

2021 ANNUAL REPORT

(July 1, 2020—June 30, 2021)



FREDERICK COUNTY, VA
DEPARTMENT OF SOCIAL SERVICES



FREDERICK COUNTY DEPARTMENT OF SOCIAL SERVICES

Message from the Chairman of the Board of Directors **John Lamanna**

It is a privilege to serve as the Chairman of the Frederick County Department of Social Services Board of Directors. Through this role I have had the opportunity to view the dedicated services of the Department's staff as they strive to strengthen families and individuals by educating, supporting, and offering essential services to those in need. The Frederick County Department of Social Services includes 84 full time staff, 17 of which are management, plus 2 part time staff who provide care and service to the clients in Frederick County. The Department consistently receives high performance ratings by the Commonwealth of Virginia.

During the past year, the Frederick County Department of Social Services remained open and continued to provide services and meet the needs of our community during the Covid-19 Pandemic. The members of the staff have adjusted to meet the many requirements for a safe environment while still implementing and meeting the expectations of the various programs that the Department is responsible for monitoring.

A wide array of benefits and support services are provided to the residents of Frederick County by the Frederick County Department of Social Services (FCDSS). This brochure provides a look at the support and services that FCDSS provides to the citizens of our 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, nearly \$134M was added into Frederick County business by way of programs such as Medicaid, the Supplemental Nutrition Assistance Program (SNAP), and Child Care Services. Of this amount, approximately 54% came 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 training for families interested in providing Foster Care. There is a continuing need for foster care families in our communities.

It is the belief of the Board that the true character of a community is evidenced by the manner it cares for its most vulnerable. The department's work shines a positive light on Frederick County.

In our ever-changing society, the department continues to be challenged to be able to recruit, hire, and maintain a fully staffed department that can provide quality services to the citizens of Frederick County. As a Board, we continue to strive to support the staff as they work to provide these services.

Thank You

John Lamanna, Chair

Frederick County Department of Social Services Board of Directors

SFY 2021 Board Members

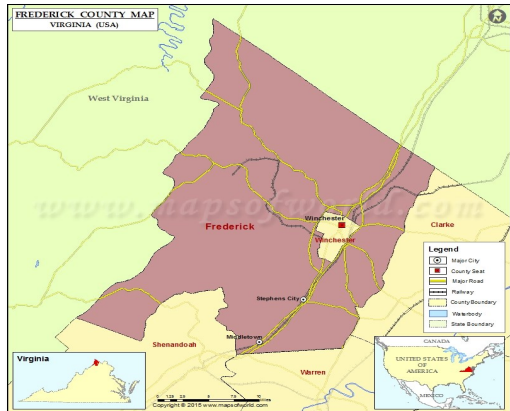
John Lamanna, Chairman	Board Member At-Large
Gail W. Rush, Vice Chairman	Opequon District
Lisa Carper	Back Creek District
Alan L. Morrison	Gainesboro District
Sharen Gromling	Stonewall District
Kermit Gaither	Shawnee District
Kelley Lockett	Red Bud District
Jay Tibbs	Deputy County Administrator
J. Douglas McCarthy	Board of Supervisors Liaison

Directors

Tamara L. Green	Director
Linda Gibson	Assistant Director

Contact Us

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Fax: (540) 665-5664
Email: mycase@fcva.us



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.



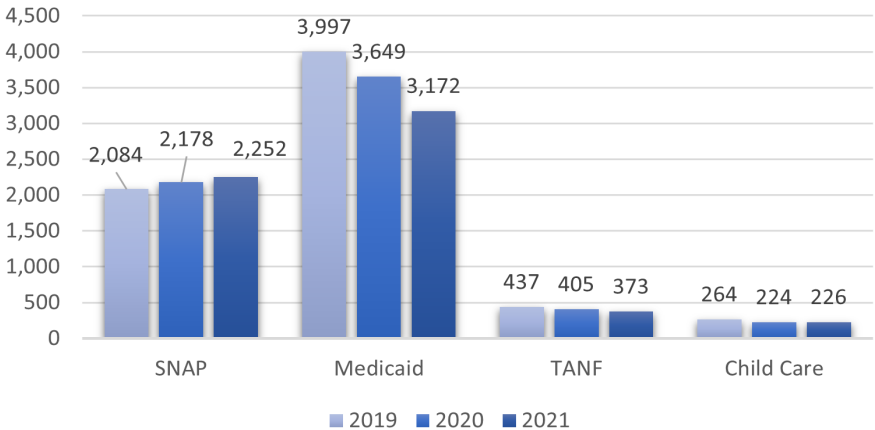
**Exceptional and Innovative
Human Services**

