

# Virginia's Local Department of Social Services Overview

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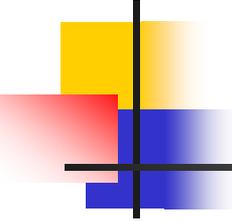
October 22, 2009

Carl E. Ayers, MSW

Director, Floyd County Department of Social Services

On behalf of the

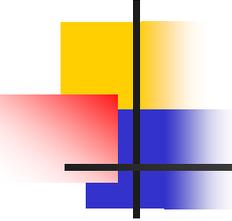
Virginia League of Social Services Executives (VLSSE)



# Local Departments of Social Services Benefit Programs

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- Energy Assistance
  - Including Heating, Crisis and Cooling
- SNAP (Formerly Known as Food Stamps)
- General Relief
- Medicaid
- Temporary Assistance to Needy Families (TANF)

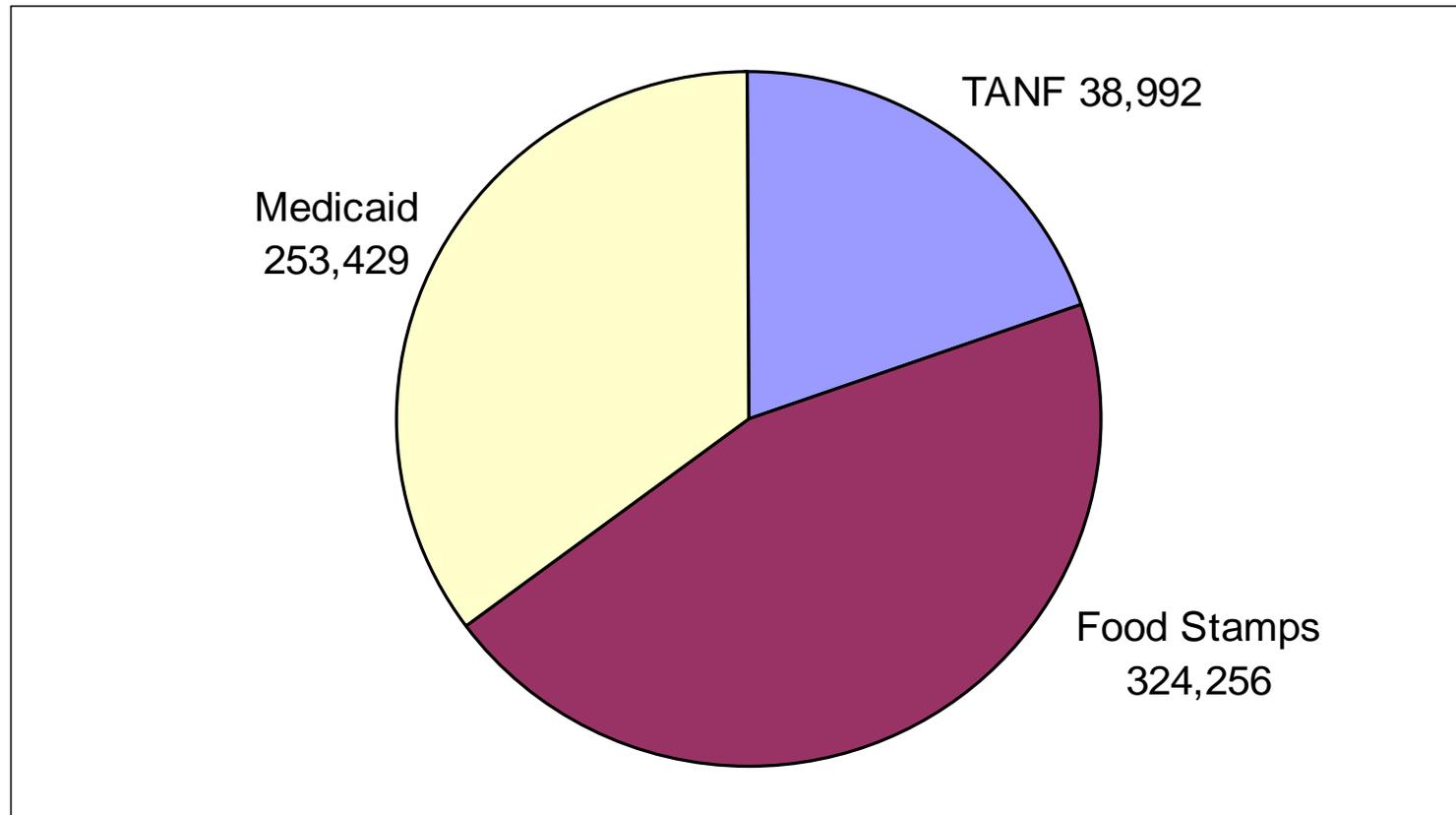


# Local Departments of Social Services Service Programs

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- Adult Services
  - Chore and Companion Services
- Adult Protective Services
- Adoption
- Childcare
- Child Protective Services
- Foster Care

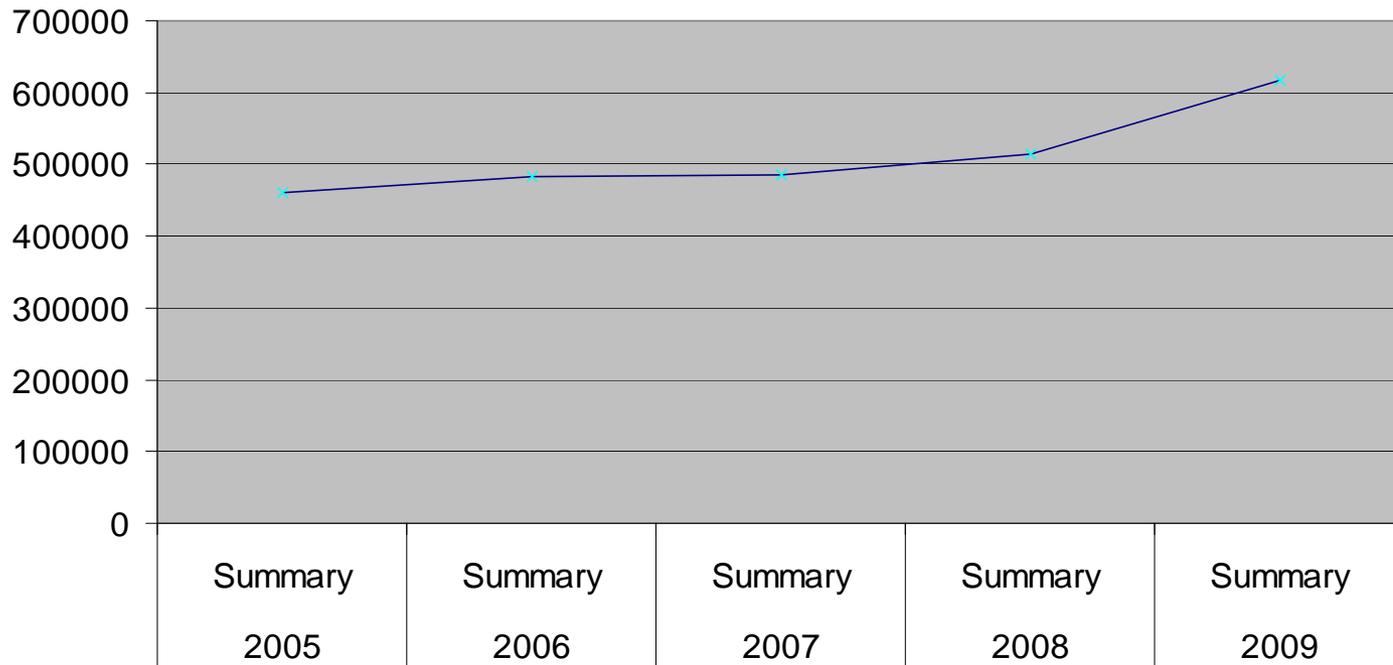
# July 2009 Benefit Program Numbers, Total Cases 616,677



