

2018-20 Strategic Plan

Department of Social Services [765]

Mission

People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families, and communities.

Vision

A Commonwealth in which individuals and families have access to adequate, affordable, high-quality human/social services that enable them to be the best they can.

Values

The Virginia Department of Social Services Practice Model (http://www.dss.virginia.gov/files/division/dfs/practice_models/vdss_pm.pdf) sets forth our standards of professional practice and serves as a values framework that defines relationships, guides thinking and decision-making, and structures our beliefs about individuals, families, and communities. We approach our work every day based on various personal and professional experiences. While our experiences impact the choices we make, our Practice Model suggests a desired approach to working with others and provides a clear model of practice, inclusive of all agency programs and services. Central to our practice is the family. Guided by this model, we strive to continuously improve the ways in which we deliver programs and services to Virginia's residents.

The Practice Model includes the following value statements:

1. All children, adults and communities deserve to be safe and stable.
2. All individuals deserve a safe, stable and healthy family that supports them through their lifespan.
3. Self-sufficiency and personal accountability are essential for individual and family well-being.
4. All individuals know themselves best and should be treated with dignity and respect.
5. When partnering with others to support individual and family success, we use an integrated service approach.
6. How we do our work has a direct impact on the well-being of the individuals, families, and communities we serve.

Finance

Financial Overview

The Department of Social Service's base budget is comprised of approximately 20% general funds, 47% federal funds, and 33% special funds. In addition to these sources, approximately \$223 million per year of local matching funds are expended. These local funds are not appropriated in the state budget.

The federal funds comprise approximately 32 federal grants, including administrative funds for the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Temporary Assistance for Needy Families (TANF), Child Care Development Fund (CCDF), Title IV-D Child Support Enforcement, Title IV-E Foster Care and Adoptions, Title IV-B Child Welfare and Family Preservation Services, Low Income Home Energy Assistance Program (LIHEAP), Community Services Block Grant, AmeriCorps, Refugee/Newcomer Assistance, and the Social Services Block Grant.

Virtually all of the special funds are the result of the collection of child support payments from non-custodial parents and subsequent payment to the custodial parents.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	429,818,874	1,673,355,669	432,365,784	1,689,723,988
Changes to Initial Appropriation	-391,287	5,131,153	1,617,956	20,542,252

(Changes to Initial Appropriation will be 0 when the plan is created. They will change when the plan is updated mid-biennium.)

Customers

Anticipated Changes to Customer Base

The 2008 Recession and slow post-Recession recovery period had sharply increased the number of people receiving public assistance. Limited employment opportunities and wage stagnation for low-income workers resulted in some families remaining eligible for and participating in programs that assist low-income households in Benefit programs longer than anticipated.

The Affordable Care Act, which was enacted during President Obama's administration, has increased the number of applicants for Medical Assistance during FY 2014-2018. Starting in January 2019, the state's Medicaid expansion will continue to drive an increase in the number of

applications for and participation in Medicaid. This increase will likely bring additional households into the the Supplemental Nutritional Assistance Program (SNAP) as new households seek assistance and apply for multiple programs. Additionally, the federal government has increased the funding for child care and the Department of Social Services is piloting efforts to expand child care access.

Current Customer List

Predefined Group	User Defined Group	Number Served Annually	Potential Number of Annual Customers	Projected Customer Trend
Low-Income	Adults and children receiving SNAP	994,708	1,400,000	Increase
Low-Income	Adults and children receiving Medical Assistance	1,410,979	1,700,000	Increase
Low-Income	Adults and children receiving TANF and Unemployed Parents Cash Assistance	82,069	897,000	Decrease
Families	Families receiving child support enforcement services	302,693	309,000	Decrease
Families	Families receiving subsidized child care	17,668	21,429	Decrease
Child	Children receiving subsidized child care	31,090	37,765	Decrease
Low-Income	Households receiving fuel, cooling and/or crisis assistance	68,167	227,000	Stable
Health Care	Early child care providers	6,084	6,084	Increase
Child	Children reported as being abused, neglected or maltreated	55,255	267,000	Stable
Child	Children in foster care	7,556	267,000	Stable
Employer/ Business Owner	Licensed Children's Residential Providers	173	173	Stable
Health Care	Staff and caretakers of foster care children who require background investigations	13,781	14,000	Increase
Resident	Low-income residents served by Community Action Agencies	127,408	2,000,000	Increase
Refugee	Refugees fleeing due to war, armed conflict, or human rights violations	1,819	4,000	Decrease
Volunteer	Residents involved in community volunteer network (AmeriCorps)	5,235	5,235	Decrease
Victim	Domestic violence victims and their children in emergency shelters	5,553	22,432	Decrease
Health Care	Assisted Living Facilities/Adult Day Care Facilities	652	652	Stable

Partners

Name	Description
Academic and professional associations	Provide guidance on best practices and standards of care for children and adults in facilities.
American Public Human Services Administration (APHSA)	Supports state and local health and human services agencies, informing policymakers, and working with our partners to drive innovative, integrated, and efficient solutions in policy and practice.
Area Agencies on Aging	Provide support and services to older adults and their families; act as a link to the Department for Aging and Rehabilitative Services.
Area Training Centers	Provide training to local and state staff through five regional hubs; local One-Stop Career Centers.
Assisted Living Facilities/Adult Foster Care Homes/Supportive Housing Providers	Provide services to the elderly and disabled.
Child Care Aware of Virginia	Provide resource and referral information to parents/families about specific child care needs; approve and track unlicensed child care providers.
Child Development Resources	Provides mentoring and training services for infant and toddler caregivers through the Infant and Toddler Specialist Network.
Child Welfare League of America	Provides expertise, leadership and innovation on child welfare policies, programs, and practices.

Colleges and Universities	Provide assistance with workforce development, volunteer services, community capacity building, child care quality improvement, scholarship programs for foster care and adopted youth, and emergency evacuation site services.
Community Action Agencies	Partners in the Virginia Social Services System.
Community College Workforce Alliance	Provides non-credit training, custom-designed instruction, consulting, skills assessments and educational programs to meet the economic and workforce development needs of Central Virginia.
Community Services Boards	Provide mental health treatment, support and services for adults and children with intellectual disabilities and substance abuse disorder.
Faith-Based Organizations	Provides direct services and advocacy for service populations; includes Virginia Council of Churches' Rural Family Development
Federal agencies	U.S. Departments of Homeland Security, State, Agriculture, FEMA, Administration for Children and Families, and Office of Child Support Enforcement.
Federal and State Court System	Juvenile and Domestic Relations Courts (e.g., establish paternity orders, referrals and coordination for children's services); Circuit Courts (e.g., issue divorce decrees, appeals); U.S. Bankruptcy Court (e.g., adjudicate noncustodial parents' bankruptcy claims).
Foster Care & Adoption resource organizations	National organizations (e.g., Adoption Exchange Association, AdoptUSKids, Casey Family Programs, Children's Bureau) providing resources and technical assistance in the areas of foster care and adoption.
Licensed Child Placing Agencies	Provide adoption and post-adoption services to families and LDSS.
Local Departments of Social Services	Responsible for administering programs and providing direct service delivery to customers
Local domestic violence programs	Provide crisis and core services to families impacted by domestic violence.
Local Governments/Agencies	Local public schools, Head Start programs, libraries, other human services, law enforcement agencies, and volunteer service offices.
National Adult Protective Services Association (NAPSA)	Works to improve quality of services for victims of adult abuse by sharing research, practice and policy information. Provides web training for APS workers and offers a training certificate program.
NewFound Families	State foster, adoptive and kinship care association that provides support, advocacy, education and training.
Non-Profit Organizations	Provide training and supports for quality early care and education through United Way, Smart Beginnings Coalitions, and hospitals.
Office of Children's Services	Administers programmatic and fiscal policies for the CSA program, which involves service planning and oversight for at-risk youth and their families. Participants include CSA Coordinators, Family Assessment/Planning teams, Community Policy and Management teams.
Other state/national child support enforcement programs	Child support enforcement agencies from other states and nations with reciprocity agreements.
Refugee Resettlement Service Providers	Non profit agencies that provide refugee resettlement assistance, employment services, school assistance, health care referral assistance, and assistance to older refugees in a manner that aligns with the client's culture and language background.
State Agencies	Includes Departments of Health, Education, Juvenile Justice, Medical Assistance Services, Aging and Rehabilitative Services, Behavioral Health and Developmental Services, Housing and Community Development, Veterans Services, Small Business Financing Authority, State Police, Taxation and the Virginia Employment Commission
State, county and municipal government associations	Partners of VDSS and the Local Departments of Social Services regarding children's services; includes Virginia Association of Counties, Virginia Municipal League and Virginia Association of Local Human Services Officials
United Methodist Family Services	Offers independent living services for youth in foster care (Project Life).
United Way Research Center	National and state organization that provides analysis of poverty data to states and localities (aka the ALICE Project).
Virginia Coalition of Private Provider Associations	Collaborative partner for children's services
Virginia Early Childhood Foundation	Supports the mission of improving access, availability and quality of child care and early education in the state. Helps administer Virginia Quality, the state's child care/education quality rating and improvement system.
Virginia Geriatric Education Center (VGEC)	Provides new student education, faculty professional development, and in-service training to healthcare professionals to effectively manage geriatric patients.
Virginia Head Start Association	Improves the quality of care for infants and toddlers through local Head Start programs.

Virginia Sexual and Domestic Violence Action Alliance (Statewide domestic violence coalition)	Provides data collection, crisis hotline services, and training/technical assistance to local domestic violence programs. Includes Prevent Child Abuse Virginia, Voices for Virginia's Children, and Child Advocacy Centers.
Volunteer service organizations	Provide volunteer services and local capacity building. Includes AmeriCorps, VISTA, National Civilian Community Corps, National Directs, Senior Corps.
Weldon Cooper Center for Public Service	An economic and demographic research center started by the University of Virginia that provides population estimates and poverty research used by VDSS

Agency Goals

• Increase safe and stable living situations for children and families

Summary and Alignment

By having children in foster care safely return to their biological families or live in other safe and stable family-based environments (foster care and adoptive homes, other relatives' home), the children will achieve a higher level of emotional, physical, and mental well-being. This goal also addresses minimizing disruption for children in foster care by reducing the time in care and number of placements. This goal aligns with the enterprise strategic priority focused on "Children and Families" (Promote strategies that encourage a culture of health through stable housing, access to high-quality health care and proper nutrition).

Objectives

» Increase the percentage of foster care children who are placed in family-based environments (Family-Based Placements)

Description

This refers to the percentage of foster care children who are placed in family-type environments while in foster care. This includes placement with other relatives, foster care families, and adoptive families. This excludes placement in institutional settings (e.g., residential child homes). This aligns with our goal of promoting safe and stable living situations for children in foster care. Since these settings are more stable for the child, this will result in fewer placements and disruptive placements and improved outcomes for the child.

Objective Strategies

- Utilize Diligent Recruitment, Extreme Recruitment, and general recruitment strategies to recruit more families to foster and adopt.
- Refer foster care children eligible for adoption for services under the Adoption Through Collaborative Partnerships (ATCP) grant.
- Focus on extended family members and paternal relatives ("kin") as permanency options. Encourage engagement of child with extended family members.
- Implement the Kinship Guardianship Assistance Program (KinGAP) to provide an additional permanency option for youth to remain supported in a kinship foster home after they are discharged from foster care.
- Implement and enforce Concurrent Planning practices in local departments.
- Continue marketing campaign and outreach to raise awareness about the need for more foster and adoptive parents.

Measures

- ◆ Percentage of foster care children who are placed with families

» Increase the percentage of children in foster care who exit to permanent living arrangements (Exit to Permanency)

Description

This objective refers to the percentage of children leaving foster care who exit to permanent living arrangements, including reunification with their families, transfer of custody to other relatives, and adoption. By increasing permanency, this aligns with our goal of having children live in safe and stable family environments that are optimal for the child's well-being.

Objective Strategies

- Continue marketing campaign and outreach to raise awareness about the need for more foster and adoptive parents.
- Implement and enforce Concurrent Planning practices in local departments.
- Focus on extended family members and paternal relatives ("kin") as permanency options. Encourage engagement of child with extended family members.
- Implement the Kinship Guardianship Assistance Program (KinGAP) to provide an additional permanency option for youth to remain supported in a kinship foster home after they are discharged from foster care.
- Refer foster care children eligible for adoption for services under the Adoption Through Collaborative Partnerships (ATCP) grant.

- Utilize Diligent Recruitment, Extreme Recruitment, and general recruitment strategies to recruit more families to foster and adopt.
- Implement a new recruitment strategy using technology-based software to match waiting children with Virginia families.
- Implement the Practice Profiles and employee coaching in local agencies among child welfare staff.

Measures

- ◆ Percentage of children who exit from foster care to a permanent living arrangement (reunited with families, placed with relatives, adopted)

• **Protect children from abuse, neglect and maltreatment**

Summary and Alignment

By providing intervention and prevention services to at-risk families and caretakers, we are ensuring that children and other vulnerable individuals are protected from abuse, neglect, maltreatment and exploitation.

Objectives

» **Increase the percentage of safe and high quality standard day care and residential facilities for children (Safety and Quality Care for Children)**

Description

This objective refers to the percentage of child day care and residential care facilities that are compliant with safety and quality standards. This aligns with our goal of protecting children from possible abuse, neglect and maltreatment occurring in such facilities by reducing risk.

Objective Strategies

- Conduct timely safety inspections and employee background checks for day care and residential facilities for adults and children.
- Explore ways to strengthen licensing criteria that will result in safer home-based day care facilities.
- Provide the enhanced technology, tools, processes and training to ensure our licensing inspectors are equipped to conduct all types of inspections for children's and adults' facilities.

Measures

- ◆ Percentage of mandated licensing inspections of child and adult care facilities completed

» **Decrease the incidence and recurrence of child abuse, neglect and maltreatment (Protect Children From Abuse)**

Description

This objective refers to the reduction in the number of new and recurrent cases of child abuse, neglect and maltreatment. This aligns with our goal of protecting children from abuse, neglect and maltreatment through prevention and intervention services.

Objective Strategies

- Amend current regulation to evoke a rapid response by child protective services workers to valid reports or complaints that involve children under the age of two years old.
- Improve child protective services workers' abilities to conduct service needs assessments and develop relevant service plans.
- Enhance child protective services workers' abilities to help develop plans of safe care for substance-exposed infants and their caregivers/families
- Provide outreach and educational materials to mandated reporters, particularly healthcare providers, as well as the general public with regard to responding to substance-exposed infants and their caregivers/families.
- Evaluate opportunities to enhance system coordination to support the identification of and care for substance-exposed infants and their caretakers/families.
- Examine risk and protective factors associated with child abuse-related deaths, including unsafe sleep-related deaths.
- Enhance the understanding of Child Protective Services workers of the co-occurrence of domestic violence and maltreatment.
- Provide educational and public awareness materials to mandated reporters and the general public about preventing child abuse and neglect
- Provide enhanced support to children and families through the provision of mental health and substance abuse prevention and treatment

services, in-home parent skill-based programs, and kinship navigator services.

Measures

- ◆ Percentage of abused, neglected or maltreated children who are not victims of subsequent maltreatment within six months

• **Increase self-sufficiency of families and individuals through opportunities for education, employment, income, and health care**

Summary and Alignment

By assisting Virginia families and individuals through educational, employment and health opportunities, we are increasing their ability to become economically self-sufficient and to climb out of poverty (and remain out of poverty). This goal aligns with the Strategic Priority on "Poverty" (Develop a clear and consistent anti-poverty policy). This goal also aligns with the Enterprise Strategic Priority "Supply and Demand" (Align Virginia's workforce to meet current and anticipated employer demands with career pathways and training solutions for dislocated, underemployed, and future workers) by ensuring that families and individuals that are receiving public assistance (e.g., TANF, SNAP, child care subsidies) acquire workforce development training and resources that meet the demands of employers and achieve gainful employment for the recipient.

Objectives

» **Increase child support payment collections from non-custodial parents (Child Support)**

Description

This objective refers to an increase in child support payments that non-custodial parents are obligated to pay. This aligns with our goal of helping families to become self-sufficient by improving the income of single-parent households. Furthermore, we are helping non-custodial parents to become more involved in their children's lives socially as well as financially. As a result, outcomes for children and families will improve.

