

# **AGENDA**

Advisory Board  
Winchester Department of Social Services  
Thursday, July 23, 2020  
WebEx Meeting

## **Call to Order**

## **Public Comments**

## **Approval of Minutes**

January 23, 2020

## **Announcements**

## **Staff Report**

Director Report – Amber Dopkowski  
Family Services Team – Rebecca Hopkins, Sarah Wingfield & Candace Veney  
Benefit Programs Team – Steve Langenstein & Chasity Robinette  
Administration Team – Christine Cook & Erika Arenas

**McCrary Fund** — Amber Dopkowski

## **Board Activities**

## **Old Business**

## **New Business**

FY19 Annual Report  
FY21 Agency Goals  
Community Partner Award Nominations  
Adoption of WDSS Advisory Board Resolution

## **Date and Location of Next Meeting**

September 24, 2020 4 p.m., via WebEx (unless otherwise notified)

## **Adjournment**

**Minutes**  
 Winchester Department of Social Services  
 Advisory Board Meeting  
 Thursday, January 23, 2020

**Present:** Danielle Bostick, Anita Schill, Kate Simpson, Patricia Simpson, Cindy Taylor, Bibiana Vazquez

**Absent:** Eden Freeman, Marie Imoh, Nicholas Robb, Elyus Wallace

**Staff/Guests:** Jodie Alt (*WDSS Admin. Programs Assistant*), Kristin Boehne (*WDSS Program Manager*), Christine Cook (*WDSS Office Supervisor*), Amber Dopkowski (*Director*), Rebecca Hopkins (*WDSS Family Services Supervisor*), Steve Langenstein (*WDSS Benefits Supervisor*), Chasity Robinette (*WDSS Benefits Supervisor*), Candace Veney (*WDSS Family Services Supervisor*), Sarah Wingfield (*WDSS Family Services Manager*)

**RECAP of Board Votes:**

**Motions:**

Motion to adopt the Minutes of the November 21, 2019 Advisory Board Meeting

**Action:**

1<sup>st</sup>: Kate Simpson  
 2<sup>nd</sup>: Anita Schill

**Status:**

Approved  
 Unanimously

Motion to elect Danielle Bostick as Vice Chair

1<sup>st</sup>: Kate Simpson  
 2<sup>nd</sup>: Cindy Taylor

Approved  
 Unanimously

Motion to adjourn

1<sup>st</sup>: Kate Simpson  
 2<sup>nd</sup>: Bibiana Vazquez

Approved  
 Unanimously

| Item                                     | Discussion  | Action   |
|--|---|--|
| <b>Call to Order/Approval of Minutes</b> | <ul style="list-style-type: none"> <li>The meeting was called to order at 4:00 PM by Patricia Simpson, Chair</li> </ul>   | <ul style="list-style-type: none"> <li><i>The minutes from the November 21, 2019 meeting were accepted as submitted on motion by Ms. Kate Simpson, seconded by Ms. Schill.</i></li> </ul>  |
| <b>Public Comments</b>                   | <ul style="list-style-type: none"> <li>None</li> </ul>  |  |
| <b>Announcements</b>                     | <ul style="list-style-type: none"> <li>City Manager Resignation</li> </ul>  | <ul style="list-style-type: none"> <li><i>Ms. Dopkowski announced the City Manager, Eden Freeman resigned.</i></li> </ul>  |
| <b>Staff Reports</b>                     | <ul style="list-style-type: none"> <li>Staff Report –                             <ul style="list-style-type: none"> <li>Director’s Report</li> <li>Protective Services Team</li> <li>Family Services</li> <li>Benefits Team</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li><i>Ms. Dopkowski presented news and announcements for the agency.</i></li> <li><i>Ms. Wingfield presented the staff report for the Protective Services team.</i></li> <li><i>Ms. Hopkins presented the staff report for the Family Services team.</i></li> <li><i>Ms. Robinette presented staff report for the Benefit Unit.</i></li> </ul> |

**Minutes**  
 Winchester Department of Social Services  
 Advisory Board Meeting  
 Thursday, January 23, 2020

|  |  |   |
|--|--|---|
| <b>Staff Reports (Continued)</b>                     | <ul style="list-style-type: none"> <li>• Self-Sufficiency Team</li> <li>• Administrative Services</li> </ul>   | <ul style="list-style-type: none"> <li>• <i>Ms. Robinette presented staff report for the Self-Sufficiency Unit.</i></li> <li>• <i>Ms. Cook presented staff report for the Administrative Unit.</i></li> </ul>   |
| <b>Vacancy Report</b>                                | <ul style="list-style-type: none"> <li>• Social Services Vacancy Report</li> </ul>   | <ul style="list-style-type: none"> <li>• <i>Currently no board vacancies</i></li> </ul>   |
| <b>McCrorry Trust Fund</b>                           | <ul style="list-style-type: none"> <li>• The fund currently has a balance of \$201,193.90</li> </ul>   | <ul style="list-style-type: none"> <li>• <i>Ms. Dopkowski presented the current fund balance. No request to utilize funds at this time. There will be a review and discussion of the Fund at the next meeting.</i></li> </ul>   |
| <b>Board Activities</b>                              | <ul style="list-style-type: none"> <li>• Bibianna Herrera-Paniagua has a name change. Her new name is Bibianna Vazquez</li> </ul>  |   |
| <b>Old Business</b>                                  | <ul style="list-style-type: none"> <li>• 2019 Community Partner Award Ceremony and Reception</li> </ul>  | <ul style="list-style-type: none"> <li>• <i>Ms. Dopkowski thanked the Board. The recipients of the award and recognitions were well received.</i></li> </ul>  |
| <b>New Business</b>                                  | <ul style="list-style-type: none"> <li>• Election of Vice Chair<br/>           The floor was opened to nominations for Vice Chair<br/>           Ms. Bostick expressed her willingness to run as Vice Chair</li> <li>• Recruitment and Retention in Child Welfare</li> </ul> | <ul style="list-style-type: none"> <li>• <i>Danielle Bostick was nominated on motion by Ms. Kate Simpson and seconded by Ms. Taylor.</i></li> <li>• <i>Danielle Bostick was duly elected.</i></li> <li>• <i>Presentation by Ms. Wingfield, Ms. Veney and Ms. Hopkins. They spoke about new recruitment and retention plan.</i></li> </ul> |
| <b>Date and Location of Next Meeting/Adjournment</b> | <ul style="list-style-type: none"> <li>• <b>The next Social Service Advisory Board meeting will be Thursday, March 26, 2020, Social Service Board Room.</b></li> </ul>   | <ul style="list-style-type: none"> <li>• <i>On Motion to adjourn the meeting by Ms. Kate Simpson, seconded by Ms. Vazquez, the motion was passed unanimously.</i></li> </ul>  |