VDSS 2009 Annual Statistical Summary

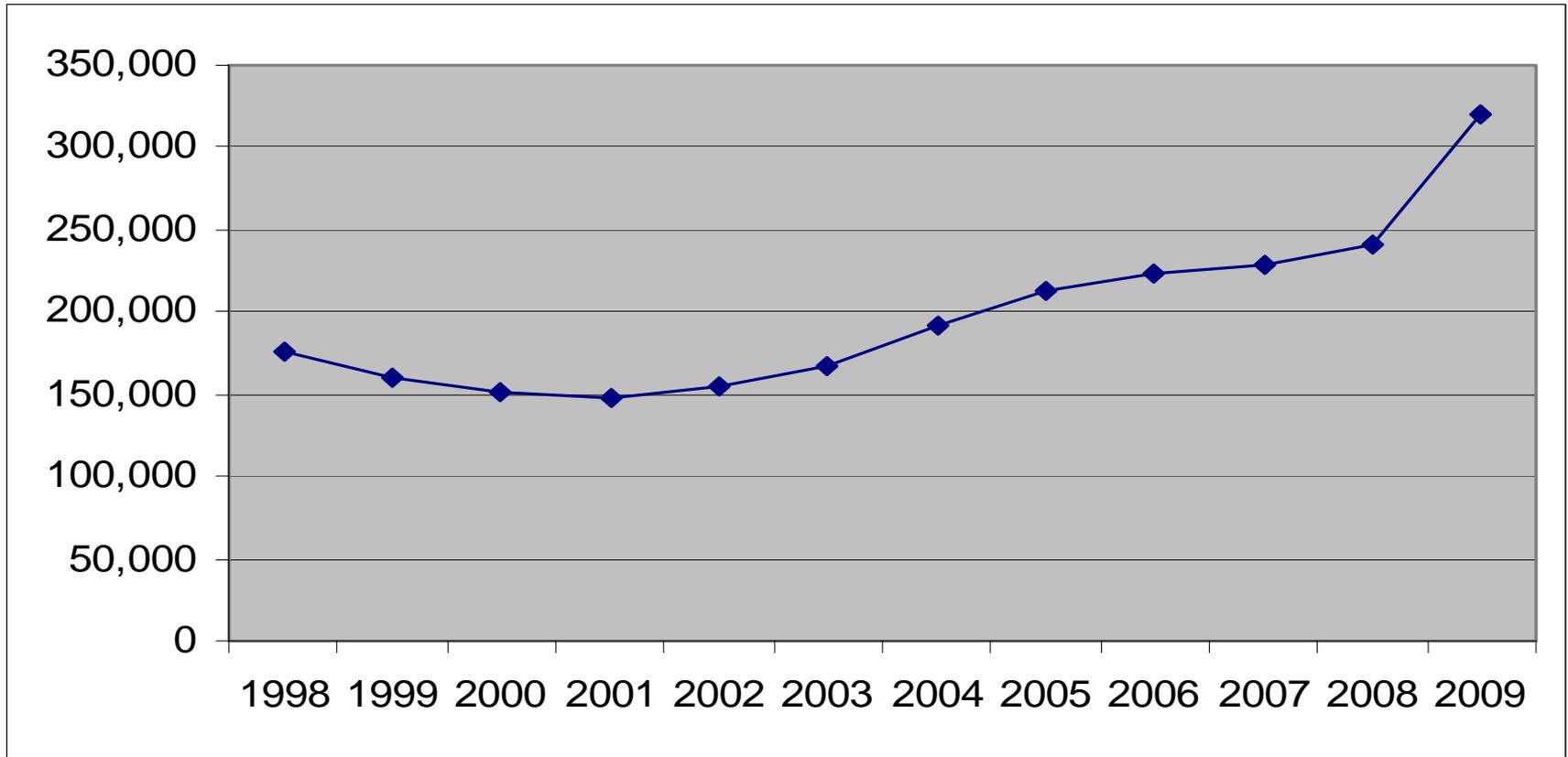
# Significant Caseload Growth in Program Areas

Statewide Total Cases

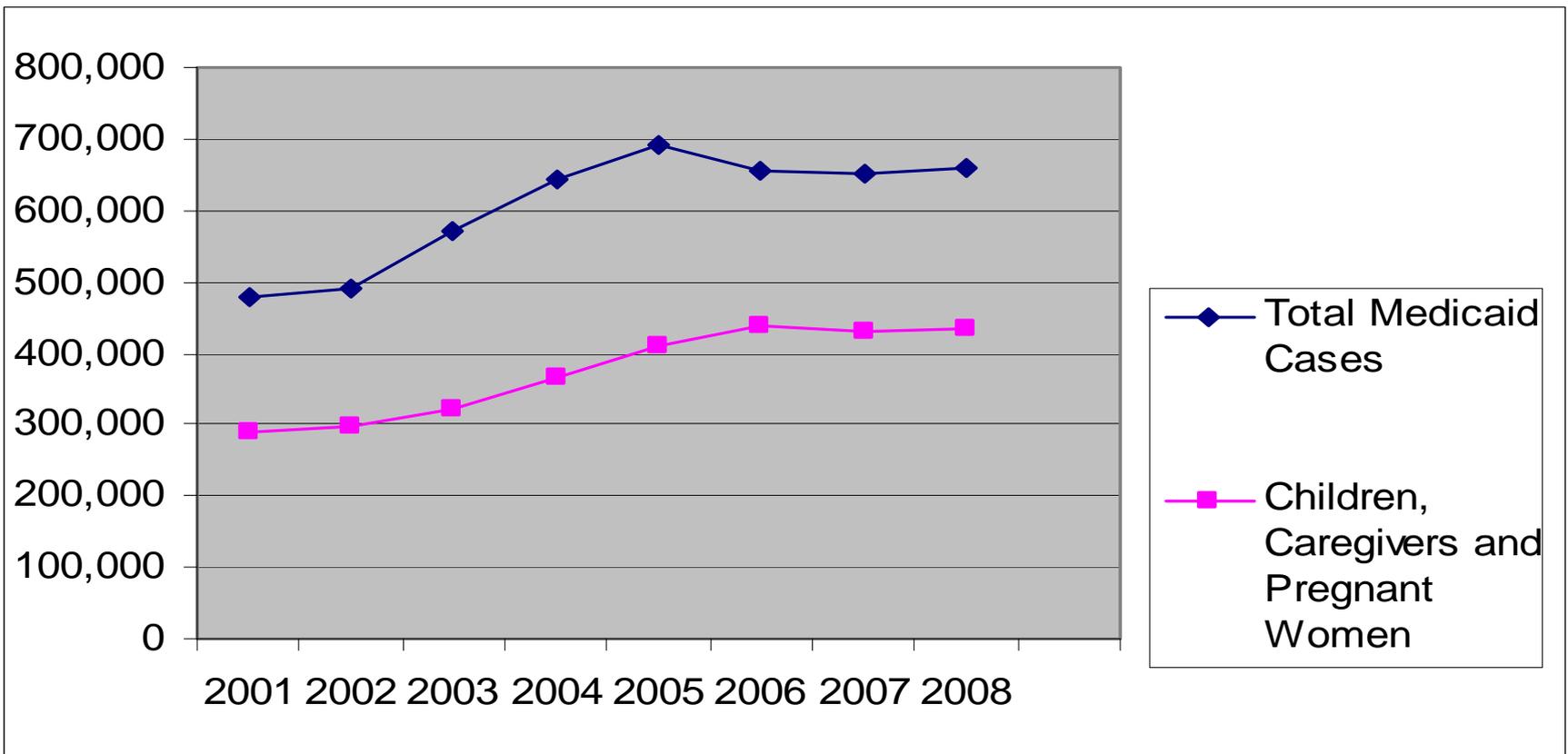


VDSS 2009 Annual Statistical Summary

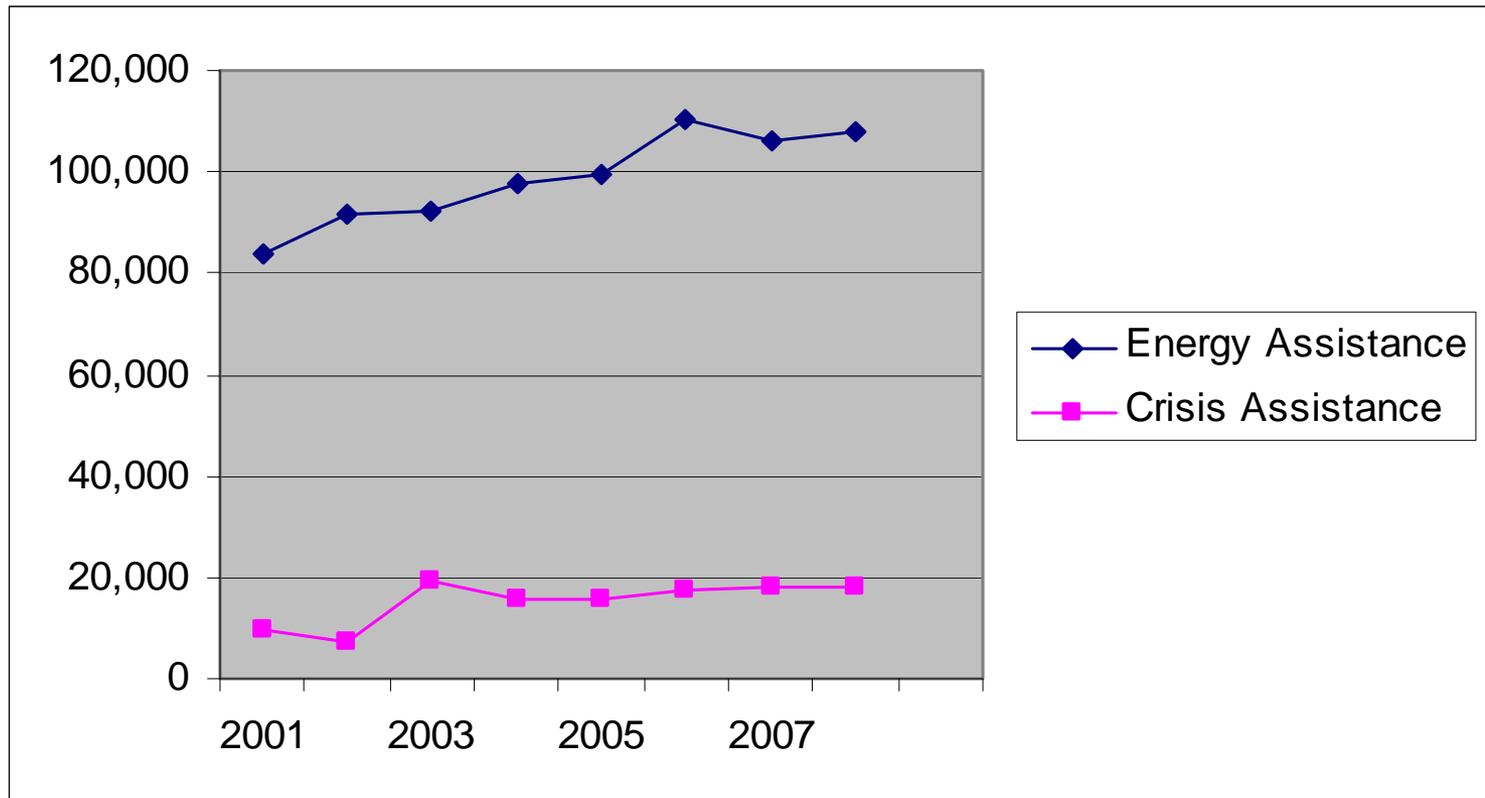
# Growth in SNAP (Food Stamps)