Objective Strategies

- Establish realistic, "right-sized" child support orders based on non-custodial parents' actual ability to pay.
- Provide services, information, and referrals to address parents' ability to obtain and maintain stable employment.
- Continue implementation of case management strategies to focus resources and effort on cases most likely to produce payment and to reduce the accumulation of unpaid child support debt.

Measures

- ◆ Cost Effectiveness Rate: Amount of child support collected per dollar expended
- ◆ Percentage of child support owed that is collected

» **Increase the percentage of low income families and individuals receiving public assistance who achieve gainful employment (Gainful Employment)**

Description

This objective refers to the percentage of low-income families and individuals receiving public assistance through the Temporary Assistance for Needy Families (TANF) program who achieve employment after exiting the program. This aligns with our goal of helping families and individuals achieve economic self-sufficiency through gainful employment.

Objective Strategies

- Expand and improve partnerships with other service providers in the workforce development system.
- Obtain job coaching training and certification for all employment services staff at local departments of social services.
- Expand SNAP E&T services to serve all at-risk ABAWDS (able-bodied adults without dependents).
- Develop additional SNAP E&T partnerships and draw down additional federal matching funds.
- Align VIEW and SNAP E&T policies and procedures for more efficient provision of services.
- Expand the number of sites (e.g., community colleges, local DSS) for SNAP and TANF clients to get job-specific employment training and credentialing.
- Publicize training opportunities leading to employment for VIEW and SNAP-ET participants; develop partnerships with service organizations for employment training and placement.

Measures

- ◆ Number of children from households enrolled in Temporary Assistance for Needy Families (TANF) or at-risk of going on TANF who receive child care subsidies
- ◆ Percentage of former Temporary Assistance for Needy Families (TANF) participants gainfully employed six months after program exit
- ◆ Percentage of refugees employed 90 days after first job placement
- ◆ Percentage of Temporary Assistance for Needy Families (TANF) cases receiving Unemployed Parents Cash Assistance who are employed at date of closure
- ◆ Percentage of Temporary Assistance for Needy Families (TANF) participants engaged in a work activity (TANF Work Participation Rate)

» **Increase the percentage of low income and vulnerable Virginians whose immediate home energy needs are met (Home Energy Assistance)**

Description

This objective refers to the percentage of vulnerable Virginians who receive home energy assistance. By "vulnerable", we mean low income families and individuals, with a focus on the elderly, children, and people with disabilities. By providing home energy assistance, especially for the most vulnerable populations (low income, elderly, families with children, individuals with disabilities), we are reducing their economic burden and helping them to become self-sufficient.

Objective Strategies

- Expand program awareness by targeting outreach efforts to agencies and organizations that serve vulnerable individuals

Measures

- ◆ Percentage of households served through the Energy Assistance Program (assistance with fuel and cooling bills) that include a vulnerable individual (under age 6, 60+ years, disabled)

» **Increase the timeliness of processing public assistance applications (Economic Self-Sufficiency)**

Description

This objective refers to the Department's efficiency in processing applications for public assistance within the required time limits. This aligns with our goal of helping families and individuals meet their basic needs in a timely manner and eventually achieve economic self-sufficiency.

Objective Strategies

- Promote use of the on-line public assistance application system (CommonHelp).
- Simplify application processing procedures.

Measures

- ◆ Percentage of Temporary Assistance for Needy Families (TANF) applications processed timely (within 30 days)

• **Improve access to nutrition and alleviate hunger among low-income households**

Summary and Alignment

This goal refers to improving low-income families' ability to prevent hunger and improve their access to proper nutrition. This goal aligns with the enterprise strategic priority on "Nutritional Divide" (Promote strategies to improve nutritious options for Virginians in at-risk circumstances).

Objectives

» **Increase access to supplemental nutrition programs among eligible low-income households (Proper Nutrition)**

Description

This objective refers to increasing the number of income-eligible individuals who enroll in the Supplemental Nutrition Assistance Program. This aligns with our goal of improving access to nutrition (meeting food/nutritional needs) and alleviating hunger among low-income households.

Objective Strategies

- Conduct community-based outreach to the eligible population through partnerships with state and local organizations.
- Perform timely eligibility determination of SNAP applications; conduct training on best practices for Benefits workers to reduce errors.
- Coordinate with other nutrition programs such as Summer Food Service Program and Summer EBT for Children to increase access to healthy, affordable food.
- Through CommonHelp, assess whether or not applicants are experiencing household food insecurity; refer applicants for SNAP benefits based on their responses

Measures

- ◆ Percentage of the eligible population enrolled in the Supplemental Nutrition Assistance Program (SNAP)(SNAP Participation Rate)

• Increase access to quality early care and education for children in low-income households

Summary and Alignment

This goal refers to increasing access to higher quality early education for children in low-income households who apply for child care subsidies. This goal aligns with the Enterprise Strategic Priority on "Achievement Gap" (Improve educational success in struggling schools in high poverty communities and expand access to quality early education for all).

Objectives

» Increase the percentage of children receiving child care subsidies who are enrolled in licensed child care facilities

Description

This objective refers to increasing the number of children receiving child care subsidies who are enrolled in licensed care day care facilities of the total universe of children receiving child care subsidies.

Objective Strategies

- Include subsidy overview in pre-licensure orientation for early care and education providers.
- Expand consumer education materials and information to identify the benefits of child care licensure.

Measures

- ◆ Percentage of children receiving child care subsidies who are enrolled in licensed child care facilities

» Increase the number of quality early care and education programs

Description

This objective refers to increasing the number of early child care and education programs that are participating in a quality rating and improvement system. This aligns with the goal of expanding access to quality early education for all children and closing the educational achievement gap.

Objective Strategies

- Implement tiered reimbursement for the Child Care Subsidy Program based on participation in the Virginia's quality rating and improvement system (Virginia Quality).
- Promote the fast track enrollment process in the state's quality rating and improvement system (Virginia Quality) for child care programs participating in identified systems with comparable quality standards.
- Coordinate with the Head Start State Collaboration Office to support active participation in Virginia Quality by Head Start programs.

Measures

- ◆ Percentage of early care and education programs that are participating in Virginia's child care and early education quality rating and improvement system

Major Products and Services

With a mission to help families triumph over poverty, abuse, and neglect, VDSS's most widely used services include social safety net programs (Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, energy and cooling assistance), Medicaid and FAMIS eligibility determination, child support collection, foster care and adoption services, child protective services, subsidized child care, improving the quality of child care, licensure of child and adult care facilities, workforce development services, refugee services, and prevention services including home visiting, nutrition education, and financial literacy.

Combined, 1.71 million Virginians received SNAP (formerly the Food Stamp Program), TANF, and/or Medicaid/FAMIS benefits during state fiscal year 2018. The majority of these participants are SNAP and Medicaid recipients. Approximately 31,000 children received child care subsidies through VDSS during SFY 2018. In April 2019, Child Support Enforcement served 299,000 families, comprised of 361,000 children and 471,000 parents (custodial and non-custodial).

Most of these services are administered by 120 local departments of social services, which VDSS supervises. VDSS also partners extensively with community-based organizations and volunteers, local government entities, other state agencies, including the Department of Medical Assistance Services, and healthcare providers. An increasing number of services, such as benefit program applications and Medicaid enrollment, are conducted electronically through its customer web portal, *CommonHelp*. This facilitates public access to services, reduces wait time and processing errors, and allows greater access to data for program staff.

Performance Highlights

VDSS has five key measures and one productivity measure, discussed in turn.

- **TANF Work Participation:** VDSS and local departments continually meet the federal work requirement target (adjusted for caseload reduction) each year since 1997. The TANF Work Participation Rate was hovering around 45% before converting to a new data system in late 2016. After the conversion, the work participation rate immediately dropped to 35%, on average, due to a change in how the rate was calculated. The latest rate for the quarter ending in March 2019 was 39.4%.
- **Child Support Collection:** VDSS operates one of the most successful and productive child support systems among the 50 states. Child support collections continue to meet the 65% target. The percentage rate was 64.9% in March 2019.
- **Exit to Permanency:** VDSS and local departments strive toward meeting the target (86%) for the percentage of children in foster care who exit from care to permanent living arrangements (i.e., reunification with biological family, transfer of custody to other relatives, adoption). The permanency rate, which is a rolling 12-month average, is calculated at the end of each quarter. The rate improved between FY 2011 and 2017 (reaching a high of 82.4% in June 2017), but has since been decreasing. The permanency rate is currently at 73% for March 2019.
- **Child Support Cost Effectiveness Rate:** VDSS continues to operate one of the most cost effective child support systems in the U.S. and has met and far exceeded its federal incentive target of \$5 collected per \$1 spent on administration. During FFY 2017 and 2018, the cost effectiveness rate has been above \$6 in all but one quarter. The year-to-date rate (through March 2019) is \$6.58.
- **SNAP Participation Rate:** VDSS and local departments continue to provide SNAP benefits to the income-eligible population (i.e., people with annual household incomes below 130% of the Federal poverty threshold). The SNAP Participation Rate has remained above 65 percent since 2006. The latest federal report indicates that Virginia's SNAP participation rate was 75% based on 2016 data.
- **Quality Early Child Care/Education Programs:** As of the end of SFY 2018, 21.8% of all eligible early care and education programs were participating in the Division of Child Care and Early Childhood Development's quality rating and improvement system (Virginia Quality), up from the previous year (17.3%). The rate has continually improved since 2014, when we started measuring results from this initiative. Early care and education programs participate in quality improvement activities (e.g., staff training, curriculum development) in order to provide the highest quality care and education for young children.

Staffing

Authorized Maximum Employment Level (MEL)	1822.5
Salaried Employees	1625
Wage Employees	96
Contracted Employees	70

Key Risk Factors

Increased caseloads: The major challenge for the social services system is handling the fluctuating caseloads and workload for public assistance programs. Primarily due to health care reform, the volume of applications for Medicaid has increased substantially since 2013. The open enrollment period from this past year (November 15 – December 31) coincided with the beginning of the application period for Medicaid Expansion and resulted in a doubling of the total Medicaid applications for Virginia. With close to 300,000 new participants enrolled in the Medicaid program from January 1, 2019 to 07/01/19, the application and enrollment volume presents a risk to the social services system to ensure timely and accurate determination and renewals.

Information Systems: The Department has outdated information systems for many critical services including child support, licensing, child protective services, foster, adoption, and refugee assistance services. These systems operate on outdated, inflexible technology which is often reliant on expensive mainframe services. Coupled with the executive order to move IT services to the cloud, IT transformation is both a risk and an important opportunity for VDSS to improve its service delivery and increase efficiency. The IT procurement process continues to be difficult and slow, inhibiting the Department's pace of transformation. Additionally, the untangling of VITA's contract from NG slowed critical infrastructure changes including the refresh of hardware for workers in the field.

VDSS is undergoing a large Executive Leadership re-organization which includes a complete review and reorganization of the current IT organizational structure.

Funding and legislation: The General Assembly provided funding and legislation to support needed changes to the Virginia foster care system; however, additional funds will be needed to appropriately staff local departments of social services. To this end, VDSS is completing a workload analysis that maps the business functions of all the services provided by local departments of social services under the supervision of VDSS. This analysis will tell VDSS how many workers are necessary to meet the current caseload. By combining these data with a market rate study, the Department will have a clear understanding of the necessary investment needed to recruit, train, and retain a workforce capable of meeting statutory demands and service needs.

At the federal level, the passage of the Family First Prevention Services Act will enable the Commonwealth to use of federal funds to 1) provide enhanced support to children and families, and 2) prevent foster care placements through the provision of mental health and substance abuse

services, in-home parent skill-based programs, and kinship navigator services.

Virginia Senate Bill 1339, commonly referred to as the Foster Care Omnibus Bill, makes numerous changes to the laws governing the provision of foster care services in Virginia. The General Assembly provided funding for additional staff at the State level to monitor and improve foster care services and to expand foster parent recruitment and support. SB 1339 also provides the Commissioner of Social Services additional authority to intervene when a local agency fails to provide foster care services or acts in a manner that poses a substantial risk to health, safety, and wellbeing of any child in foster care.

Institutional Knowledge: The social services system has an aging workforce and has seen a substantial number of retirements. This is expected to continue for the next several years. This loss of experience and institutional knowledge makes succession planning a critical task. In addition, local departments of social services are experiencing high turnover largely due to large workloads and relatively low pay.

VITA Disentanglement: The delays that VDSS is experiencing by working through VITA for technology projects and internet technology (IT) purchases are limiting the Department's ability to successfully complete IT projects and to provide critical client services. If these delays continue, it will impact the delivery of VDSS services to citizens of the Commonwealth. With the new Multi-Sourcing Integrator (MSI) now on board and new VITA services slowly becoming available, we anticipate greater insight into the capabilities of services such as network bandwidth monitoring, PC Refresh activities, and ticket flow improvements. Note that existing services have introduced additional steps in existing processes such as eVA orders and receiving of goods.

Management Discussion

General Information About Ongoing Status of Agency

The Department of Social Services has several top areas and objectives, which are aligned with the Governor's goals of maintaining a 21st century economy, promoting innovation and good government, and creating a healthy Virginia:

1. Increasing safe and stable living situations for children and families; prevent child abuse.
2. Promoting strategies that encourage a culture of health through stable housing, access to high quality health care, and proper nutrition.
3. Aligning Virginia's workforce to meet current and anticipated employer demands with career pathways and training solutions for dislocated, underemployed, and future workers.
4. Developing a clear and consistent anti-poverty policy.
5. Promoting strategies to improve nutrition for Virginians in at-risk circumstances.

VDSS is addressing the above-mentioned priorities through the key performance measures (listed on page 4) and the following initiatives and strategies:

- **Achieving Adoptions & Permanency from Foster Care:** Engaging families and the community to support permanency for children; expanding foster parent recruitment and support; monitoring and improving the provision of foster care services; providing additional permanency options for youth living with relative foster parents; and supporting LDSS agencies with the adoption finalization process.
- **Enhanced Child Welfare Monitoring:** Implementing a new Continuous Quality Improvement (CQI) structure to support the child welfare case review process and improve the outcomes for children and families served by VDSS.
- **Inter-Agency Partnership in Healthy Virginia:** Expanding medical assistance eligibility requirements and outreach to several underserved groups (e.g., uninsured children of state employees, individuals with severe mental illness).
- **Youth Homelessness:** Working within an inter-agency task force to develop strategies to reduce homelessness among and improve other outcomes for youth who transition out of foster care.
- **Child Support Family Engagement Programs:** Collaborating with courts and community partners to provide resources that assist parents in overcoming barriers that prevent them from meeting their child support obligations.
- **Child Care and Early Childhood Development:** Increasing the quality and accountability of early care and education providers.
- **Strong Partnership with Community Action in Poverty-Elimination:** With community and program data, transforming Community Action's Results-Oriented Management and Accountability (ROMA) in order to equip and align community action programs on eliminating the causes of poverty and to focus on *community-level* problem solving and systemic change.
- **Supplemental Nutrition Assistance and Employment and Training Programs:** Increasing participation of eligible low-income Virginians, especially families with children, in the Supplemental Nutrition Assistance Program (SNAP) while reducing dependency on public assistance by providing workforce training and job opportunities.
- **Eligibility Modernization/Technology Improvements:** Modernizing state administrative client information systems to: meet health system reform requirements, automate eligibility determination, enable data sharing, allow for customer authentication, and use an electronic document management system. Includes modernizing both public assistance and child welfare information systems.
- **Medicaid Expansion:** Providing the eligibility services to enable an estimated 400,000 additional individuals to receive Medicaid and obtain healthcare services as well as partnering with Virginia Works and DMAS to ensure able bodied adults receive workforce services that enable them to obtain employment.
- **Data Analysis and Performance Management:** Training state and local DSS staff to "manage by data" (i.e., enhance and expand knowledge and use of data to improve program performance); establishing a structured data governance process that uses input from stakeholder communities to address data quality; conducting research to identify root causes and to inform decision making regarding changes in policy and practice; and enhancing the ability of knowledge workers to access data, conduct analysis, and publish reports.

Information Technology

VDSS continues to replace, enhance and upgrade all of its automated systems in support of the wide variety of VDSS programs. With our main application (VACMS) now fully deployed, the agency is shifting its overall IT focus to the automation needs for the Child Welfare and Child

Support programs. In addition, VaCMS is being modified to support Medicaid expansion in Virginia.