*Glossary of Acronyms and Terms can be found on page 12 and 13

Benefit Programs

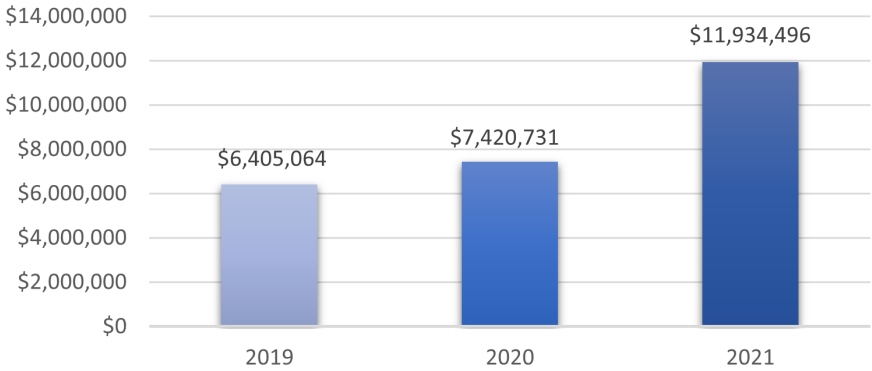
The Federal Public Health Emergency (PHE) was in place for the entire State Fiscal Year (SFY) 2021 as the pandemic continued. With the PHE remaining in place, several key changes continued for benefit programs. While SNAP* applications were up slightly from SFY 2020, the amount of money issued per household increased markedly from the previous year. This was because each recipient received the maximum allotment available as every effort was made to ensure food security across the Commonwealth. Local agencies were also unable to close any Medicaid case during the past fiscal year unless the client requested closure or moved out the State. This meant a decrease in the number of new applications received but increased the total number of cases being managed by the staff. Childcare centers re-opened over the fiscal year but kept the number of children in each center limited, which meant less availability for eligible families in the community. FCDSS* continued to serve more residents than in previous years, increasing from 16,654 in SFY 2020 to 17,869 in SFY 2021. Nearly \$134 million dollars in benefits and services were provided to residents of Frederick County during this period. Of this total amount, only 4% was local money – the rest were federal and state dollars.

APPLICATIONS RECEIVED (SFY)

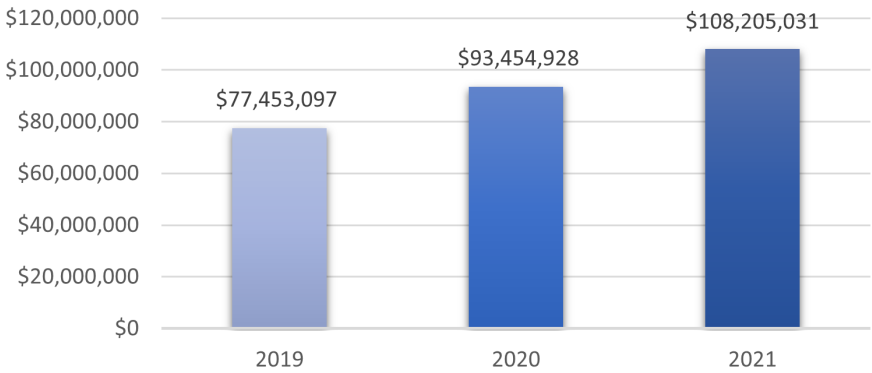


Medicaid, SNAP and TANF	2019	2020	2021
Residents who received Benefits in			
FY 2021	15,263	16,654	17,869