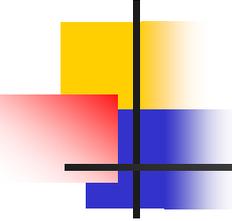
# Growth in Medicaid



# Growth in Energy Assistance



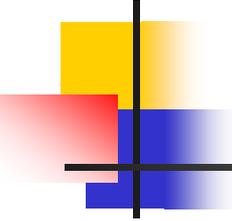
# Same Agencies from 2004 to 2009



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■ Frederick	■ 157%
■ Rappahannock	■ 115%
■ Culpepper	■ 111%
■ Manassas City	■ 105%
■ Loudoun	■ 101%
■ Winchester	■ 101%
■ Amelia	■ 97%
■ Prince William	■ 96%
■ Winchester	■ 93%
■ Henrico	■ 89%
■ Fluvanna	■ 88%
■ Gloucester	■ 83%
■ Warren	■ 80%
■ King William	■ 78%
■ Greene	■ 72%

SNAP Caseloads Since 2004 from VDSS Data Warehouse 10-16-2009

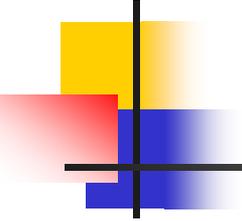


# Agencies with Largest Increases in SNAP (Food Stamps) since July 2008

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■ Rappahannock	■ 53%
■ Greene	■ 51%
■ Fluvanna	■ 51%
■ Amelia	■ 50%
■ Manassas City	■ 49%
■ Frederick	■ 47%
■ Gloucester	■ 46%
■ King William	■ 45%
■ Warren	■ 45%
■ Culpepper	■ 45%
■ Henrico	■ 45%
■ Loudoun	■ 43%
■ Shenandoah	■ 43%
■ Winchester	■ 43%
■ Prince William	■ 41%

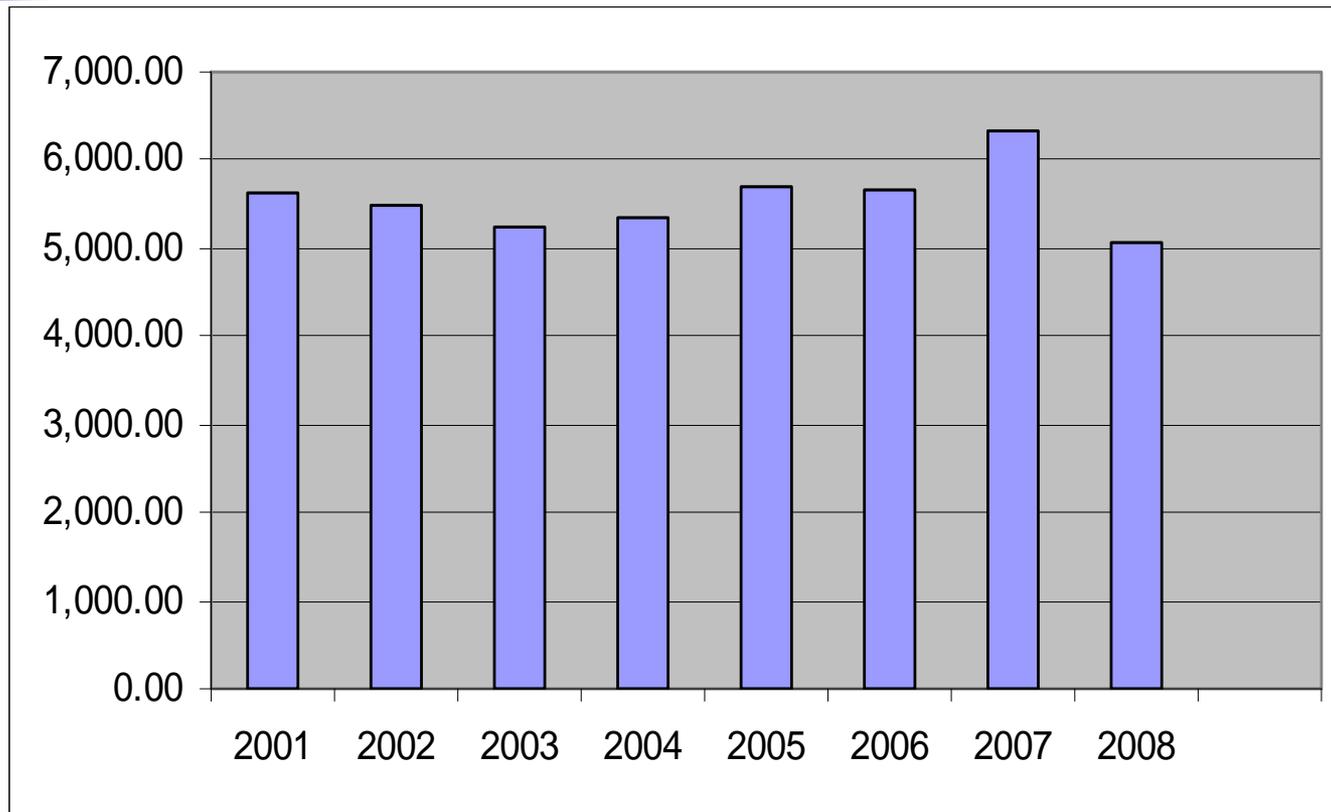
SNAP Households from FNS 256 on VDSS Website