The Commonwealth of Virginia entered into a contract with a mobile vendor in September 2018 to provide mobile capacities for the current child welfare information system (OASIS) to family services specialists and LDSS agencies. Pilot implementation and deployment of this mobility application is scheduled to start in October 2019, and statewide implementation/deployment will start in January 2020.

VDSS is undertaking an agency-wide (enterprise) Application Platform Assessment. VDSS intends to create reusable services across multiple programs using a limited number of technology solutions to improve deployment speed, create efficiencies and reduce risks and costs associated with multiple technology solutions.

Our Child Support system will be migrated from our current IBM Mainframe Solution to a cloud hosted server solution within the next 3 years. Several smaller size projects will continue to be worked within DSS and depending on the value and/or complexity will have the required VITA-PMO Oversight. Projects include the replacement of our LETS system, NAPS system and APPEALS integration.

A budget request has been submitted to support the new VITA-IT Sourcing program and the associated costs with the new model. While agencies were informed that the disentanglement from NG would not be a cost to the agency, our annual VITA costs are projected to be close to \$6.5 million more than our base budget for VITA expenditures.

Estimate of Technology Funding Needs

Workforce Development

The Department's 2018 Succession Plan highlights three focus areas: 1) Work Force Planning (WFP) critical positions, 2) employees nearing retirement, and 3) executive positions. Agency management identified 213 positions (11.5%) as WFP critical. Of these positions, 25 (12%) are eligible for retirement in one year, and 32 (15%) are eligible for retirement in two to five years. The WFP critical position number also includes 20 executive positions (10%). Within the next five years, 27% of all WFP critical and executive positions will be eligible for retirement.

The identified WFP critical employees and executive employees have a wealth of institutional knowledge, and turnover in these positions could have a negative impact on the the agencies' health and ability to serve the Commonwealth's citizens. Other notable workforce risks are the lack of young talent in the agencies' workforces and employees leaving positions early in their tenure for better jobs.

The Action Plan includes:

1. Implement Exceptional Recruitment and Retention Incentive Options such as student loan debt repayment, retention bonus, and sign-on bonuses.
2. Pilot a college internship program that provides opportunities for young talent to gain the knowledge, skills, and abilities in social services and professional fields with the longer-term goal of transitioning into employment opportunities within the organization. Examples include job shadowing, on-the-job training, project management, or real work experience in the areas of finance, human resources and social services.
3. Create an employee value proposition and proactive sourcing strategies, including improved veterans and disabled recruitment, to attract new talent.
4. Collect data from exit and stay interviews to determine why employees leave the agencies.
5. Create a structured onboarding program for new employees in order to engage and retain new talent.
6. Update the VDSS Salary Administration Plan to provide the foundation for applying consistent compensation practices that enhance the recruitment and retention of qualified talent to support the agency's mission.

Physical Plant

Security Concerns: Based on recent events and an increase in threats and workplace violence, VDSS is considering evaluation of current security measures. Plans are being developed to evaluate physical plant security, methods of access to the building, and preparedness training.

Current Leases: VDSS currently has 29 leases, two of which are for parking. VDSS is considering leasing new space, building, or consolidating offices for six Child Support Enforcement field offices.

Home Office Space Planning: Home Office is in the planning phase of an office renovation to include relocation of staff within the Wytestone Building. VDSS is considering acquiring the top vacant floors of the building in order to allow VDSS better security and control over the leased space. VDSS would vacate lower floors and partial floors in exchange for full access to consecutive floors, remaining square-foot neutral. In addition, VDSS is analyzing current space needs to reduce workspace in lieu of additional conference space. Teleworking, file space, and appropriate office size are being considered in this effort.

Parking: With growth at Home Office and increased fee structures, parking availability is becoming limited, with risk of parking not being available to all full-time staff within the next two years. While available in the past, parking is currently no longer being offered to P-14 and contract employees. In order to mitigate this risk, the Home Office Space Planning project is analyzing parking usage. Encouragement and structure for telework options will play an important role in ensuring that parking remains available as needed.

Supporting Documents

Title	File Type
VDSS Organizational Chart (as of 8/29/2018)	Adobe PDF

Training and Assistance to Local Staff [45101]

Description of this Program / Service Area

The Training and Assistance to Local Staff service area is responsible for establishing an effective infrastructure to: 1) support a comprehensive training delivery system and 2) develop a fully trained and skilled workforce capable of administering programs in accordance with established laws, regulations and policies.

Mission Alignment

By operating an effective training delivery and learning management system, we become a high performing workforce engaged in continuous education and ensure our ability to accomplish the agency's mission. A fully trained and skilled workforce enables local departments to successfully administer the programs to meet the needs of our customers and accomplish the agency's mission.

Products and Services

Description of Major Products and Services

In program-specific (Family Services, Child Care and Benefit Programs) and non-program specific (e.g., Excellence in Leadership Program for Local Executives, Managers and Supervisors; the local DSS Leadership Orientation; Human Resources and Local Board Member Training) areas, the following support services and products exist:

- Development of quality curricula and design of eLearning modules that support federal guidelines and state policy
- Delivery of quality training programs with qualified instructors
- Monitoring and evaluation of training programs
- Development and monitoring of the contractual terms and conditions for vendors
- Administration of the Commonwealth of Virginia Learning Center, or COVLC (formerly known as the Knowledge Center)

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Development of classroom curricula and e-Learning modules	COV § 63.2-208		Required	301,040	301,040
Delivery of quality training programs	COV § 63.2-204		Required	107,418	107,418
Administration of the COV Learning Center	COV § 63.2-204		Required	0	0

Anticipated Changes

Consistent training curriculum development and delivery standards that are maintained by Family Services, Child Care and Benefit Programs ensure the training is in accordance with federal and state regulations and policies and evidence-based best practices (e.g., Virginia Children's Services Practice Model).

With reauthorization of the Child Care and Development Block Grant and implementation of new federal regulations, Child Care training needs will need to increase and diversify. Additional or new training will be needed related to early childhood development, continuity of child care services for families, consumer education, monitoring of child care programs and vendors affiliated with the Subsidy Program, and indicators of a quality child care program. Possible changes to the Virginia Electronic Child Care (VaECC) system may necessitate training for all Local Departments, Subsidy Program recipients and vendors in regard to use of the VaECC system.

Factors Impacting

Training needs are constantly changing to meet the demands of a dynamic social services environment. New technologies are implemented, policies are changing, and competition for scarce skilled workers is increasing. These are factors that will impact the products and services we deliver. We anticipate more emphasis on distance learning (e.g., eLearning, virtual training) and more interactive approach such as cohorts and coaching. A Training Collaborative group was established cross-functionally to serve as medium where agency trainers could share best practices and lessons learned, as well as leverage skills to address common training needs, such as 508 compliance in elearning design.

The Division of Organizational Development has leadership commitment to develop and deliver a Local Director Development Program, which is designed, as part of the onboarding effort for new Local Department Directors, to maximize leadership skills and to position them for optimal effectiveness and operational success.

In 2017, the Division of Family Services engaged the Butler Institute for Families to conduct research on national best practices, and to recommend ways to enhance VDSS's ability to provide impactful training to their workforce. Recommendations that resulted from the study are

being evaluated and explored. For example:

- Recruit trainers with recent or current field or subject matter experience,
- Increase frequency and depth of ongoing, refresher, and booster training,
- Use an academy approach to training,
- Employ hybrid training approaches, and
- Evaluate training for outcomes.

Implementation of the Virginia's Children's Services Practice Model, and clearly defined expectations for a highly-skilled and self-directed workforce will enable DSS to meet the ever changing demands and needs of the social services delivery system.

Financial Overview

Funding for the Training program comes from general funds and federal funds. The federal funds come from various sources, including Title IV-E Foster Care, the Social Services Block Grant (SSBG), the Supplemental Nutrition Assistance Program (SNAP), Child Care and Development Fund, Medicaid, and the Temporary Assistance for Needy Families (TANF) Block Grant.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	2,661,346	2,325,333	2,661,346	2,325,333
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Central Administration and Quality Assurance for Benefit Programs [45102]

Description of this Program / Service Area

This service area supports the supervision of Virginia’s safety net programs including the Commonwealth’s largest nutrition assistance program, the Supplemental Nutrition Assistance Program (SNAP; formerly known as the Food Stamp Program); financial assistance programs including the Energy Assistance Program, the General Relief Program, and the Temporary Assistance for Needy Families Program (TANF); and the eligibility services for medical assistance programs (FAMIS, Medicaid). This service area also supports the supervision of two of the Commonwealth’s largest workforce programs: the Virginia Initiative for Employment not Welfare (VIEW) and the Supplemental Nutrition Assistance Program Employment and Training (SNAPET).

The functions supported by this service area include guidance development, program development, legislative and regulatory analysis, business process reengineering, policy and information systems training, dissemination of best practices, contracting, budgeting and monitoring, and technical assistance to the local departments of social services which implement these programs. Benefit Programs is also responsible for the out-stationed eligibility staff for medical services. These staff persons are stationed in various state mental health hospitals throughout the Commonwealth. This endeavor significantly impacts operations at local departments of social services.

Mission Alignment

This service area supports the mission of the Department through the supervision of programs that help individuals meet their basic human needs and move toward self-sufficiency through employment. These financial, nutrition, medical, and workforce services help individuals move out of poverty, foster the realization of self-sufficiency and build strong families and communities.

Products and Services

Description of Major Products and Services

- Support of local departments of social services and organizations serving individuals, families and communities
- Supervision, oversight, and monitoring of social services program administration and performance

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Oversight, technical assistance and monitoring of program administration and performance of Benefit Programs	Public Law 113-79 (as amended), COV §63.2-801, Title IV-A of the Social Security Act, Title XIX of the Social Security Act, Title XXI of the Social Security Act, Public Law 97-35 (as amended), COV §63.2-802, Public Law 104-193	22 VAC 40-295, 22 VAC 40-601, 22 VAC 40-680, 12 VAC 30-20	Required	5,094,848	7,446,196

Anticipated Changes

The Commonwealth of Virginia is the 33rd state to approve Medicaid expansion under the Affordable Care Act. Up to 400,000 more adults living in Virginia will have access to quality, low-cost health coverage. This will create a great impact on local agencies and the services and products provided through this service area, specifically medical assistance services.

Factors Impacting

The principal factors impacting the products and services provided by this service area include changes in federal and state legislation, the social services system, and the workload at local departments of social services. While caseloads have generally increased for the past few years, caseloads for Medicaid coverage will see a significant increase. As staff assimilates to the new covered groups associated with expansion and the systems changes associated, it may impact the timeliness of delivery of products and services.

Financial Overview

Funding for the service area comes from federal and state sources. Support at the state level for Medicaid and the Supplemental Nutrition Assistance Program (SNAP) is a combination of state and federal funds. Administrative costs for the Energy Assistance Program are 100% federally funded by the Low-Income Home Energy Assistance Program (LIHEAP) block grant and limited to 3% of the grant by state regulation. Funding for Temporary Assistance for Needy Families (TANF) activities is a combination of TANF block grant and state maintenance of effort (MOE) funding. State and local funds finance the activities of the smaller programs (General Relief, State and Local Hospitalization) in the service

area.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	5,094,848	7,446,196	5,094,848	7,446,196
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Central Administration and Quality Assurance for Family Services [45103]

Description of this Program / Service Area

The Division of Family Services is composed of units dedicated to children and families: Prevention/Family Preservation, Child Protective Services, ICPC/ICAMA (Interstate Compact on the Placement of Children/Interstate Compact on Adoption and Medical Assistance), Resource Families, Permanency (Foster Care including services for older youth); Adoption; Training, Quality Assurance and Accountability, and Continuous Quality Improvement. Family Services balances the roles of providing effective intervention, when necessary, and emphasizing personal responsibility while ensuring the safety, stability, permanency, and well-being for the most vulnerable of the population of Virginia. The programs of the Department of Social Services are state supervised and locally administered. Programs operated at the local level include: Prevention/Family Preservation, Child Protective Services, Permanency (Foster Care including services for older youth), and Adoption. State administered services include the Central Registry, Interstate Placements, Adoption Record Retention and Adoption Disclosures. This service area focuses on state supervision and support of these activities.

Mission Alignment

This service area supports the mission of the Department by promoting safety, permanency, and well-being for children, families and individuals in the Commonwealth.

Products and Services

Description of Major Products and Services

- Support of local departments of social services and organizations serving individuals, families and communities
- Financial support for children
- Title IV-E technical assistance
- Agency case reviews

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Oversight, technical assistance, and monitoring of program administration and performance	COV § 63.2, Social Security Act, Sec. 473A. [42 U.S.C. 673b] (a) and Sec 430 [42 U.S.C. 629], 42 U.S.Code 5101 et seq., Public Law 93-247, Public Law 110-351, Public Law 111-148, Public Law 115-123, Virginia 2016 Appropriations Act- Item 346 #3c	22VAC40-201, 45 CFR 1355-1357	Required	4,718,211	4,718,211

Anticipated Changes

As of September 2018, the Commonwealth of Virginia entered into a contract with a mobile vendor to provide mobile capability of their current child welfare information system to family services specialists and LDSS. The implementation and deployment of this application should occur in late 2019. It is anticipated that this mobile application will provide FSS greater flexibility and modality while completing required documentation. This flexibility should allow FSS to spend additional time engaging children and families to ensure safety, permanency, and well-being. An additional anticipated benefit of the mobile application will be FSS will have the ability to balance work and personal life leading to greater work force retention and thus lower impact on families due to turnover.

In fall of 2018, the Commonwealth of Virginia anticipates releasing the RFP for replacement of OASIS. Development should begin in 2019 with anticipated release no later than 2021. This modernized technology will allow Virginia to optimize data collection as it relates to families and children and better build upon our current CQI process.

As Virginia implements modernized technology data governance is playing a key role with the integration of all systems. A data governance council comprised of LDSS and VDSS key team members oversees the data governance. During the various stages of modernization, key data analytics programs will be evaluated for effectiveness to ensure they meet the current needs of VDSS and LDSS for assessment for improving outcomes for families.

Over the next three years, the division will implement and monitor the Child and Family Services (CFSR) Program Improvement Plan (PIP) based on the federal CFSR review, which was completed in 2017. Due to Virginia not being in substantial conformity, a PIP is required. The measurement plan requires that 140 CFSR reviews be completed each of the three years statewide.

Factors Impacting

The Children's Services System continues to focus on the safety, permanence and well-being of the most vulnerable children and families in Virginia. In recent years, VDSS successfully:

- Utilized SafeMeasures, a web-based tool to improve local DSS performance management
- Increased focus on collecting and sharing outcome data
- Improved the ability of state and local agencies to utilize data through quarterly reports
- Built up the Quality Assurance and Accountability team, as well as a Continuous Quality Improvement Team, to work together towards finding areas needing improvement, directing expertise and consultation to these areas, and monitoring improvement in practices and in outcomes for children and families
- Increased the ability to serve youth age 18- 21 through the implementation of Foster Futures

Financial Overview

Funding for Protective Services Programs Administration comes from general funds and federal funds. The federal funds come from various sources including Title IV-B Part I (Child Welfare Services), Title IV-E Foster Care/Adoption Assistance, and the Social Services Block Grant (SSBG).

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	4,311,139	4,180,839	4,311,139	4,180,839
Changes to Initial Appropriation	0	0	522,245	422,199

Supporting Documents

Title **File Type**

Service Area Plan

Central Administration and Quality Assurance for Community Programs [45105]

Description of this Program / Service Area

This service area is comprised of a number of federal and state programs that support community operated organizations and initiatives. The majority of funding is used to provide oversight including administering contracts, monitoring and providing technical assistance to community based organizations and initiatives.

Mission Alignment

This service area supports the mission of the Department by providing resources and technical assistance to community based organizations and initiatives that provide direct services to citizens as they strive to overcome poverty and enhance their opportunities for the future. Consistent with Federal regulations and Uniform Guidance, 2 CFR Part 200 and 45 CFR Part 96, activities in this service area seek to reduce the risk of misuse and waste of Federal funds through appropriate technical assistance and monitoring.

Products and Services

Description of Major Products and Services

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Support for volunteerism and service in the Commonwealth	COV §§ 2.2-2478 through 2.2-2483 (Chapter 24, Article 25)	45 CFR 2500-2599, 2 CFR Part 200	Discretionary	397,755	397,755

Anticipated Changes

While there may be some agency realignment of programs and services, there are no federal anticipated changes to products and services provided under this service area.

