



Frederick County Department of  
Social Services

107 N. Kent Street, 3rd Floor  
Winchester, VA 22601



# FREDERICK COUNTY, VA DEPARTMENT OF SOCIAL SERVICES

## Exceptional and Innovative Human Services

# 2023

## Annual Report

Fiscal year July 1, 2022-June 30, 2023



## GLOSSARY - Terms

- (1) *Adoption Services - Provides services and registries to bring children and families together for permanent placements. Frederick County Social Services supports several adoption initiatives and issues, including 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. A trained facilitator leads the meeting 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 process aims to enable the 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 cannot pay for needed medical services. Medicaid pays for various medical services, including prescription drugs, doctor visits, nursing facility care and hospital care.*

## GLOSSARY - Acronyms

- (1) **APS** (Adult Protective Services) - Provides services to incapacitated adults 18 years of age and older and adults 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, establishing or strengthening appropriate family and social support systems and to supporting 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 child abuse and neglect reports. 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 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.



## FREDERICK COUNTY DEPARTMENT OF SOCIAL SERVICES

As Chairman of the Frederick County Department of Social Services (FCDSS) Board, I have the privilege of presenting the 2023 Annual Report. This brochure looks at the support and services that FCDSS provides to the citizens of our County. The staff at FCDSS adhere to the agency's Vision, Mission, and Values every day to meet the needs of our most vulnerable citizens.

During this past fiscal year, the Federal Health Emergency (PHE) ended, which meant the agency began a year-long process of reviewing over 4,500 Medicaid cases that were mandated to be kept open until the conclusion of the PHE. Even with staff vacancies, the team has continued to meet critical timeline requirements to ensure eligible clients receive their benefits timely.

The challenges our team has faced over the past few years – an increasing mental health crisis, older children with challenging behaviors making it hard to find an appropriate treatment placement, growing numbers of referrals simply due to the growth of the County, and continued personnel vacancies have also presented enormous challenges for the family services departments. The challenges are also not exclusive to the children of our community; our Adult Services team is also dealing with many of the same issues concerning the volume and complexity of cases.

The statistics in this report only tell a part of the story. It is impossible to report on the human element that is evident daily in the Department. Just as their Mission statement says, the staff at FCDSS strive to “deliver client-centered, quality human services that help the citizens of Frederick County achieve safety, independence, and overall well-being.”

It is a privilege to serve as the Chair of the Frederick County Department of Social Services Board of Directors. I speak for the Board members, knowing that we share the pride in witnessing the Department's unwavering commitment to the identification of and response to the many needs and varied challenges that face the families of our community.

Thank You

Dr. John Lamanna, Chair

Frederick County Department of Social Services Board of Directors



## SFY 2023 Board Members

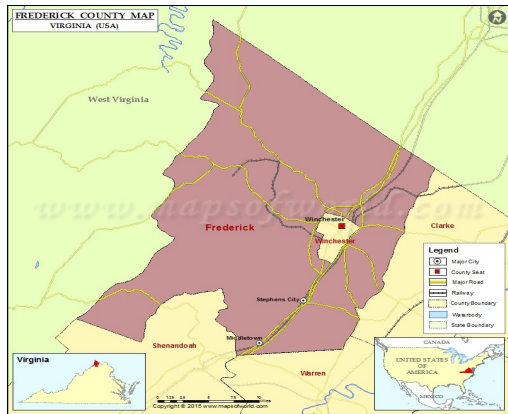
|                                 |                              |
|---------------------------------|------------------------------|
| John Lamanna, Chairman          | Board Member At-Large        |
| Alan L. Morrison, Vice Chairman | Gainesboro District          |
| Gayle Ferreira                  | Shawnee District             |
| Janet Clarke                    | Opequon District             |
| Sharen Gromling                 | Stonewall District           |
| Kermit Gaither                  | Back Creek District          |
| Diane Payne                     | Red Bud District             |
| Josh Ludwig                     | Board of Supervisors Liaison |
| Jay Tibbs                       | Deputy County Administrator  |

## Directors

|                 |                    |
|-----------------|--------------------|
| Tamara L. Green | Director           |
| Linda Gibson    | Assistant Director |