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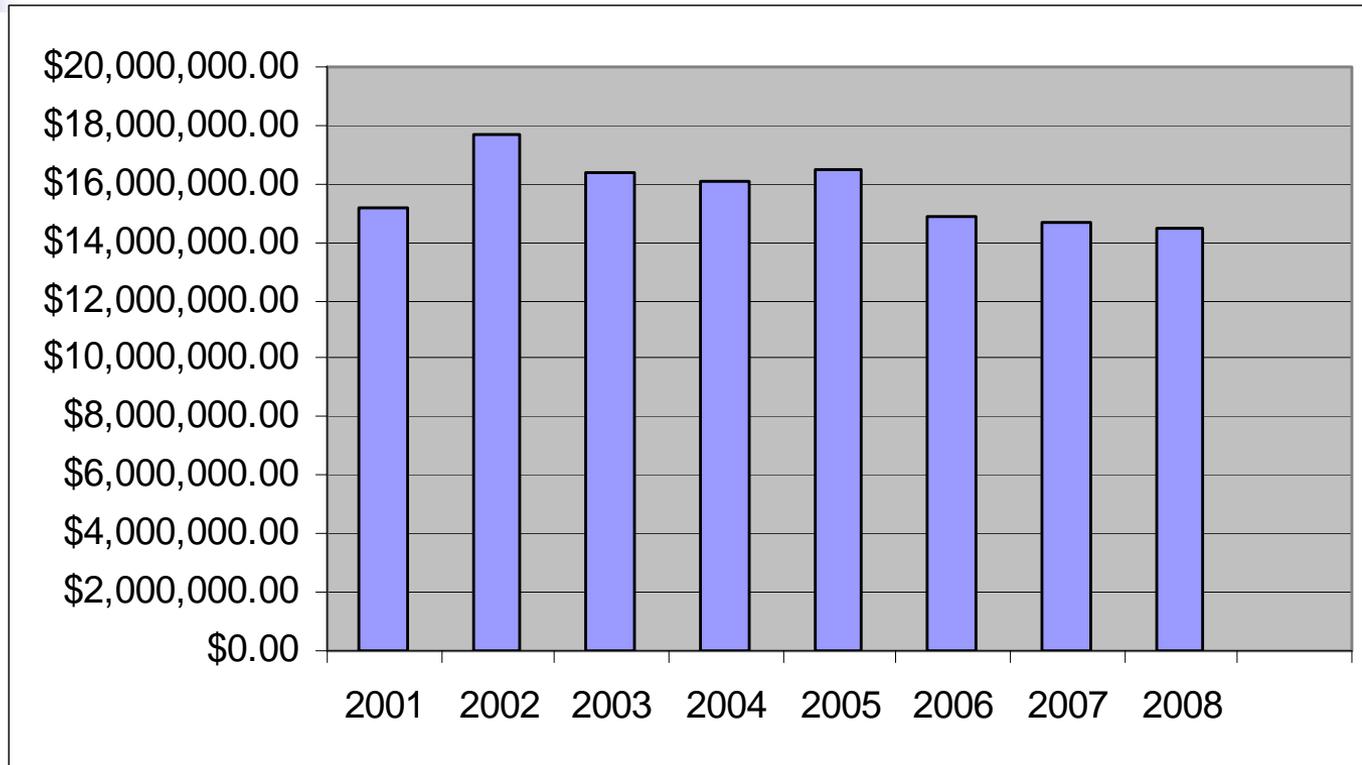
# Service Programs Operated by Local Departments of Social Services