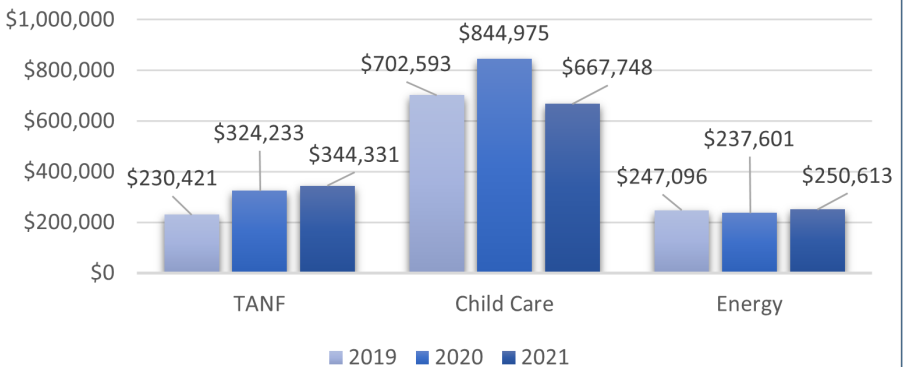
Money Issued for SNAP



Money Issued for Medicaid



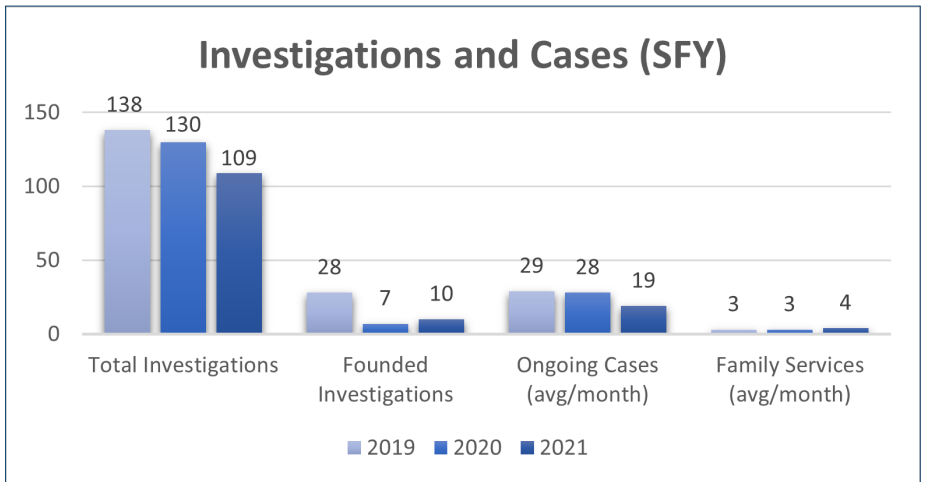
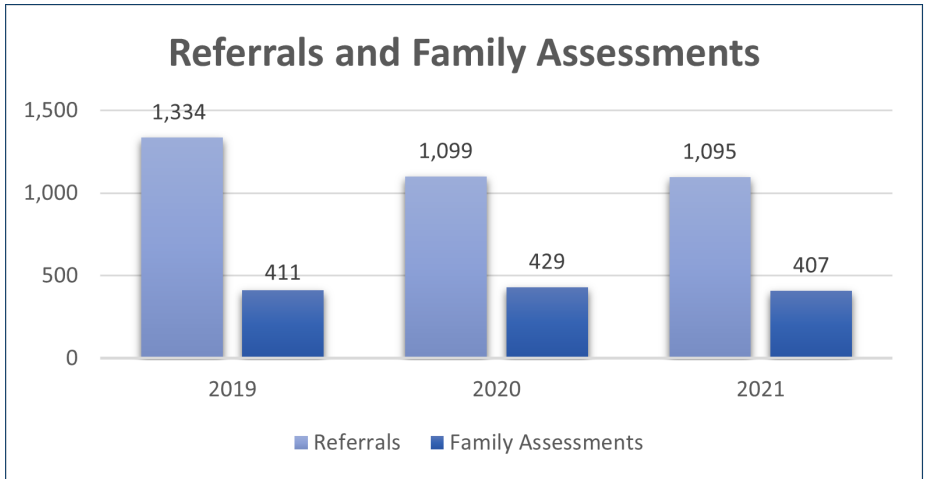
Money Issued for Remaining Programs



Services Programs

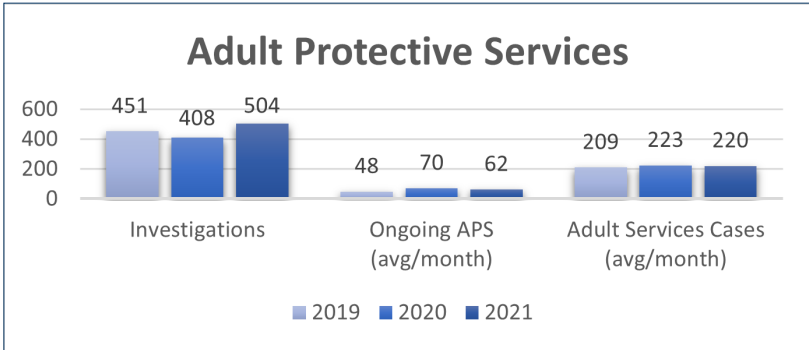
CHILD PROTECTIVE SERVICES (CPS)

