



Fredericksburg Department
Of Social Services

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Fredericksburg Department
Of Social Services

ANNUAL REPORT *Fiscal Year 2010—2011*



City of Fredericksburg

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OUR MISSION:

Helping people triumph over hardships to promote healthier futures within our community.

Director's Message

The Department continues to meet the challenges of a poor economy that has resulted in record numbers of residents applying for benefits. We view these challenging times as opportunities to review and improve our practices ever mindful of our overarching mission.

As my first year as the new Director approaches, I look forward to serving the citizens of Fredericksburg, with the continued support of our Local Board, City Council and City Management. Through community collaboration, innovative approaches to our work, and the professional development and support of our employees we will continue to "Help People Triumph Over Hardships to promote Healthier Futures within our Community".

Christen Gallik

Director

SOCIAL SERVICES BOARD

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MANAGEMENT

BETH GIRONE ASSISTANT DIRECTOR	EXT. 245
ROBIN BROOKS TANF, DAY CARE, ENERGY ASSISTANCE AND SELF-SUFFICIENCY PROGRAMS	EXT. 234
SHANNON HARTUNG ADULT/CHILD PROTECTIVE SERVICES	EXT. 247
SUSAN HOLLAND SNAP, MEDICAID, & AUXILIARY GRANT PROGRAMS	EXT. 235
NATALIE NEWTON FOSTER CARE / ADOPTION	EXT. 248

Performance Based Achievements of 2010—2011

NUTRITIONAL AND MEDICAL ASSISTANCE

By striving to provide excellent customer service through teamwork, the Eligibility Unit assists community members in need by determining eligibility for the Supplemental Nutrition Assistance (SNAP) and Medicaid programs as well as making community resource referrals for other assistance programs.

In 2010-11, there were 7,516 people enrolled in the SNAP and Medicaid Programs representing \$30 M in benefits.

Application Timeliness	Benchmark	State Average	Fredericksburg Average
Food Stamps - Expedited	>97%	98%	97%
Food Stamps - Non-Expedited	>97%	99%	99%
Medicaid	>97%	90%	95%

The eligibility unit continued to meet performance targets despite record increases in benefit applications. The number of SNAP cases has increased by 16 % since 2009-10. Medicaid cases have increased by 9% for the same time period.

The Department processed nearly 1,000 applications for the various energy assistance programs, distributing nearly \$170,000 in benefits.

SELF-SUFFICIENCY PROGRAMS

The Self-Sufficiency team provides a safety net in the community by increasing access to benefits and services to help promote the self-sufficiency of the customers we serve.

	Benchmark	State Average	Fredericksburg Average
% VIEW Participants Employed	50%	51%	59%
3 mos. Employment Retention Rate	75%	71%	75%
Average Hourly Rate	\$7.25	\$8.34	\$8.48

In 2010-11, 299 customers participated in the Virginia's Initiative for Employment not Welfare (VIEW) Program.

2,608 people were enrolled in the Temporary Assistance to Needy Families (TANF) program representing \$ 906,620 in benefits.

PROTECTIVE SERVICES

The Protective Services Unit works with families and individuals to ensure Independence, Safety, and Preservation through assessment, education, and collaboration with community resources.

Child Protective Services

- Assessed 274 referrals
- Performed 324 investigations and assessments
- Supported 52 ongoing cases

Adult Protective Services

- Performed 63 investigations
- Provided companion services to 10 elderly or incapacitated adults at an average benefit of \$2,355/year. This support enables these customers to remain independent in their own homes.

Parenting Program

Through the "Promoting Safe and Stable" grant, the Department was able to offer parenting classes. In FY2011, 81 parents registered with a 64% graduation rate.

FOSTER CARE AND ADOPTION

The Foster Care unit serves families to achieve the overall goal of permanence by providing support and by linking families to needed resources in order to ensure that children are raised in a safe, stable, and nurturing environment.

- Average number of children in care 37
- Permanency Achieved 22
 - Children returned home 5
 - Children adopted 11
 - Children placed with relatives 6

The Department continues to manage the PRIDE Resource Parent training program. This training program is designed to train, evaluate, and certify prospective resource (foster-to-adopt) families.

- Active Resource Parents 29
- PRIDE training participants 24
- In-Service training participants 22

In-service training provides our Resource Parents with additional opportunities to expand their knowledge base. Topics include: CPR, Responding to signs and symptoms of sexual abuse, Medication management, and Non-violent crisis intervention - to name a few.

COMPREHENSIVE SERVICE ACT (CSA)

Virginia Law enacted to help troubled, at-risk youth and families through a collaborative system of services and funding that is least restrictive, child-centered, family focused, cost effective and community-based.

The CSA Teams strive to maintain and or reduce the time our children spend in residential placements. From FY 2010 to FY 2011, the length of stay was reduced by 29% - keeping more children in their community.

Lead Agency	Number of Children Served	Cost
DSS	46	\$841,704
Schools	23	\$515,496
CSU	10	\$118,411
CSB	4	\$63,182

The Clerical Team shares a common goal that recognizes our strengths, diversity, talents and contributions. We strive to identify and assist our customers and staff with essential documents, information and resources while providing helpful, courteous, knowledgeable, and professional administrative support.

This past year, the team answered 29,217 phone calls and assisted 21,705 customers who visited our agency.

CUSTOMER SUCCESS STORIES

Mr. S was an employed homeowner. Due to transportation issues, he lost first his job, then his home. He became a resident of the Thurman Brisben Center where he enrolled in the SNAP program for nutritional assistance. He was determined to "get back on his feet". He walked to Stafford for a job interview and was hired. He secured transportation to his job, found an apartment and continues to receive SNAP benefits.

Ms. O is a 35 year old single mother of three boys—ages 14, 11, and 3. She moved to Fredericksburg from New York and became a participant in the VIEW program. Through the supportive assistance of her social worker, Ms. O secured a permanent position at Mary Washington Health-care. She has been employed ever since and continues to receive support from her social worker and assistance through the VIEW transitional program.

Mr. M was receiving support from our Adult services team for several years when he was diagnosed with cancer. At the time of his diagnosis, he relied on others for food, making medical appointments, and daily living skills. Members of the adult service team aided the client in becoming independent and linked him to resources in the community. Today, Mr. M. is medically doing well and is self-sufficient—his case has been closed.