Factors Impacting

Administration of Community and Volunteer Services is greatly influenced by federal funding through the Community Services Block Grant (CSBG), Refugee Assistance, Domestic Violence, and AmeriCorps. At this time federal funding for CSBG is flat, and controlled through a series of federal continuing resolutions. Changes in levels of federal funding for other programs are also possible.

Financial Overview

Funding for Community and Volunteer Services Administration comes from federal and general funds. Federal funds come from various grant sources, including the Social Services Block Grant Program (SSBG), CSBG, Family Violence Prevention & Services Act Program (FVPSA), Refugee Assistance, and AmeriCorps.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	4,023,191	5,969,465	4,023,191	5,969,465
Changes to Initial Appropriation	0	0	854,172	347,758

Supporting Documents

Title	File Type
--------------	------------------

Central Administration and Quality Assurance for Child Care Activities [45107]

Description of this Program / Service Area

This service area supports the Division of Child Care & Early Childhood Development and its supervision and oversight of the statewide child care subsidy program and quality enhancement of child care services in Virginia. These activities promote increased access to child care resources for parents and providers, support efficient and effective program and fiscal operations, and assure compliance with program guidelines and procedures.

Mission Alignment

By improving access to child care and quality of early childhood and child care services, VDSS helps families access and maintain stable care for their children while they work or complete educational programs. These activities promote stable and economically independent families and strong communities through effective and efficient division program activities.

Products and Services

Description of Major Products and Services

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Monitoring and grants management; Supervision, oversight, and technical assistance to the LDSS and community organizations; Child care worker & staff training and technical assistance	Public Law113-186, COV § 63.2-617, COV § 63.2-610B	45 CFR 98, 22 VAC40-665	Required	611,424	5,784,817

Anticipated Changes

The Child Care and Development Block Grant Act (CCDGBG) of 2014 introduced significant changes to child care services, including 12-month eligibility, new training requirements for child care providers serving subsidized children, and increasing the percentage of funds expended to improve the quality child care for infants and toddlers.

Factors Impacting

Provisions of the CCDBG will impact numerous areas. For example, enhanced federal reporting mandates will require new linkages between child care automated systems.

Financial Overview

Funding for central administration and quality assurance for child care activities comes from general funds and non-general funds. The non-general funds come primarily from the Child Care Development Fund - Discretionary and Matching awards.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	611,424	5,784,817	611,424	5,784,817
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Temporary Assistance for Needy Families (TANF) Cash Assistance [45201]

Description of this Program / Service Area

This service area funds the cash assistance payments made to families with extremely low or no income as part of one of the Commonwealth's key safety net programs, the Temporary Assistance for Needy Families (TANF) Program. To be eligible for the program, a family must include a dependent child and have income less than \$7,637 per year for a family of three. Unless exempt, recipients are required to participate in a work activity (including employment) as a condition of their continued eligibility. A recipient will only be allowed to receive more than 60 months of TANF cash assistance during his/her lifetime if the individual becomes disabled or required to care for a disabled family member who is living with the family. The average payment is \$312 per month.

Mission Alignment

By assisting needy families, the TANF cash assistance payments help individuals triumph over poverty and shape strong futures for themselves, their families and communities. The TANF program enables the Commonwealth's most vulnerable and needy families to meet their basic human needs, strengthen the family unit, and begin to rebuild their lives.

- COV §§ 63.2-600 et seq. -- Temporary Assistance for Needy Families Program
- 22 VAC 40-295 - Temporary Assistance for Needy Families

Products and Services

Description of Major Products and Services

Economic and financial assistance to low income families with children.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Temporary cash assistance	COV §§ 63.2-600 et seq.	22 VAC 40-295	Required	39,287,762	22,330,974

Anticipated Changes

At the federal level, TANF is authorized through the federal fiscal year. Congress is considering reauthorization legislation, so there are potential changes if federal legislation is enacted. In addition, the income standards used to determine eligibility for TANF have not kept pace with inflation and the Department of Social Services is considering changes to the eligibility determination process.

Factors Impacting

We do not anticipate any changes in the factors impacting the level of services provided through the TANF Cash Assistance Program.

Financial Overview

TANF cash assistance payments are funded by a combination of federal and general fund. The federal funds come from the State Family Assistance Grant, commonly referred to as the TANF Block Grant. Biennial Budget

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	39,287,762	26,418,438	39,287,762	22,330,974
Changes to Initial Appropriation	0	0	0	5,125,388

Supporting Documents

Title **File Type**

Temporary Assistance for Needy Families (TANF) Employment Services [45212]

Description of this Program / Service Area

This service area is responsible for workforce services provided to current and former TANF (Temporary Assistance for Needy Families) program participants. The Virginia Initiative for Employment not Welfare (VIEW) program is a workforce program operated by local departments of social services and provides services to individuals receiving TANF cash assistance payments or who have recently exited the TANF program for employment. The primary goal is to enact proven service approaches and strategies that help current and former TANF clients prepare to enter, succeed, and advance in the workplace. VIEW offers a wide range of workforce services including job readiness classes, job search assistance, vocational education, training, community work experience placements, unsubsidized employment, and subsidized employment. VIEW also offers support services such as child care, transportation and purchases of work-related items like uniforms. In addition to VIEW, the Department contracts with public and private entities to provide job retention and wage advancement services to hard-to-serve TANF participants and those who have exited the TANF program. Services are procured through a competitive process and funding is contingent upon performance.

Mission Alignment

By helping individuals gain skills and find employment, the Virginia Initiative for Employment not Welfare (VIEW) program assists low-income families in overcoming poverty and building strong futures for themselves, their families, and their communities.

- COV §63.2-608 - Virginia Initiative for Employment, not Welfare (VIEW)
- 22 VAC 40-35 - Virginia Independence Program

Products and Services

Description of Major Products and Services

Workforce services that promote self-sufficiency for low income individuals.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Workforce services	COV §63.2-608	22 VAC 40-35	Required	8,045,688	13,612,144

Anticipated Changes

The last time Temporary Assistance for Needy Families was fully reauthorized was in 2006. Instead of reauthorization, Congress has continually extended the program, without making any changes. Congress is currently considering a number of reauthorization proposals and, if legislation were enacted, it could have a significant impact on the program.

Work will continue to forge closer ties to the Commonwealth’s workforce system to improve services and increase efficiency.

Factors Impacting

Labor market fluctuations and demands for different skills among employable adults affect the design and delivery of workforce services for TANF recipients. The program will continue to encourage engagement in training and the receipt of credentials to enhance long term employability and earnings capacity. Since recipients of TANF are in situations of extreme poverty, there is, however, an incentive for short-term gain through immediate attachment to the workforce.

Financial Overview

This service area consists of the Virginia Initiative for Employment, not Welfare (VIEW) program and the TANF Employment Advancement Grants. The TANF Employment Advancement Grant began December 1, 2004 and is funded using 100 percent federal TANF funds. VIEW funding is a mixture of federal funds and state funds.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	8,045,688	13,612,145	8,045,688	13,612,145
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title	File Type
-------	-----------

Supplemental Nutrition Assistance Program Employment and Training (SNAPET) Services [45213]

Description of this Program / Service Area

This service area is responsible for the implementation of Supplemental Nutrition Assistance Program Employment and Training (SNAPET), which provides workforce services to individuals participating in the Commonwealth’s largest nutrition assistance program, the Supplemental Nutrition Assistance Program (SNAP), in certain localities. Workforce services provided by the SNAPET program include job readiness classes, job search assistance, education, training, and community work experience. These services are offered to participants to assist them in attaining unsubsidized employment and in attaining or moving towards self-sufficiency.

Mission Alignment

By helping individuals gain skills and find employment, the SNAPET program assists low-income families in overcoming poverty and building strong futures for themselves, their families, and their communities.

- Food and Nutrition Act of 2008
- 7 CFR 273.7 – Food and Nutrition Service: Work provisions

Products and Services

Description of Major Products and Services

Workforce services that promote self-sufficiency including: job search, job readiness, work experience, education and vocational training.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Workforce Services	Food and Nutrition Act of 2008	7 CFR 273.7	Required	1,380,075	3,859,428

Anticipated Changes

In order to expand program services, statewide initiatives have been developed with partner agencies and other organizations to draw down additional federal match funds. SNAP is an open-ended entitlement program and increased emphasis will be placed on developing approved partnerships with community service providers to increase funding and to serve additional participants.

Factors Impacting

Because of funding limitations, only 25 jurisdictions in Virginia operate a formal SNAPET program. In addition, services are only provided to volunteers. Successfully engaging community partners will result in additional services to additional participants.

Financial Overview

Supplemental Nutrition Assistance Program Employment and Training (SNAPET) is 100% federally funded by the U.S. Department of Agriculture to cover administration and, with the exception of supportive services, most services to participants. The purchase of supportive services including transportation is supported by 50/50 federal funds used to match state and local dollars. Such funds provide for supportive services funds and an e-learning program that can help participants with educational deficiencies

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	120,417	4,442,027	120,417	897,324
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title	File Type
-------	-----------

Temporary Assistance for Needy Families (TANF) Child Care Subsidies [45214]

Description of this Program / Service Area

This service area provides child care assistance to families receiving TANF (Temporary Assistance for Needy Families) benefits and who are working or engaged in work-related activities. Transitional Child Care assistance is also provided to eligible post-TANF families who are working. Child care subsidies are provided through the local departments of social services.

Mission Alignment

By providing payment for child care to TANF families, this service area helps them become more self-sufficient and to shape strong futures for themselves and their children through work or approved education/training leading to employment. Children benefit as a result of care in healthy, safe, and quality environments.

Products and Services

Description of Major Products and Services

Payments for child care of VIEW (Virginia Initiative for Employment not Welfare) and TANF participants engaged in work or work-related activities.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Payments for child care of VIEW and TANF participants engaged in work or work-related activities and for VIEW families taking courses leading to a postsecondary credential, certification or license	Public Law 113-186, COV §63.2-611, 2019 Acts of Assembly (Item 340)	45 CFR Parts 98 and 99, 22 VAC40-665	Required	24,060,047	33,747,858

Anticipated Changes

The Child Care and Development Block Grant Act (CCDBG) of 2014 introduced significant changes to child care services, including 12-month eligibility, phase-out of assistance, new training requirements for child care providers serving subsidized children, and increasing the percentage of funds expended to improve the quality of child care for infants and toddlers. These changes will be implemented in October 2018.

Factors Impacting

The number of TANF families receiving Child Care assistance is dependent on the number of families receiving TANF who in turn need Child Care assistance. Fluctuations in TANF caseloads can impact Child Care caseloads for this group.

Provisions of the CCDBG of 2014 will impact numerous aspects of child care and child care subsidy. For example, states are to develop strategies for increasing the supply and quality of child care related to a) underserved areas, b) infants and toddlers, c) children with disabilities, and d) nontraditional hours of care; ; and are to develop procedures for enrolling and promoting access for families experiencing homelessness.

Financial Overview

Funding for the TANF Child Care program comes from general and federal funds. The federal funds are from the Child Care and Development Fund (CCDF) - Mandatory and Matching funds.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	24,060,047	33,747,858	24,060,047	33,747,858
Changes to Initial Appropriation	0	0	0	868,868

Supporting Documents

Title	File Type
-------	-----------

At-Risk Child Care Subsidies [45215]

Description of this Program / Service Area

This service area provides child care assistance to 1) families not receiving TANF (Temporary Assistance for Needy Families) benefits who are working or engaged in an approved educational or training program and are at risk of becoming dependent on TANF, and 2) TANF families who are not working but are participating in an approved education or training program leading to employment. Child care subsidies are provided through the local departments of social services. Quality enhancement activities and Head Start Wrap-Around child care services are also included within this service area.

Mission Alignment

By assisting low income families who are at risk of becoming dependent on TANF with child care assistance, this service area helps families access and maintain stable child care while they work or participate in education or training programs, thus helping them become more self-sufficient, shape strong futures for themselves and their families, and contribute toward their communities through work. By improving the quality of child care services and programs, VDSS supports the health, safety, and development of participating children. These activities help to promote stable and economically independent families and strong communities.

Products and Services

Description of Major Products and Services

- Child care subsidy payments and assistance for at-risk families
- Child care provider training and technical assistance
- Child care provider scholarships
- Child care quality rating and improvement services
- Child care resource and referral services

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Child care subsidy payments and assistance for at-risk families including Head Start families	Public Law 113-186, COV §63.2-616	45 CFR Parts 98 and 99, 22 VAC40-665	Required	2,647,305	83,207,510
Child care quality, training and consumer education services, resource and referral counseling regarding the selection of child care providers, low interest loans	Public Law 113-186, COV §63.2-1725, 2018 Acts of Assembly (Items 340 J, K, Q 1-3)	45 CFR Parts 98 and 99, 22 VAC40-665	Required	0	17,540,141
Background check for all child care providers	COV § 63.2-1726, Public Law 113-186		Required	0	4,000,000

Anticipated Changes

The Child Care and Development Block Grant Act (CCDBG) of 2014 introduced significant changes to child care services, including 12-month eligibility, phase-out of assistance, new training requirements for child care providers serving subsidized children, and increasing the percentage of funds expended to improve the quality of child care for infants and toddlers. These changes will be implemented in October 2018.

Factors Impacting

Provisions of the CCDBG of 2014 will impact numerous aspects of child care and child care subsidy. For example, states are to develop strategies for increasing the supply and quality of child care related to a) underserved areas, b) infants and toddlers, c) children with disabilities, and d) nontraditional hours of care; and are to develop procedures for enrolling and promoting access for families experiencing homelessness.

Quality enhancement activities associated with this service area are impacted by several factors:

- Insufficient numbers of caregivers for children with special needs (infants and toddlers, disabled/challenged children, sick children, children who need care at night or odd times, etc.). A more comprehensive professional development and training approach for the early care and education workforce is needed and is being pursued by VDSS and other organizations.
- There is a lack of Early Childhood Education degree programs to prepare qualified teachers, especially 2- and 4-year degree programs dedicated to early childhood education.
- The Virginia Child Care Provider Scholarship Program is significantly impacted by the rising cost of community college tuition. The number

of child care providers that can receive awards for scholarships is impacted by the \$600,000 annual appropriation. Increased costs decrease the number of potential awards that can be made with finite funding.

Financial Overview

Funding for the Non-TANF Day Care program comes from general funds and federal funds. The federal funds come from the Child Care and Development Fund (CCDF) – Discretionary, Mandatory and Matching funds.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	2,647,305	107,588,643	2,647,305	121,988,643
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Unemployed Parents Cash Assistance [45216]

Description of this Program / Service Area

The Unemployed Parents (UP) Cash Assistance service area is temporary assistance provided to needy families with children in which two able-bodied parents are present. As with the Temporary Assistance for Needy Families (TANF), UP provides temporary cash assistance to enable two-parent families with children to become self-supporting. UP recipients also participate in the Virginia Initiative for Employment not Welfare (VIEW).

Mission Alignment

By helping individuals gain skills and find employment, the Unemployed Parents Cash Assistance, or UP program, assists low-income families in overcoming poverty and building strong futures for themselves, their families, and their communities.

- COV §63.2-602 -- Eligibility for Temporary Assistance for Needy Families (TANF); penalty
- 22 VAC 40-295 - Temporary Assistance for Needy Families

Products and Services

Description of Major Products and Services

Temporary cash assistance to needy families that include two parents.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Temporary cash assistance to eligible families with two unemployed parents	COV §63.2-602	22 VAC 40-295	Required	6,970,683	0

Anticipated Changes

The last time Temporary Assistance for Needy Families was fully reauthorized was in 2006. Instead of reauthorization, Congress has continually extended the program, without making any changes. Congress is currently considering reauthorization legislation, which, if enacted, would eliminate the separate work participation rate requirement for two-parent families. The Unemployed Parents (UP) Cash Assistance is funded solely with General Funds because of federal work participation rate requirements for two-parent families. If these changes were made, UP could then be funded with federal TANF funds.

Factors Impacting

We do not anticipate any changes in the factors impacting the level of services provided through the Unemployed Parents Cash Assistance program.

