

Shenandoah Valley Social Services

Fiscal Year 2018 – 2019
Annual Report

Providing Assistance to Local Citizens in Need Since 1914



Agency History

The roots of Social Services in Augusta County can be traced back to the establishment of the Community Welfare League in 1914.

The local department of Social Services has been a joint Staunton and Augusta County operation since legislation in 1938 provided for the establishment of welfare agencies in each locality in Virginia.



Agency History

The Departments of Social Services for Staunton and Augusta County were housed together and considered one jointly-operated agency.

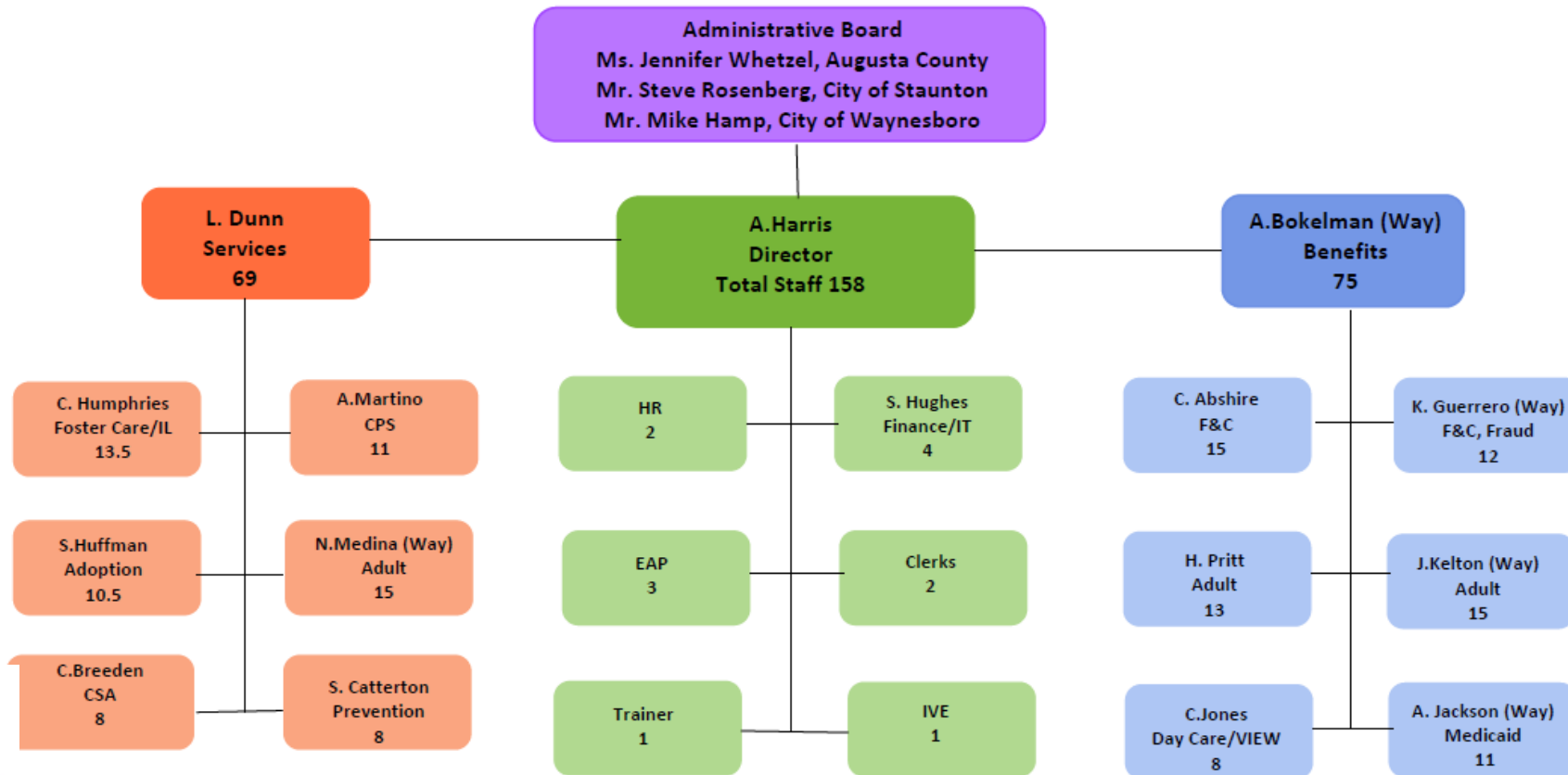
In 1992, the Staunton/Augusta County Department of Social Services moved to the Augusta County Government Center in Verona from their prior location on Central Avenue in Staunton.



