

Shenandoah Valley Social Services



Programs and Outcome Data FY2025

Serving the County of
Augusta and the Cities of
Staunton and
Waynesboro

179 Employees

Waynesboro Location



Verona Location



In July of 2003, the Staunton/Augusta County Department of Social Services merged with the Waynesboro Department of Social Services and began operating under the name, Shenandoah Valley Social Services.

Benefit Programs

SNAP

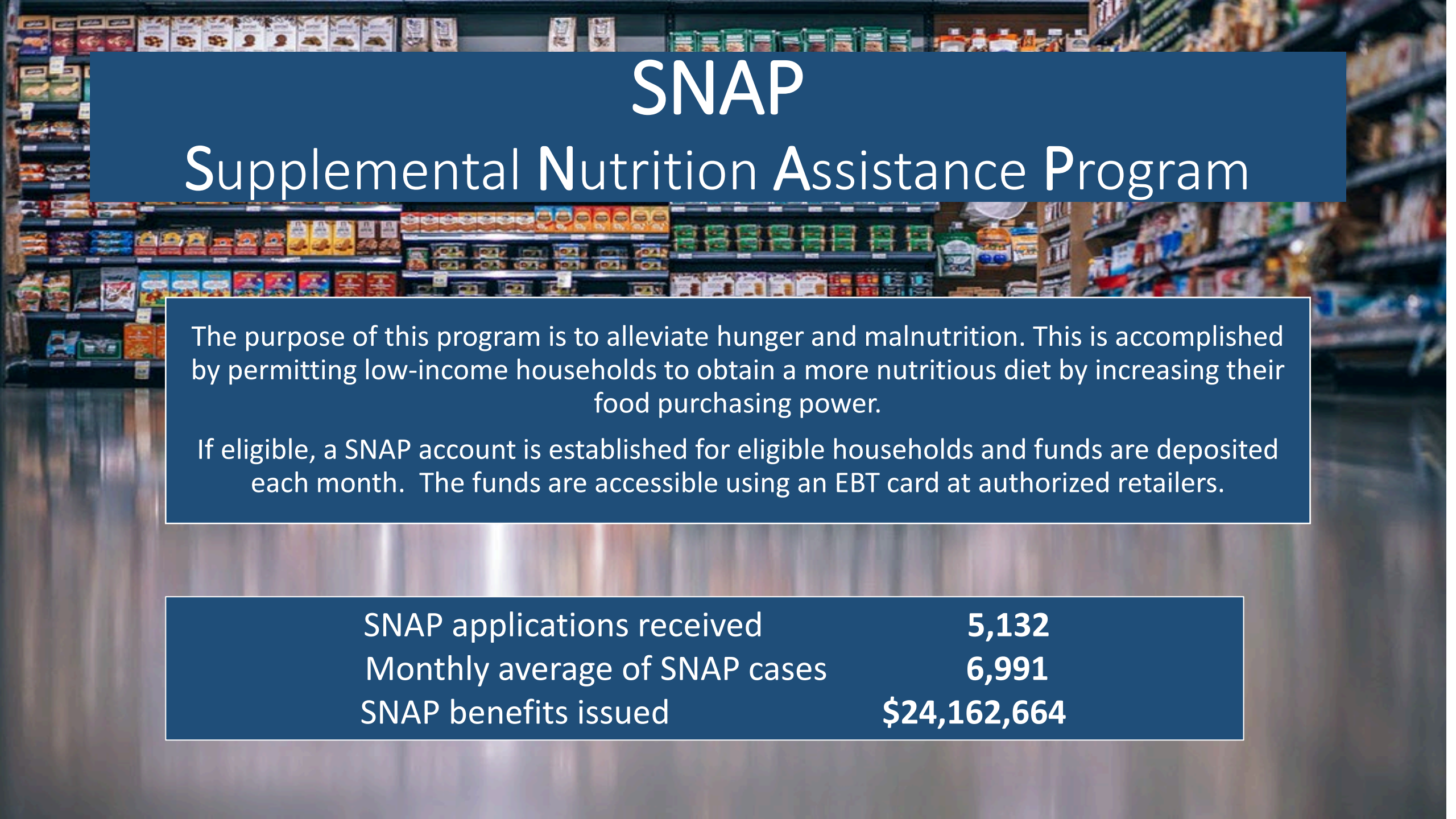
TANF

Medical
Assistance

Energy
Assistance

VIEW

Child Care



SNAP

Supplemental Nutrition Assistance Program

The purpose of this program is to alleviate hunger and malnutrition. This is accomplished by permitting low-income households to obtain a more nutritious diet by increasing their food purchasing power.

If eligible, a SNAP account is established for eligible households and funds are deposited each month. The funds are accessible using an EBT card at authorized retailers.

SNAP applications received	5,132
Monthly average of SNAP cases	6,991
SNAP benefits issued	\$24,162,664

TANF

Temporary Assistance to Needy Families

TANF provides a monthly cash payment to families to meet basic needs.

- Provide assistance to needy families so those children may be cared for in their own homes or homes of relatives.
- Emphasis on personal responsibility. Participants may be provided with services such as job readiness training, child care assistance, transportation and other work-related expenses.