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# Winchester

social services *Virginia*

JULY 2020

## Winchester Social Services Manager's Report

Next Advisory  
Board Meeting:  
September 24, 2020  
4PM @ WDSS

# Family Services Team Update

## Child Protective Services (CPS)

CPS has seen a decrease in reports during the COVID 19 Pandemic. The chart shows the total number of valid reports received in each month in 2019 compared to 2020. January through June of 2019 WDSS received 222 valid reports; January through June of 2020 WDSS has received 145 valid reports, a difference of 77 valid reports.

As of July 15, 2020 WDSS has validated 14 referrals, 7 Family Assessments and 7 Investigations.

| 2020 CPS Front End | Total Valid Referrals 2019 | Total Valid Referrals 2020 | New Family Assessments 2020 | New Investigations 2020 | FS Intakes 2020 | Screened Out 2020 |
|--------------------|----------------------------|----------------------------|-----------------------------|-------------------------|-----------------|-------------------|
| January            | 39                         | 25                         | 20                          | 5                       | 8               | 21                |
| February           | 25                         | 32                         | 27                          | 5                       | 2               | 22                |
| March              | 38                         | 25                         | 22                          | 3                       | 5               | 26                |
| April              | 43                         | 16                         | 10                          | 6                       | 3               | 6                 |
| May                | 47                         | 25                         | 18                          | 7                       | 6               | 17                |
| June               | 30                         | 22                         | 18                          | 4                       | 10              | 8                 |

### CPS Ongoing and Family Services:

| CPS Ongoing | Cumulative For the Month | Number of Children Involved | Opened in Month | Closed in the Month | On Notice |
|-------------|--------------------------|-----------------------------|-----------------|---------------------|-----------|
| January     | 57                       | 127                         | 9               | 7                   | 9         |
| February    | 57                       | 122                         | 3               | 3                   | 9         |
| March       | 52                       | 122                         | 4               | 6                   | 9         |
| April       | 53                       | 116                         | 6               | 4                   | 8         |
| May         | 55                       | 125                         | 8               | 3                   | 6         |
| June        | 59                       | 130                         | 7               | 9                   | 7         |

### Program Changes Due to COVID 19:

CPS workers have been meeting with families and responding to new reports through the COVID 19 Pandemic. Workers are issued PPE and operate under screening protocols completing screening questions prior to any face to face visit or upon first response for unannounced visits. Staff wear masks anytime they are in the field or outside their designated work space. Staff ask those that they are meeting with face to face to also mask. Whenever possible staff are meeting with clients outdoors and maintaining social distancing of 6 to 10 feet. If clients answer “yes” to any of the COVID 19 screening questions or are positive for COVID 19 staff either reschedule their visit with the family or complete the visit through zoom, doxy.me, etc.

# Family Services Team Update

## Adult Protective Services

As of July 15, 2020 WDSS has received 3 valid APS reports.

| 2020 New Referrals            |     |     |     |     |     |     |
|-------------------------------|-----|-----|-----|-----|-----|-----|
|                               | Jan | Feb | Mar | Apr | May | Jun |
| <b>APS Investigations</b>     | 3   | 12  | 5   | 8   | 9   | 5   |
| <b>AS Intakes</b>             | 4   | 6   | 3   | 1   | 2   | 5   |
| <b>Invalid (Screened Out)</b> | 7   | 7   | 5   | 5   | 4   | 8   |
| <b>Total</b>                  | 14  | 25  | 13  | 14  | 15  | 18  |

### Program Changes Due to COVID 19:

APS staff follow the same screening, masking, and social distancing protocols that CPS staff follow. In addition to those changes, APS/AS program changes were allowed that any Medicaid waiver screening be completed by phone or virtual methods along with any financial exploitation APS report. Program variances were allowed for mandated contact with elderly or disabled individuals who were not able to participated in a phone contact by being permitted to make the mandated contact by speaking to the client's guardian, caretaker, or provider.

