

# FY2018

## ANNUAL REPORT



Supplemental Nutrition Assistance Program

Medicaid



Adult Protective Services

# Frederick County, VA

## DEPARTMENT OF SOCIAL SERVICES

Adoption Services

Child Care



Foster Care



Virginia Initiative Employment not Welfare

Temporary Assistance to Needy Families



## FREDERICK COUNTY DEPARTMENT OF SOCIAL SERVICES

*"Dedicated to provide services to individuals and families safety, family stability, personal responsibility and commitment to children and vulnerable adults."*

### Message from the Chairman of the Board of Directors **Gail W. Rush**

The Frederick County Virginia Department of Social Services (FCDSS) provides a wide array of benefit and support services to the residents of Frederick County. This brochure provides a look at the support and services that FCDSS provides to the citizens of out County. Recent statistics show that 7% of the county residents live at or below the poverty levels. Over 9% of the children under the age of 18 live in homes with incomes below the national poverty guidelines. The department continues to see a rise in the number of children as well as adults that qualify for child protective services and adult protective services. This drives the need for the expansion of services to support the needs in our community.

During this fiscal year, over \$89,394,507 was added into Frederick County businesses by way of programs such as Medicaid, the Supplemental Nutrition Assistance Program (SNAP), and Child Care Services. Of this amount approximately 54% comes from Federal dollars, 42% from State funds and 4% from local County dollars.

FCDSS continues in the role of coordinating and supervising Foster Care Training and Recruitment for Clarke County, Frederick County and the City of Winchester. The staff coordinates recruitment and then training for families interested in providing Foster Care. There is a continuing need for foster care families in our communities.

The expansion of the Medicaid program in Virginia has added to the responsibilities of the department to provide prompt and accurate responses to the expanded applicant group. The goal is to provide prompt approval to those who qualify for this program.

The personnel for the Frederick County Department of Social Services include 10 management staff and 73 staff to provide quality care and services to the clients. This agency consistently achieves high levels of performance ratings by the Commonwealth. The staff strives to strengthen families and individuals by educating, supporting, and offering essential services to those in need to ensure that we care for the most vulnerable part of our population. It is the privilege to serve on the Social Services Board to support the efforts of the department.

Thank you,

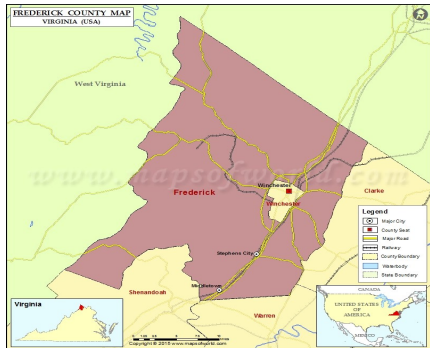
Gail W. Rush, Chairman  
Board of Directors, Frederick County Department of Social Services

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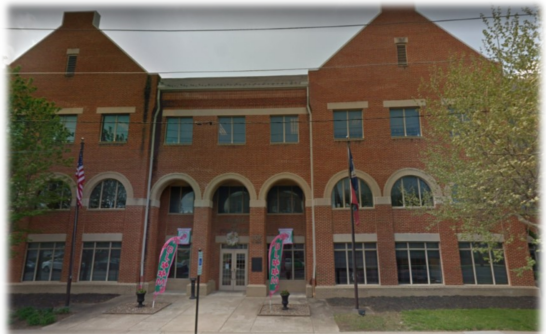
## Directors