## Contact Us

107 N. Kent Street, 3rd Floor  
 Winchester, VA 22601  
 Phone: (540) 665-5688  
 Fax: (540) 665-5664



## OUR GENEROUS SPONSORS

### FOR THE 2021 HOLIDAY PROJECT!

|   |                                      |
|---|--------------------------------------|
| Aikens Hotel Group                                  | Trex Company, Inc                    |
| Bank of Clarke County                               | Valley Cycle Center                  |
| Behavior Resources, PLC                             | Village at Harvest Ridge             |
| Beta Sigma Phi Epsilon Chapter                      | Wells Fargo Bank                     |
| Blue Ridge Pulmonary                                | Winchester Church of God             |
| Buffalo Wild Wings                                  | Winchester OBGYN                     |
| Dr. Cindy Knotts, DSS                               | Frederick County Sheriff's Office    |
| Frederick County General District Court             | Frederick County Planning Department |
| Melissa Triplett                                    | Grace Lutheran Church Youth Group    |
| Frederick County Victim Witness                     | Hand & Stone Message                 |
| Gap Solutions/Jackie Trabosh                        | Kiwanis Club of Winchester           |
| The Law Office of Marilyn Solman                    | Rappahannock Electric Cooperation    |
| Shannon Conner                                      | Next Home Realty                     |
| Frederick County Public Safety Communications       |                                      |
| Stephen City Family Medicine                        |                                      |
| Frederick County Commission of the Revenue's Office |                                      |

## HOLIDAY BASKETS AND GIFT PROJECTS

The 2022 Holiday Project was a success, as always! We were overwhelmed with the response from our sponsors. We received tremendous support from the community to help the families within our community that need assistance.

We collected enough food for Thanksgiving to make 25 food baskets for our families. For Christmas, we sent out 79 wish lists from our children. Twenty-nine families, churches, and businesses donated to our children.

Burnt Factory United Methodist Church provided 19 Christmas dinner baskets for our families, distributed on December 23rd.

We thank every person who helped this holiday season.



*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.

## 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.



### *Frederick County Department of Social Services* **CORE VALUES**

#### **Be People Focused**

- Listen and respond to every individual's needs with empathy and compassion.
- Focus on what is in everyone's best interest.
- Trust that people are the experts of themselves.
- Be authentic and transparent in all interactions.

#### **Commit to Excellence**

- Promote relationships based on honesty, integrity, and respect for all.
- Recognize the importance of teamwork and willingness to assist others while offering kindness, patience, and support.
- Communicate with others openly, respectfully, professionally, timely, and with positive intent.
- Provide a work environment that promotes innovation and creativity.

#### **Respect Differences**

- Remain truthful, fair, and consistent in application of decisions, policies, and services.
- Have compassion for all.
- Understand and appreciate our cultural diversity.
- Actively listen to each other and respect everyone's contributions.
- Provide a safe, secure, and pleasant work environment that promotes trust and mutual respect.

\*Glossary of Acronyms and Terms can be found on page 14 and 15

## Benefit Programs

The Federal Public Health Emergency (PHE) finally ended during this fiscal year. After just over three years of not conducting Medicaid renewals due to the federal mandate requiring no negative actions (closures) be taken on Medicaid cases, all localities were tasked with beginning to review the overdue cases. Medicaid case reviews started in May 2023 – a project scheduled to take one year to complete. There are over 4,500 cases that will need to be reviewed over the upcoming fiscal year. The emergency SNAP allotments provided to households for the past several years ended in February 2023, which resulted in many households seeing a decline in the amount of money loaded onto their cards. These changes were communicated through social media, in our office, and through mass mailings so that clients were aware. The staff continues to process applications in a timely manner and has worked very hard to meet the needs of the residents of Frederick County.

### SNAP

|              | FY21    | FY22    | FY23    |
|--------------|---------|---------|---------|
| Applications | 2,252   | 2,374   | 2,672   |
| \$ Issued    | \$11.9M | \$15.3M | \$16.6M |

### MEDICAID

|              | FY21     | FY22     | FY23     |
|--------------|----------|----------|----------|
| Applications | 3,172    | 2,614    | 2,823    |
| \$ Issued    | \$108.2M | \$124.3M | \$150.3M |

### TANF

|              | FY21      | FY22      | FY23      |
|--------------|-----------|-----------|-----------|
| Applications | 373       | 397       | 473       |
| \$ Issued    | \$344,331 | \$397,987 | \$460,011 |

Total number of Residents who received benefits  
(SNAP, MEDICAID, and/or TANF) during this

Fiscal Year = **22,532**

## Services Programs

### CFW FOSTER FAMILY PROGRAM Clarke, Frederick, and Winchester

In the FY 2022-2023, CFW Foster Families had 44 Families attend Information Sessions to learn more about the foster parent process. Thirty-five of those families requested to move forward with the process. Eleven of the 35 families completed the requirements and are now approved as Resource (Foster) Families. Three of our families completed the Recertification Process, which is required every three years. CFW had 30 Open and Approved Resource Families at the end of FY 2022-2023.