# Family Services Team Update

## FAMILY SERVICE TEAM HIGHLIGHTS

- ◆ As of May 2020 WDSS became fully staffed in its CPS unit and all staff are receiving assignments.
- ◆ July 1, 2020 new policy changes for CPS went into affect.
- ◆ In addition to a monthly Multidisciplinary Team (MDT), CPS staff participate in the weekly Investigative Multidisciplinary Team (MDT) meeting. The use of multidisciplinary teams improves the investigative response and service delivery to children and families and is required by §63.2-1503 J of the Code of Virginia. Winchester's Investigative MDT includes: Winchester Social Services; Winchester Police Department; Winchester Commonwealth's Attorney's Office; The ChildSafe Center – CAC; and Forensic Nurses from Valley Health.
- ◆ CPS staff have participated in multiple audits and reviews that continue to produce positive findings with few area of improvement.
- ◆ Prior to the COVID 19 Pandemic and WDSS closing to the public, WDSS provided internships to students from West Virginia University; Lord Fairfax Community College; Shenandoah University, and Liberty University.
- ◆ Projects and Goals:
  - ◇ Work towards automation of clerical activities and reminders provided by supervision
  - ◇ Development of Safety Assessment and Planning training and tools from the concepts of Action for Child Protection.
  - ◇ Increasing staff's proficiency in using technology to complete their work.
  - ◇ Standardizing and Training around thorough documentation.
- ◆ Staff Anniversaries:
  - ◇ Lindsey Owen 3 years
  - ◇ Holly Day 15 years
  - ◇ Cheyenne Spiker 1 year
  - ◇ Hilde Knupp 4 years
  - ◇ Jesse Kleckner 1 year
  - ◇ Samantha Gosling 1 year
  - ◇ James Cozzolino 3 years
- ◆ Staff attending the following in person trainings prior to COVID 19 restrictions and on line following COVID 19 restrictions:
  - ◇ Assessing Safety, Risk, and Protective Capacities in Child Welfare
  - ◇ The Helping Interview
  - ◇ Identifying and Supporting Students Affected by Human Trafficking
  - ◇ Forensic Interviewer's Peer Review at the ChildSafe Center-CAC in Winchester
  - ◇ Out of Family Investigations for CPS
  - ◇ Getting to the Problem Behind the Symptom: A Unique Primary Prevention Collaboration Between Child Welfare and Education
  - ◇ Family Centered Assessment in Child Welfare
  - ◇ The Effects of Abuse and Neglect on Child and Adolescent Development

# Family Services Team Update

## FAMILY SERVICE TEAM HIGHLIGHTS

- ◆ (Continued) Staff attending the following in person trainings prior to COVID 19 restrictions and on line following COVID 19 restrictions:
  - ◇ Enhancing Staff Performance and Growing a Team
  - ◇ Causes and Conditions of Childhood Trauma
  - ◇ How Drug Dependence Impacts Decision Making
  - ◇ Pain & Addiction: Common Threads
  - ◇ Dr. Jekyll and Mr. Hyde: Managing the Narcissistic, Coercive and Controlling Domestic Violence Offender
  - ◇ ChildFirst Training, a 40 hour course on the forensic interviewing of children
  - ◇ Assessing Childhood Trauma: A Guide for Justice Professionals
  - ◇ First Responders, Stress Management and Coronavirus
  - ◇ Safety Practices and Use of Personal Protective Equipment for Community Visits
  - ◇ In other words, How do you speak your Judge's language?
  - ◇ Staff participated in a "virtual meet and greet" hosted by Healthy Families of the Northern Shenandoah Valley in celebration of National Child Abuse Prevention Month in April
  - ◇ Suicide Explained: What Leads Someone To That Moment
  - ◇ Supporting the Virtual Workforce: Supervision
  - ◇ Increasing your Bounceability: Ways to Build Resilience Every Day
  - ◇ How the brain and poverty impact teen pregnancy
  - ◇ The New Generations: How to Recruit, Retain, and Motivate
  - ◇ Staff participated in virtual training regarding the Virginia Department of Social Services issued IPAD and COMPASS (mobile application and portal).
    - Compass Virtual Regional Roadshow for the Northern Region.
    - Compass New Worker and Refresher Training
    - Compass Lifeline training

# Family Services Team Update

## FAMILY SERVICE TEAM HIGHLIGHTS

- ◆ Tessa Peak, FSS II, began with the Department on May 11, 2020. Tessa comes to the Department with an MSW as a Title IV-E Program Stipend Student from George Mason University.
- ◆ Emily Nall, FSS II, began with the Department on June 22, 2020. Emily comes to the Department with an MSW as a Title IV-E Program Stipend Student from George Mason University.
- ◆ In June 2020, the Foster Care/Adoptions/Independent Living unit became fully staffed.
- ◆ In June 2020, Meredith White, FSS II, was promoted to an FSS III. Meredith will celebrate 2 years with the Department in September 2020.
- ◆ Marisa Wilcom, FSS IV, began full-time as the Department's family Partnership Meeting Facilitator on June 1, 2020. Marisa has been with the Department for 5 years.
- ◆ From January – June 2020, Marisa Wilcom has finalized 11 adoptions for children in foster care.

## Foster Care & Adoption

In May 2020, the agency maintained 39 Foster Care Cases and 54 youth in care. 9 youth entered Foster Care in May due to Abuse and Neglect. 2 youth exited foster care in the month of May. Of those 2 youth, 1 youth returned to the custody of a previous custodian, and 1 youth was adopted.

In June 2020, the agency maintained 37 Foster Care Cases and 52 youth in care. 0 youth entered Foster Care in June. 2 youth (siblings) exited foster care in the month of June through the finalization of an adoption.

| 2020 Foster Care Cases | Cumulative Number of Cases | Cumulative Number of Children in Care | Number of Children that entered in the Month | Number of Children exited in the Month | Number of Open ICPC Cases |
|------------------------|----------------------------|---------------------------------------|--|--|---------------------------|
| May                    | 39                         | 54                                    | 9  | 2                                      | 2                         |
| June                   | 37                         | 52                                    | 0  | 2                                      | 1                         |

# Benefit Programs Team Update

## APPLICATIONS:

The Crisis program ended March 16. Cooling started June 15. Due to pandemic policy changes, cooling was preapproved for individuals who qualified for fuel electric payments (provided they met the vulnerability criteria). It has contributed to a decrease in submitted applications this year. There were 98 applications received through June 30.

In January, the agency received 132 applications for SNAP, 129 applications for Medicaid, 14 applications for TANF, 13 applications for Child Care Assistance, and 26 applications for Energy Assistance.

In February, the agency received 97 applications for SNAP, 97 applications for Medicaid, 14 applications for TANF, 13 applications for Child Care Assistance and 26 applications for Energy Assistance.

In March, the agency received 143 applications for SNAP, 91 applications for Medicaid, 17 applications for TANF, 11 applications for Child Care Assistance and 7 applications for Energy Assistance.