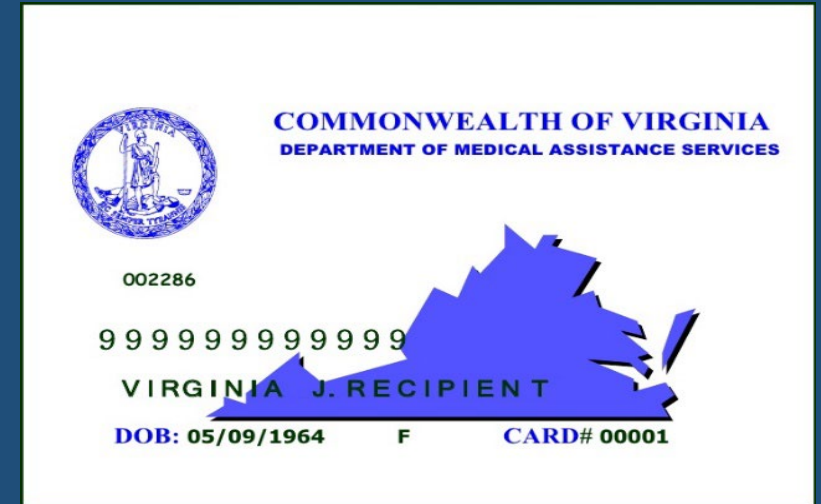
TANF applications received	803
Monthly average of TANF cases	362
TANF benefits issued	\$1,780,498
Diversionary/Emergency Assistance cases	13
Diversionary/Emergency Assistance benefits issued	\$28,055



Medical Assistance

Medicaid & FAMIS

- Provides medical and health-related services for individuals and families with low-income
- **FAMIS** (Family Access to Medical Insurance Security) is similar to Medicaid but is only available for children under 19 and pregnant females. It has a higher income limit and medical services may require co-pays.



Families & Children Medicaid, Plan First, & Medicaid Expansion cases	13,529
Long Term Care/Aged, Blind, & Disabled, and Auxiliary Grant Medicaid cases	4,810
Medicaid benefits issued	\$275,322,793

LIHEAP

Low Income Home Energy Assistance Program

Divided into 4 different forms of assistance that serve different purposes and operate at different times of the year:

- **Crisis Assistance**
 - Heating Emergencies
- **Fuel Assistance**
 - Offsets Heating Fuel Costs
- **Cooling Assistance**
 - Cooling Utility Bills & Equipment
- **Weatherization Assistance**
 - Energy Efficiency & Air Filtration

***Administered through the
Dept. of Housing and Community
Development (DHCD)*

Fuel applications processed	2,218
Fuel benefits issued	\$827,960
Cooling applications processed	2,096
Cooling benefits issued	\$947,454
Crisis applications processed	561
Crisis benefits issued	\$98,056