# Adult Services Home Based and Other Purchased Services- Caseloads



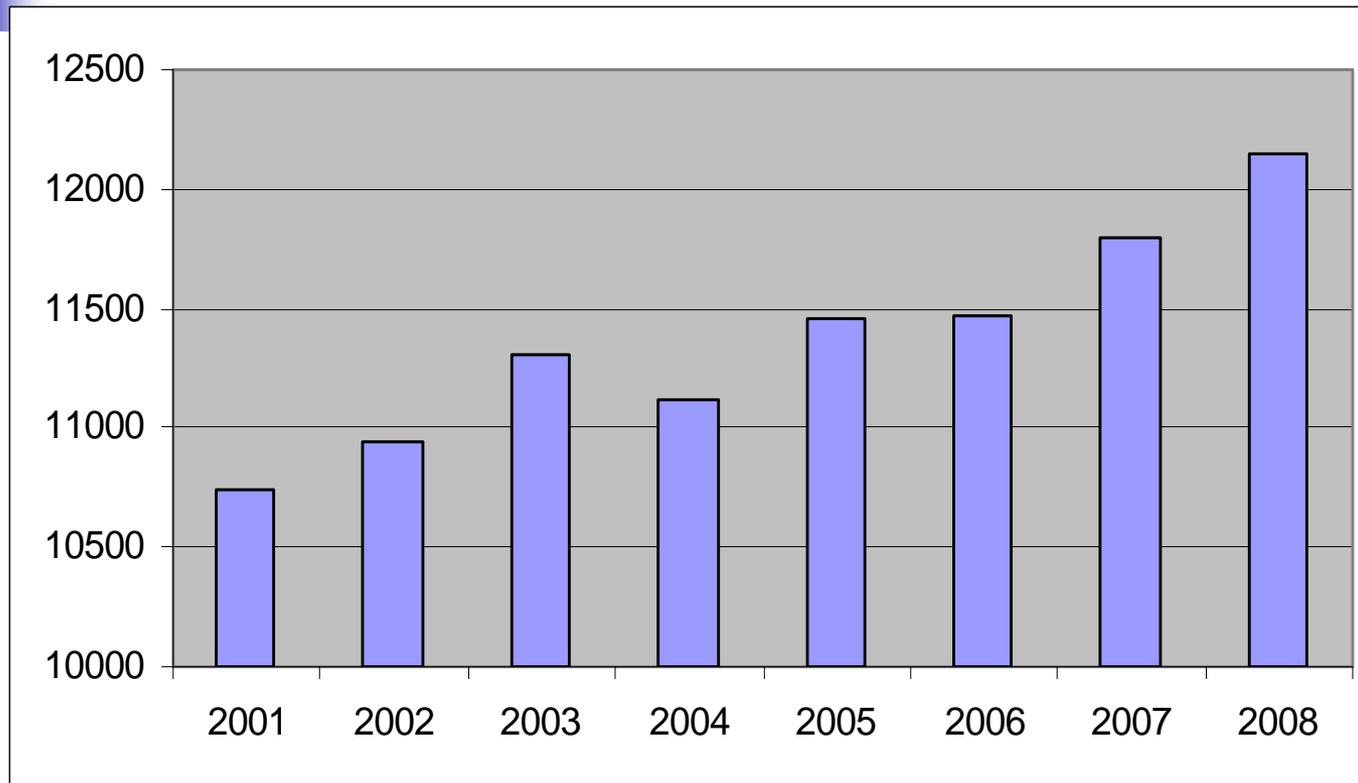
VDSS 2009 Annual Statistical Summary

# Adult Services Home Based and Other Purchased Services-Expenditures



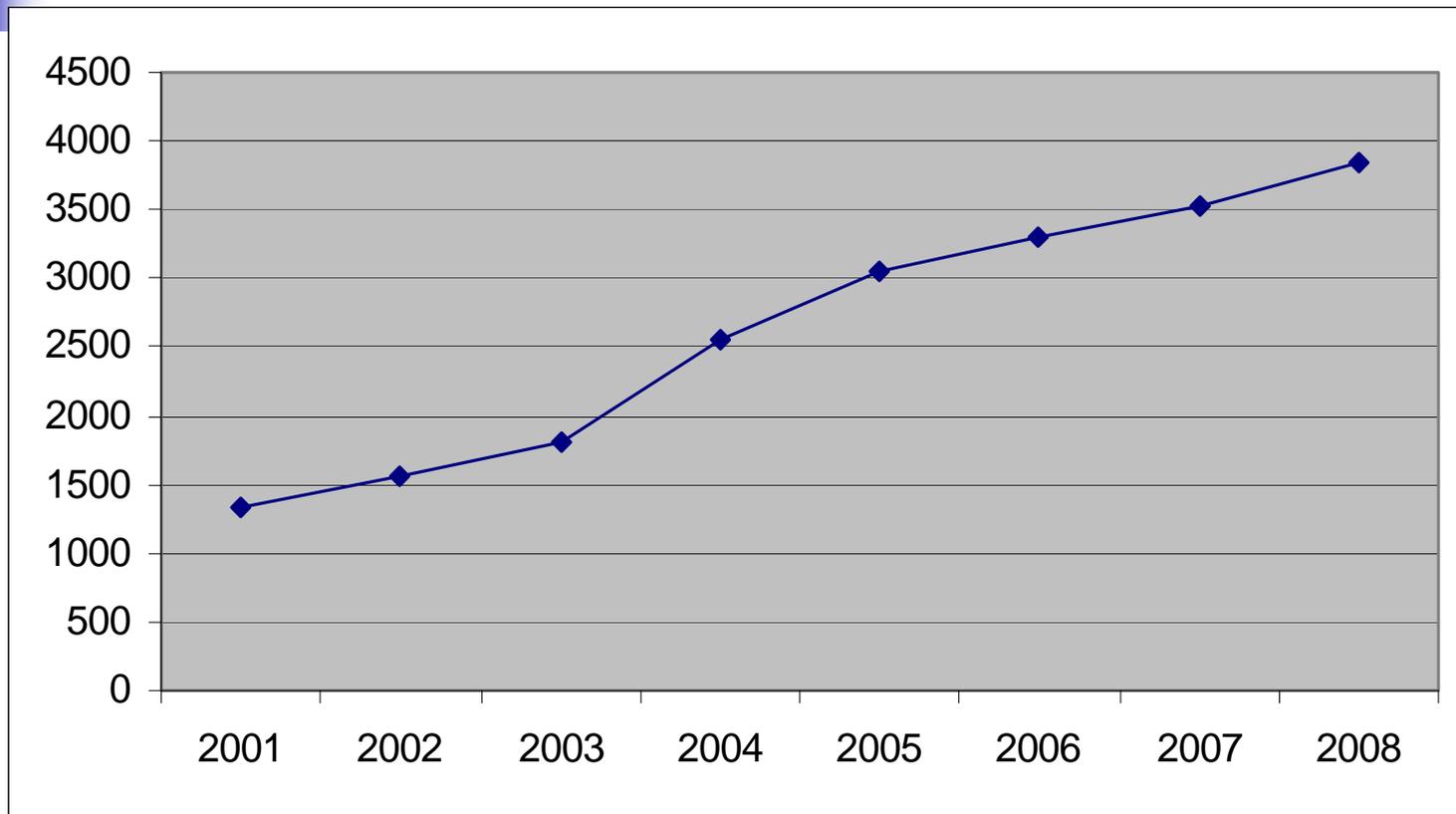
VDSS 2009 Annual Statistical Summary

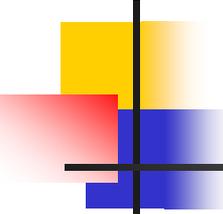
# Adult Protective Services



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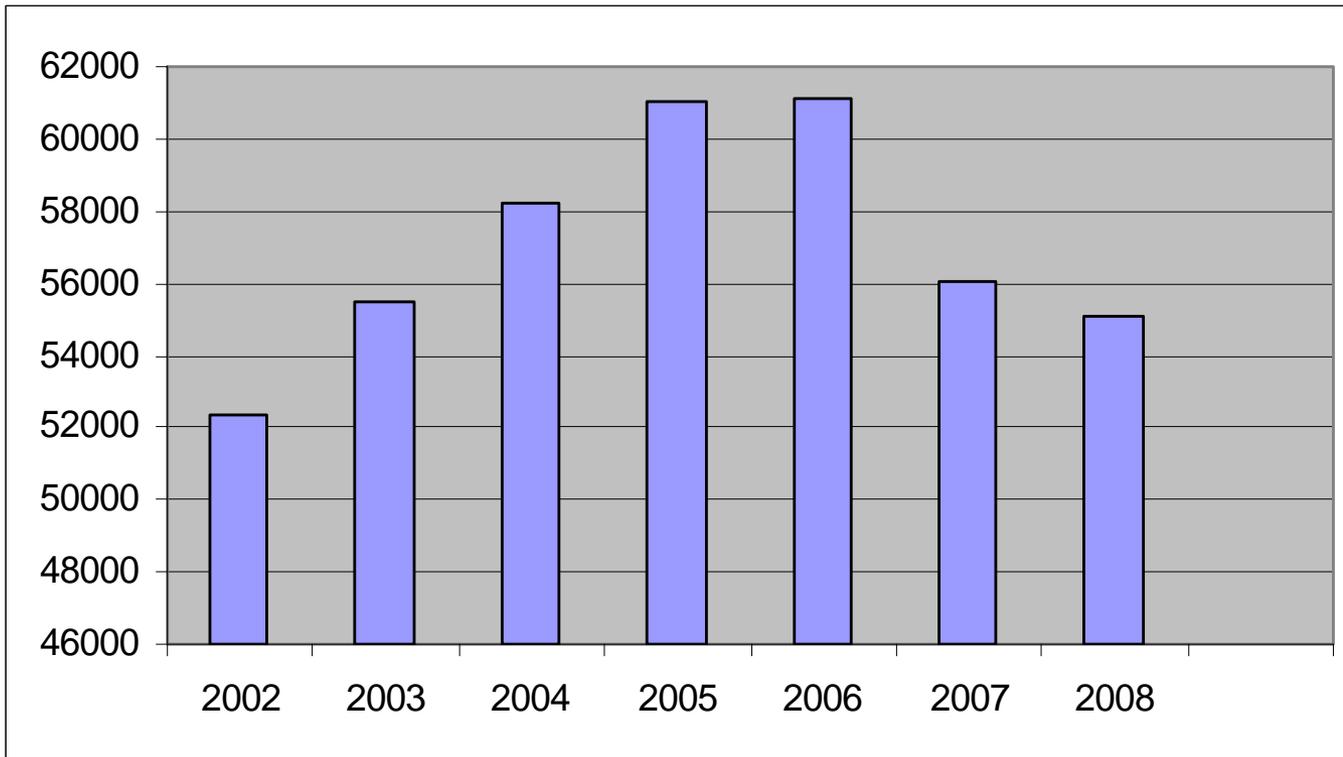
# Adoption Assistance





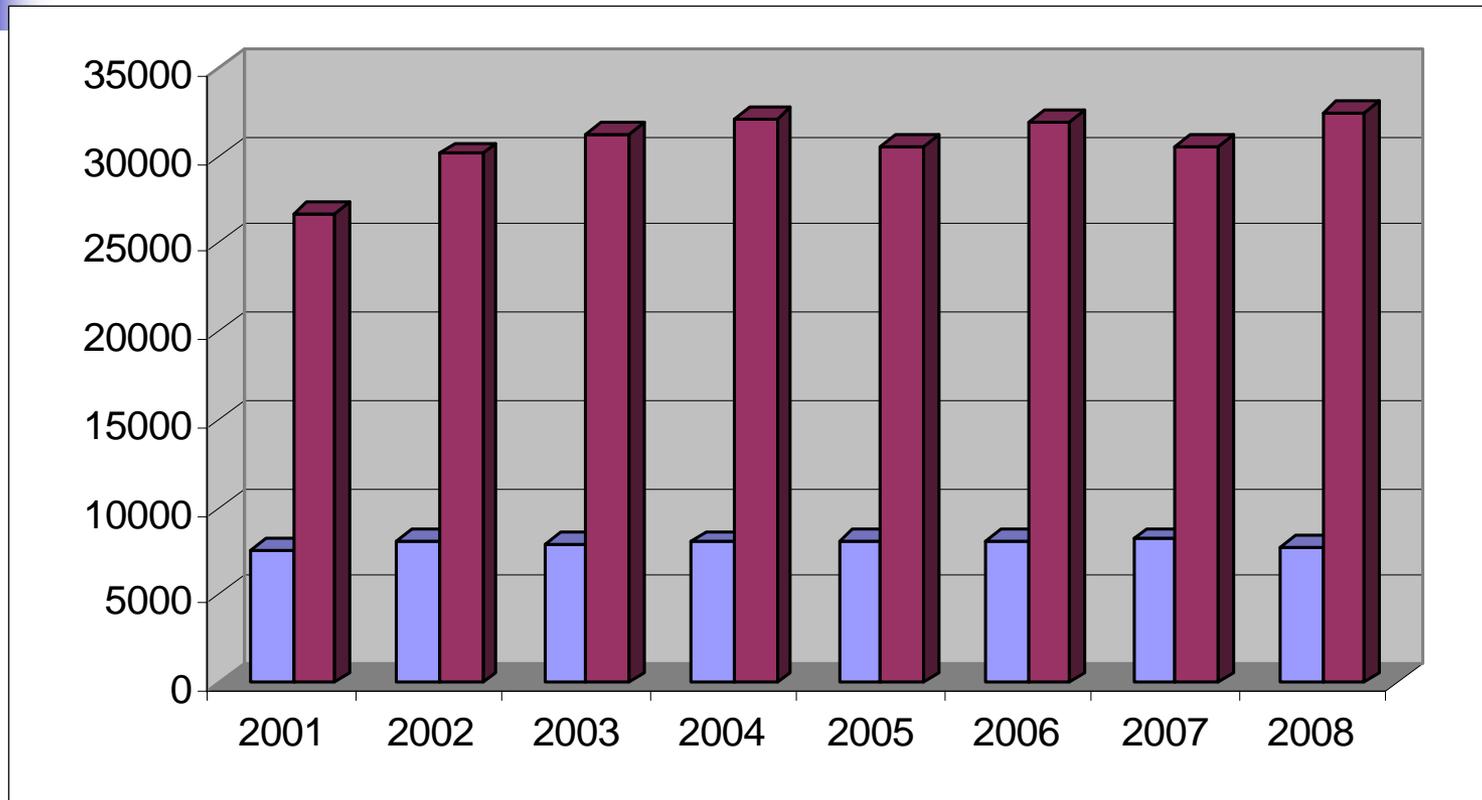
# Child Care

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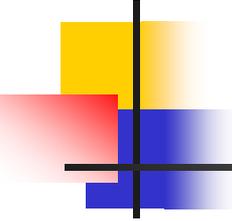


VDSS 2009 Annual Statistical Summary

# Child Protective Services and Foster Care

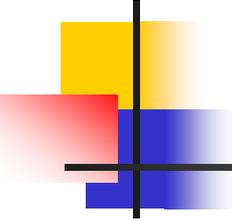


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# Probable Causes of the Increase in Individuals Requiring the Services of the Department of Social Services

- Economic Downturn – Recession
- Increase in Poverty Rates
- Increasing Unemployment Rates
- Loss of Available Jobs