As the world continues to navigate the COVID-19 pandemic and all the challenges that it presents, the CPS* team continued all efforts to ensure the safety and well-being of the children and families within our community. We have served hundreds of children and families over the last year and will continue to provide the best quality of service to all who express the need for safety and case management to reduce their risk of harm.



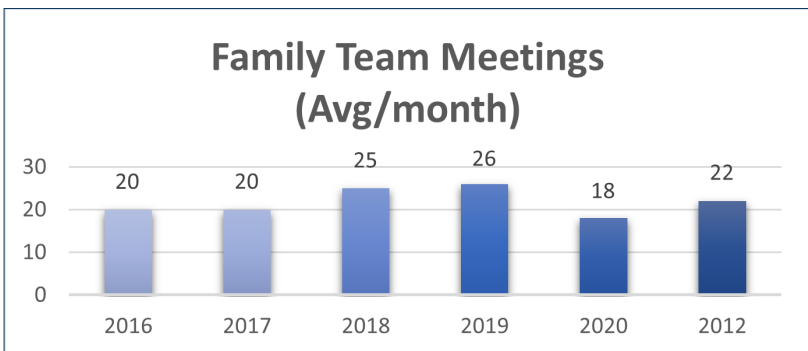
ADULT PROTECTIVE SERVICES (APS)

As a result of stay-at-home orders and restrictions in response to COVID-19 being lifted, APS* saw a significant increase in the number of APS* reports from the previous year. More mandated reporters were having face-to-face contact with adults which resulted in increased reporting. The agency has experienced difficulty with securing services for APS* and Adult Services clients throughout the pandemic. As a result, ongoing cases are remaining open for longer periods to facilitate safe case closure.



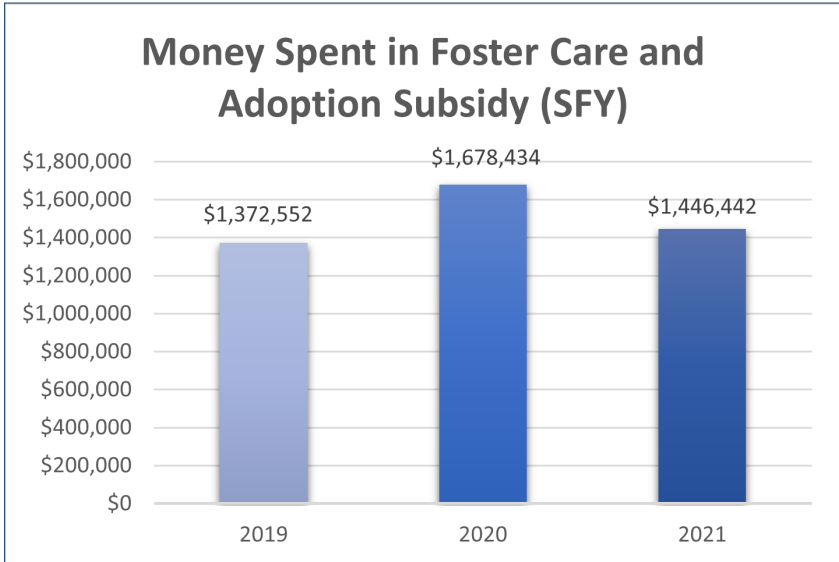
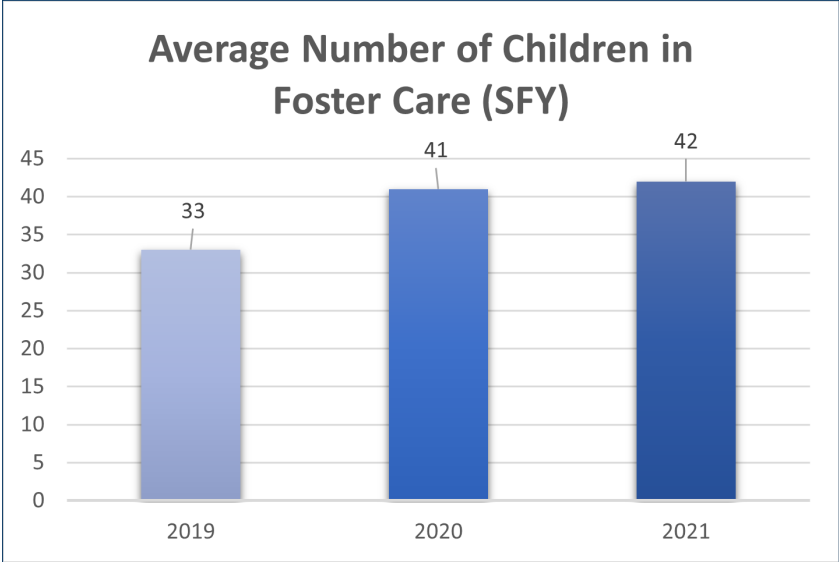
CHILD AND FAMILY TEAM MEETINGS

