



Virginia's Local Department of Social Services Overview

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Local Departments of Social Services Benefit Programs

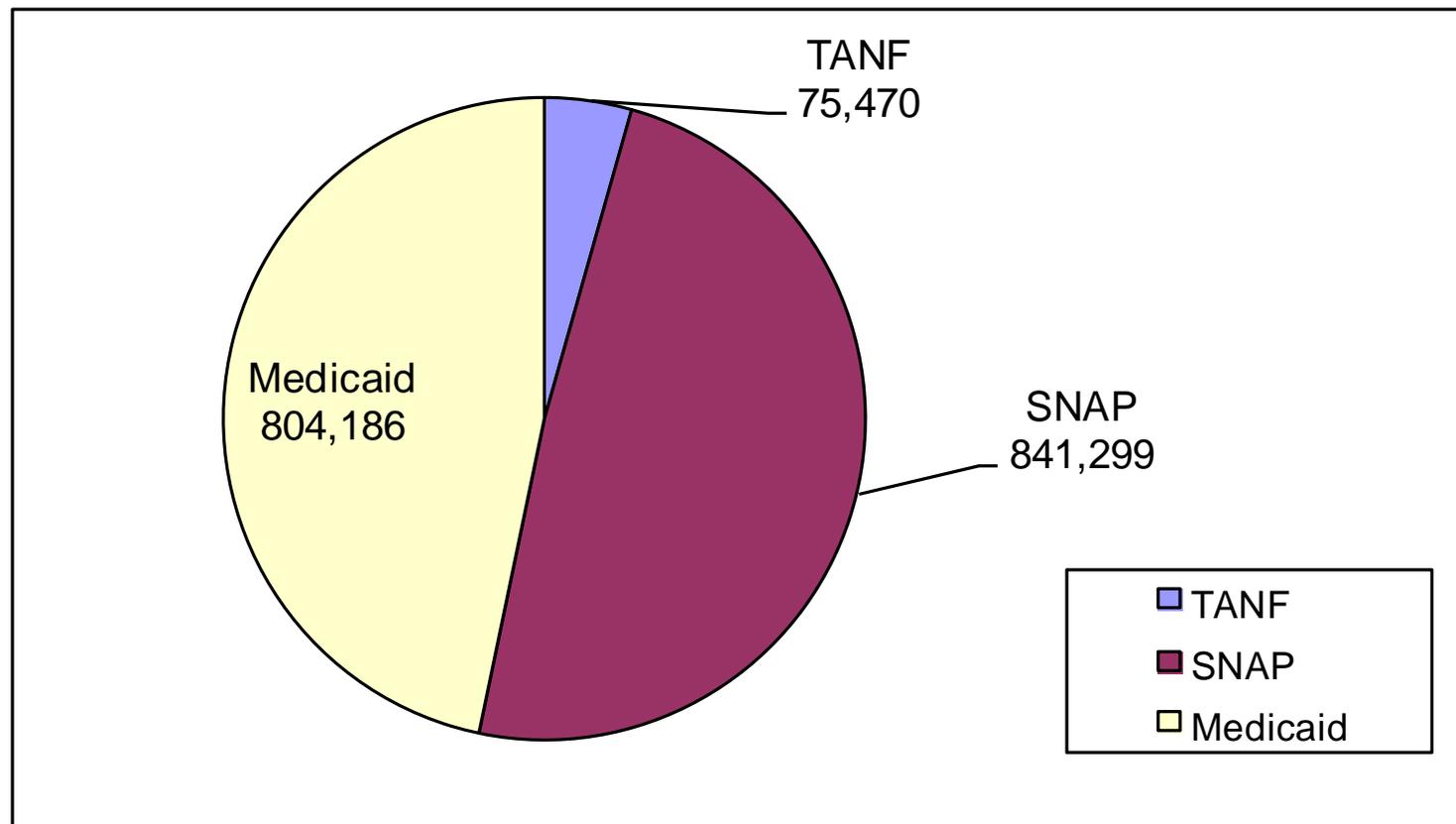
- Energy Assistance
 - Including Heating, Crisis and Cooling
- SNAP (Formerly Known as Food Stamps)
- General Relief
- Medicaid
- Temporary Assistance to Needy Families (TANF)



