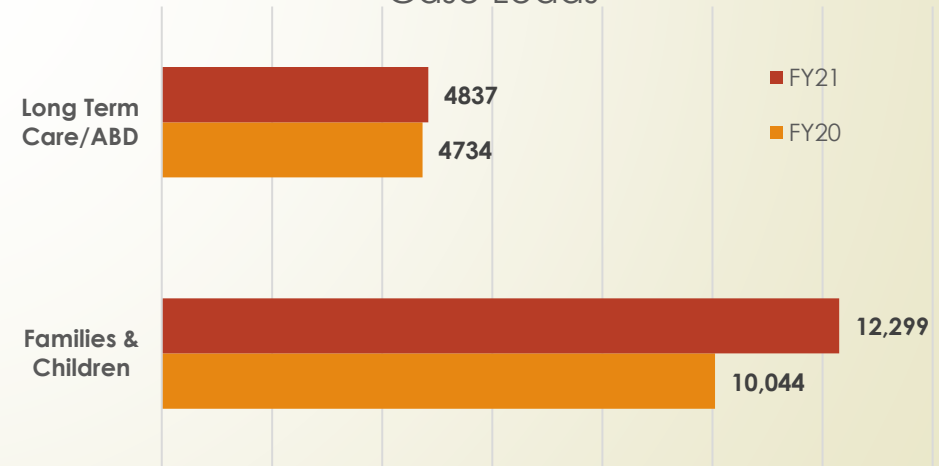
Currently have 1.8 million enrollees

Benefits Issued



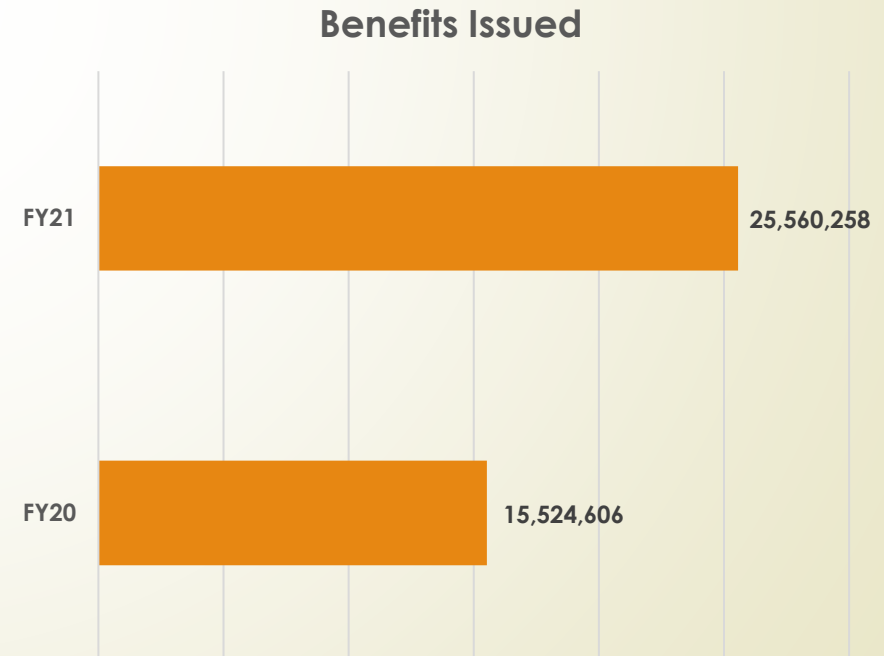
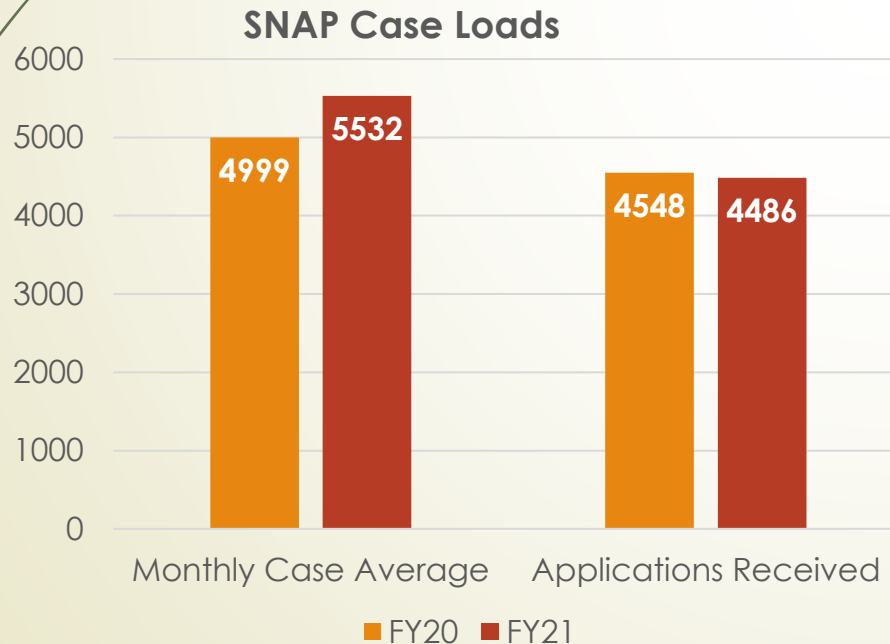
- SVSS processed 7,022 applications since 3/2020
- SVSS currently has 17,524 open cases
- Increase of 3,569 cases since February 2020.
- Gain an average of 223 cases per month.