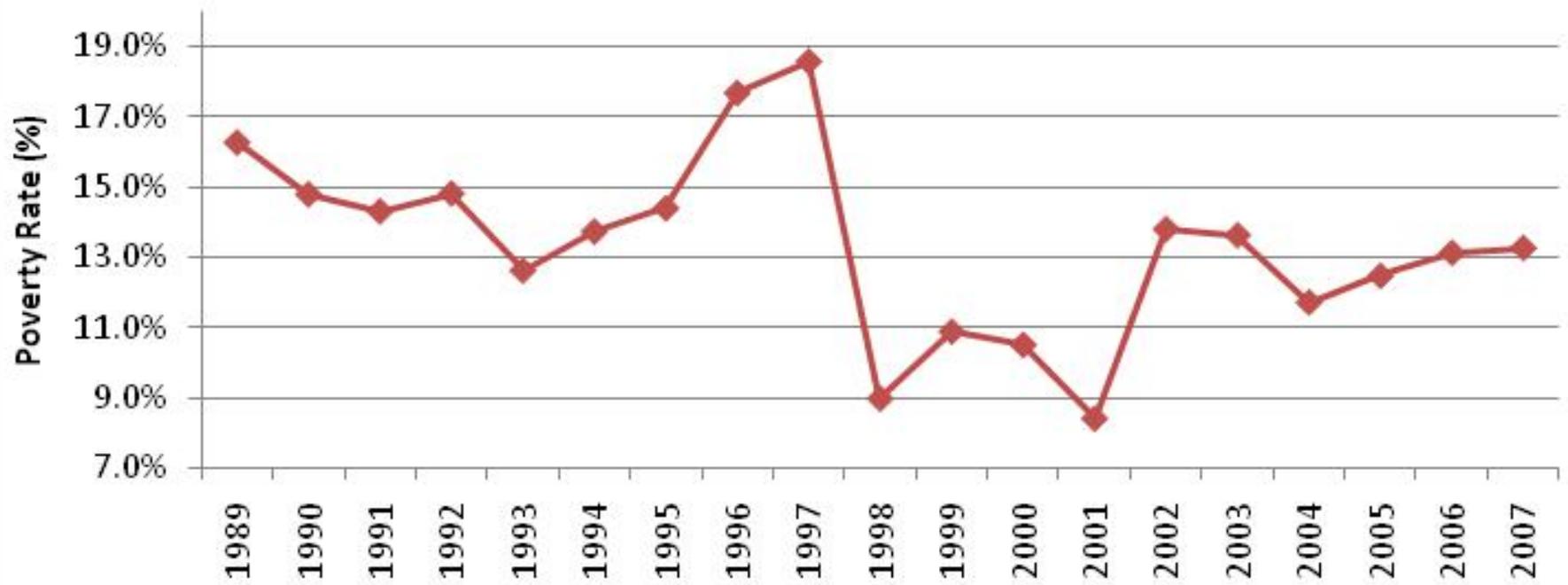


# Economic Downturn – Recession

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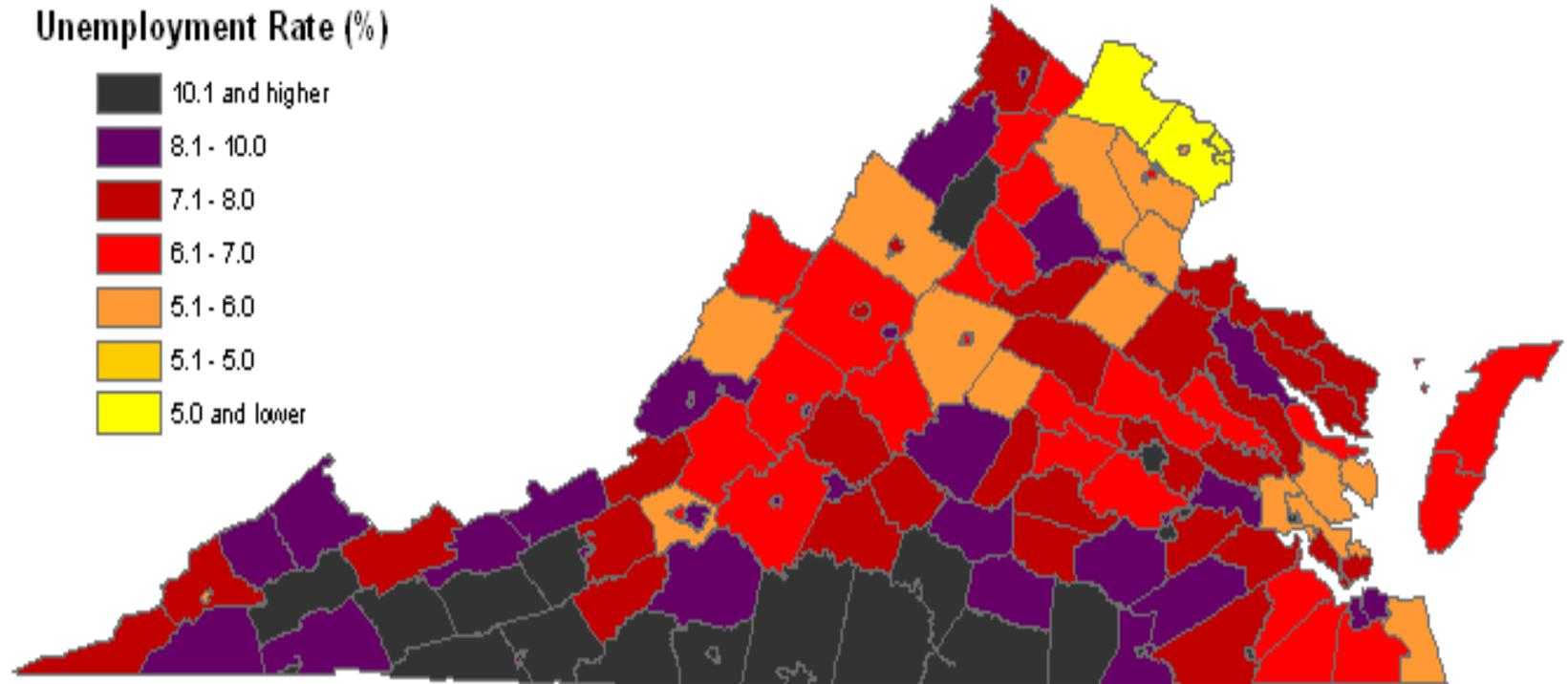
- The National Bureau of Economic Research (NBER), the group that officially designates recessions in the United States has determined that the U.S. has been in a recession since December 2007
- It appears the recession will last through 2010 with additional individuals needing assistance through local department's of social services

## Child Poverty Rising: Virginia Child Poverty Rates, 1989-2007

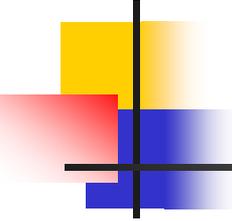


Source: EPI analysis of CPS

# Unemployment in Virginia



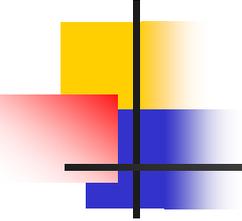
- Source: United States Department of Labor, July 2009



# Virginia Unemployment Rates

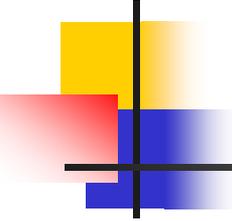
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- The Virginia Employment Commission expects Unemployment Rates to peak in the beginning of 2010 with negative job growth continuing through the end of 2009
- Possibly a slow recovery beginning in 2010



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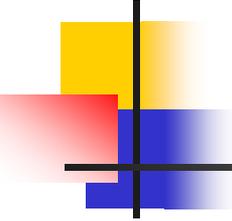
# Lack of Capacity of the Local Departments of Social Services to Meet the Increased Needs



# Understaffed Agencies

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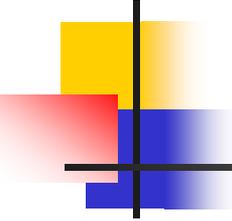
- Prior to the current recession, local agencies were already understaffed and carrying caseloads that were much too high to meet the needs of the customers applying for benefits



# Hornby Zeller & Associates

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- In 2007 and 2008, a Workload Measures Study was completed by Hornby Zeller & Associates measuring the staffing needs of local agencies
- Based on this study, Local Departments of Social Services were already understaffed by 1,038 positions

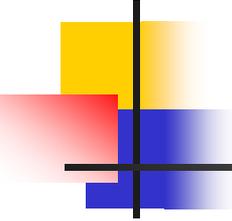


# Hornby Zeller & Associates (Continued)

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- Additionally, this number does not include the additional 120 staff who are needed to meet the monthly visitation requirements for all children in foster care instituted as part of the Child Welfare Transformation