Local Departments of Social Services Service Programs

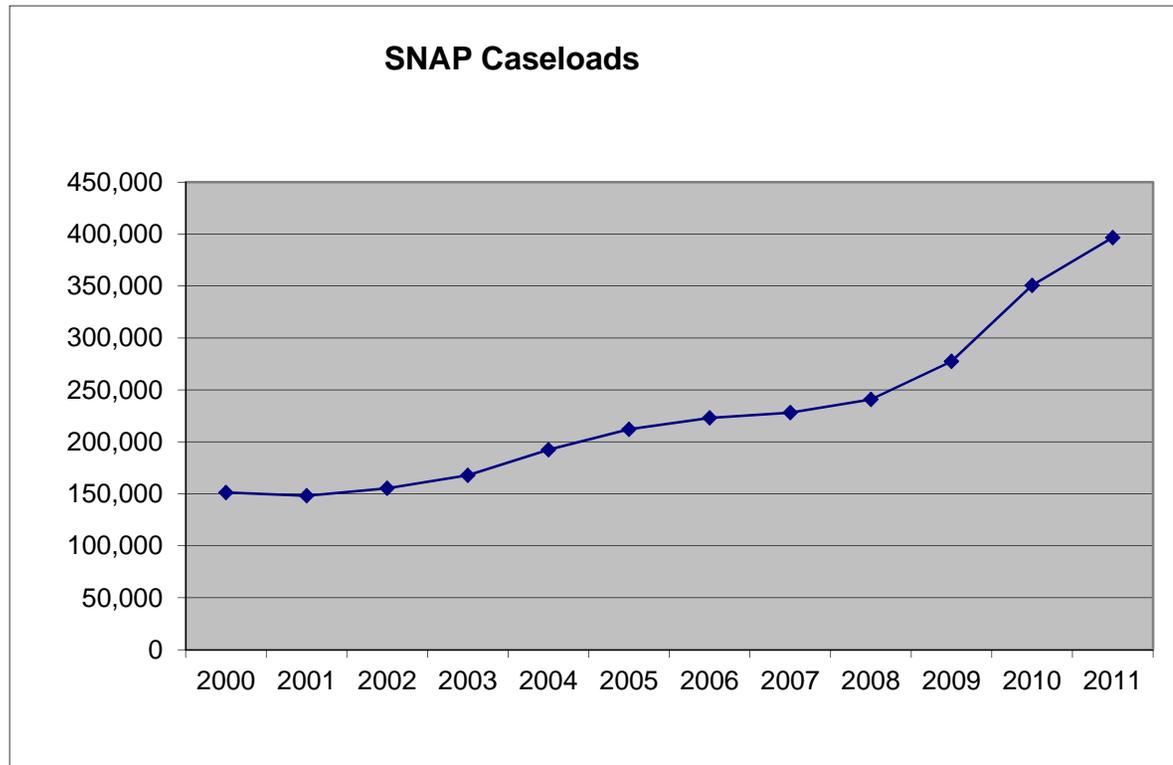
- Adult Services
 - Chore and Companion Services
- Adult Protective Services
- Adoption
- Childcare
- Child Protective Services
- Foster Care