Tamara L. Green, Director  
Amy Swift, Assistant Director



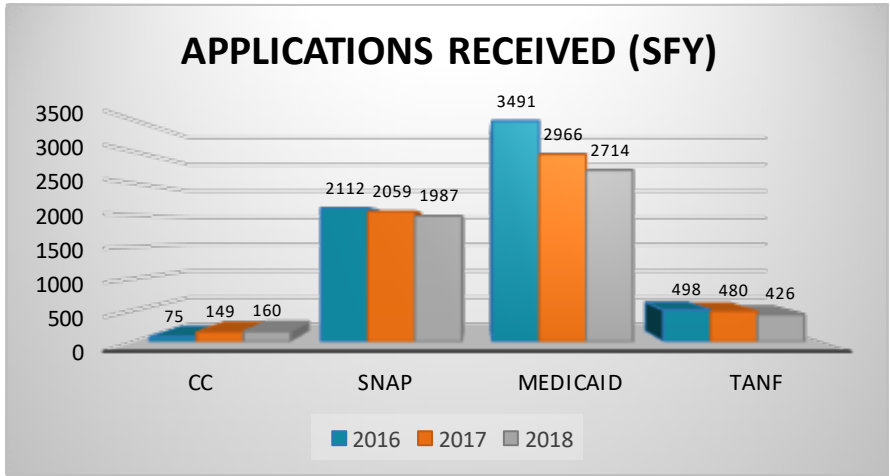
## Contact Us

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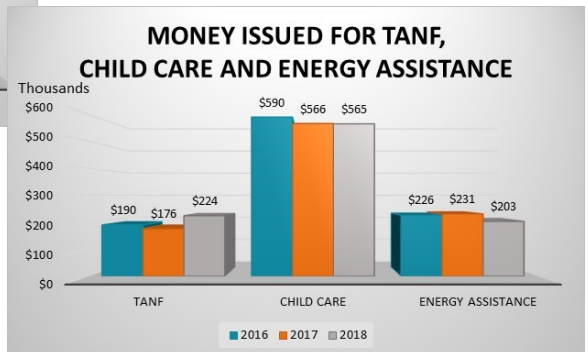
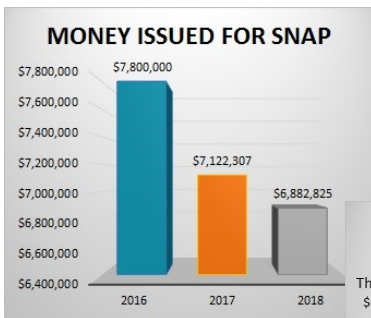


## Benefit Programs

The total number of applications received by the Eligibility team has experienced a decrease of 6%, coinciding with the nationwide decline in 2018. The decline has been largely attributed to a strengthening economy, resulting in fewer low income people qualifying for Child Care<sup>(1)</sup>, Snap<sup>(2)</sup>, Medicaid<sup>(3)</sup> and TANF<sup>(4)</sup>.

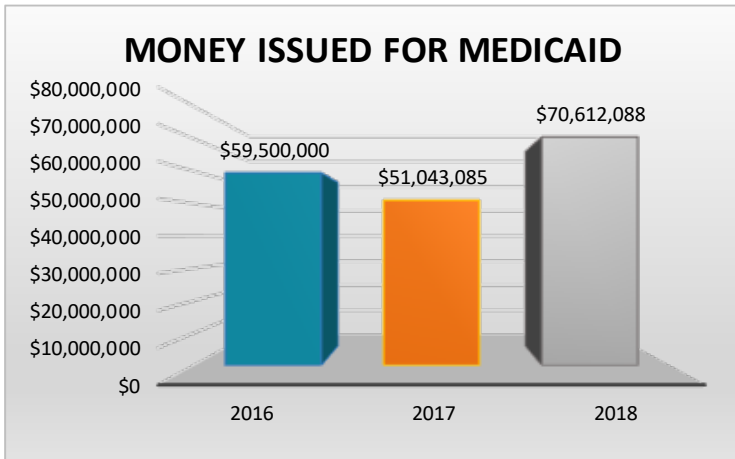


Equally, SNAP spending decreased for FY2018 by 3%, TANF decreased by 25%, Child Care slightly decreased by 0.2% and Energy Assistance<sup>(4)</sup> decreased by 11%.

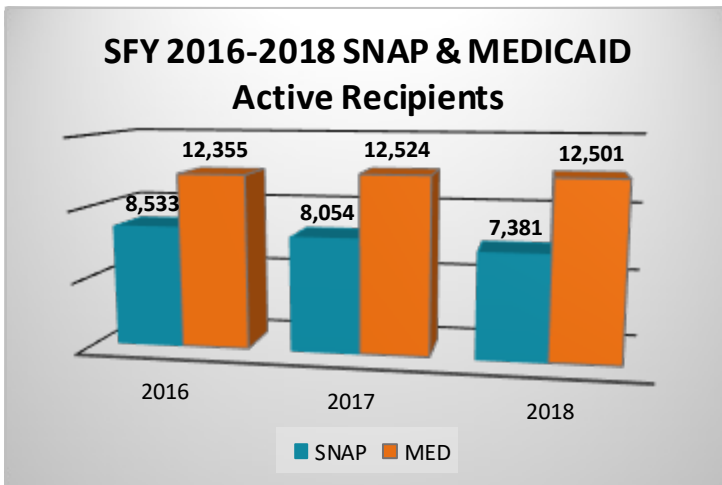




In contrast to the reduced application numbers, Medicaid spending grew a surprising 38% in 2018. While the number of citizens applying has seen a slight decrease, the cost of treating our remaining citizens receiving Medicaid has grown. This is attributable to seeing a higher enrollment of seniors and people with disabilities, whose care requirements are more robust and constant and the cost of those services are significantly higher. Other factors for the higher Medicaid expenses include more expensive prescription drugs and expenses required to treat substance abuse and mental health.