Case Loads



SNAP

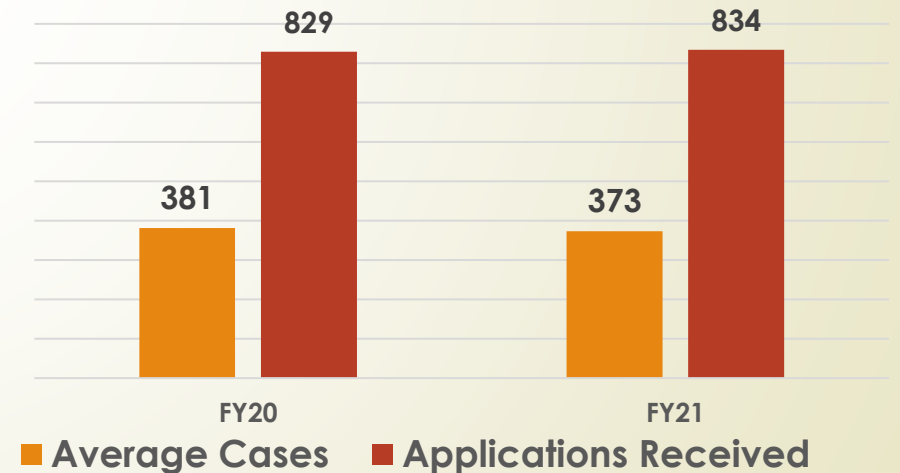
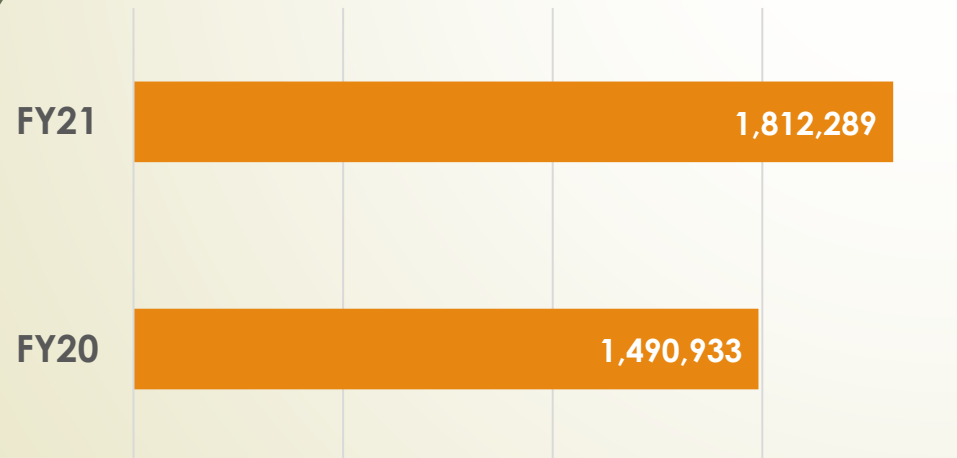
- Emergency SNAP Benefits available to all SNAP eligible households beginning March 2020 with maximum benefits issued
- Extended certification periods
- Suspended work requirements
- Simplified processing, waived renewal interviews and application interviews



TANF

- ▶ Extended certification periods
- ▶ Suspended and waived in-person interviews
- ▶ Suspended the closure of cases
- ▶ Suspended sanctions and required VIEW participation
- ▶ Expanded TANF Emergency Assistance