In April, the agency received 167 applications for SNAP, 62 applications for Medicaid, 33 applications for TANF, 5 applications for Child Care Assistance and 0 applications for Energy Assistance.

In May, the agency received 94 applications for SNAP, 45 applications for Medicaid, 20 applications for TANF, 4 applications for Child Care Assistance and 0 applications for Energy Assistance.

In June, the agency received 102 applications for SNAP, 81 applications for Medicaid, 15 applications for TANF, 7 applications for Child Care Assistance and 106 applications for Energy Assistance.

| 2020 APPLICATIONS RECEIVED | January | February | March | April | May | June |
|----------------------------|---------|----------|-------|-------|-----|------|
| SNAP                       | 132     | 97       | 143   | 167   | 94  | 102  |
| MEDICAID                   | 129     | 97       | 91    | 62    | 45  | 81   |
| TANF                       | 14      | 13       | 17    | 33    | 20  | 15   |
| CHILD CARE                 | 13      | 12       | 11    | 5     | 4   | 10   |
| LIHEAP                     | 26      | 18       | 7     | 0     | 0   | 106  |

# Benefit Programs Team Update

## CASE MANAGEMENT:

In January, the agency provided case management for 1480 SNAP cases, 3855 Medicaid cases, 58 TANF cases, 25 VIEW cases, 56 Child Care cases, 1 Child Care Wait List cases, and 332 Energy Assistance cases.

In February, the agency provided case management for 1461 SNAP cases, 3877 Medicaid cases, 61 TANF cases, 26 VIEW cases, 55 Child Care cases, 6 Child Care Wait List cases and 324 Energy Assistance cases.

In March, the agency provided case management for 1525 SNAP cases, 3978 Medicaid cases, 61 TANF cases, 25 VIEW cases, 55 Child Care cases, 15 Child Care Wait List cases and 323 Energy Assistance cases.

In April, the agency provided case management for 1597 SNAP cases, 4067 Medicaid cases, 67 TANF cases, 30 VIEW cases, 55 Child Care cases, 16 Child Care Wait List cases and 322 Energy Assistance cases.

In May, the agency provided case management for 1640 SNAP cases, 4117 Medicaid cases, 71 TANF cases, 44 VIEW cases, 51 Child Care cases, 17 Child Care Wait List cases and 0 Energy Assistance cases.

In June, the agency provided case management for 1657 SNAP cases, 4171 Medicaid cases, 72 TANF cases, 46 VIEW cases, 50 Child Care cases, 18 Child Care Wait List cases and 8 Energy Assistance cases.

| 2020 CASE MANANGEMENT | Jan  | Feb  | Mar  | Apr  | May  | Jun  |
|-----------------------|------|------|------|------|------|------|
| SNAP                  | 1480 | 1461 | 1525 | 1597 | 1640 | 1657 |
| MEDICAID              | 3855 | 3877 | 3978 | 4067 | 4117 | 4171 |
| TANF                  | 58   | 61   | 61   | 67   | 71   | 72   |
| VIEW                  | 25   | 26   | 25   | 30   | 44   | 46   |
| CHILD CARE            | 56   | 55   | 55   | 55   | 51   | 50   |
| CHILD CARE WAIT LIST  | 1    | 6    | 15   | 16   | 17   | 18   |
| LIHEAP                | 332  | 324  | 323  | 322  | 0    | 8    |

# Benefit Programs Team Update

## Fraud Investigation

In January, the agency received 3 Fraud/Overpayment referrals, had 3 pending investigations and established 2 SNAP claims for a total amount of \$1601 in overpayments.

In February, the agency received 11 Fraud/Overpayment referrals, had 5 pending investigations and established 5 claims for a total amount of \$5582 in overpayments.

In March, the agency received 11 Fraud/Overpayment referrals, had 8 pending investigations and established 2 claims for a total amount of \$2797 in overpayments.

In April, the agency received 14 Fraud/Overpayment referrals, had 16 pending investigations and established 0 claims for a total amount of \$0 in overpayments.

In May, the agency received 4 Fraud/Overpayment referrals, had 12 pending investigations and established 0 claims for a total amount of \$0 in overpayments.

In June, the agency received 3 Fraud/Overpayment referrals, had 10 pending investigations and established 1 claim for a total amount of \$372 in overpayments.

| 2019 FRAUD/OVERPAYMENT | Jan     | Feb     | Mar     | Apr | May | Jun   |
|------------------------|---------|---------|---------|-----|-----|-------|
| Referrals Received     | 3       | 11      | 11      | 14  | 4   | 3     |
| Referrals Pending      | 3       | 5       | 8       | 16  | 12  | 10    |
| Claims Established     | 2       | 5       | 2       | 0   | 0   | 1     |
| Claim Amount           | \$1,601 | \$5,582 | \$2,797 | 0   | 0   | \$372 |

## Title IV-E & Medicaid (Foster Care & Adoption Subsidy)

In In January, the agency received 0 Title IV-E eligibility applications, and maintained 105 Medicaid cases.

In February, the agency received 2 Title IV-E eligibility applications and maintained 108 Medicaid cases.

In March, the agency received 1 Title IV-E eligibility application and maintained 107 Medicaid cases.

In April, the agency received 1 Title IV-E eligibility application and maintained 106 Medicaid cases.

In May, the agency received 2 Title IV-E eligibility applications and maintained 108 Medicaid cases.