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.



Shenandoah Valley Social Services Organizational Chart August 2019



Agency Mission



Mission Statement

The promotion of self-reliance and protection of citizens through community-based services.



Agency Goals

1. Create an environment for people to become and remain self-sufficient.
2. Increase community ability to assume greater ownership and responsibility for human services.
3. Protect citizens in at risk situations from neglect, abuse and exploitation.
4. Promote conditions that support development of healthy families and individuals.
5. Improve flexibility, innovation, accountability, effectiveness, professional development and cultural diversity in the Social Services system.



The mission and goals of the agency are achieved through the operation of two divisions:

- Benefit Programs: Provide medical, financial, energy and food assistance through programs such as the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), Medical Assistance & FAMIS, and the Low Income Home Energy Assistance Program (LIHEAP).
- Service Programs: Provide child protective and prevention services, adult protective services, adult services, volunteer payee services, child care services, employment services, and foster care and adoption services.

Benefit Programs

TANF &
Diversionary
Assistance

SNAP

Medical
Assistance

VIEW

Energy
Assistance

Fraud
Referrals and
Collections

TANF

Temporary Assistance to Needy Families

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

The programs goals are as follows:

- 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 - 916
- ❖ TANF cases under care (monthly average) - 406
- ❖ Diversionary cases FY18/19 - 15
- ❖ TANF benefits issued - \$1,493,343



SNAP

Supplemental Nutrition Assistance Program

Formerly known as *Food Stamps*

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

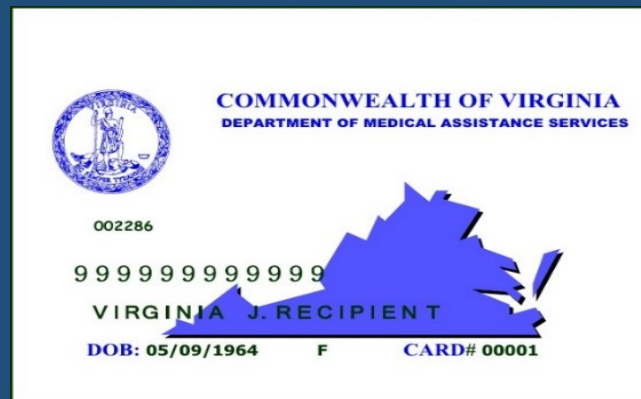
- ❖ SNAP applications received FY 18/19 - 4,178
- ❖ Average # cases served per month - 5,069
- ❖ FS benefits issued FY 18/19 - \$13,414,177



MEDICAID

Medical Assistance

- Provides medical and health-related services for individuals and families with low-income
 - ❖ Families & Children and Plan First cases under care – 7,645
 - ❖ Long Term Care/Aged, Blind, & Disabled, and Auxiliary Grant Medicaid cases under care - 4,269
 - ❖ Total Medicaid benefits issued FY18/19 - \$133,127,522



GENERAL RELIEF

Provides assistance for families with unrelated minors.

- ❖ Number of children receiving assistance - 8
- ❖ Total GR spent - \$27,190

BURIAL ASSISTANCE

Provides burial assistance for those with no family or resources to pay burial expenses.

- ❖ Number of burial applications approved - 55
- ❖ Total Local Burial Expense - \$26,803





LIHEAP

Low Income Home Energy Assistance Program

Provides heating/cooling and crisis assistance to low income households.

❖ Fuel Assistance

- Fuel applications processed FY18/19 – 2,350
- Fuel benefits issued FY18/19 - \$892,110

❖ Cooling Assistance

- Cooling applications processed FY18/19 – 1,531
- Cooling benefits issued FY18/19 - \$281,286

❖ Crisis Assistance

- Crisis applications processed FY18/19 - 838
- Crisis benefits issued FY18/19 - \$145,615

VIEW

Virginia Initiative for Employment and Work

Offers employment-related activities, education, training, and support services to TANF recipients. Supports the TANF goal of self-sufficiency.

- ❖ VIEW cases (monthly average) – 86
- ❖ VIEW customers employed (monthly average) – 60
- ❖ 70% of VIEW customers employed
- ❖ VIEW average hourly wage - \$10.22





Fraud Referrals and Collections

- ❖ TANF collections - \$6,168
- ❖ SNAP collections - \$179,544
- ❖ Daycare collections - \$1,674
- ❖ View collections - \$29
- ❖ Total collections FY18/19 - \$193,187

Service Programs

Adult Services
(AS)

Adult
Protective
Services (APS)

Child Protective
Services (CPS)
& Prevention

Foster Care &
Adoption

Children's
Services Act
(CSA)

Child Care
Subsidy
Program

CHILD CARE SERVICES

Provides quality day care services for children

- ❖ Day care cases (monthly average) – 184
- ❖ Day care benefits issued FY18/19 - \$730,466



Adult Services and 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.