Benefits Issued





VIEW – Virginia's Initiative for Education and Work

- ▶ No requirement for working, attending training or job search
- ▶ No sanctions on benefits received
- ▶ Less participation with no show to appointments, returning calls or responding to correspondence,
- ▶ Lack of incentive to engage and work toward meeting goals

Monthly Average of Cases	129	FY 20/21	78	FY19/20
Monthly Average of Participants	31		42	
Average Hourly Wage	\$12.30		\$10.63	

LIHEAP – Low Income Energy Assistance

- Offered a one-time COVID Response Benefit of \$300 per eligible household
- Had a higher income limit than traditional EAP (Cooling / Fuel Assistance)
- Geared to reach a new population who needed assistance to pay energy bills

Fuel Assistance Benefits Issued	\$833,546 FY20/21	\$880,954 FY19/20
Applications received	2,096	2,219
Cooling Assistance Benefits Issued	\$393,847	\$285,196
Applications received	1,506	1,509
Crisis Benefits Issued	\$112,115	\$114,067
Applications received	620	742



Child Care

- ▶ Extended certification periods and expanded services
- ▶ Waived in-person interviews for new applications.
- ▶ Expanded household income eligibility to 85% of the State Median Income.
- ▶ Allowed for Job Search to be an approved activity.
- ▶ Increased the number of absence days vendors could use.
- ▶ Supplied PPE to child care vendors and grants to assist with operations and disease control efforts.

Child Care Benefits Issued
Monthly average of cases

\$1,009,409 FY 20/21
153

\$547,696 FY 19/20
205



Burial Assistance

- ▶ Increased demand for assistance
- ▶ FEMA Burial Assistance ; no deadline on applying
- ▶ Maximum of \$9,000 per deceased individual and a maximum of \$35,500 per application, if you incurred funeral expenses for multiple deceased individuals
- ▶ FEMA Burial Assistance Death certificate must attribute the death directly or indirectly to COVID-19.
- ▶ FEMA has provided over \$1.6 billion to more than 247,000 people to assist with COVID-19-related funeral costs for deaths occurring on or after Jan. 20, 2020

SVSS Burial Benefits Issued
Applications approved

\$24,000 FY20/21
54

\$19,229 FY19/20
40

Fraud Referrals and Collections

➤ Total Collections	\$313,085 FY20/21	\$184,029 FY19/20
➤ SNAP Collections	\$303,094	175,971

- Increase in Fraud, especially SNAP Benefits, partially due to less reporting requirements
- Receipt of maximum SNAP benefits, unemployment, stimulus money

Involuntary Payments account for the greatest dollar amount for claims.. (over \$150,000) which include Federal and State tax hits... State Tax hits were suspended for a brief period of time.



Currently

- ▶ The Public Health Emergency for Medical Assistance continues to be extended thru June/July (90-day increments).
- ▶ VA/VDSS continues to request approval from the USDA, monthly extend maximum SNAP benefit issuance
- ▶ Continues to allow waived interviews for SNAP and TANF
- ▶ Continues to offer an increased income eligibility threshold for Child Care Subsidy access through the end of May 2022
- ▶ Continues to not mandate employment for SNAP / TANF (voluntary only)



Service Programs

- Adult Protective Services
- Child Protective Services
- In-Home Prevention Services
- Foster Care
- Adoption
- Children's Services Act