In June, the agency received 7 Title IV-E eligibility applications and maintained 111 Medicaid cases.

| CASES                            | Jan | Feb | Mar | Apr | May | Jun |
|----------------------------------|-----|-----|-----|-----|-----|-----|
| Title IV-E applications received | 0   | 2   | 1   | 2   | 2   | 7   |
| Medicaid                         | 105 | 108 | 107 | 106 | 108 | 111 |

# Benefit Programs Team Update

## BENEFIT TEAM HIGHLIGHTS

- ◆ **Our agency has continued to meet the state target of 97% timely SNAP application and renewal processing for January (98.5%), February (98.7%), March (99.2%), April (99.1%) May (97.5%).**
- ◆ **We continue succession planning for all program areas.**
- ◆ **Due to Pandemic, Benefits worked with many policy variations to accommodate barriers our recipients faced.**

### **Medicaid:**

- ◇ Suspended all redeterminations from April through August.
- ◇ No open Medicaid case could be closed or benefit reduced unless requested by recipient, recipient moved out of state, or recipient passed away.
- ◇ Did not count stimulus payment as income.
- ◇ Did not count federal unemployment (\$600/month).
- ◇ State of emergency was extended for 90 days. No negative action is to be taken on Medicaid cases until 10/31/2020.

### **SNAP:**

- ◇ Suspended all renewals from April through June (moved them back 6 months).
- ◇ Allowed localities to waive SNAP interviews to accommodate increase in application submissions (Winchester opted out of this waiver).
- ◇ Highlighted “good cause” policy in requirement of verifications (specifically income and end of employment).
- ◇ Did not count stimulus payment as income.
- ◇ All eligible SNAP individuals are exempt from the workforce requirement until further notice.
- ◇ Beginning July 1, 2020, persons who were previously ineligible for benefits due to a drug related felony will become eligible.
- ◇ Emergency benefits have been provided to Virginia Supplemental Nutrition Assistance Program (SNAP) participants every month since March 2020 as part of a provision set forth by the Families First Coronavirus Responses Act of 2020. This provides households that do not already receive maximum allotments to get a supplemental payment for the difference between what they received and the maximum allotment.
- ◇ Pandemic EBT (PEBT) benefits have been approved for all school aged children enrolled in the free or reduced lunch program. Each eligible child will receive \$376 in SNAP benefits.

### **TANF/VIEW:**

- ◇ TANF renewals were extended for six (6) months.
- ◇ Highlighted “good cause” policy in requirement of verifications. Client statement may be taken if verification cannot be provided or verified by the worker.

# Benefit Programs Team Update

## **TANF/VIEW (Continued):**

- ◇ Beginning July 1, 2020, persons who were previously ineligible for benefits due to a drug related felony will become eligible.
- ◇ Family Cap Provisions have been lifted.
- ◇ The Appropriations Act of 2020 has authorized increases in most TANF payments by 15% (does not include TANF-UP households).
- ◇ TANF Emergency and Diversionary assistance has increased the max allotment to up to \$1500.
- ◇ Covid-19 Pandemic has been considered a natural disaster which is now allowed a reasonable cause for TANF Emergency Assistance.
- ◇ As of July 1, 2020, reasons for allowable Emergency Assistance were updated to include TANF eligible families facing eviction.
- ◇ VIEW initial assessments were postponed and clients are to remain in the ESP (Employment Services Program) Queue.
- ◇ Existing Sanctions were lifted and no new sanctions are to be imposed at this time.

## **Child Care:**

- ◇ School aged children currently designated for part-time daycare became eligible for full-time daycare
- ◇ As of March 30, 2020 the number of paid absences increased from 36 days to 76 days.
- ◇ Manual attendance was streamlined for providers to make the process easier.
- ◇ Certification periods were extended six (six) months.
- ◇ The Care Act provided support for families by waiving Copayments for families from April to June 30, 2020 and resumed July 1, 2020.
- ◇ The Care Act provided support for providers open and operating for essential personnel making them eligible for a new incentive grant that would provide direct cash assistance for April through June.
- ◇ Back-up Emergency Child Care is eligible as needed in public schools.

## **Housing:**

- ◇ No interviews are being conducted in person.
- ◇ New inspections can be conducted virtually or in person if the unit was vacant for at least seventy-two (72) hours.
- ◇ Recertification inspections were postponed for sixty (60) days.
- ◇ Evictions for non payment of rent have been suspended from March 27, 2020 to July 24, 2020.

# Administrative and Finance Team Update

In March, our department closed to the public due to the COVID-19 pandemic. Due to this, our work processes changed to ensure the safety and health of our teammates and align with the Governor of Virginia's guidelines that were established. In preparation of this closure, we secured a drop box to the outside of our building to allow customers to drop off their documents in a secure drop box. We also placed a drawer organizer adjacent to the drop box stocked with paper applications for our programs, referral sheets, communication forms to write notes to the caseworkers, and envelopes for drop off use. Our department also constructed a telework plan for each department. The Admin team for the front desk consists of 3 Human Services Assistant's. Our telework schedule resulted in 1 HSA rotating schedule of processing Benefit Programs application received online through the VaCMS portal. The other two HSA's were in the office-processing drop off documents, EBT Card authorizations, answering the phone, and other office duties. The Office Supervisor assigned the HSA's to disinfect the agency vehicles daily and provided disinfectant supplies in the common area's for regular disinfection throughout the day.

In April, the Safety Committee continued to explore the revision of the current Safety Orientation given to new staff. The Office Supervisor attended a Fred Pryor training on Front Desk Safety & Security webinar. The information given in this training were used to assist the department in the revision of our Safety Orientation. The Safety Orientation is still under revision. April also marks Administrative Professionals Month. Given the restrictions of face to face gatherings, the Administration Supervisors coordinated a virtual celebration. This virtual celebration consisted of all DSS supervisors showing their support and appreciation to the Administrative team and a trivia game.

Throughout May and June, the Admin team focused on settling into the new normal with minor changes happening throughout. In June, the agency decided to convert their cellphone provider to Verizon. Our Agency had switched from Verizon to AT&T in February 2020, with the expectancy that we would be equipped with efficient service from our employee to our customers. Unfortunately, from March-June our team experienced significant service issues with AT&T, so we made the decision to switch back to Verizon. We are hopeful that this move with equip our employees with reliable service and equipment moving forward.