# Benefit Workers Needed in Committee Members' Districts as of 12-31-2008

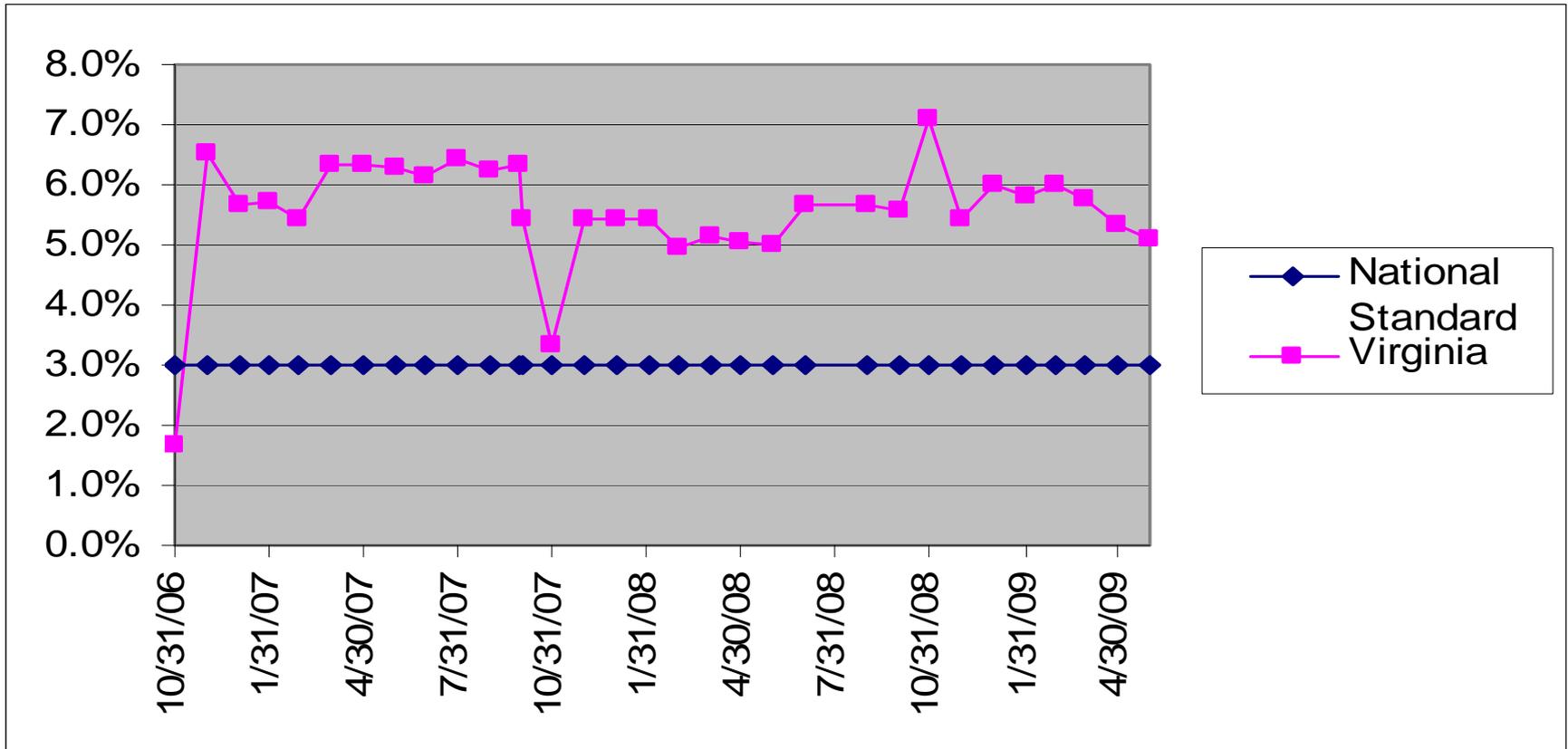


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■ Sen. Houck	■ 17.1
■ Sen. Wampler	■ 47.9
■ Sen. Howell	■ 37.4
■ Sen. Norment	■ 25.3
■ Sen. Hanger	■ 15.9
■ Sen. Marsh	■ 57.6
■ Sen. Whipple	■ 37.8
■ Total Benefit Workers Needed	■ <b>239</b>

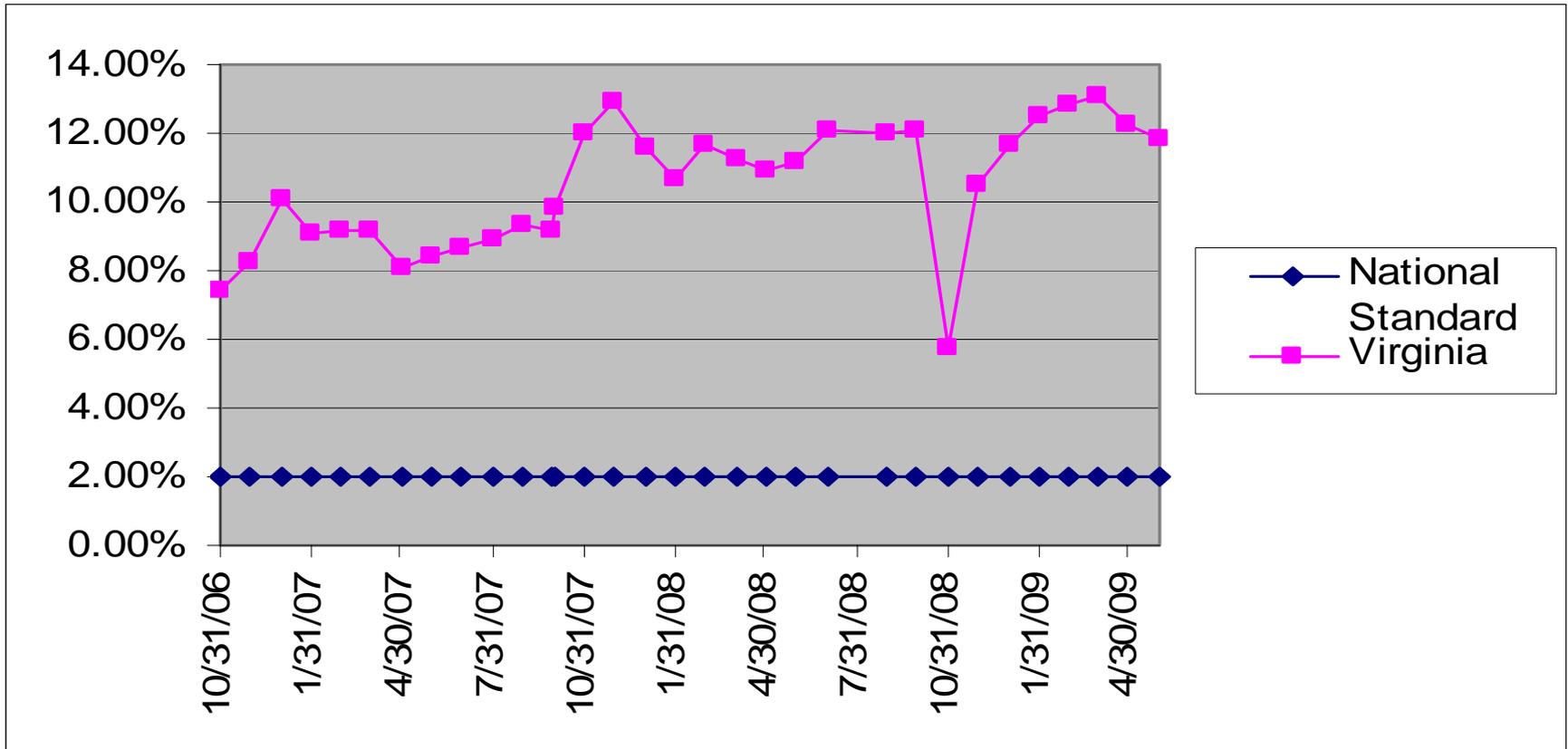
Hornby-Zeller and Associates 12-31-2008 Statewide Update