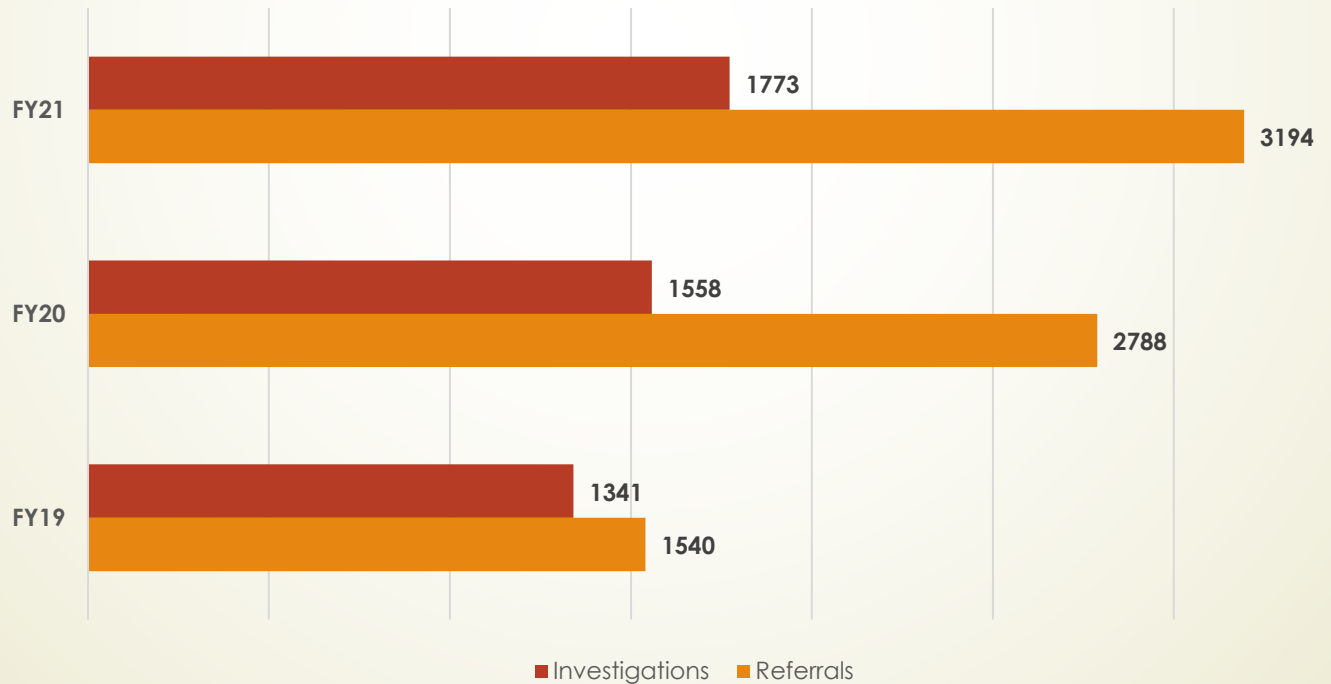
What's New - Across Programs

- ▶ Training – slowly moved to virtual - a year later trainers have gotten a lot better at it and so have our workers
 - ▶ Virtual meeting platforms and more frequent communication with State and Regional Partners
 - ▶ Options for virtual visits if there is a COVID positive staff or client
 - ▶ Telework benefits for staff
 - ▶ High staff turnover – Difficulty getting applicants
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Adult Protective Services