March 2020: 341 Drop offs and 318 Walk-ins

April 2020: 168 Drop offs and 0 Walk-ins

May 2020: 85 Drop offs and 0 Walk-ins

June 2020: 141 Drop offs and 0 Walk-ins

# Administrative and Finance Team Update

## Finance Team

March through June have been an eventful time for our team as we worked through the final quarter of FY20 under unprecedented circumstances relating to COVID-19, in addition to having a vacant position in our unit (CSA Coordinator). Below are some highlights for each month:

### March:

- ◆ Our unit tested and confirmed that every employee in our agency with a laptop had access to Virtual Private Network (VPN), which has given them access to State and agency resources while teleworking. We temporarily assigned vacant laptops to our administrative team as well since they only had desktops at their workstations.
- ◆ FAPT (Family and Planning Team) meetings switched from in-person to a virtual platform effective March 19, 2020 through present due to COVID-19.

### April:

- ◆ Due to the CSA Coordinator vacancy, essential duties relating to the Children's Services Act (CSA) were redistributed among our team (including our Agency Director, Family Services Supervisors, Admin HSAs) to effectively continue the workflow in this area. A general CSA email was created ([winchestercsa@winchesterva.gov](mailto:winchestercsa@winchesterva.gov)) to streamline communication with internal and external case managers and service providers.
- ◆ Our Security Officer rotation schedule has alternated between Jodie and Johanna during the pandemic. We began using alternative methods of troubleshooting technology issues via virtual platforms (e.g. FaceTime, Zoom) whether our staff is teleworking or in-office.

### May:

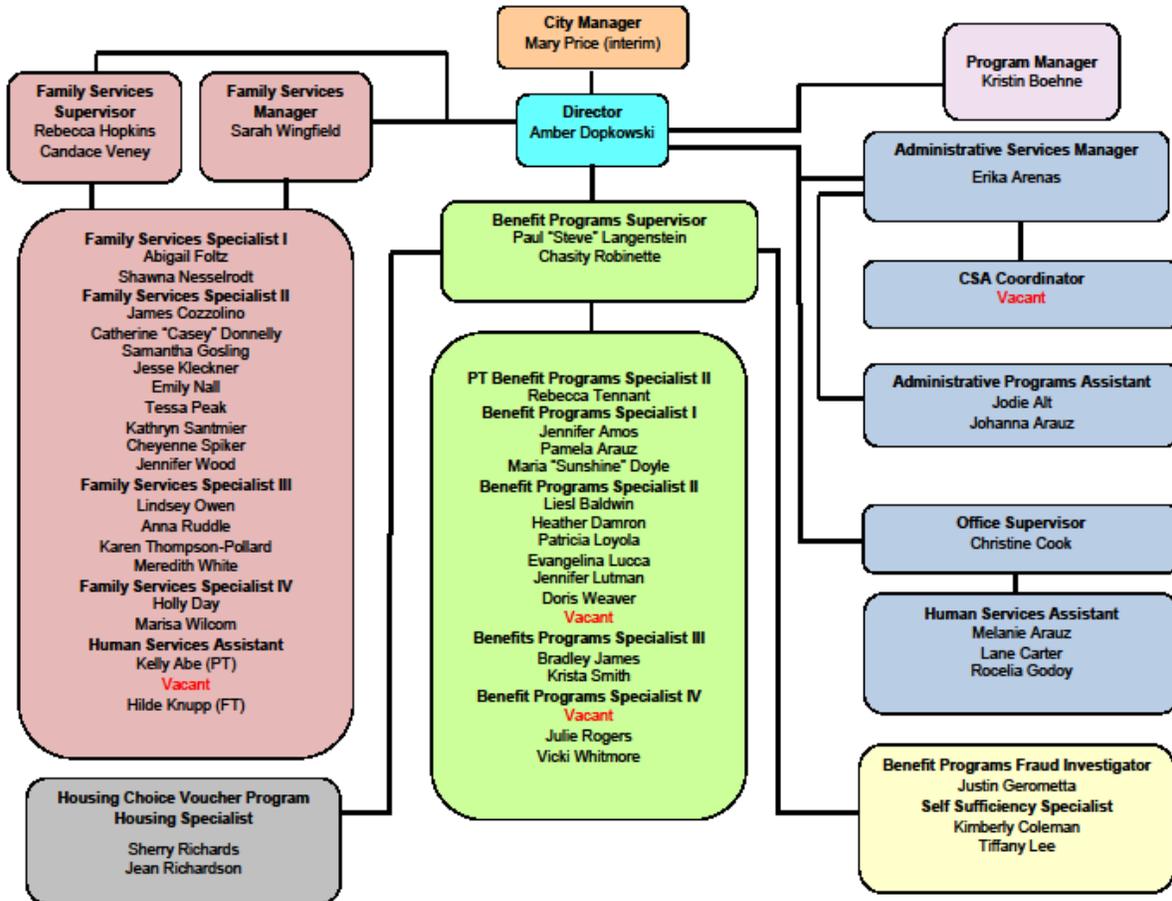
- ◆ We have taken a team approach (Finance & Admin team) towards contacting community providers regarding unpaid services in efforts to clean up encumbrances as we approach the end of FY2020.
- ◆ We modified our onboarding process for new employees that we welcomed this month.
- ◆ Our agency underwent an annual City audit that was conducted remotely. All documentation was scanned and made available electronically. No preliminary findings were identified at this time.

### June:

- ◆ FY20 Quarter 4 funding reports (PSSF, IL & ETV) were submitted to VA Dept. of Social Services. These ancillary funds are used to help eligible youth and families in need of services.
- ◆ We returned to the office full time as of Monday, June 15 to minimize barriers that caused delay in performing our essential duties such as Purchase Order creation due to the program we use (Thomas Brothers) not being accessible while teleworking. This decision was made in support of the City's plan of reopening our doors to the public.