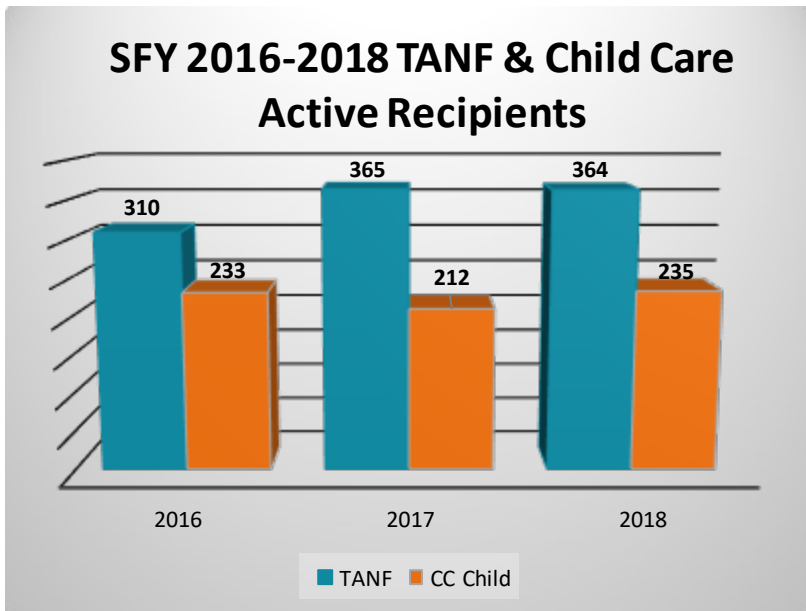


The team at Frederick County has been dedicated to continually look at process flows and reshape the way caseloads are managed in order to provide the best possible customer service to meet our family's evolving needs.



The total number of active cases that are being maintained by staff at Frederick County has stayed approximately 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 and promises to be a program that will continue grow in the next year as we have requested additional funding to remove families off the waitlist.



The agency was also able to provide energy assistance to hundreds of families during the peak heating and cooling seasons, providing much needed support to our citizens to stay warm and cool during the seasons' challenges.

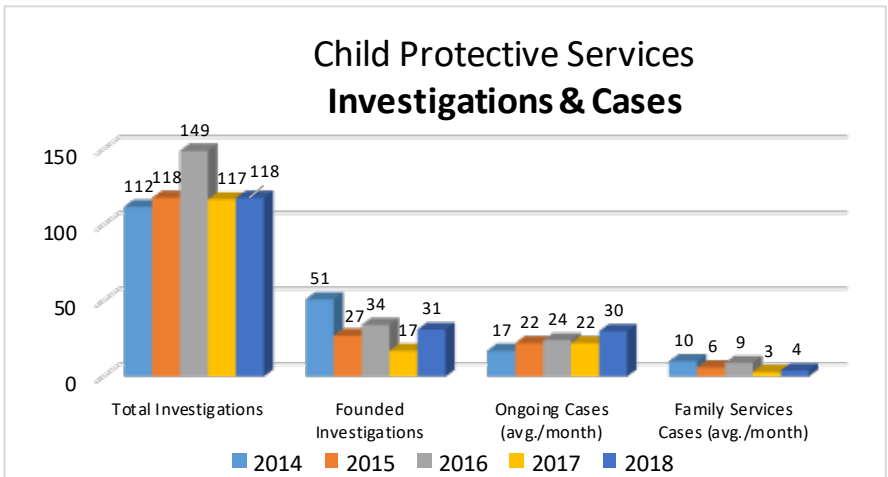
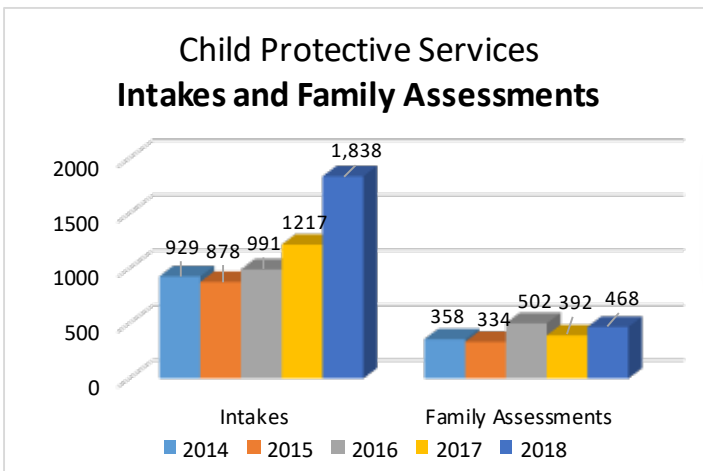
It is important to emphasize that while the number of families that may qualify for Benefit Programs does not appear to be increasing, the remaining families that do qualify typically have more complex needs and barriers and often take more time, efforts and resources to support toward long-term self-sufficiency goals.