In addition to regular resource families, CFW works with Kinship Families to place children and youth with family members. During the past year, CFW approved 7 Kinship homes. CFW also works with families in Virginia who accept children from other states through the ICPC (Interstate Compact Placement Contract) process. This year, CFW had seven new ICPC requests, and 5 of those were open at the end of June.



CFW holds Virtual Information Sessions monthly for prospective families to learn about the fostering process.

If you are interested in becoming a foster parent, please scan the OR code below and complete a

profile. The CFW Program Coordinators will then reach out to you with more information.



You can also contact us at:

Cindy Avvenire 540-665-5688 ext 185 Cindy.Avvenire@fcva.us

Alycia Kleckner 540-665-5688 ext 117 Alycia.Kleckner@fcva.us

[www.cfwfostercare.com](http://www.cfwfostercare.com)

## Services Programs

### FOSTER CARE

The Foster Care Program 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 children and older youth 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.

Some challenges the Foster Care Unit faces are staffing, high caseload, locating and securing placement for our high-acuity youth who have been placed in foster care.

The Foster Care Unit's strengths are facilitating relationships between community partners and DSS and providing quality supportive services to children in foster care and their families. This is shown by nine children who returned home to their families this year.

#### Average Number of Children in Foster (SFY)

| FY21 | FY22 | FY23 |
|------|------|------|
| 42   | 43   | 37   |

#### Money Spent in Foster Care and Adoption Subsidy (SFY)

| FY21        | FY22        | FY23        |
|-------------|-------------|-------------|
| \$1,446,442 | \$1,419,302 | \$1,319,001 |



## Benefit Programs

### CHILD CARE

|              | FY21      | FY22      | FY23        |
|--------------|-----------|-----------|-------------|
| Applications | 226       | 278       | 319         |
| \$ Issued    | \$667,748 | \$957,373 | \$1,368,006 |

### Energy Assistance Programs

|                    | FY21        | FY22        | FY23      |
|--------------------|-------------|-------------|-----------|
| Applications       |             |             |           |
| Fuel               | 450         | 465         | 449       |
| Crisis             | 93          | 181         | 78        |
| Cooling            | 253         | 316         | 36        |
| Total Expenditures | \$266,440.6 | \$469,863.9 | \$361,289 |





## Services Programs

### CHILD PROTECTIVE SERVICES (CPS)

The Child Protective Services Frontline Team is responsible for investigating reports of child abuse and neglect, ensuring that mandated timelines are met to see children and assess their safety. At the same time, the Frontline CPS Unit has worked tirelessly to eliminate the backlog resulting from previous staffing shortages.

|                        | FY21  | FY22  | FY23  |
|------------------------|-------|-------|-------|
| Referrals              | 1,095 | 1,264 | 1,432 |
| Family Assessments     | 407   | 399   | 418   |
| Total Investigations   | 109   | 111   | 96    |
| Founded Investigations | 10    | 12    | 23    |

### IN-HOME (CPS)

The In-Home Services Unit works diligently with families of children at High/Very High risk of maltreatment or youth placed On Notice of entering Foster Care as a result of court involvement to prevent Foster Care whenever possible by providing supportive services to families in our community. Family Support cases are provided voluntarily to support families in meeting the needs of their children.

|                             | FY21 | FY22 | FY23 |
|-----------------------------|------|------|------|
| Ongoing Cases (Avg/month)   | 19   | 19   | 26   |
| Family Services (Avg/month) | 4    | 4    | 4    |

## Services Programs

### CHILD AND FAMILY TEAM MEETINGS

The Department continues using technology in order to offer remote participation in Family Partnership Meetings and Child & Family Team Meetings. Families continue to engage and participate in-person and 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, resulting in positive outcomes for our families.

#### Family Team Meetings (Avg/month)

| FY21 | FY22 | FY23 |
|------|------|------|
| 18   | 20   | 21   |

### ADULT PROTECTIVE SERVICES (APS)

The Adult Protective Services Unit receives and investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults aged 18 or older. Interventions and services are provided based on assessment. The goal is always to provide the least restrictive interventions while maintaining the adult in their homes for as long as possible. Other services offered include Medicaid Long-Term Services and Supports (LTSS) screenings, which can consist of in-home care, nursing facility placement, or adult day care services, which Medicaid funds.

|                                   | FY21 | FY22 | FY23 |
|-----------------------------------|------|------|------|
| Investigations                    | 504  | 478  | 557  |
| Ongoing APS (Avg./month)          | 62   | 58   | 74   |
| Adult Services Cases (Avg./month) | 220  | 245  | 271  |