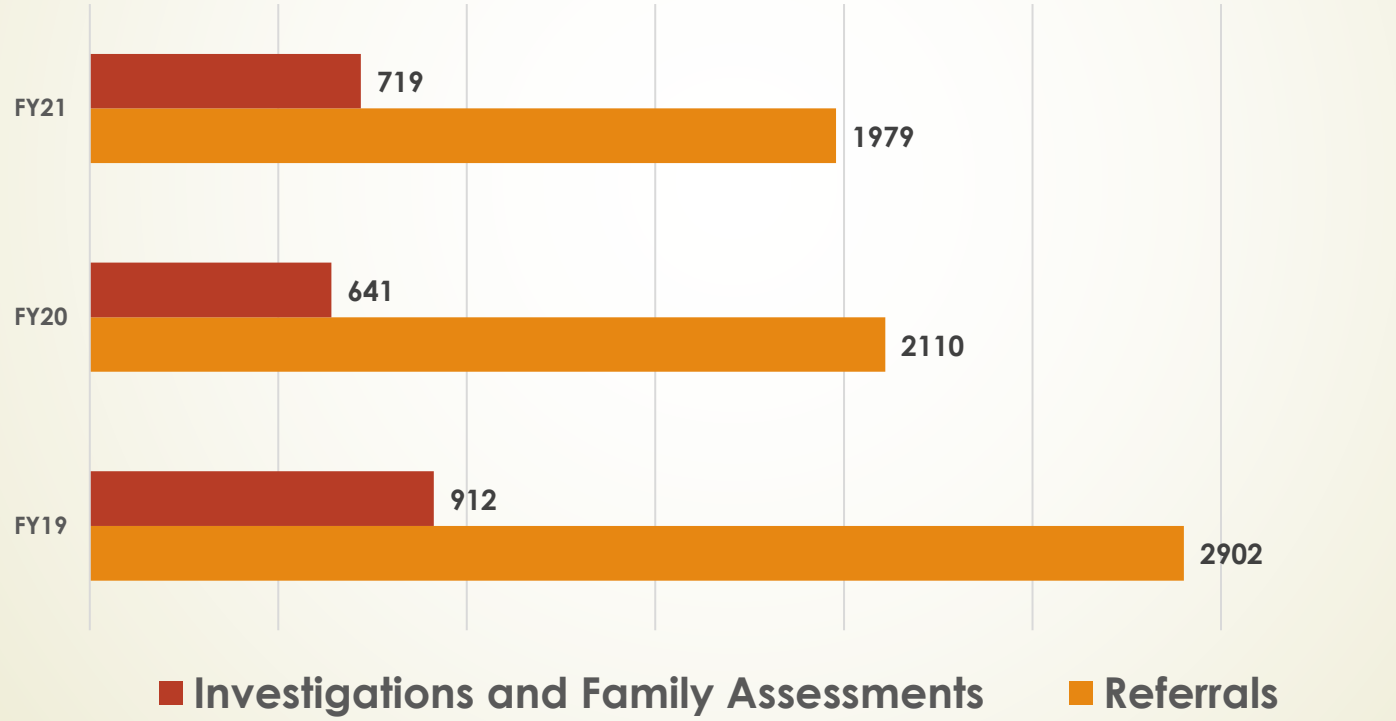
Adult Services

- Investigate abuse, neglect and exploitation of elderly and incapacitated adults. Provides services to protect and reduce risk to adults in the community.



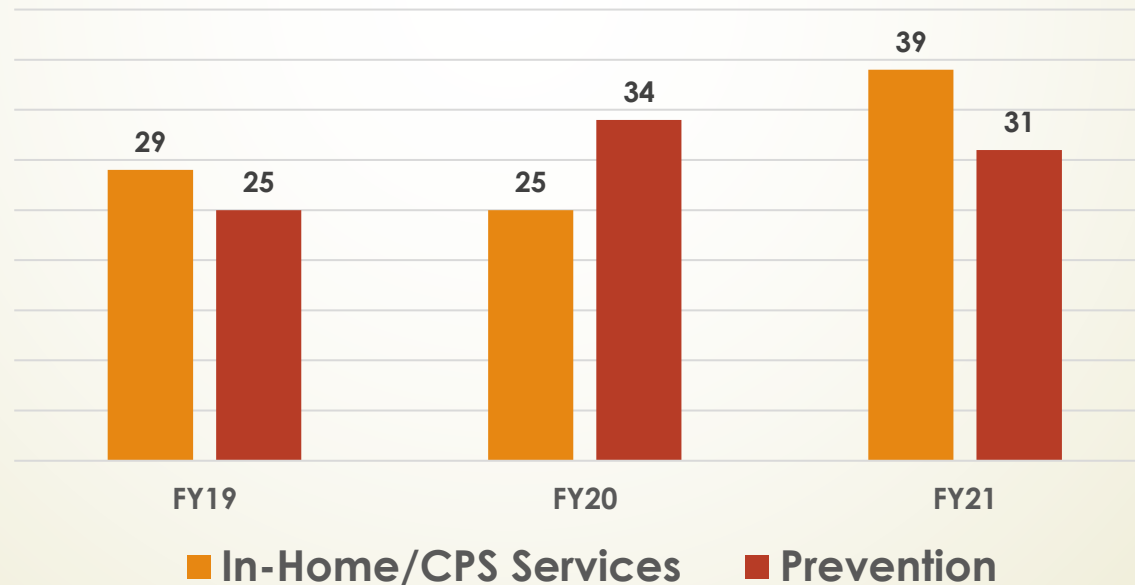
Child Protective Services

- Conduct Investigations and Family Assessments on reports of child abuse and neglect.