FY 2011 Benefit Program Recipients



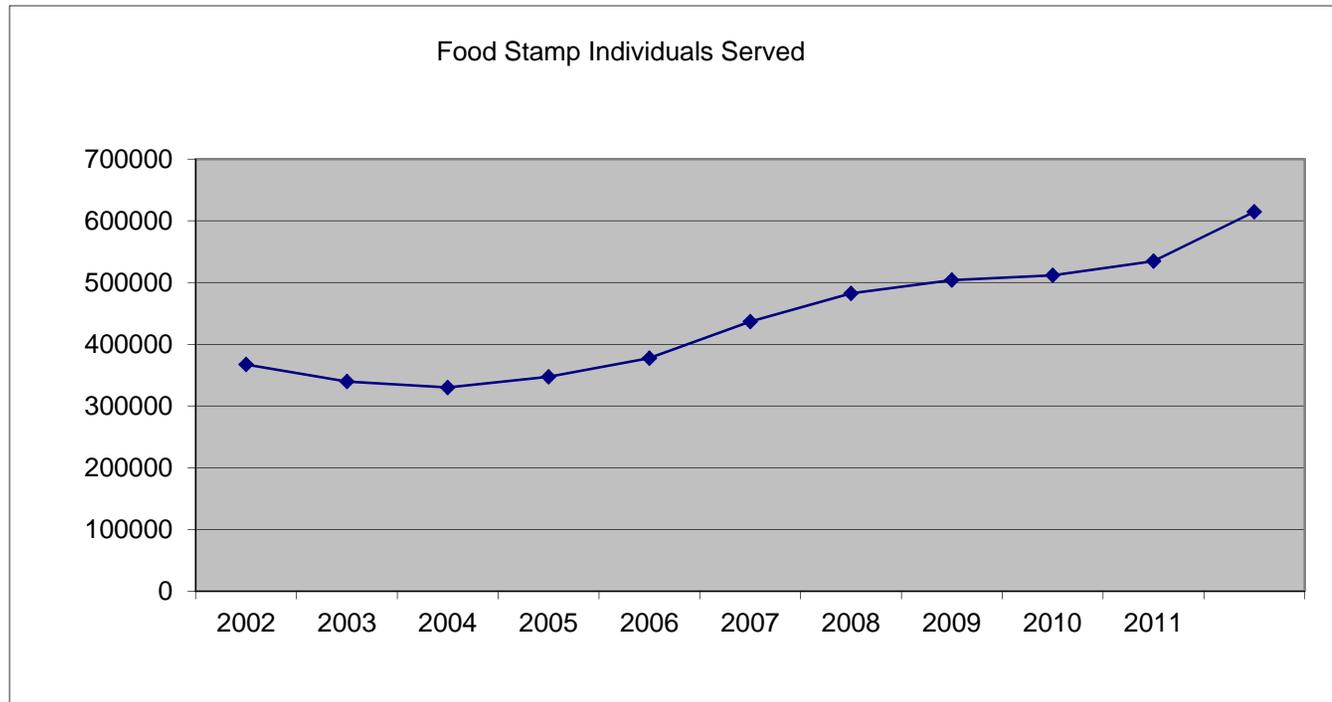
VDSS 2012 Annual Statistical Summary

Significant Caseload Growth in Program Areas

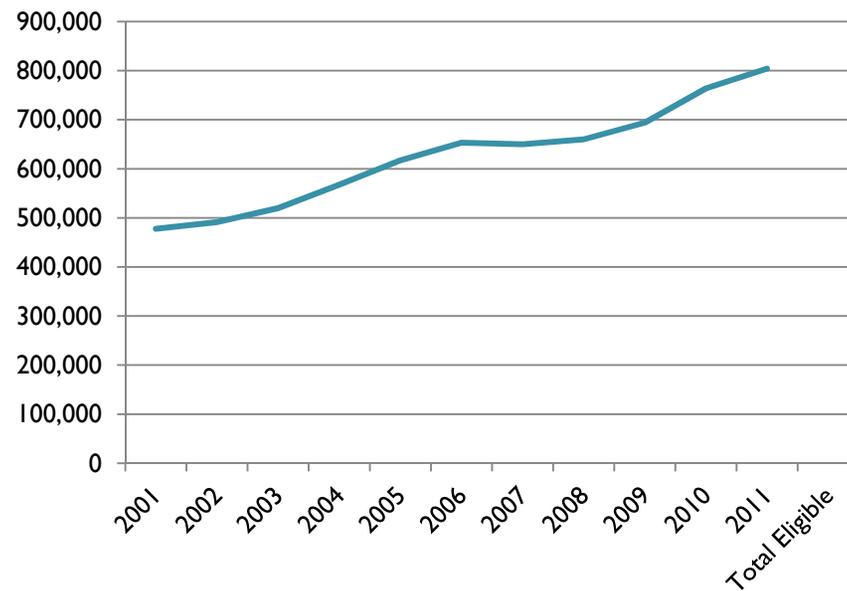