Throughout the pandemic, the Department has continued to use technology in order to offer meetings remotely. The Department continued to hold Child and Family Team Meetings or Family Partnership Meetings in person and virtually. Families continue to engage and participate in 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 which results in positive outcomes for our families.



FOSTER CARE/ADOPTION

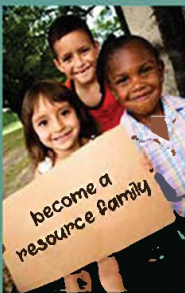
The Foster Care Team continues to navigate through the COVID-19 Pandemic. What once were challenges are now the norm of serving our children in foster care. Some of the new norms are participating in all virtual treatment team meetings, virtual “face to face” visits, and virtual in-patient therapeutic treatments. These new norms encourage us as case managers to become creative and expand on our traditional approach to serving our families and children in care.



CFW FOSTER FAMILY PROGRAM


Clarke, Frederick, and Winchester

In FY 2021, CFW* staff followed up on 92 community inquiries regarding foster parenting, adoption, and how to support the local child welfare system. Each month, CFW* holds a virtual information session on the 3rd Wednesday and invites prospective families from the community to attend. CFW* provides support to 45 approved regular and kinship families.




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


- Zaria Cyrus

 540-665-5688 ext. 157

 Zaria.cyrus@fcva.us

- Katie LoMonaco

 540-665-5664 ext. 185

 katie.lomonaco@fcva.us

www.cfwfostercare.com

HOLIDAY BASKETS AND GIFT PROJECTS

The 2020 Holiday project was a success as always. Even with the pandemic, we were overwhelmed with the response from our sponsors. Families, churches, and businesses were very generous. We were able collect gifts for 59 children and with the help from Burnt Factory UMC, we were able to provide 12 food baskets for our families. We thank every person who helped this holiday season.



OUR GENEROUS SPONSORS FOR THE 2020 HOLIDAY PROJECT!

Shenandoah Family Dentistry	Sherando Interact Club
Winchester Church of God	Christy Haggerty
Guy Curtis	Frederick County Planning
Ramona Thompson	Shannon Conner
Aikens Hotel Group	911 Dispatch
Beta Sigma Phi Epsilon Chapter	Buffalo Wild Wings
Frederick County IT Department	Rossi Selzer
Sherry Pinto	Tonya Thornhill
Cindy Knotts Dentistry	Sweet Tooth Bakery
Highland Memorial Presbyterian	Target
Grace Lutheran	Rappahannock Electric
Stephens City Family Medicine	Winchester Montessori School
Kiwanis Club of Winchester	Winchester Harley Davidson
Victim Witness	Frederick County Commissioner of Revenue
Law Firm of Marilyn Solomon	Braddock Street UMC
Bank of Clarke County	CJ Dokes

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.

GLOSSARY - Acronyms

- (1) **APS** (*Adult Protective Services*) - Provides services to incapacitated 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.
- (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 reports of child abuse and neglect. 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 the 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) **SFY** (*State Fiscal Year*) - The State Fiscal Year period for Virginia is from July 1 - June 30 therefore all data for SFY21 will be from July 1, 2020—June 30, 2021
- (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.

GLOSSARY - Terms

- (1) 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.*
- (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. 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.*
- (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 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.*



**Frederick County Department of
Social Services**

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