# Services Programs

Recent years have witnessed an increasing number of deaths in what has been labeled as the 'opioid crisis' across the United States, but it has especially hit the rural and suburban areas, including the Frederick County area. The number of children who are born substance exposed continues to increase. Another of its effects has been the increase in children being placed in foster care.

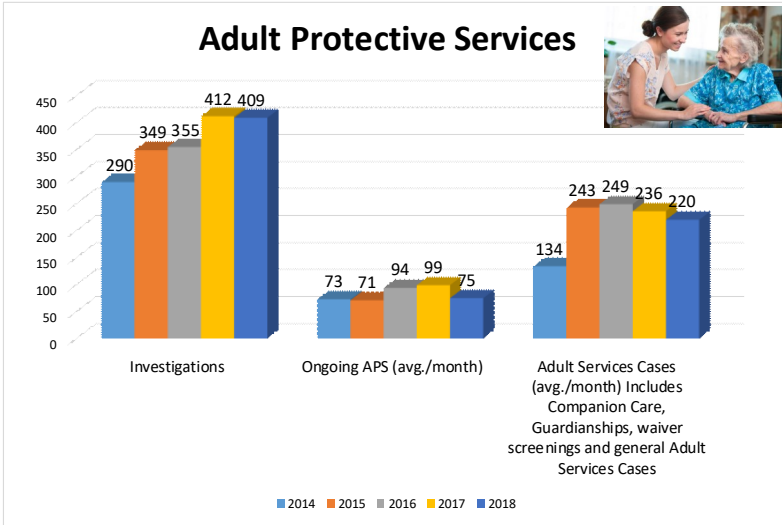
## CHILD PROTECTIVE SERVICES<sup>(7)</sup>

The CPS staff continued their hard work in SFY 2018 to keep children safe under these and other hard situations that families endure.



## ADULT PROTECTIVE SERVICES<sup>(9)</sup>

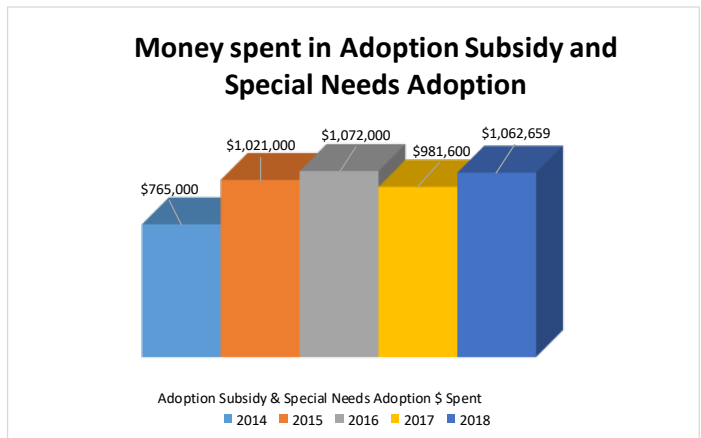
The APS staff has continued to work diligently to tend to the incoming referrals to ensure the safety of Frederick County's elderly and disabled population. While there has been a slight decrease in the number of cases, the complexity of those cases has been increased significantly by the higher incidents of financial exploitation being reported.



## ADOPTION<sup>(10)</sup>

The number of successful adoptions completed has increased from 3 to 6 children. The number of adoption subsidy and special needs adoptions completed increased from 52 to 55 in SFY18.