Financial Overview

This service is supported entirely by General Funds.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	7,357,522	0	7,357,522	0
Changes to Initial Appropriation	0	0	300,000	0

Supporting Documents

Title **File Type**

Eligibility Determination Local Staff and Operations [46003]

Description of this Program / Service Area

For a detailed "Description of this Program/Service Area", refer to Service Area Plan 46010 (Local Staff and Operations).

Mission Alignment

For a detailed description of the "Mission Alignment", refer to Service Area Plan 46010 - Local Staff and Operations.

Products and Services

Description of Major Products and Services

- Eligibility determinations for economic assistance, health care and nutrition assistance
- Economic assistance to low income families/individuals

Anticipated Changes

For a detailed description of "Anticipated Changes", refer to Service Area Plan 46010 - Local Staff and Operations.

Factors Impacting

For a detailed description of "Factors Impacting Products and Services", refer to Service Area Plan 46010 - Local Staff and Operations.

Financial Overview

For a detailed "Financial Overview and Biennial Budget", refer to Service Area Plan 46010 - Local Staff and Operations.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium				
Changes to Initial Appropriation				

Supporting Documents

Title **File Type**

Social Worker Local Staff and Operations [46006]

Description of this Program / Service Area

For a detailed "Description of this Program/Service Area", refer to Service Area Plan 46010 (Local Staff and Operations).

Mission Alignment

For a detailed description of the "Mission Alignment", refer to Service Area Plan 46010 - Local Staff and Operations.

Products and Services

Description of Major Products and Services

For a detailed description of "Major Products and Services", refer to Service Area Plan 46010 - Local Staff and Operations.

Anticipated Changes

For a detailed description of "Anticipated Changes", refer to Service Area Plan 46010 - Local Staff and Operations.

Factors Impacting

For a detailed description of "Factors Impacting Products and Services", refer to Service Area Plan 46010 - Local Staff and Operations.

Financial Overview

For a detailed "Financial Overview and Biennial Budget", refer to Service Area Plan 46010 - Local Staff and Operations.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium				
Changes to Initial Appropriation				

Supporting Documents

Title **File Type**

Local Staff and Operations [46010]

Description of this Program / Service Area

This service area funds the eligibility determination of Virginia’s safety net (benefit) programs and administration of program services for adults, children and families. Eligibility determination and service program administration are conducted by 120 local departments of social services at 150 physical locations throughout the Commonwealth. The benefit and services programs of the Department of Social Services are state-supervised and locally-administered. The local departments of social services balance the roles of providing effective intervention and emphasizing personal responsibility while ensuring safety, stability, permanency and well-being for the most vulnerable of the Commonwealth's population. The benefit and services programs are designed to address those who are most in need.

The Benefit programs are: the Supplemental Nutrition Assistance Program (SNAP), which is the Commonwealth's largest nutrition assistance program; financial assistance programs including the Energy Assistance Program, the General Relief Program, and the Temporary Assistance for Needy Families Program (TANF); and medical assistance programs (FAMIS, Medicaid, and the low-income subsidy for the Medicare prescription drug plans).

The Family Services programs include: Adoptions, Child Protective Services, Resource Family Recruitment, Family Search & Engagement, Prevention Services, Foster Care, Family Preservation, Independent Living for Foster Care Youth, International Adoptions, Interstate Compact for the Placement of Children, and Promoting Safe and Stable Families. Some generic services to meet or provide referrals for basic needs such as food, shelter and clothing are also offered.

Mission Alignment

This service area supports the mission of the Department through the administration of programs that:

- Help individuals meet their basic human needs. These financial, nutrition, and medical services help individuals move out of poverty and build strong families and communities. Often, this service area is the first point of contact for the individual/family in the social services system, and the financial assistance provided by the services area stabilizes the family, enabling them to pursue additional services targeted at improving their financial status and overcoming poverty.
- Promote the safety, permanency, and well-being for the children, families, individuals, and communities in the Commonwealth.

Products and Services

Description of Major Products and Services

Funds are used to reimburse local social services agencies for eligibility workers and social workers (staffing) and allowable local costs incurred in administering the public assistance and child welfare programs (operations). In Benefit Programs, eligibility workers interview applicants to determine if they qualify for public assistance benefits, which include but are not limited to: Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Medicaid. Family Services workers deliver program services which include but are not limited to: child and adult protective services complaint investigations; foster care and adoption services; and adult services. Included in the latter are CPS assessments and investigations in response to all reports of children born exposed to controlled substances when the mother sought or received substance abuse counseling or treatment.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Public assistance program eligibility determinations and child welfare services	COV §§ 63.2 et seq., Public Law 194-193, Social Security Act (Titles IV-A, IV-B, IV-E, XIX, XXI)		Required	125,400,386	363,584,056

Anticipated Changes

For **Benefit Programs**, one of the biggest challenges is efforts of state and federal policy makers to make policy changes to reduce poverty and increase access to health care to all Americans. This service area must respond to these changes while maintaining continuity for our customers. Similarly, federal changes to the TANF program and state efforts to reduce the number of children without adequate health insurance will create additional demands on the service area. Changes resulting in health care reform, including the impending implementation of Medicaid Expansion, will significantly increase the workload demands for already stressed local departments of social services. Additionally, the movement toward efficiency and program simplification will continue. This includes the deployment of the Department’s new eligibility system, the Virginia Case Management System (VaCMS). All program applications have now been moved on-line, and customers now have increased flexibility to access programs and services without having to come into a local department of social services. Using the web, points of access and the level of program information have increased. However, operations and maintenance remains a priority and focal point as we work to stabilize transitioning to a new platform.

For **Family Services**, the most significant policy change in this biennium is related to the implementation of the Family First Prevention Services Act, which was signed into Federal law on February 9, 2019. Under the Act, significant changes to the Title IV-E program will be necessary,

including developing the first statewide title IV-E funded prevention program and making changes to limit how IV-E funds can be used in congregate care settings. This is the first major change to the overall funding structure of the federal IV-E program since 1981.

The Department is presently working with a vendor to implement a statewide mobility solution for our child welfare staff which will allow them the capacity to complete the majority of their job duties electronically while out in the field, thus significantly reducing the redundancy required of completing work by hand and then having to enter case information into an electronic system. This is the first stage in replacing four existing legacy I.T. systems. The RFP for replacement of the case management module is currently under final federal consideration and should be released in Fall 2018 with a vendor to be onsite in mid-2019.

On July 1, 2018, Virginia began implementing a new Kinship Guardianship Assistance Program. The state will continue to develop and implement this program over this biennium.

Finally, Virginia is in the process of finalizing the required Program Improvement Plan (PIP) related to the federal Child and Family Services Review (CFSR) from 2017. The Commonwealth has been assessed a financial penalty which can be remediated with the successful completion of the PIP over the next two years. The PIP is expected to be finalized in early 2019 with completion expected in early 2021.

Factors Impacting

The principal factors impacting the products and services provided by **Benefit Programs** include: 1) changes in federal and state legislation, and 2) increasing workload at local departments of social services resulting from increased program caseloads. While caseloads have increased considerably for the past few years, the national and state economy has begun to stabilize and the TANF and SNAP caseloads have begun to decline while there is still a marginal increase in the Medicaid program. The rollout of the new eligibility system may impact the timeliness and accuracy of delivery of products/services in the short-term. Health care reform will further strain the ability of the local network to serve eligible populations.

The principal factors that impact the products and services provided by **Family Services** include: 1) Recent changes in federal legislation and guidance regarding the Family First Prevention Services Act including major changes to the title IV-E program; 2) the implementation of the Kinship Guardianship Assistance Program; 3) the implementation of the changes required through the CFSR PIP; 4) modernization of our I.T. systems; 5) a thorough review of prevention/diversion practices at the local level; and 6) impact of new federal legislation on Title IV-E funding for prevention using evidence-based programs.

Financial Overview

Funding for **Benefit Programs** comes from a combination of federal, state and local funds. The Code of Virginia §63.2-400 specifies that no less than 50 percent of the funding necessary to administer public assistance programs shall come from federal and state funds. The federal funds come from various federal grant sources including SNAP, Medicaid, TANF, and Title IV-E Foster Care. This base appropriation also includes federal funds for local administration pass through and local service cost allocation expenditures as well as \$1,500,000 in fraud funds (fund 0911) to support the Fraud program.

Funding for the **Family Services** comes from general funds and federal funds. The federal fund percentages are based on cost allocation. Federal funding sources include the Social Services Block Grant (SSBG), Community Based Child Abuse Prevention (CBCAP), Title IV-E Foster Care and Adoptions, TANF, Title IV-B, Promoting Safe and Stable Families and Child Welfare Services grants.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	126,847,174	357,346,996	128,239,109	367,173,143
Changes to Initial Appropriation	-2,250,545	-2,843,143	-2,838,723	-3,589,087

Supporting Documents

Title **File Type**

Support Enforcement and Collection Services [46301]

Description of this Program / Service Area

This service area provides administrative funds necessary to administer the child support enforcement program, in keeping with federal and state laws and regulations and in order to meet the five federally set program performance measures: (1) Support Obligations established; (2) Current Support collected; (3) Percentage of arrears cases with a collection; (4) Percent of children with paternity established, and (5) Cost effectiveness.

Mission Alignment

This service area promotes strong, self-reliant families by delivering child support services, as provided by law, through the location of noncustodial parents, establishment of paternity and orders, enforcement of orders, and collection and distribution of child and medical support. Services are being expanded to broaden support of previously incarcerated persons reentering society, marriage, fatherhood, and healthy parenting relationships.

Products and Services

Description of Major Products and Services

Financial support for children. Services include: location of non-custodial parents; establishment of paternity and support orders; enforcement of support and health care coverage orders; and collection and distribution of child and medical support.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Child support collections and other enforcement services	COV §§ 63.2-1900 through 63.2-1960	22 VAC 40-880, CFR Title 45 Chapter III (Parts 300 through 399)	Required	16,882,124	92,666,654

Anticipated Changes

In FFY 2017, there was a general decline in DCSE’s caseload. In October 2016, DCSE was responsible for 302,836 child support cases. By the end of September 2017, the caseload had fallen to 297,549 cases. The TANF caseload declined by 734 and the non-TANF caseload declined by 4,553. The pattern in recent years, which resembles the trends for the child support program nationally, is an expectation of a slight decline in our child support caseload over the next FFY.

Factors Impacting

Total SFY18 collections are \$645,847,095. This is a decrease of \$7.1 million compared to SFY17 but represents only a -1.1% decline. The total caseload decline of -0.6% continues to be a major factor in collections.

DCSE continues to focus on its three pillars—Customers, Employees, and Performance—in its efforts to produce and implement beneficial ways to serve our customers, enhance the employee experience, and improve performance. DCSE attributes improving performance to our staff’s dedication and our commitment to using existing resources to achieve increased efficiency. The economy, a reduction of the TANF (Temporary Assistance for Needy Families) caseloads, or any national program change may impact the child support program and services.

DCSE district offices utilize many outreach programs to help noncustodial parents overcome barriers to paying child support. Some of these programs include but are not limited to:

- Workforce Innovations and Opportunity Act (WIOA), which is incorporated with show cause orders to provide education, job training, and employment referral;
- Pre-Court Monitoring (PRCM), a program implemented to assist noncustodial parents whose only significant barrier to employment involves driver’s license suspension. The program assists participants with eliminating license suspension as a barrier to employment..

Financial Overview

Funding for the Support Enforcement and Collections Services program comes from federal funds and special funds. The source of the federal funds is the Title IV-D Child Support Enforcement grant.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	17,157,242	93,191,536	16,957,242	92,591,536
Changes to Initial Appropriation	0	0	-75,118	75,118

Supporting Documents

Title File Type

Public Assistance Child Support Payments [46302]

Description of this Program / Service Area

This service area provides funds for extra payments to child support recipients also receiving TANF (Temporary Assistance for Needy Families) support. “Disregard Payments” are a pass-through of current child support to TANF recipients. These payments were authorized in the federal program as an extra incentive for custodial parents for cooperation in locating non-custodial parents. Effective October 1, 2008, 50% of the disregard in Virginia is funded by the federal government. As a result, Virginia increased the disregard to \$100 per month without any additional cost to the Commonwealth. The Disregard Payments are only made when child support is collected on the monthly current support.

Mission Alignment

This service area promotes strong, self-reliant families by delivering child support services, as provided by law through the location of noncustodial parents, establishment of paternity and orders, enforcement of orders, and collection and distribution of child and medical support. While the original purpose of disregard payments was to foster cooperation with the child support agency, a value add has been realized by providing additional income to the families in their quest to become independent of the TANF program.

Products and Services

Description of Major Products and Services

Collection of child support payments to partially fund the child support program and provision of other services for recipients of public assistance (TANF). Services include: location of non-custodial parents; establishment of paternity and support orders; enforcement of support and health care coverage orders; and collection and distribution of child and medical support.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Child support collections and other services for families on public assistance	COV §§ 63.2-1900 through 63.2-1960	22 VAC 40-880, CFR Title 45 Chapter III (Parts 300 through 399)	Required	0	11,000,000

Anticipated Changes

In FFY 2017, there was a general decline in DCSE’s caseload. In October 2016, DCSE was responsible for 302,836 child support cases. By the end of September 2017, the caseload had fallen to 297,549 cases. The TANF caseload declined by 734 and the non-TANF caseload declined by 4,553. Given the pattern in recent years, which resembles the trend for the child support program nationally, there is an expectation of a slight decline in our child support caseload over the next FFY.

Factors Impacting

TANF collections declined by 3% or \$1,061,187 million, in SFY18 compared to SFY17. The caseload decline of 2.4% was largely responsible. This decline does affect DCSE funding. Approximately \$530,000 in retained TANF collections was lost compared to SFY17. Note that TANF collections are shared with the federal government based on the Federal Medicaid Assistance Percentage (FMAP) rate. Currently Virginia’s FMAP rate is 50%. This reduction represents a small portion of the revenue required to cover our overall expenditures of \$98 million.

Financial Overview

Funding for the Collection of Public Assistance Child Support Payments comes from federal funds and special funds. The source of the federal funds is the Title IV-D Child Support Enforcement grant.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	0	11,000,000	0	11,000,000
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title	File Type
-------	-----------

Non-Public Assistance Child Support Payments [46303]

Description of this Program / Service Area

This service area provides administrative funds necessary to administer the child support enforcement program, in keeping with federal and state laws and regulations and in order to meet the five federally set program performance measures: (1) Support Obligations established; (2) Current Support collected; (3) Percentage of arrears cases with a collection; (4) Percent of children with paternity established, and (5) Cost effectiveness.

Mission Alignment

This service area promotes strong, self-reliant families by delivering child support services, as provided by law, through the location of noncustodial parents, establishment of paternity and orders, enforcement of orders, and collection and distribution of child and medical support. Services are being expanded to broaden support of previously incarcerated persons re-entering society, marriage, fatherhood, and healthy parenting relationships.

Products and Services

Description of Major Products and Services

Collection and disbursement of child support payments to provide financial support for families who are not on public assistance. Services include: location of non-custodial parents; establishment of paternity and support orders; enforcement of support and health care coverage orders; and collection and distribution of child and medical support.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Child support collections and other services for families not on public assistance	COV §§ 63.2-1900 through 63.2-1960	22 VAC 40-880, CFR Title 45 Chapter III (Parts 300 through 399)	Required	0	653,906,309

Anticipated Changes

In FFY 2017, there was a general decline in DCSE’s caseload. In October 2016, DCSE was responsible for 302,836 child support cases, including 4,854 Non IVD (pass-through) cases. By the end of September 2017, the caseload had fallen to 297,549 cases. The TANF caseload declined by 734 and the non-TANF caseload declined by 4,553. Given the pattern in recent years, which resembles the trend for the child support program nationally, Virginia expects a slight decline in our child support caseload over the next FFY.

Factors Impacting

Non Public Assistance collections totaled \$611.5 million for SFY18. This amount is 1%, or \$6 million, less than SFY17. The child support pass-through caseload declined due to an increase in applications for child support services from the pass-through customers. One of the reasons was the initiation of an outreach campaign to our pass-through customers to offer full child support services. DCSE has also updated our Customer Service Center scripts to offer applications for services to all pass-through callers. This initiative resulted in 773 applications, a 79% increase over the previous year

Financial Overview

Funding for the Collection of Non Public Assistance Child Support Payments comes from federal funds and special funds. The source of the federal funds is the Title IV-D Child Support Enforcement grant.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	0	653,906,309	0	653,906,309
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title	File Type
-------	-----------

Auxiliary Grants for the Aged, Blind, and Disabled [46801]

Description of this Program / Service Area

An Auxiliary Grant (AG) is a payment that supplements the income of Supplemental Security Income (SSI) recipients and certain other aged, blind, or disabled individuals residing in an assisted living facility (ALF) licensed by the Virginia Department of Social Services (VDSS), an adult foster care (AFC) home approved by a local department of social services, and supportive housing (SH) setting approved by the Department of Behavioral Health and Developmental Services. This assistance is available through local departments of social services to ensure that AG recipients are able to maintain a standard of living that meets a basic level of need.