VDSS 2012 Annual Statistical Summary

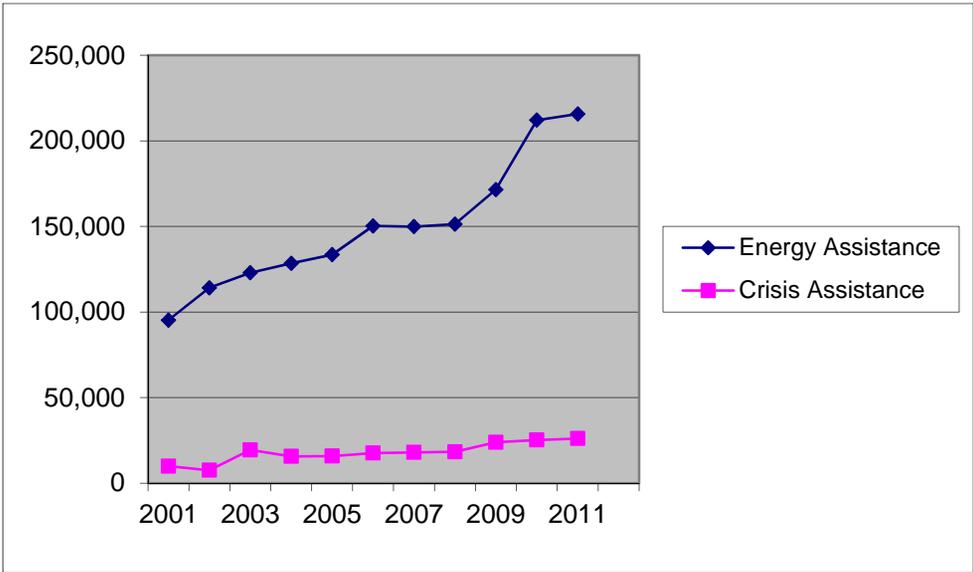
Growth in SNAP Recipients



Growth in Medicaid



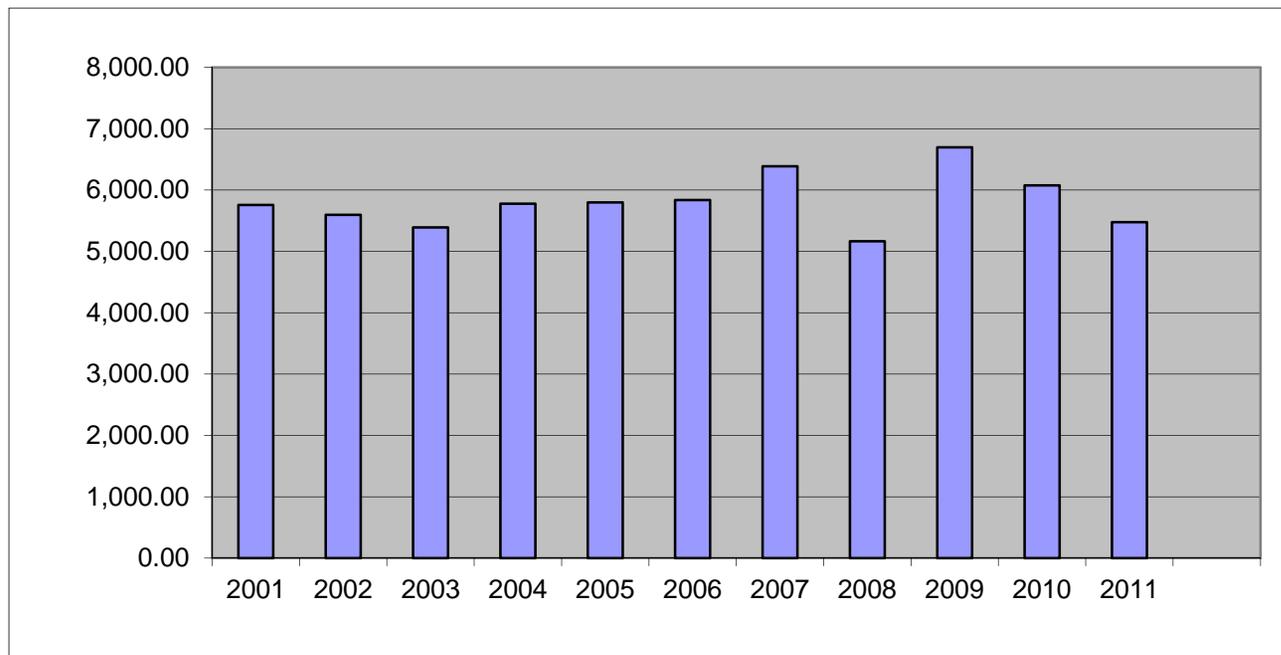
Growth in Energy Assistance – Fuel and Cooling