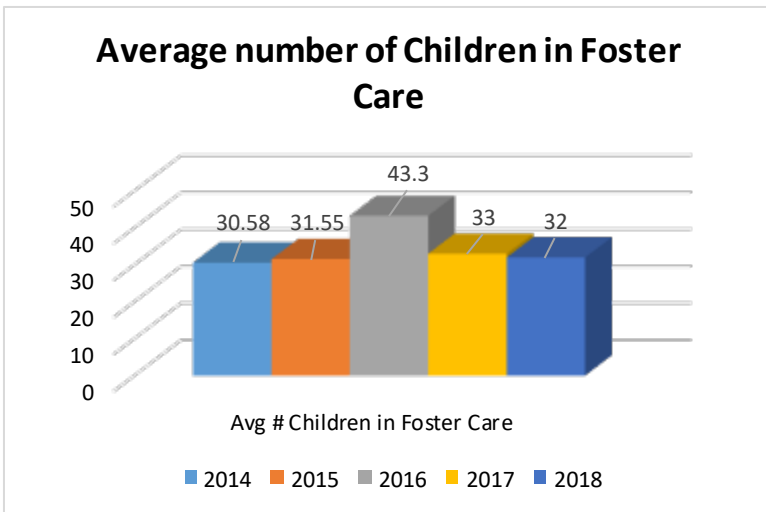
The amount of money spent in adoption subsidy also increased to \$1,062,659.



# FOSTER CARE<sup>®</sup>

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 continues to provide a collaborative effort between these localities to serve the needs of children and families in our communities. CFW provides a consistent, competency-based program to all prospective as well as approved foster, adoptive, and resource families.

All children deserve a safe and 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.



Foster Care community Recruitment



Foster Parent appreciation event



**IF YOU ARE INTERESTED IN BECOMING A FOSTER PARENT, PLEASE CONTACT:**

📍 Denise Britt 📞 540-665-5688 ext. 184

✉️ [denise.britt@fcva.us](mailto:denise.britt@fcva.us)

📍 Jes Miller 📞 540-665-5688 ext. 185

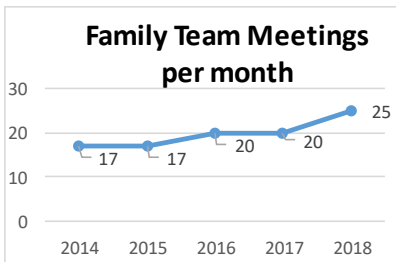
✉️ [jes.miller@fcva.us](mailto:jes.miller@fcva.us)





## CHILD AND FAMILY TEAM MEETINGS<sup>(1)</sup>

During the 2018 calendar year, Frederick County Department of Social Services conducted over 300 Child and Family Team or Family Partnership meetings, providing support to over 359 children. Frederick County continues to be innovative and creative to assist families in identifying natural supports who can participate in the process of planning for the safety, permanency, and well-being of their loved ones. One such innovation is the ability for the families served to incorporate a family meal during the Family Partnership Meeting to accommodate working families and relatives who otherwise might not be able to attend.



Families report feeling “heard, respected, and valued” during the Family Team Meeting process. In addition, community service supports, attorneys, and Guardian ad Litem have all provided positive feedback of the process and regularly attend these meetings.

## HOLIDAY BASKETS AND GIFT PROJECTS

In the middle of August, the Holiday Project sponsor letters were mailed out and our holiday project commenced! This year, with the support of generous sponsors, the Department organized the following basket and gift projects. This year, for Thanksgiving we were able to provide 23 food baskets to our families. During Christmas 119 children receive all of the gifts on their Christmas list, and 26 families received food baskets during our Christmas program. We were left speechless by the generosity of our amazing donors as gifts were being piled up from one end of the office to the other! It is an overwhelming sense of JOY that comes over us when we see the thoughtful generosity that the donors have for our children.



## GLOSSARY

- (1) *Child Care - Provides funding to enhance the quality and affordability of child care services available to families.*
- (2) *Supplemental Nutrition Assistance Program (SNAP) - Supplements the food budgets of low-income households to help assure needy persons a nutritionally adequate diet.*
- (3) *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.*
- (4) *Temporary Assistance to Needy Families (TANF) - Provides time-limited financial assistance and employment-related services to enable families with children to become self-supporting.*
- (5) *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.*
- (6) *Virginia Initiative Employment not Welfare (VIEW) - Offers employment-related activities, training, and support services to TANF recipients while providing the opportunity to achieve economic independence skills necessary for self-sufficiency.*
- (7) *Child Protective Services (CPS) - Investigates reports of child abuse and neglect. Provides services to treat and prevent abuse and neglect.*
- (8) *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.*
- (9) *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.*
- (10) *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.*
- (11) *A Child & Family Team Meeting or Family Partnership Meeting - A strength-based meeting that brings together families, natural supports, and formal and informal resources. The meeting is led by a trained facilitator 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 goal of the process is to enable child(ren) to remain safely at home whenever possible.*