The Department for Aging and Rehabilitative Services (DARS) administers Virginia’s AG program. Individuals must be assessed by the local department of social services to determine their financial eligibility for an AG. Individuals must also be assessed by a qualified assessor to determine the level of care needed. Local departments of social services make payments directly to individuals who are eligible for AG. The General Assembly establishes a maximum monthly rate that an ALF, AFC or SH provider may receive. The AG payment is computed by adding the personal needs allowance (PNA) to the established rate and then subtracting the individual’s countable income. The remainder is the individual’s AG payment. Not all ALFs accept individuals receiving Auxiliary Grants.

Mission Alignment

By providing aged, blind and disabled individuals the resources to live in ALFs, AFC homes, and SH, the AG Program helps people to triumph over poverty, abuse and neglect and aligns with goals of the VDSS Strategic Plan.

Products and Services

Description of Major Products and Services

- Services to strengthen families
- Services to protect vulnerable adults
- Economic assistance to low income families/individuals, health care eligibility determination
- Assessments for Assisted Living, Adult Foster Care placements, and Supportive Housing; annual re-assessments

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Economic assistance to eligible aged, blind and disabled low income adults, health care eligibility determination and initial and annual assessments for assisted living, adult foster, and supportive housing	COV §51.5-160		Required	21,998,009	0

Anticipated Changes

SH setting became law on July 1, 2016. SH allows AG recipients to live in the community with supportive services. This setting has a 60 person cap and individuals who currently live in an ALF will be given an opportunity to choose this type of setting at their annual assessment based on availability of a SH slot.

Factors Impacting

The availability of AG beds is declining despite the growth of the service population. Current AG reimbursement rates do not cover the entire cost of care, thus limiting the availability of ALF and AFC placements and services. The current monthly AG rate is \$1,271 (effective 7/1/2018), except in Planning District 8 where it is \$1,462. In addition, fewer ALFs are willing or able to care for individuals with severe mental illness, difficult behaviors or persons previously incarcerated who committed violent crimes, including sex offenders. Adding a new setting will hopefully help individuals with mental health needs live successfully in a more independent setting. However, the rate is still too low to meet certain area rental levels and still have enough funding left over for the AG recipient to meet their personal needs. AG recipients may have limited choice in the area where they can rent because of the cost of living.

Financial Overview

The appropriation for Auxiliary Grants for the Aged, Blind, and Disabled is 80% general funds. A 20% local match is required (Note: Local funds are not appropriated in the state budget).

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	20,998,969	0	22,298,009	0
Changes to Initial Appropriation	0	0	-300,000	0

Supporting Documents

Title **File Type**

Adult In-Home and Supportive Services [46802]

Description of this Program / Service Area

This service area prioritizes efforts to protect the elderly and persons with disabilities from abuse, neglect, and exploitation. This area also provides services to support independence and self-determination and to avoid or delay placement in restrictive and costly institutional care.

Mission Alignment

By reducing and preventing abuse, neglect and exploitation of vulnerable adults, VDSS helps people to triumph over poverty, abuse and neglect and to build strong and caring families and communities. This service area aligns with Goal 1 of the VDSS Strategic Plan.

Products and Services

Description of Major Products and Services

- Services to protect vulnerable adults
- Services to prevent abuse, neglect and exploitation
- Home-based services to avoid or delay institutionalization of elderly and disabled individuals
- Referrals for nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Services that promote self-sufficiency and independence
- Case management and provision of services
- Information and analysis of data from the Adult Services Adult Protective Services (ASAPS) automated reporting system
- Annual program report of statistical and program information
- Public education, training and awareness materials (brochures, training materials, videos)
- Support of partner organizations serving communities
- Collaboration with state and local agencies and partners

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Home-based services to avoid or delay institutionalization of older adults and individuals with disabilities	COV § 51.5-146		Required	0	4,185,189
Services to prevent and stop adult abuse, neglect and exploitation	COV § 51.5-148, COV § 63.2-1605		Required	0	2,637,806

Anticipated Changes

Potential Changes to Products and/or Services of this Service Area are:

- Worker triage of Adult Protective Services (APS) complaints
- Rationing of preventive and protective services to vulnerable adults

Factors Impacting

This area serves a fast-growing service population. Factors that may impact the products and/or services of this service area are:

- Budget reductions (at state and local levels)
- Lack of direct federal funding for Adult Protective Services
- Economic pressures on families
- Limited training opportunities for workers
- Lack of long-term care providers willing to accept low-income or Medicaid-eligible clients.

Financial Overview

Funding for Adult Services comes from federal funds (80%). However, a 20% local match is required by localities. The federal funds come from the Social Services Block Grant (SSBG). The financial breakdown below does not include support from Adult Protective Services.

Biennial Budget

	2019	2019	2020	2020
--	------	------	------	------

	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Initial Appropriation for the Biennium	0	6,822,995	0	6,822,995
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Domestic Violence Prevention and Support Activities [46803]

Description of this Program / Service Area

The Office of Family Violence works to provide crisis and support services to victims of domestic violence and their children across the Commonwealth. Federal and state funds support direct services to families, statewide data collection, training and technical assistance.

Mission Alignment

Addressing the needs of victims and children affected by domestic violence is closely aligned with the mission of the Department of Social Services and maximizes the safety and stability of families and individuals.

Products and Services

Description of Major Products and Services

Grant funding for:

- Emergency shelter for victims of domestic violence and their children
- Crisis intervention, advocacy and support groups for victims
- Children’s advocacy, counseling and safety planning
- Community education
- Prevention projects

Statewide contracts for:

- Training and technical assistance for local service providers
- Data collection
- Contract monitoring and fiscal oversight
- Program evaluation
- Policy development and training
- Services that protect adults and children
- Services that promote sufficiency and safe, healthy relationships

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Administration of state and federal funds	COV § 63.2-1614		Discretionary	0	333,419
Services from local providers to improve the safety of adults and children	COV § 63.2-1614		Discretionary	1,613,816	7,090,763
Emergency shelter for victims of domestic violence and their children	COV § 63.2-1615		Discretionary	0	0
Crisis intervention, advocacy and support groups for victims	COV § 63.2-1615		Discretionary	0	0
Children’s advocacy, counseling and safety planning	COV § 63.2-1615		Discretionary	0	0
Community education and prevention projects	COV § 63.2-1612		Required	0	0
Training and technical assistance for local service providers for domestic violence services	COV § 63.2-1612		Required	0	0
Data collection	COV § 63.2-1612		Required	0	0

Anticipated Changes

No changes are currently anticipated.

Factors Impacting

No factors impacting products and services.

Financial Overview

Funding for Domestic Violence Services comes from general funds and federal funds. The federal funds come from Social Services Block Grant (SSBG) and Family Violence and Prevention Services grants.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	1,457,172	10,382,033	1,457,172	10,382,033
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Foster Care Payments [46901]

Description of this Program / Service Area

The Permanency Program’s Foster Care service components include Family Preservation and Support Services, Foster Care Services, and Independent Living Services. All service components are focused on safety, well-being and permanency for children by maintaining them in their families whenever possible; reuniting children with their families or establishing other permanent family connections. As of July 1, 2016, foster care is extended on a voluntary basis to the age of 21 for the purposes assisting youth in foster care to successfully transition to adulthood. Independent living services for all older youth (14-23) regardless of their permanency goal builds self-sufficiency and an increased opportunity for success as they enter adulthood.

The focus of Family Preservation and Support Services is to provide services and interventions to maintain and strengthen the family unit while ensuring the safety of the child. These children and families are those in which intervention is needed to prevent out-of-home and/or out-of-community placement of a child.

Foster Care services provide temporary living solutions for children who must be removed from their birth or adoptive parents or other legal caretakers because of abuse and/or neglect or are determined to be in need of out-of-home services. Foster care's primary mandate is to find a permanent home for each child in as timely a manner as possible. Permanent placements include: return to parent or previous legal custodian, placement with relatives with subsequent transfer of custody (with or without kinship guardianship assistance), and adoption. Other foster care goals include permanent foster care or another planned permanent living arrangement for youth 16 and older.

VDSS and local departments design and implement programs for children age 14 and older, providing targeted services to develop and enhance independent living skills to increase successful transitions to adulthood. While providing such skill-based services to older youth, a strong emphasis is placed on establishing permanent connections for older youth that establish legal permanency (e.g., reunification with family, adoption or custody transfer to a relative). Independent living services include, but are not limited to, high school assistance, post-secondary/vocational assistance, life skills training, health education, career exploration and planning, job readiness training, housing assistance, and mentoring. In addition, young people who leave foster care after they turn 18 years old but have not attained age 23 can receive aftercare services, including counseling, employment, education and room and board.

Mission Alignment

The Foster Care Services component of the Permanency Program supports the Virginia Department of Social Services' mission through helping children and families recognize and build upon their strengths and skills to develop successful futures. Services are provided to strengthen the family; find permanent homes in which the child may grow up; and provide services to aid older youth in the transition into adulthood as productive citizens of their community and the Commonwealth.

Products and Services

Description of Major Products and Services

- Financial support for children
- Services to promote family stability
- Support of organizations serving communities
- Services to protect children
- Services to ensure that children have permanent homes
- Services to protect vulnerable adults
- Services that promote sufficiency

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Financial support for children	COV §§ 63.2-217, 63.2-319, and 63.2-900, 63.2-900.1, 905,906, 908, and 910.1, Virginia 2016 Appropriations Act, Item 346 #3c, Social Security Act, Sec. Section 471(a)(15)(B) and 473A. [42 U.S.C. 673b] (a)	22VAC40-201, 45 CFR 1355.20, 45 CFR 1356.21(b)(2)	Required	31,754,753	31,754,753

Anticipated Changes

Adoption and Foster Care contracts to improve services to youth have been and will continue to be revised to reflect the principles and practices of performance-based contracting. These revisions will allow the Department to better assess the contractors’ delivery of services and whether or not performance outcomes are in fact being achieved.

Virginia's Kinship Guardianship Assistance Program (KinGAP), effective July 1, 2018, is an additional permanency option for youth after Return Home and Adoption have been ruled out as options for achieving permanency. This program allows the relative caregivers of youth that are placed in kinship foster homes to continue to receive financial support through maintenance payments after custody of the youth is transferred to the relative and the youth is discharged from foster care.

The Family First Prevention Services Act (Public Law 115-123) will have a significant impact on the foster care program. Family First will enable the use of federal funds to provide enhanced support to children and families, and prevent foster care placements through the provision of the following services: mental health and substance abuse services, prevention and treatment services, in-home parent skill-based programs, and kinship navigator services. This law has also extended the age that the agency can provide independent living services and educational and training vouchers. Family First also has the potential to impact funding for children in congregate care placements.

Factors Impacting

The complexity of foster care cases continue to increase as families face a variety of challenges including substance abuse, domestic violence, incarceration, mental health, and trauma. The complex nature of the issues facing families can pose a challenge to family engagement. Limited evidence-based resources can pose a challenge to appropriately addressing the issues, especially in rural areas.

The factors impacting services for older youth include the lack of permanent adult connections for these youth, including adults willing to assume custody of or adopt these youth; adequate resources for providing independent living services; and, an integrated community service and support network that would ensure greater access to the services that are available for these youth. Preparing youth to exit foster care to a permanent living situation and with the skills and resources necessary to succeed as adults requires greater community knowledge of services available and an investment in working together to provide support to these youth. A significant focus of the Division of Family Services and the Permanency Units are building community partnerships.

The Family First Prevention Services Act (Public Law 115-123) will enable the use of federal funds to provide enhanced support to children and families, and prevent foster care placements through the provision of the following services: mental health and substance abuse services, prevention and treatment services, in-home parent skill-based programs, and kinship navigator services.

Financial Overview

Funding for the Foster Care program comes from general funds and federal funds. The federal funds come from various sources, including Title IV-E Foster Care, Title IV-B Part II (Promoting Safe and Stable Families), Chafee Independent Living and Education and Training Vouchers, and the Social Services Block Grant (SSBG).

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	33,238,307	33,349,554	33,294,242	33,374,110
Changes to Initial Appropriation	-1,866,765	-1,866,765	-1,579,423	-1,579,423

Supporting Documents

Title **File Type**

Supplemental Child Welfare Activities [46902]

Description of this Program / Service Area

Supplemental Child Welfare Activities are a specialized continuum of services to children who have been or are at risk of being abused, neglected or exploited. Services focus on identification, assessment, education, and treatment in an effort to prevent child maltreatment and preserve families. Child Protective Services are available to all children, under the age of 18, and to their families on a 24-hour a day, immediate response basis. Child Protective Services is child-centered, family-focused, and based upon the belief that the primary responsibility for the care of children rests within their families. Child Protective Services also includes preventive services that enable families to provide adequate care for children, thereby enhancing the safety and well-being of children and precluding the need for removal of the child from the home. In addition, the State operates a 24 hour, seven days a week hotline to receive reports of suspected child abuse and neglect. All children and families are eligible for these services regardless of income.

Mission Alignment

The Supplemental Child Welfare Activities component supports the Virginia Department of Social Services' mission by protecting children from abuse and neglect and providing parents with services that enable them to provide better care for their children. By providing these services to children and families, we are helping shape strong futures for children and contributing to building stronger families and communities.

Products and Services

Description of Major Products and Services

- Services to protect children
- Services to promote family stability
- Preventive services to enable families to provide adequate care for their children
- Support of organizations serving communities
- Educational materials on recognizing and reporting of child abuse and neglect

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Services to promote family stability, protect vulnerable adults, promote sufficiency and support organizations serving communities	22VAC40-705 Child Protective Services	COV §§ 63.2-410, 63.2-900 through 63.2-915, Social Security Act, Sec 430 [42 U.S.C. 629]	Required	1,877,882	5,633,645
Services to protect children	COV §§ 63.2-900 through 63.2-915, 63.2-319, 63.2-1500 et seq, Public Law 93-247, 42 U.S.C. 5116 et seq.	45 CFR 1355, 1356 and 1357, 22 VAC 40-201-10 through 200, 22 VAC 40-705	Required	2,003,852	7,021,119
Services to promote family stability, protect children, and provide educational materials on recognizing and reporting of child abuse and neglect (CAPTA)	COV §§63.2-1500 et seq, Public Law 93-247, Public Law 98-473, Public Law 115-123, 42 U.S.C. 5116 et seq.	22 VAC 40-705	Required	0	2,081,078
Preventive services to enable families to provide adequate care for their children (CBCAP grant)	Public Law 93-247, Public Law 115-123, 42 U.S.C. 5116 et seq.		Required	500,000	615,000
Support of organizations serving communities (VOCA Grant)	Public Law 98-473, Public Law 93-247, 42 U.S.C. 5116 et seq.		Required	4,500,000	0

Anticipated Changes

The Family First Prevention Services Act (Public Law 115-123) will enable the use of federal funds under parts B and E of Title IV of the Social Security Act to provide enhanced support to children and families, and prevent foster care placements through the provision of the following: mental health and substance abuse prevention and treatment services, in-home parent skill-based programs, and kinship navigator services.

Factors Impacting

Outside of the new Family First Prevention Services Act (Public Law 115-123), there are no pending factors impacting the products and services offered through this service area.