# Food Stamp Payment Error Rate



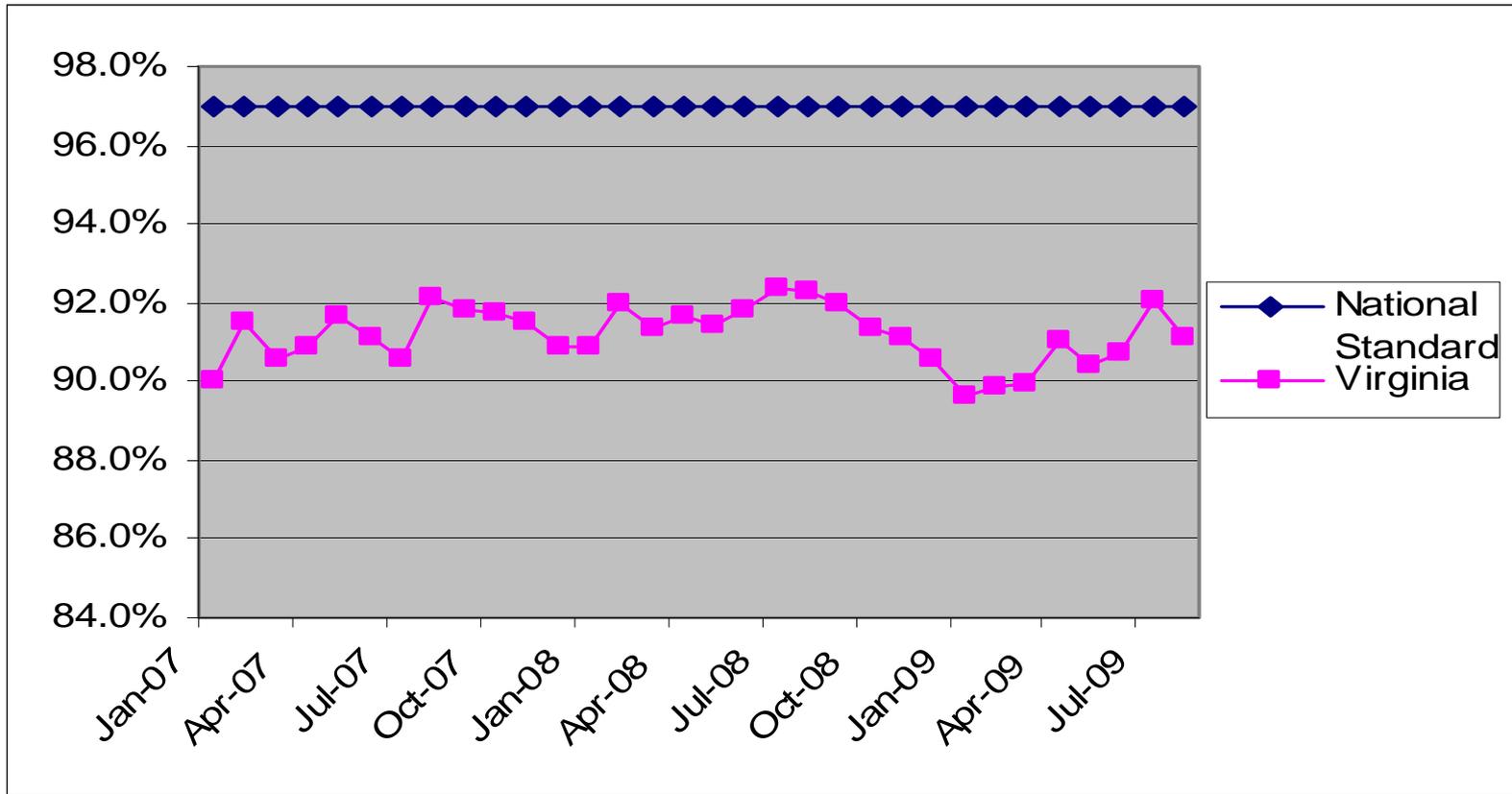
VSSS Performance Indicators Oct. 2006 through August 2009

# Food Stamp Negative Error Rate

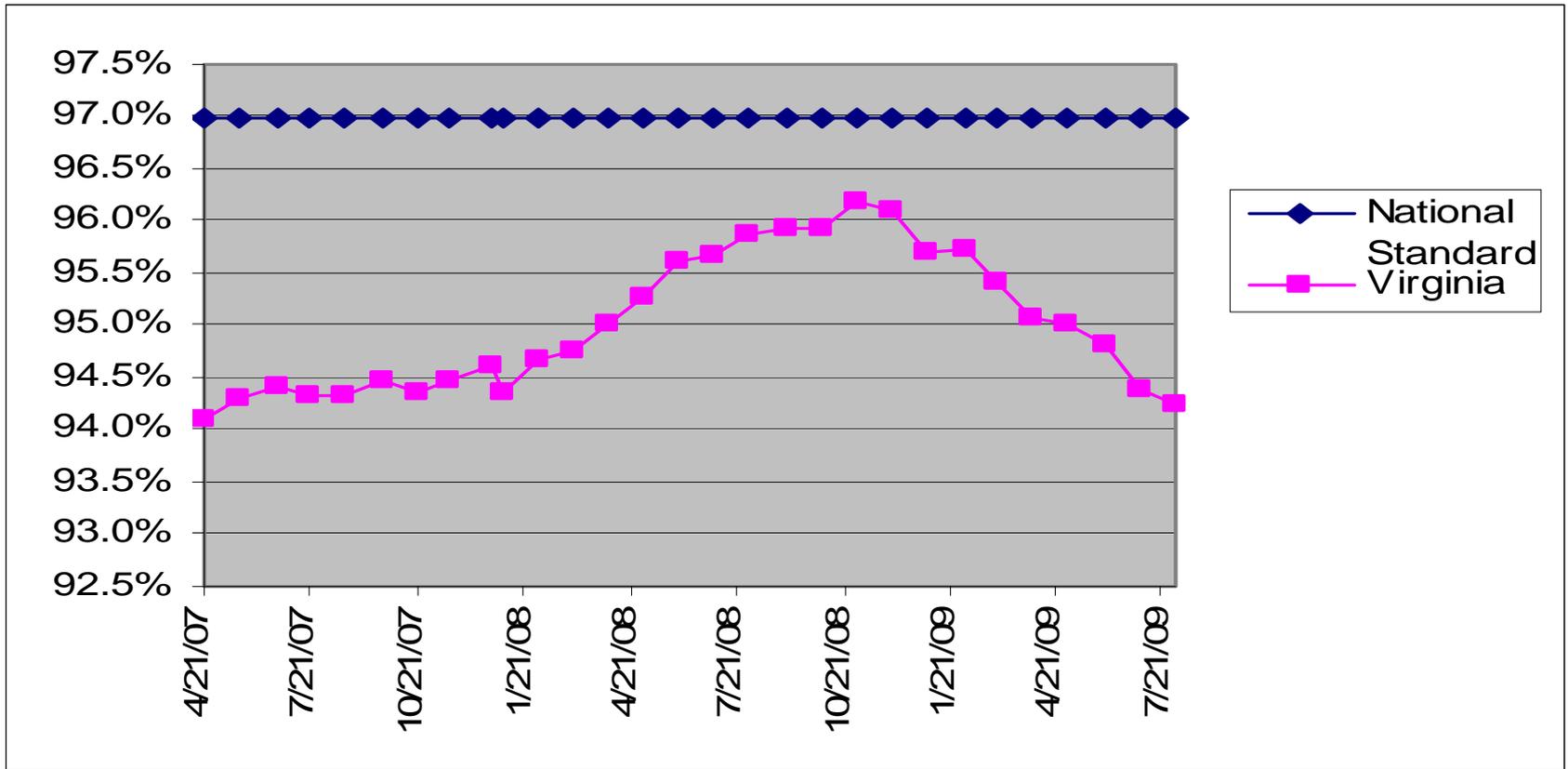


VSSS Performance Indicators Oct. 2006 through August 2009

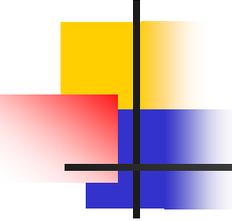
# Medicaid Applications



# Medicaid Reviews



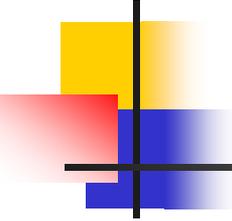
VSSS Performance Indicators Oct. 2006 through August 2009



# Ramifications on Local Departmental Staff

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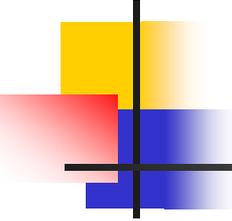
- Increase in stress related illnesses including migraine headaches, insomnia, ulcers and other gastrointestinal issues
- Loss of work productivity
- Staff turnover
- Increases in customer complaints, leading to more stressful work environments



# Conclusions

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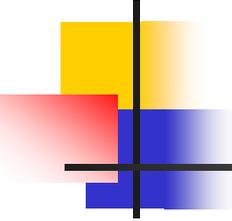
- The plates of Local Departments of Social Services are already overflowing
- Caseloads have increased at historic rates with no additional staff or resources to meet this growth
- The system is already showing signs of breaking



# Conclusions (Continued)

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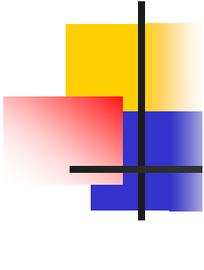
- Local Departments are struggling to meet their mandated requirements
- SNAP (Food Stamp) Error Rates, especially SNAP Negative Error rates are at alarmingly high rates
- Medicaid applications and reviews are not being completed in a timely manner



# Conclusions (Continued)

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- Local Departments provide for the basic necessities of daily life, including food, shelter and medical care
- Agencies are already struggling to provide these services and any further resource cuts, both financial and personnel, will have detrimental impacts to the customers and employees of our agencies



# PLATES ARE GOING TO BREAK

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