# WDSS Organization

**City of Winchester Department of Social Services Organization Chart**



6/25/2020 2:15 PM

**City of Winchester Mission:**

*To provide a safe, vibrant, sustainable community while striving to constantly improve the quality of life for our citizens and economic partners.*

# Advisory Board Membership

**Danielle Bostick-Vice Chair**

**Marie Imoh**

**Nicholas Robb**

**Anita Schill**

**Kate Simpson**

**Patricia Simpson-Chair**

**Cindy Taylor**

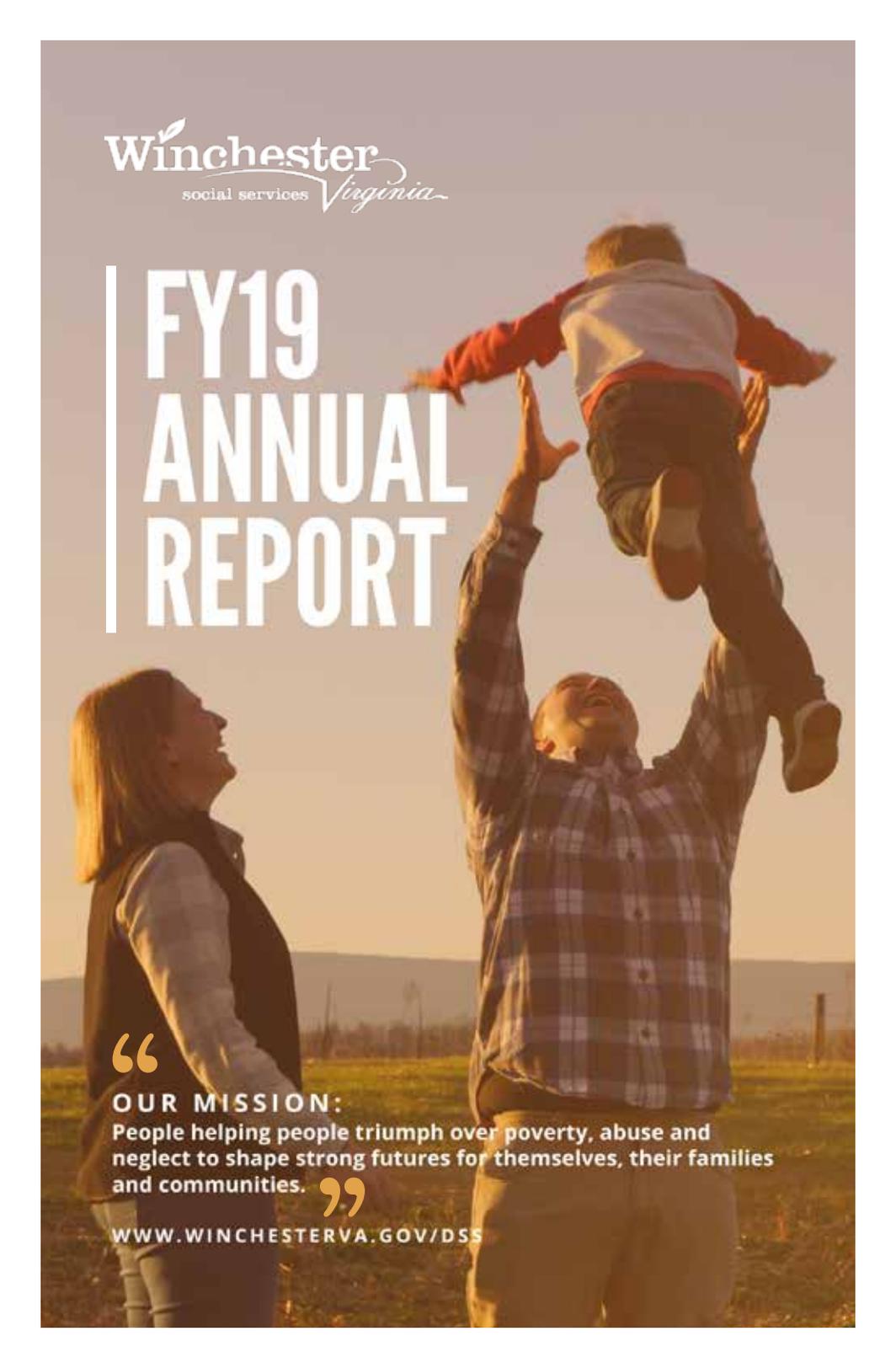
**Bibianna Vazquez**

**Elyus Wallace**



## **City of Winchester Mission:**

*To provide a safe, vibrant, sustainable community while striving to constantly improve the quality of life for our citizens and economic partners.*



# FY19 ANNUAL REPORT

“

**OUR MISSION:**

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

[WWW.WINCHESTERVA.GOV/DSS](http://WWW.WINCHESTERVA.GOV/DSS)

# FY2019 ANNUAL REPORT

The Winchester Department of Social Services FY2019 Annual Report provides an overview of the mandated services and programs provided to City residents throughout the year. As in years past, this report reflects the Departments' challenges and successes.

The Department's 56 employees are committed to city residents and strive to provide quality customer service, education and training; family support and prevention services; income stability and self-sufficiency services.

## INDEX

|  |
|--|
| Supplement Nutrition Assist. Program . . . . 2 |
| Medicaid . . . . . 2                           |
| Energy Assistance . . . . . 3                  |
| Temporary Assistance to Needy Families . . 3   |
| VA Initiative Employment and Work . . . . . 4  |
| Child Protective Services . . . . . 4          |
| Child Care Services . . . . . 5                |
| Children's Services Act . . . . . 5            |
| Adult Services . . . . . 6                     |
| General Relief . . . . . 6                     |
| Adoption Services . . . . . 7                  |
| Foster Care . . . . . 7                        |
| Community Partner Award . . . . . 9            |
| About DSS . . . . . 10                         |



# CommonHelp

helping those in need

A State of Virginia initiative that provides 24/7 online access to health and human services information and benefits for Virginia residents from any computer.

[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

# SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Supplements the food budgets of low-income households to help assure needy persons a nutritionally adequate diet. Eligibility is determined by financial need and household size. Benefits are issued through Electronic Benefit Transfer (EBT).