Financial Overview

Funding for the Child Protection Services program comes from general funds, federal funds and special funds. The federal funds come from various sources including Temporary Assistance for Needy Families (TANF), Child Abuse Prevention and Treatment Act (CAPTA) State Grants, Community Based Family Resource Grants, and the Victims of Crime Acts (VOCA) grant. The special funds result from fees for searches of the CPS Central Registry.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	13,406,968	23,356,218	13,406,968	23,356,218
Changes to Initial Appropriation	0	0	901,000	1,059,563

Supporting Documents

Title **File Type**

Adoption Subsidy Payments [46903]

Description of this Program / Service Area

This service area helps children in foster care who have been permanently and legally separated from their birth parents become permanent members of a new family. Services are provided to strengthen adoptive families after legal adoption to prevent adoption dissolution. Adoption Assistance provides a monthly financial assistance benefit to the parent(s) of an eligible adopted child and is intended to assist with the payment of expenses of caring for the child. Eligibility must be determined and a negotiated adoption assistance agreement must be signed prior to the final order of adoption. Families may also obtain assistance in finalizing non-agency placement adoptions including parental placement adoptions, step-parent adoptions, intercountry adoptions, adult adoptions, and private child-placing agencies adoptions. The State's Adoption Program maintains closed adoption records and releases information from these records as allowed by state law.

Mission Alignment

By assisting children and families with the adoption process and courts to make informed decisions regarding custody of children, we are helping shape strong futures for children and contributing to building stronger families and communities.

Products and Services

Description of Major Products and Services

- Birth Father Registry
- Services to promote family stability
- Financial support for children
- Services that promote sufficiency (post-adoption services)
- Services to protect children
- Services to ensure that children have permanent homes
- On-line photo-listing of children waiting for adoption
- Display galleries of waiting children used for child-specific recruitment
- Brochures and pamphlets on adoption
- Contracts with licensed child placing agencies and community organizations to provide a full array of adoption services
- Partnerships with faith-based organizations to promote action to adopt by congregation members, community organizations and general public

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Financial support for children in adoptive homes	COV § 63.2-1302, Social Security Act, Sec. 473A. [42 U.S.C. 673b] (a), Public Law 115-123	22 VAC 40-201-161	Required	67,991,473	67,991,473
Post-Adoption Services (Contracts)	COV § 63.2-1302, Social Security Act, Sec 430 [42 U.S.C. 629]	22 VAC 40-201-161, 22 VAC 40-221-70	Required	7,500,000	2,000,000
Child Specific Recruitment (AREVA)	Social Security Act, Sec. 473A. [42 U.S.C. 673b] (a) and Sec 430 [42 U.S.C. 629]	22 VAC 40-201-150	Required	0	0
Virginia Birth Father Registry	COV § 63.2-1249	22 VAC 40-201-190	Required	0	350,000
Adoption and Legal Guardianship Incentive Payment Program	COV §§ 63.2-1300 through 63.2-1303, Social Security Act, Sec. 473A. [42 U.S.C. 673b] (a)			0	500,000

Anticipated Changes

Families First Act will continue incentives to states to promote adoption and legal guardianship. Through Families First, states will maintain eligibility to earn incentive payments for adoption and legal guardianship programs each year from FY2016 to FY2020 and extend annual discretionary funding authority, at the current law annual level of \$43 million, for each year from FY2017 to FY2021.

Beginning on January 1, 2018 and through June 30, 2024, an income test will need to be applied for any child who is under the age of two when the adoption assistance agreement is signed, provided the child will not reach his/her second birthday before the last day of the fiscal year in which

that agreement is signed.

Factors Impacting

Beginning on January 1, 2018 and through June 30, 2024, an income test will need to be applied for any child who is under the age of two when the adoption assistance agreement is signed, provided the child will not reach his/her second birthday before the last day of the fiscal year in which that agreement is signed. As of July 1, 2024, no income test will be used for purposes of determining a child's eligibility for Title IV-E adoption assistance, regardless of the child's age. The Government Accountability Office (GAO) will study whether states are complying with the requirement that they spend, for child welfare purposes, an amount equal to the amount of savings (if any) resulting from phasing out the income eligibility requirements for federal adoption assistance.

Financial Overview

Funding for the Adoptions program comes from general funds and federal funds. The federal funds come from various child welfare grants including Title IV-E Adoption Assistance, Title IV-B Part I (Child Welfare Services), Title IV-B Part II (Promoting Safe and Stable Families), Adoption Incentive Funds, and the Social Services Block Grant (SSBG).

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	70,725,586	60,199,867	70,725,586	60,199,867
Changes to Initial Appropriation	2,556,023	1,811,210	2,663,803	2,353,690

Supporting Documents

Title **File Type**

General Relief [49101]

Description of this Program / Service Area

This service area is responsible for the cash assistance for unattached children served through the Commonwealth’s General Relief Program (GR). GR is an important component of the Commonwealth’s social safety net as it provides assistance for children excluded from participation in the Temporary Assistance for Needy Families (TANF) program. GR provides assistance to children living with an unrelated caretaker and is financed through state and local funding. Participation is optional for localities. Of the 120 local departments of social services, 25 agencies operate a GR program.

Mission Alignment

By assisting needy children, the GR program assists children in triumphing over poverty and shaping strong futures for themselves, their families and communities. The GR program provides assistance to children who are living with unrelated individuals or individuals who cannot verify their relationship to the child.

- COV § 63.2-802 - Eligibility for General Relief
- 22 VAC 40-411 - General Relief Program

Products and Services

Description of Major Products and Services

Financial support is provided to needy children who reside with unrelated caretakers.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Financial assistance	COV § 63.2-802	22 VAC 40-411	Discretionary	500,000	300,000

Anticipated Changes

The local share of General Relief funding is 37.5% and local governments have shown difficulty in meeting this level of expenditure. With financial pressures on local government budgets, it is anticipated that some localities will reduce the scope of their General Relief programs.

Factors Impacting

Limited funding inhibits the capacity to provide a consistent level of service to low-income Virginians across the Commonwealth. GR is operated in only 25 local departments of social services.

Financial Overview

Funding for the General Relief Program is financed by state and local funds. Only the general fund is appropriated in the state budget.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	500,000	0	500,000	0
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Resettlement Assistance [49102]

Description of this Program / Service Area

This service area includes two programs for refugee populations and one program for U.S. citizens repatriated to Virginia. The DSS Division of Community and Volunteer Services, Office of Newcomer Services administers all three programs. The two refugee programs are the Refugee Resettlement Program (VRRP) and the Unaccompanied Refugee Minor Program (URMP). For VRRP and URMP, federal grants fund 100 percent of direct service and state and local administration costs.

VRRP services facilitate refugees' successful transition to life in the U.S. and attainment of self-sufficiency. VRRP services include: 1) employment services; 2) time limited cash and medical assistance; 3) assistance for school age refugees; 4) assistance for older refugees; 5) health and emotional wellness; and 6) access to health care. Individuals eligible for VRRP services are refugees, asylees, Cuban/Haitian entrants, Afghans/Iraqis with special immigrant visa status, and victims of human trafficking.

URM services include: foster care; reunification with family or a case specific permanency plan; culturally appropriate case management; education and language support. Individuals eligible for URM services are children and youth under the age of 18 who arrive in the U.S. unaccompanied by a parent or other close adult relative and who are refugees, asylees, victims of trafficking, certain minors with Special Immigrant Juvenile Status, and U-visa holders.

The repatriation program is the Virginia Emergency Repatriation Program (VERP). VERP provides short term assistance and loans to U.S. citizens living abroad who the Department of State determines need assistance in returning to the U.S. due to (i) destitution, mental illness, or other reasons; or (ii) need to be evacuated due to a group (under 500 people) or mass emergency (500 or more people) situation. The core program policies for individual, group, and mass repatriation are essentially the same; however, they each involve operationally different kinds of preparation, resources and execution. Services may include cash payment loans and services loans for temporary assistance such as temporary shelter, transportation, medical care and other services needed for the individual's health and welfare. State and local administrative costs are requested after the repatriation event. No federal grant covers the administrative costs for planning and preparation of service delivery.

Mission Alignment

VRRP and URMP service areas aligns with the VDSS mission to "shape strong futures" by helping refugee-eligible populations "triumph over poverty" by promoting self-sufficiency and assisting refugees in successfully integrating into Virginia communities.

Products and Services

Description of Major Products and Services

The Refugee Act of 1980 created the Federal Refugee Resettlement Program (RRP). Under Title IV, Chapter 2 of the Immigration and Nationality Act (OFFICE OF REFUGEE RESETTLEMENT Sec. 411. [8 U.S.C. 1521], Congress appropriated funds for the U.S. RRP and, within the Department of Health and Human Services, established an Office of Refugee Resettlement (ORR) with the function of funding and administering RRP services. ORR funds and regulates the Virginia's Resettlement Assistance service area.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Self-sufficiency (employment services; assistance for school age and older refugees)	U.S. Public Law 96-212	45 CFR § 400 (Subparts B, F, and I)	Required	0	1,228,148
Cash and Medical Assistance (medical screenings; cash assistance and medical assistance)	U.S. Public Law 96-212	45 CFR § 400 (Subparts B, E, and G)	Required	0	3,483,496
Foster care	U.S. Public Law 96-212	45 CFR § 400 (Subparts B and H)	Required	0	1,526,328
Individual and mass repatriation	42 U.S.C. § 1313, 24 U.S.C. § 321, Executive Order 12656 (as amended 2/9/1998)	45 CFR §§ 211-212	Required	0	0

Anticipated Changes

While there are no known federal program rules changes expected for FFY 2019, based on recent Presidential Executive Orders, there might be a decrease in the number of refugees resettled in the U.S. and in Virginia resulting in a decrease in state funding for Resettlement Assistance.

Factors Impacting

A key to successful refugee resettlement is the community's receptivity to refugees and the community's capacity to support refugees and their families. The Virginia Community Capacity Initiative (VCCI) created seven dialogue groups across the Commonwealth to facilitate networking of Community service providers to accomplish successful resettlement. The dialogue groups include business, education, human services, public health, and law enforcement. To date, ONS has not received federal guidance regarding the implementation and budgets associated with recent Presidential Executive Orders related to (i) new refugee arrivals, (ii) previously arrived refugees, and (iii) other refugee-eligible populations.

Financial Overview

Resettlement Assistance is 100% federally funded. The federal funds come from various federal grants for refugee and newcomer assistance.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	0	9,022,000	0	9,022,000
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Emergency and Energy Assistance [49103]

Description of this Program / Service Area

The Emergency and Energy Assistance Program service area is a core component of the Commonwealth’s safety net for low-income and at-risk Virginians and is responsible for the operation of the Energy Assistance Program (EAP). The EAP helps low-income individuals and families meet their immediate and often emergent home energy needs. The program is 100 percent funded by the federal Low-Income Home Energy Assistance Program (LIHEAP) block grant and serves approximately one-quarter of all income eligible households in Virginia. Among those households served, the benefit amount typically covers between 35 and 45 percent of the household’s energy costs for that season. With fixed resources, the greater the number of households served, the lower the percentage of overall energy costs the program can cover. The EAP consists of four components: Fuel Assistance, Crisis Assistance, Cooling Assistance and Weatherization Assistance. Fuel Assistance provides benefits to aid households in paying the cost of heating their homes. Crisis Assistance helps households address energy-related emergencies. Cooling Assistance supports households in purchasing or repairing cooling equipment and the payment of electric bills during the summer months. Local departments of social services perform the eligibility determination for the EAP and payments are usually made directly to vendors.

The Weatherization Assistance Program provides weatherization services to low-income families and is administered by the Department of Housing and Community Development (DHCD) through contracts with nonprofit, community-based organizations. By state statute, DHCD receives 15 percent of the LIHEAP block grant to implement this program.

Mission Alignment

These programs assist Virginians in triumphing over poverty and shaping strong futures for themselves, their families and their communities. The programs target low-income individuals and families and assist them in meeting their basic human needs. This assistance often helps avoid the unfortunate trade-off many low-income families make between paying for housing, food and medicine.

Products and Services

Description of Major Products and Services

Financial Assistance to low-income families and individuals to help them meet home energy needs

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Financial Assistance to low-income families and individuals to help them meet home energy needs	Public Law 109–58, Public Law 97-35 (as amended), COV § 63.2-805	42 CFR §§ 8621-8630, 22VAC40-680, 22VAC40-685	Required	0	69,235,450

Anticipated Changes

Increases in energy costs affect this service area. Decreases in federal funds affect this service area.

Factors Impacting

Increases in energy costs and the number of individuals living in poverty make the service more expensive while increasing the customer base. Federal funding levels are tenuous given the competing demands for limited resources.

Financial Overview

The source of funding for the EAP is the federal LIHEAP block grant. The United States Department of Health and Human Services, Administration of Children and Families awards the LIHEAP block grant annually to states and Indian tribes. The EAP is 100% federally funded. Funds for the LIHEAP grant are disbursed as follows: 15 percent is allocated for the Weatherization Assistance Program, 10 percent of the remaining 85 percent is allocated for state and local program administration, and the remaining funds are used to provide direct services and benefits to eligible low-income households.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	0	69,235,450	0	69,235,450
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title	File Type
-------	-----------

Community Action Agencies [49201]

Description of this Program / Service Area

This service area provides core funding for Virginia’s network of community action agencies and statewide community action organizations. This network provides a wide variety of services designed to ameliorate the effects of poverty and build self-sufficient families and communities. The Department contractually distributes all of these funds to the local community action agencies and statewide organizations.

Mission Alignment

This service area supports the mission of the Department by providing resources to the community action network that result in direct services to low-income individuals, families and communities. Community action services enhance the independence, well-being and personal responsibility of these customers.

Products and Services

Description of Major Products and Services

- Support of organizations serving communities;
- Services to promote family stability;
- Services to protect vulnerable adults;
- Economic assistance to low income families/individuals in regards to nutrition, child care, health care eligibility;
- Services that promote self-sufficiency;
- Community and economic development projects;
- Educational services (e.g., Head Start);
- Housing construction, rehabilitation and weatherization services;
- Encouraging businesses, trusts and individuals to donate to approved non-profit organizations for the benefit of low-income persons through use of tax credits that can be applied against their state income tax liability (Neighborhood Assistance Program).

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Support of organizations serving communities to alleviate poverty and build self-sufficiency	COV §§ 2.2-5400 through 2.2-5408, Public Law 105-285, 42 U.S.C. §§ 9901-9926, 42 U.S.C §§601–687 (subchapter IV, chapter 7)	42 U.S.C. § 9901 (Chapter 106, Section 672)	Required	0	17,725,000
Administer the Neighborhood Assistance Program	COV § 58.1-439.18 through §58.1-439.24, COV § 63.2-2002	22VAC40-41-10 through 22 VAC 40-41-60	Discretionary	8,000,000	0
Provide outreach, education and tax promotion services via the Virginia Earned Income Tax Coalition to citizens who may be eligible for Earned Income Tax Credits	42 U.S.C §§601–687 (subchapter IV, chapter 7)		Required	0	185,725

Anticipated Changes

CSBG is a program of the Federal Administration for Children & Families, Office of Community Services (OCS). OCS has instituted significant new standards and expectations for local community action agencies in regards to organization and performance. It is the responsibility of our Virginia CSBG Office to offer training and technical assistance to all Virginia community action agencies to enable them to perform at the highest possible level and ultimately reach and exceed those new standards. Virginia emphasizes “beyond compliance”, whereby our office works closely with agencies to meet standards and then work towards advancing beyond to better agency practices. Changes include new staff assignments, training opportunities for sub-grantees, individualized assistance programs, reporting systems and more. The Virginia CSBG office is also revising monitoring practices to complete as much as possible through desk monitoring, and maximize time spent onsite to only reviewing items that cannot be reviewed offsite. Finally, the Virginia CSBG office will continue development of our data and information collection system to include new Community Action Plan submittals, Annual Report data submittals, and all financial budgeting and invoicing.

Factors Impacting

Operation of the community action network is greatly influenced by federal funding through the Community Services Block Grant (CSBG). At this

time federal funding is anticipated to be level, although the 2019 funding has not been allocated. A decrease in federal funding will have a negative impact on the number of people served and the type of services provided, if it occurs.

Financial Overview

Funding for Community Action Grants comes from federal funds from the Community Services Block Grant (CSBG) funds. TANF funds also support Community Action Agencies. General funds support the EITC program.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	0	18,638,048	0	18,638,048
Changes to Initial Appropriation	0	0	0	1,125,000

Supporting Documents

Title **File Type**

Volunteer Services [49202]

Description of this Program / Service Area

This service area covers activities conducted through the AmeriCorps program and in partnership with the Virginia Governor’s Advisory Board on Service and Volunteerism. AmeriCorps is a national service program funded by the Corporation for National and Community Service.