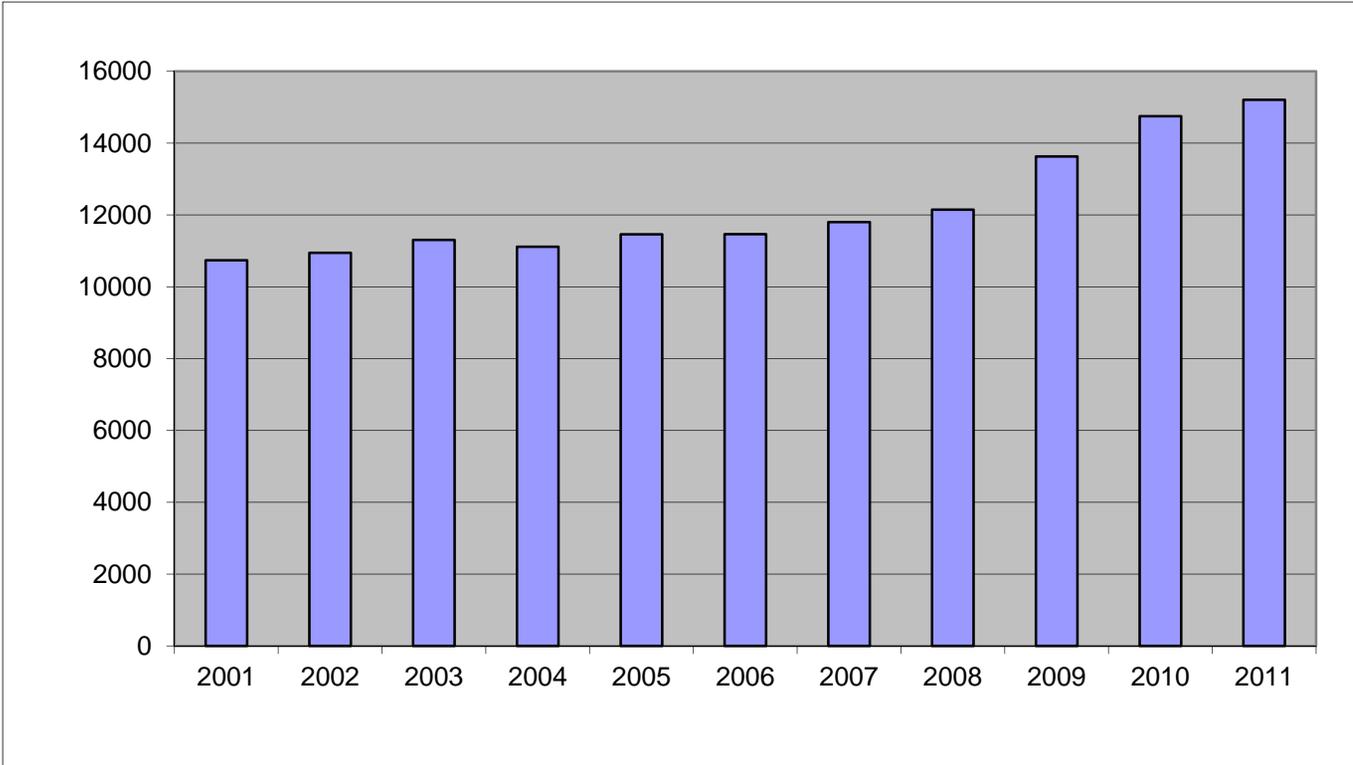
Service Programs Operated by Local Departments of Social Services