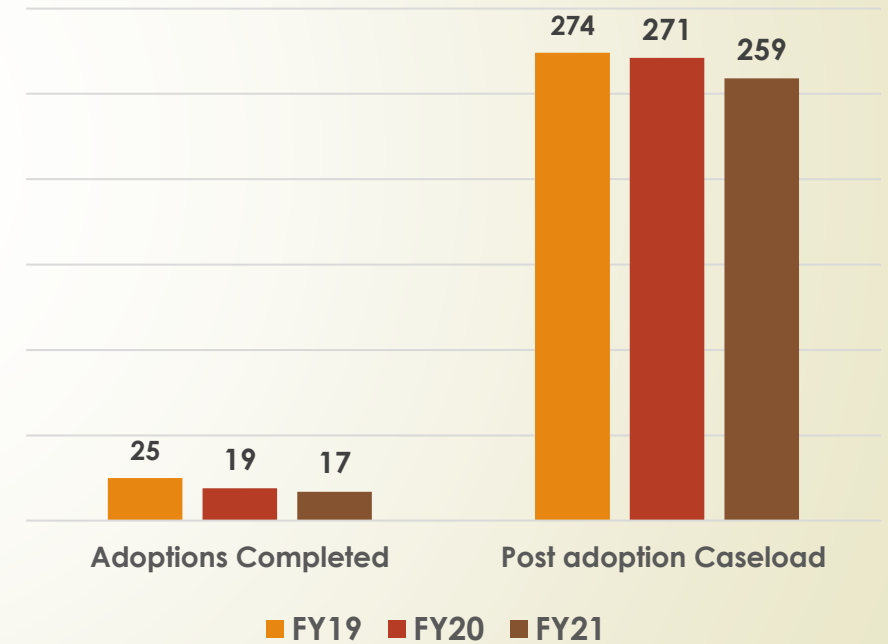
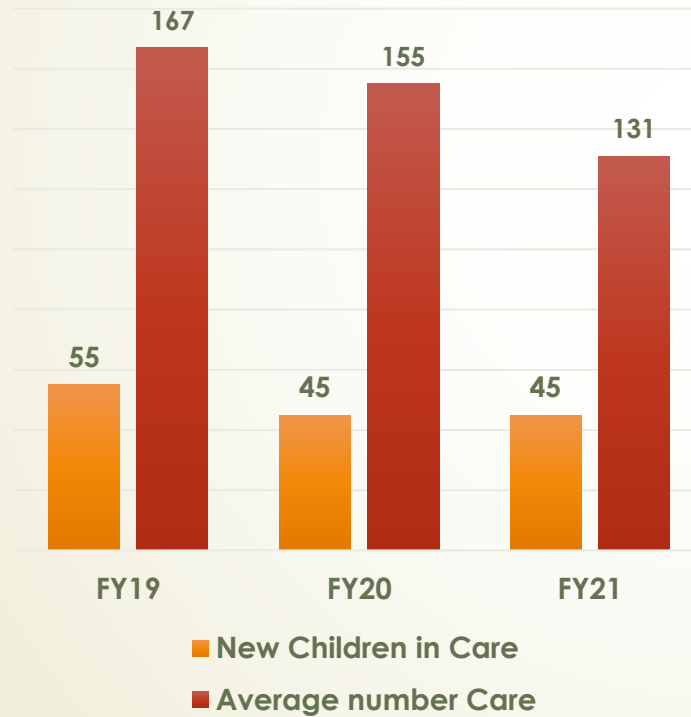
In-Home Prevention Services

- Address child safety and risk factors in efforts to prevent further abuse or neglect and target resources and services that prevent entry into foster care, helping children remain safely in their homes or with relative/kin caregivers.



Foster Care/Adoption

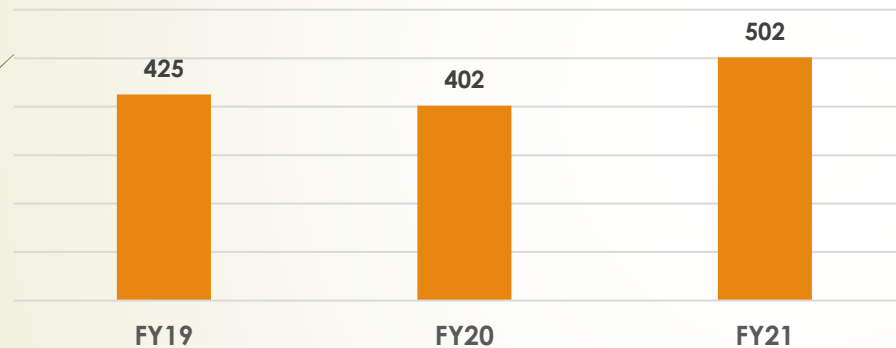
Provides safe placement for children coming into foster care with an emphasis on seeking permanent placements for the child through family and kinship.



Children's Services Act

- ▶ The Children's Services Act (CSA) is a law enacted in 1993 that establishes a single state pool of funds to support services for eligible youth and their families. State funds, combined with local community funds, are managed by local interagency teams who plan and oversee services to youth.

Youth Served



Partnering with schools, the court services unit, community services board, the Health Department local government, private providers and parents.

Expenditures