APS workers may arrange for a variety of health, housing, social and legal services to stop the mistreatment or prevent further mistreatment.

Services may include home-based care, transportation, adult day services, adult foster care, nutrition services and legal intervention.

- ❖ APS Intake referrals FY18/19 - 1,540
- ❖ APS investigations – 1,341
- ❖ APS found in need of services FY18/19 - 125
- ❖ APS ongoing service cases (monthly average) - 273
- ❖ AS intake referrals/contacts - 652
- ❖ AS ongoing service cases (monthly average) - 132
- ❖ Guardianship (monthly average) – 190
- ❖ Volunteer Payee Program (monthly average) - 36





Child Protective and Prevention Services

Identifies, assesses and provides services to children and families in an effort to protect children, preserve families whenever possible, and prevent further maltreatment.

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 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 FY18/19 - 2,902
- ❖ CPS investigations/assessed FY18/19 - 912
- ❖ CPS families opened to service (monthly average) - 29
- ❖ Prevention cases - 25

Foster Care & Adoption



The Foster Care and Adoption 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. Emphasis on seeking permanent, safe placement.

Services can include: foster and adoptive family home placement, group home or residential placement, independent living home placement, housing assistance, parent training, intensive home-based services, Independent Living Skills training, respite care services, medical assistance, therapeutic, and mental health and substance abuse counseling.

- ❖ Number of children entering care during FY18/19 - 55
- ❖ Average monthly caseload - 167
- ❖ Adoptions completed FY18/19 - 25
- ❖ Post adoption subsidized cases completed for FY18/19 - 274
- ❖ Number of approved foster home FY18/19 - 35

CSA

Children's Services Act

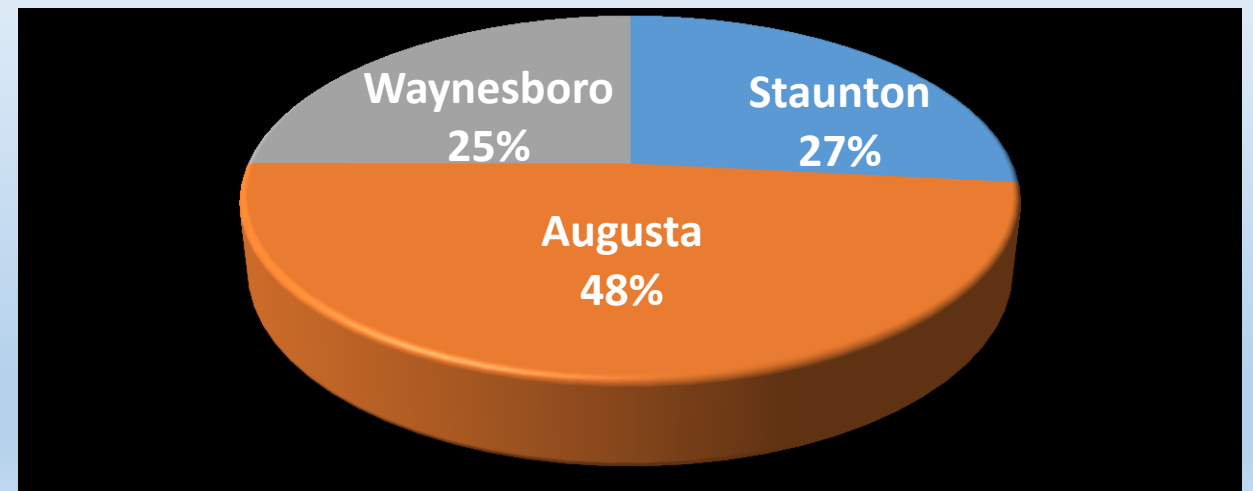
The mission of the CSA is to create a collaborative system of services and funding that is child-centered, family-focused and community-based when addressing the strengths and needs of troubled and at-risk youth and their families in the Commonwealth.

- ❖ Number of youth served FY 18/19 – 425
- ❖ Total CSA dollars spent - \$11,801,854



Benefit and Service Case Count Percentages by Locality FY 18/19

FY18/19 CASELOAD COUNTS FOR STAUNTON,
AUGUSTA COUNTY AND WAYNESBORO





Questions