AmeriCorps grants, which are awarded on a competitive basis to public and nonprofit organizations, help fund living stipends for several hundred full and part-time AmeriCorps members each year. AmeriCorps members provide intensive service at nonprofits, schools, public agencies, and community and faith-based groups in underserved communities of Virginia. The AmeriCorps areas of focus are education, economic opportunity, veterans’ services, disaster services, healthy futures and environmental stewardship. Sample activities include tutoring, job training, college preparation, veterans support, and environmental support. AmeriCorps members also mobilize community volunteers, who in turn strengthen the capacity of the organizations in which they serve. The Virginia AmeriCorps Commission also promotes service and volunteerism for all of Virginia’s citizens through support of volunteer centers in Virginia, statewide training, and volunteer recognition events.

Mission Alignment

AmeriCorps is the embodiment of “people helping people overcome poverty, abuse and neglect” through members’ service in community-based organizations and in their mandate to mobilize volunteers in addressing community needs. AmeriCorps helps its members to “shape strong futures for themselves, their families and their communities” through education awards that can be used to pay for college or to pay back qualified student loans.

Products and Services

Description of Major Products and Services

- Grant funding directly supports AmeriCorps service members.
- AmeriCorps service programs and members provide direct services that meet compelling local needs in Virginia such as education, creation of economic opportunity, support of veterans and military families, disaster preparedness, healthy futures, and environmental stewardship.
- AmeriCorps service programs and members are engaged in volunteer recruitment and activation, which strengthens and builds capacity in the organizations and communities in which AmeriCorps programs operate.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Support for AmeriCorps programming and members	Public Law 103-82, 42 U.S.C. § 12651, COV §§ 2.2-2478 through 2.2-2483 (Chapter 24, Article 25)	45 CFR 2500-2599, 2 CFR Part 200	Discretionary	0	4,433,229

Anticipated Changes

The regulations and expectations from the Corporation for National and Community Service continue to increase each year, particularly in the areas of performance measurement and evaluation, and in member eligibility to serve. Meeting these ever-increasing reporting and service delivery expectations, as well as the grant match requirements, proves challenging for many longer-term AmeriCorps sub-grantees in Virginia. In the future, AmeriCorps grants are likely to be directed to programs that are larger, stronger and more sophisticated in order to meet the rigorous CNCS requirements. Smaller programs and communities will be encouraged to form intermediary partnerships to more effectively apply for funding. CNCS also, in response to changing directives from Congress or opportunities provided by other sponsors, regularly changes and adds priority areas which, in turn, affect Virginia’s AmeriCorps program.

Factors Impacting

Funding is determined by the Corporation for National & Community Service and is based on Virginia’s population. Changes to federal budgeting priorities will affect the pool of available funds. Funding is currently relatively stable, although it is annually considered for elimination during the federal budget process.

Although AmeriCorps programs and service members provide direct service and increase the involvement of volunteers in community initiatives, economic conditions affect the demand for services in communities, and the ability of organizations in which AmeriCorps members serve to satisfy those demands. AmeriCorps member recruitment and volunteer recruitment efforts are affected as individuals and families deal with personal issues related to economic conditions.

Financial Overview

The service area is 100% federally funded.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	0	3,866,340	0	3,866,340
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Other Payments to Human Services Organizations [49203]

Description of this Program / Service Area

This service area funds contracts with different entities to support the mission of the Department and provide important services to low-income Virginians across the Commonwealth. The services include:

- Home visiting services for at-risk families to promote positive parenting, improve child health and development, and reduce child abuse and neglect.
- Teaching child safety awareness to youth to prevent child abuse.
- Dementia-specific training for long-term care workers in licensed nursing facilities, assisted living facilities, and adult day care centers.
- Supportive services that address basic needs (e.g., food, housing, access to health services, employment) of families in crisis.
- Child-focused services (e.g., forensic interviews, victim support and advocacy services, medical evaluations, mental health services) for victims of child abuse and neglect, delivered by a multidisciplinary team in a child-friendly setting.
- Information, assistance and referral network to support parents and families that need early childhood services.
- Community-based prevention and mentoring programs for youth as well as programs to prevent student suspension and dropout.
- Community employment and training programs to move low-income individuals out of poverty and into a career path.
- Residential, education, counseling and other services for sexually exploited youth, including victims of sex trafficking.
- Services for survivors of domestic abuse and violence.
- Matching foster care children with families through use of an online matching tool.
- Homelessness services.
- Child nutrition programs.

Mission Alignment

Each of the programs within this service area support low-income families, assisting them in strengthening individuals, their families, and the capacity of their communities to address a myriad of needs including education, nutrition assistance, teen and non-marital pregnancy prevention, abuse prevention and protection, and asset creation.

Products and Services

Description of Major Products and Services

- Activities to improve young children’s school readiness
- Education Services
- Support of organizations serving communities
- Services to protect vulnerable adults and children
- Economic assistance to low income families/individuals for nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Community-based employment and training services to assist TANF recipients and other low-income individuals to obtain competitive jobs with career potential and move out of poverty
- Administration and supervision of funding to human services organizations providing direct services to low-income individuals/families

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Community-based employment and training services	Public Law 104-193, Title IV-A of the Social Security Act		Required	0	10,500,000
Alzheimer's training for adult care providers	COV § 63.2-1803.1		Required	70,000	0
Child abuse prevention awareness for youth	Public Law 93-247, 42 U.S.C. 5116 et seq.		Required	0	100,000
Healthy Families voluntary home visiting and parenting program for at-risk families	Public Law 93-247, 42 U.S.C. 5116 et seq.		Required	0	8,617,679
Coordination and evaluation home visiting programs	Public Law 93-247, 42 U.S.C. 5116 et seq.		Required	0	600,000
Support services to meet basic needs of families in crisis	Title IV-A of the Social Security Act, Public Law 93-247		Required	0	1,000,000

Forensic interviews, victim support and advocacy services, medical evaluations and mental health services for victims of child abuse and sex trafficking	COV § 15.2-1627.5, Public Law 113-183, Public Law 98-473		Required	405,500	1,136,500
Early childhood services information and assistance for parents and families	Public Law 104-193, 42 USC 604, Title IV-A of the Social Security Act		Required	0	1,250,000
Youth mentoring programs	Title IV-A of the Social Security Act		Required	0	1,500,000
Residential, education and counseling services to at-risk youth who have been sexually exploited	Public Law 113-183, COV § 63.2-1502		Required	100,000	0
School suspension and dropout prevention program for youth	Title IV-A of the Social Security Act		Required	0	75,000
Services for survivors of domestic abuse and sexual violence	Title IV-A of the Social Security Act, Public Law 98-473, COV § 63.2-1612		Required	0	500,000
Matching foster care children with families for adoption using an online matching tool	Public Law 110-351, COV § 63.2-1225		Required	50,000	0
Homeless assistance services	Title IV-A of the Social Security Act, 42 U.S.C. 11431 et seq.		Required	0	100,000
Child nutrition programs	Title IV-A of the Social Security Act		Required	0	3,000,000

Anticipated Changes

The Department anticipates more requests for multi-lingual products and services associated with this service area.

The 2019-2020 budget signed into law by Governor Northam grants Early Impact Virginia the authority and responsibility to determine, systematically track and report annually on the key activities and outcomes of Virginia's home visiting programs; conduct systematic and statewide needs assessments for Virginia's home visiting programs at least once every three years; and to support continuous quality improvement, training, and coordination across Virginia's home visiting programs on an ongoing basis.

Factors Impacting

In addition to having a larger and more culturally diverse population eligible for services, TANF (Temporary Assistance for Needy Families) reauthorization has had a significant impact on this service area. Legislative and economic changes require the Commonwealth to serve more individuals, making it increasingly difficult to sustain TANF allocations outside of the formal TANF cash assistance and workforce program.

The Family First Prevention Act will enable the use of federal funds to provide enhanced support to children and families, and prevent foster care placements through the provision of the following: mental health and substance abuse prevention and treatment services, in-home parent skill-based programs, and kinship navigator services.

Financial Overview

The budget for this service area is a combination of federal Temporary Assistance for Needy Families (TANF), Social Services Block Grant (SSBG), Child Abuse and Neglect (CAN) funding as well as general funds.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	674,500	25,610,901	674,500	25,860,901
Changes to Initial Appropriation	0	-89,000	0	3,493,178

Supporting Documents

Title **File Type**

Administrative and Support Services [499]

Description of this Program / Service Area

Administrative and Support Services units provide the organizational infrastructure which allows the operational units to function. Most services are generic to agencies including management oversight, information technology, budgeting, accounting, human resources management, planning, legislative liaison, procurement, emergency management, general services, public affairs, and internal audit. In addition to these services, two atypical functions that are specific to social services, Appeals and Fair Hearings and Fraud Reduction/Management, are also provided.

Mission Alignment

By providing the organization framework which allows the program units to function the Administrative and Support Services units contribute to the achievement of all the Department’s strategic and programmatic goals.

Products and Services

Description of Major Products and Services

Administrative services to support supervision and oversight of social services programs

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Administrative services to support supervision and oversight of social services programs	COV §63.2 et seq.		Required	43,881,794	71,912,231

Anticipated Changes

The Department is evaluating changes to its business processes. However, specific changes to administrative systems and procedures have not been identified at this time.

Factors Impacting

The competition for federal and state resources has become more challenging over the past few years as each has sought to control costs. This has required VDSS to be more creative in meeting the needs of its customers, while maintaining compliance with federal and state requirements. It is anticipated that this trend will continue as long as federal deficits remain an issue at the national level.

Financial Overview

Support services are funded by a combination of state general fund and non-general funds. The sources of the non-general fund include all the major federal grants (Food Stamps, Medicaid, TANF, IV-D Child Support Enforcement, IV-E Foster and Adoptions, Social Services Block Grant (SSBG), Low Income Home Energy Assistance Program (LIHEAP), and the Child Care and Development Fund (CCDF).

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	42,711,794	61,072,231	42,711,794	61,072,231
Changes to Initial Appropriation	1,170,000	8,118,851	1,170,000	10,840,000

Supporting Documents

Title	File Type
-------	-----------

Regulation of Adult and Child Welfare Facilities [56101]

Description of this Program / Service Area

The Division of Licensing Program (DOLP) protects the safety, health and well-being of children and vulnerable adults in out-of-home care. DOLP regulates twelve types of non-medical day and residential out of home care settings for vulnerable children and adults. The Division’s workload includes child day care facilities (88%), adult day and residential care (10%) and children’s residential care (2%). Provided services include mandated inspections, investigation of complaints and allegations, enforcement procedures, and provider/community training and technical assistance.

Mission Alignment

By enforcing regulatory requirements, DOLP protects the safety, health and well-being of children and vulnerable adults in out-of-home care.

Products and Services

Description of Major Products and Services

DOLP protects the safety, health and well-being of children and vulnerable adults in out-of-home care.

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Health and safety inspections of child and adult care facilities (including investigations of complaints and enforcement)	U.S. PUBLIC LAW 113–186 (Nov. 19, 2014), COV §§ 63.2-100 through 63.2-106, COV §§ 63.2-1700 through 63.2-1738, COV §§ 63.2-1800 through 63.2-1819	22VAC40-61, 22VAC40-73, 22VAC40-80, 22VAC40-90, 22VAC40-100, 22VAC40-111, 22VAC40-120, 22VAC40-131, 22VAC40-141, 22VAC40-151, 22VAC40-160, 22VAC40-180, 22VAC40-185, 22VAC40-191, 22VAC40-665	Required	3,880,473	25,883,039
Training and technical assistance to licensed and regulated child and adult care facilities	COV §§ 63.2-1700 through 63.2-1738	22VAC40-61, 22VAC40-73, 22VAC40-80, 22VAC40-90, 22VAC40-100, 22VAC40-111, 22VAC40-120, 22VAC40-131, 22VAC40-141, 22VAC40-151, 22VAC40-180, 22VAC40-185, 22VAC40-191, 22VAC40-665	Required	0	450,000

Anticipated Changes

The definition of a family day home has changed requiring licensure of family day homes serving five through 12 children instead of six through 12 children. This has increased the number of applications for licensure for family day homes in some regions of the state. Due to changes in federal law and requirements, the division has begun inspecting unlicensed children’s providers who receive subsidy. These inspections may result in some unlicensed programs requesting to be licensed. In early 2019, the Agency initiated inspections of religiously exempt child day centers per § 63.2-1715 of the Code of Virginia. Effective July 1, 2019, child day programs that are exempt from licensure pursuant to the Code of Virginia § 63.2-1715B, excluding religiously exempt child day centers and certified preschool or nursery programs, must file a statement with the Commissioner of the Virginia Department of Social Services (VDSS) prior to beginning operation of a child day program and annually thereafter.

Factors Impacting

The change in the definition of Family Day Home and the requirement to inspect unlicensed children’s providers that receive subsidy will increase children’s program workloads in some of the regional offices. Inspections of Voluntary Registered providers receiving subsidy will also be conducted by inspectors in field offices. The Licensing information system was updated to accommodate Subsidy inspections.

Financial Overview

Funding for Regulation of Adult and Child Welfare Facilities comes from general funds and non-general funds. The non-general funds come from various sources primarily the Child Care Development Fund- Discretionary and Matching awards and the Social Services Block Grant (SSBG).

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	3,841,610	21,941,646	3,841,610	22,041,429
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**

Background Investigation Services [56106]

Description of this Program / Service Area

The Interdepartmental Regulation Program for Children's Residential Facilities ended on July 1, 2008. The Office of Interdepartmental Regulation has become the Office of Background Investigations. This new office will continue to process criminal background investigations for all children's residential facilities (except those certified by the Department of Juvenile Justice), child placing agencies, and child day programs. Additionally, VDSS' Child Protective Services Central Registry Search Unit was moved to the Office of Background Investigations. In January 2010, the Office of Background Investigations (OBI) became part of the Division of Licensing Programs (DOLP).

Mission Alignment

By assuring that individuals convicted of certain barrier crimes or who have a founded complaint of child abuse or neglect cannot work with or provide services to children or other vulnerable populations, VDSS maximizes the safety and stability of children and adults in any number of caretaker, educational and residential settings. This action directly supports the agency's first strategic goal and supports our mission of helping people overcome abuse and neglect and to shape strong futures for themselves, their families and communities.

Products and Services

Description of Major Products and Services

kjdfkjsdf.kmsd,.fjsdkfjksdlfjmd,lfm

Products / Services					
Product / Service	Statutory Authority	Regulatory Authority	Required Or Discretionary	GF	NGF
Criminal background checks for child care providers	U.S. PUBLIC LAW 113-186 (NOV. 19, 2014), COV § 63.2-901.1, COV § 63.2-1515	§ 63.2-1720.1, § 63.2-1721.1	Required	3,880,473	2,936,647

Anticipated Changes

To increase the protection of children and to be in compliance with new federal Child Care and Development Block Grant requirements regarding background checks for providers of child care, all registered, regulated and licensed child care providers will be required to conduct national fingerprint criminal background checks with a target date of July 2017 and was given a waiver to 2018. In 2017 and 2018, DOLP OBI updated the Background Information System (BIS) to include scanned fingerprinting process for all child care provider, members of households, and volunteer types. This work was done in partnership with a third-party vendor - Fieldprint. Fieldprint facilitates the fingerprinting process after providers select an applicant or existing staff who needs fingering. To support the effort, DOLP hired and trained additional staff to process the fingerprint requests.

DOLP OBI also implemented a new Central Registry System (CRS) to automate the manual background check process. The OASIS information system stores the child abuse complaint information. The new background check system pulls information from the OASIS system as a part of the new CRS buildout.

Factors Impacting

- Criminal background investigations are obtained from the Virginia State Police (VSP) and Federal Bureau of Investigation (FBI). Services could be impacted if State Police or FBI policies and procedures change or there is a delay in receiving criminal records.
- Background investigations are required by Virginia Code and regulation. Services could be impacted if the Code or regulation is amended.
- Turnaround time to conduct background investigations is dependent on the resources available to process the work.
- Turnaround time could be affected if information systems are down.

Financial Overview

Funding for this service area comes from fees collected from individuals requesting background investigations and fingerprinting administrative fees.

Biennial Budget

	2019 General Fund	2019 Nongeneral Fund	2020 General Fund	2020 Nongeneral Fund
Initial Appropriation for the Biennium	38,863	2,897,784	38,863	2,897,784
Changes to Initial Appropriation	0	0	0	0

Supporting Documents

Title **File Type**