Adult Services Home Based Caseloads



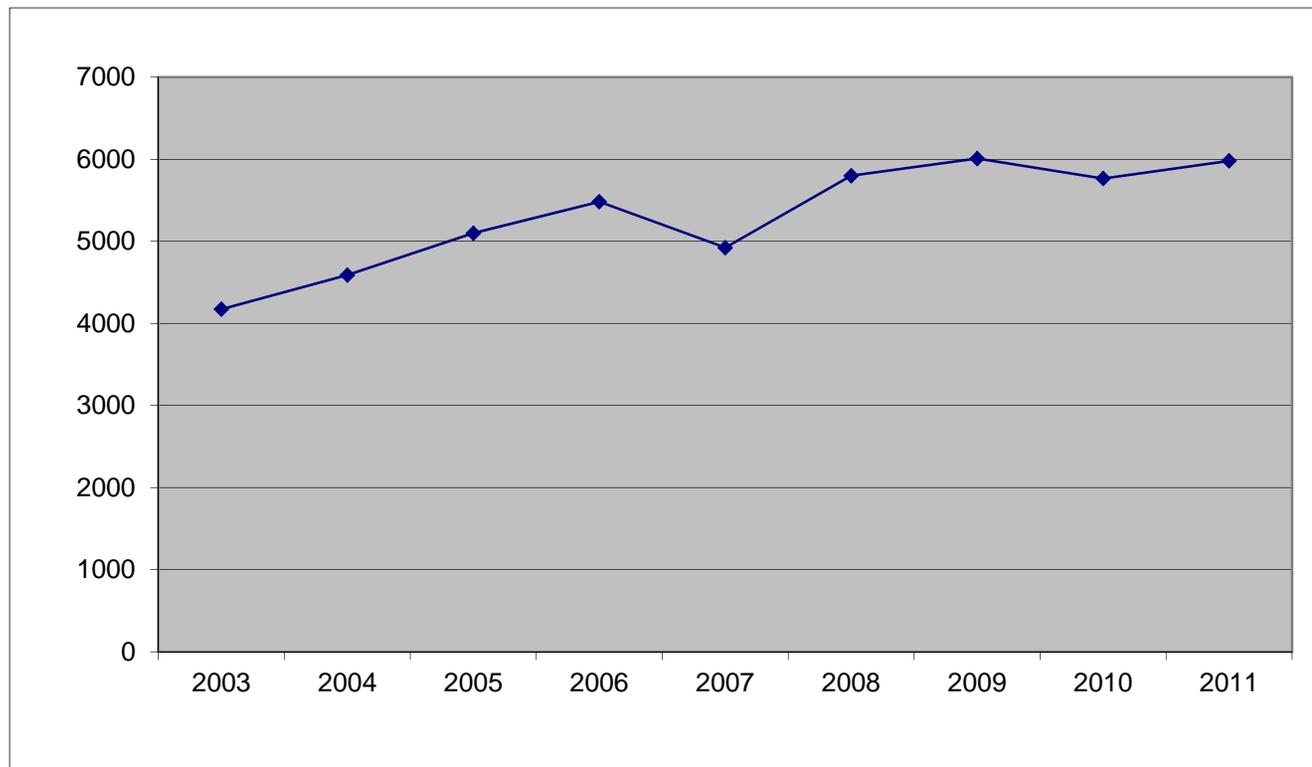
VDSS 2012 Annual Statistical Summary

Adult Protective Services

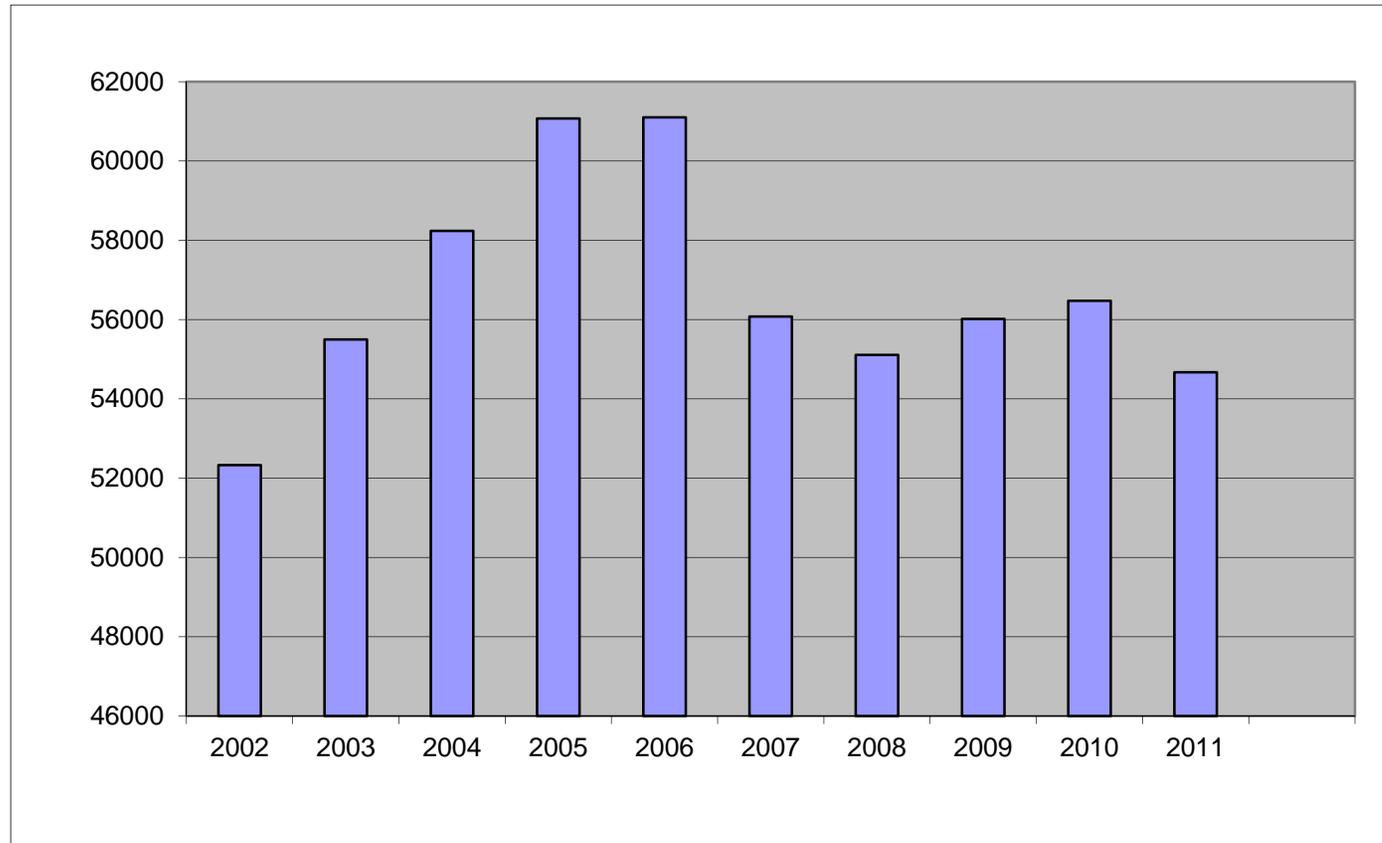


VDSS 2012 Annual Statistical Summary

Adoption Assistance

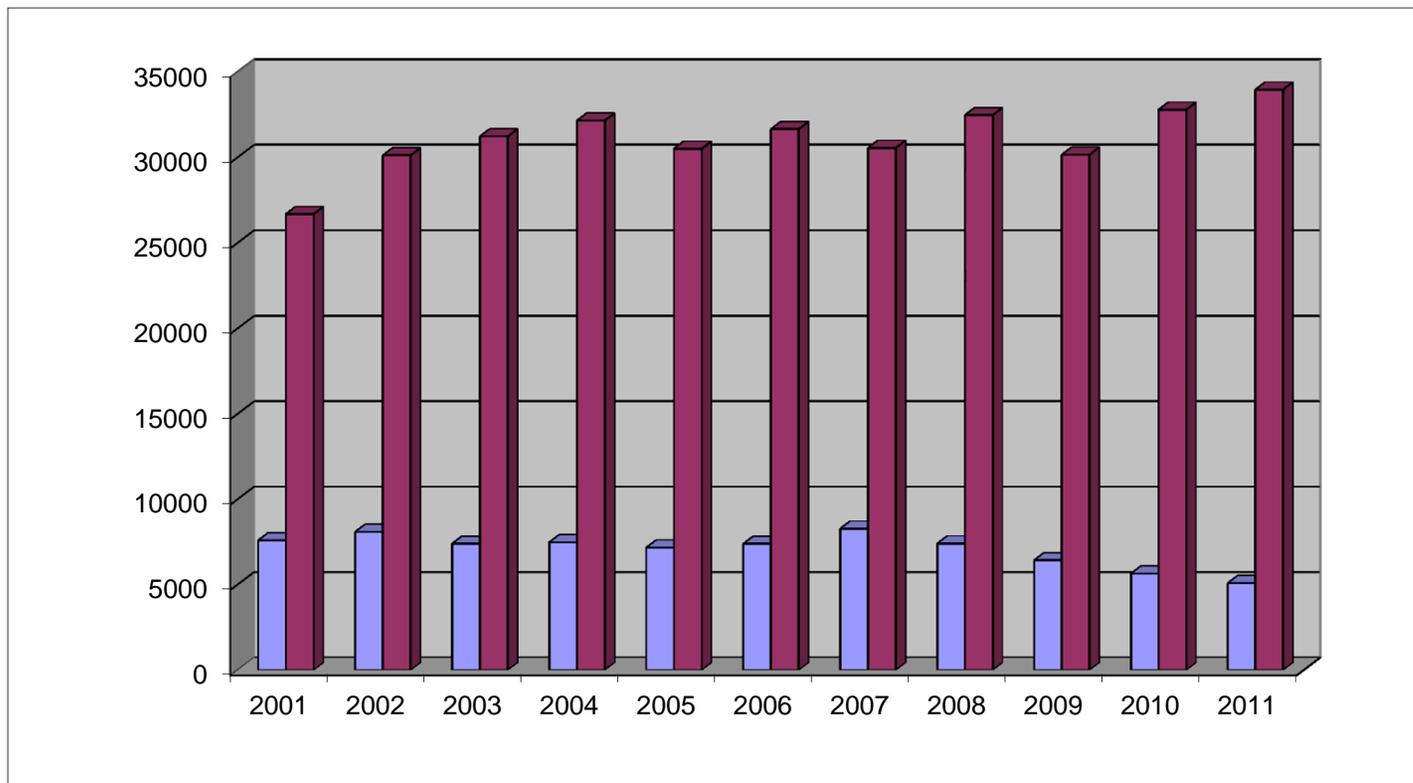


Child Care



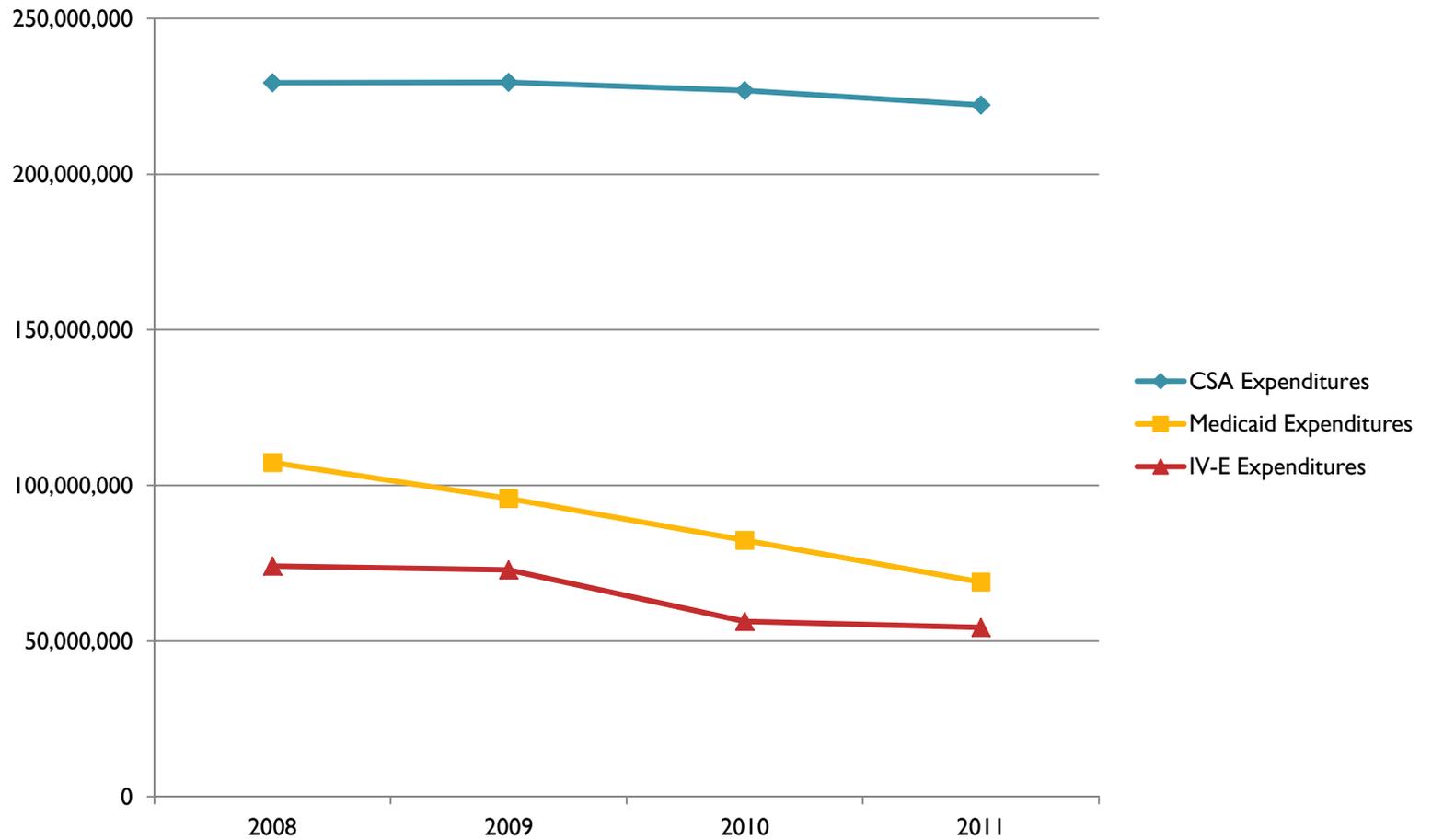
VDSS 2012 Annual Statistical Summary

Child Protective Services and Foster Care



VDSS 2012 Annual Statistical Summary

Foster Care Expenditures





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



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



Understaffed Agencies

- 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

- 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)

- 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



Ramifications on Local Departmental Staff

- Increase in stress related illnesses
- Loss of work productivity
- Staff turnover
- Increases in customer complaints, leading to more stressful work environments
- Inability of agencies to meet federal requirements



Title IV-E Program

- VDSS, through case reviews and provision of necessary financial, technological, and personnel resources, will work with local agencies to discover errors and program problems for the purpose of operating a quality program
- When errors are discovered, VDSS will work with the local agency to make policy, program and fiscal corrections



Title IV-E (cont'd)

- If errors continue to persist with an agency despite VDSS's efforts, the local agency will be required to file a Corrective Action Plan demonstrating how appropriate changes will be made
- If errors continue despite the Corrective Action Plan and the work of VDSS, the local agency will be responsible for non-correctible errors to an amount no greater than the local CSA match rate



Conclusions

- 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 continues to show signs of breaking



Conclusions (Continued)

- Local Departments are struggling to meet their mandated requirements
- Medicaid applications and reviews are not being completed in a timely manner



Conclusions (Continued)

- 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