VIEW

Virginia Initiative for
Education & Work

Assists, trains, and prepares
TANF recipients for
employment

Monthly avg of VIEW cases **120**

Monthly avg of employed
participants **33**

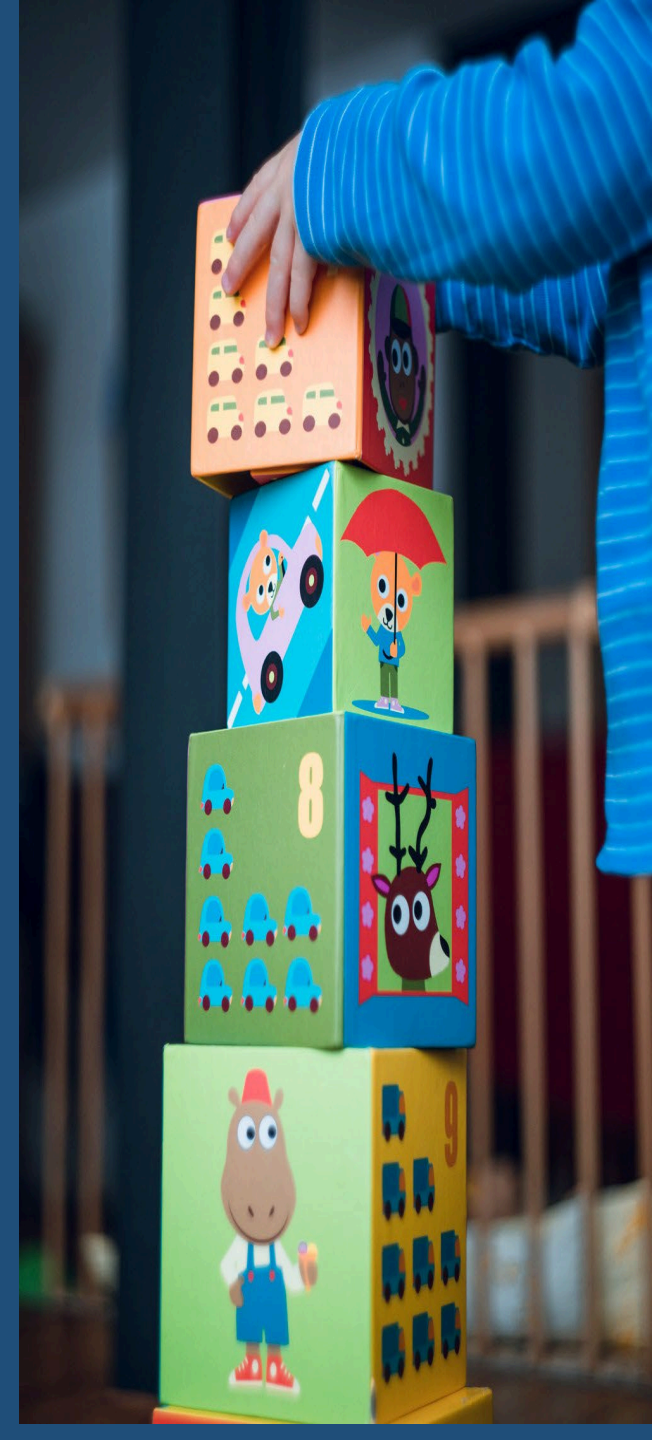
VIEW avg hourly wage **\$15.53**

Child Care Subsidy Program

Provides financial assistance
to eligible families to help
pay for the cost of child care
so they can work or attend
educational or training
programs.

Monthly avg cases **313**

Benefits issued **\$2,416,626**



Other Benefit Programs

General Relief

Locally optional program designed to provide assistance for families caring for unrelated minors

Monthly avg of children receiving assistance **19**

GR benefits issued **\$74,547**

Burial Assistance

Provides local burial assistance for indigent families

Burial applications approved **65**

Burial benefits issued **\$32,087**

Fraud Referrals and Collections

SNAP collections **\$163,395**

TANF collections **\$4,103**

Daycare collections **\$2,863**

Medicaid collections **\$2,743**

VIEW collections **\$0.00**

Total collections **\$173,104**

Service Programs

Adult Services (AS) &
Adult Protective
Services (APS)

Child Protective
Services (CPS)

Prevention
In Home Services

Foster Care

Adoption/Resources

Children's Services
Act (CSA)

Adult Services & Adult Protective Services

Includes the identification, receipt and investigation of reports of abuse, neglect or exploitation of adults 60 years of age or older and incapacitated adults age 18 or older.

Provides services to impaired adults (age 18 or over) or adults 60 years of age or older, assessment for nursing facility or assisted living facility care and coordination of other services to support the adult.

Designed to maximize self-sufficiency, prevent abuse, neglect and exploitation and allow the adult to remain in the least restrictive setting and functioning as independently as possible.



Adult Protective Services Intake referrals	3,266
APS investigations	1,419
APS found in need of services	674
Monthly average of APS ongoing cases	78
Adult Services Intake Referrals/Contacts	2,553
Monthly average of Adult Services ongoing cases	351
Monthly average of Guardianships	304
Monthly average of Volunteer Payee Program	29

Child Protective Services (CPS)

Responsible for receiving reports of abuse and neglect, conducting investigations to determine the validity of CPS reports, and providing services that enhance child safety and , preserve the family when possible and prevent further abuse and neglect to families and children.

A 24-hour child abuse and neglect hotline provides access to social services 24/7.

CPS referrals	2,543
CPS investigations & Family assessments	601





Prevention/In Home Services

Goal: To strengthen families by ensuring the safety, permanency and well-being of its children.

Designed to:

- Prevent the occurrence or reoccurrence of child abuse/neglect from any caretaker
- Prevent out of home care (including prevention of foster care)

In-Home Services:

Provide interventions and services to families that focus on preserving families and maintaining children's safety in their own homes by engaging families, identifying individualized needs, creating and monitoring service plans and progress with families, while continually assessing safety, risk and protective capacities

Monthly average of In Home Services cases

47

Monthly average of Prevention cases

26

Foster Care and Adoption

The Foster Care program provides services to children and families when circumstances require the child to be removed from their home.

Provides a safe and stable environment 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.

Number of children entering care	86
Monthly average of Foster Care cases	164
Adoptions completed	26
Post adoption subsidized cases average caseload	241
Number of approved foster homes	35





Resources

Provides Recruitment in Community for Foster/Adoptive Parents.

Conducts pre-service training with two curriculums and various in-service training throughout the year. Trainings are both in class and online learning.

Conducts approvals for Foster / Adoptive parents to include Foster only, Foster to Adopt and Relatives.

Completes mutual home assessments including interviews, compliance of the physical home, parenting ability, background checks and financial stability.

Provides ongoing support to the Foster / Adoptive parents and conducts monthly Foster / Adoptive parent support groups.

CSA

What is CSA?

- 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.
- The mission of the CSA is to create a collaborative system of services and funding that is child-centered, family-focused and community-based when addressing the strengths and needs of troubled and at-risk youth and their families in the Commonwealth.



Number of youth served	402
CSA benefits issued	\$14,616,167

Promoting Safe and Stable Families (PSSF):
Assist children and families resolve crises, connect with necessary services, and remain safely together in their own homes whenever possible

FY24/25 CASELOAD COUNTS

AUGUSTA COUNTY, STAUNTON AND WAYNESBORO