**Funding:** 100% Federal

|                              | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|------------------------------|-------------|-------------|-------------|
| Applications                 | 1,590       | 1,449       | 1,420       |
| Unduplicated Recipient Count | 5,358       | 5,046       | 4,088       |
| \$ Issued                    | \$5.4M      | \$5M        | \$4.6M      |

# MEDICAID

Makes direct payments to health care service providers for eligible individuals and families who are unable to pay for needed medical services. Medicaid pays for a variety of medical services, including prescription drugs, doctor visits, nursing facility care and hospital care.

**Funding:** 48% State  
52% Federal



|                              | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|------------------------------|-------------|-------------|-------------|
| Applications                 | 1,656       | 1,522       | 2,323       |
| Unduplicated Recipient Count | 7,227       | 7,079       | 7,236       |
| \$ Issued                    | \$44.9M     | \$42.8M     | \$45.3M     |

## ENERGY ASSISTANCE

Assists low-income households in meeting their immediate home energy needs.

- Fuel Assistance purchases home heating fuel
- Crisis Assistance assists with an emergency heating need
- Cooling Assistance assists with payment to operate or repair/replace cooling equipment.



**Funding:** 100% Federal

| Applications       | FY17      | FY18      | FY19      |
|--------------------|-----------|-----------|-----------|
| Fuel               | 372       | 347       | 337       |
| Crisis             | 59        | 36        | 36        |
| Cooling            | 270       | 261       | 197       |
| Total Expenditures | \$185,605 | \$174,532 | \$189,324 |

## TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)

Provides time-limited financial assistance and employment-related services to enable families with children to become self-supporting and promotes economic independence through participation in the VIEW Program.

**Funding:** 62% State | 38% Federal

|                              | FY17      | FY18      | FY19      |
|------------------------------|-----------|-----------|-----------|
| Applications                 | 357       | 356       | 301       |
| Unduplicated Recipient Count | 349       | 362       | 352       |
| Total Issued                 | \$251,172 | \$235,237 | \$221,648 |

## VA INITIATIVE for EMPLOYMENT and WORK (VIEW)

Offers employment-related activities, education, training and needed support services to TANF recipients while providing the opportunity to achieve economic independence, opportunities and work skills necessary for self-sufficiency.

**Funding:** 15% Local | 73% State | 12% Federal

|   | FY17          | FY18        | FY19        |
|---|---------------|-------------|-------------|
| Individuals Referred                        | 35            | 28          | 68          |
| Total Enrolled                              | 45            | 32          | 53          |
| # Involved in Work Activity<br>(% of total) | Not Available | 18<br>(56%) | 12<br>(23%) |
| # Employed<br>(% of total)                  | Not Available | 16<br>(50%) | 24<br>(45%) |
| Average Hourly Wage                         | Not Available | \$8.52      | \$12.22     |
| Average Monthly Earnings                    | Not Available | \$1,203     | \$1,669     |
| Supportive Services<br>Expenditures         | \$42,854      | \$40,279    | \$49,977    |

## CHILD PROTECTIVE SERVICES (CPS)

Investigates reports of child abuse and neglect. Provides services to treat and prevent abuse and neglect.

|                       | FY17 | FY18 | FY19 |
|-----------------------|------|------|------|
| Intakes               | 733  | 854  | 840  |
| Investigations        | 63   | 98   | 103  |
| Founded Cases         | 31   | 38   | 34   |
| Ongoing Cases         | 82   | 112  | 112  |
| Family Assessments    | 314  | 385  | 320  |
| Family Services Cases | 9    | 2    | 11   |

## CHILD CARE SERVICES

Provides funding to enhance the quality, affordability, and supply of child care available to families. Child care programs are child-centered, family-focused services that support the family goals of economic self-sufficiency and child development by providing substitute parental care, protection, guidance and early childhood education.

**Funding:** 25% State | 75% Federal

|   | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|---|-------------|-------------|-------------|
| Households Served<br>(Unduplicated count) | 73          | 82          | 73          |
| Children Served<br>(Unduplicated Count)   | 127         | 124         | 125         |
| Total Childcare Subsidy<br>Provided       | \$302,645   | \$374,742   | \$505,479   |

## CHILDREN'S SERVICES ACT (CSA)

Provides for the pooling of eight specific funding streams used to purchase services for at-risk youth (1993 Virginia Law). These funds are returned to the localities with a required state/local match and are managed by local interagency teams. The purpose of the Act is to provide high quality, child-centered, family-focused, cost-effective, community-based services to at-risk youth and their families.

**Funding:** 45% Local | 55% State

|                    | <b>FY17</b> | <b>FY18</b> | <b>FY19</b> |
|--------------------|-------------|-------------|-------------|
| Children Served    | 178         | 211         | 258         |
| Total Expenditures | \$2,506,332 | \$3,112,071 | \$3,292,690 |

## ADULT SERVICES

Provides services to adults with disabilities 18 years of age or older and to adults age 60 years or older. These services are designed to assist the adult in remaining in the least restrictive setting and functioning as independently as possible, to establish or strengthen appropriate family and social support systems and to support the adult in self-determination. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services.

**Funding:** 20% Local | 80% Federal

|                                 | FY17      | FY18     | FY19      |
|---------------------------------|-----------|----------|-----------|
| Adult Protective Investigations | 83        | 92       | 104       |
| Ongoing Cases                   | 42        | 28       | 23        |
| Companion Care                  | 1         | 0        | 1         |
| Guardianships                   | 58        | 65       | 78        |
| Auxiliary Grant (pp served)     | 22        | 20       | 23        |
| Auxiliary Grant Expenditures    | \$112,288 | \$93,684 | \$112,381 |

## GENERAL RELIEF

An optional, local program designed to provide emergency assistance that cannot be provided through other means. In Winchester, this provides burial assistance to those in need.

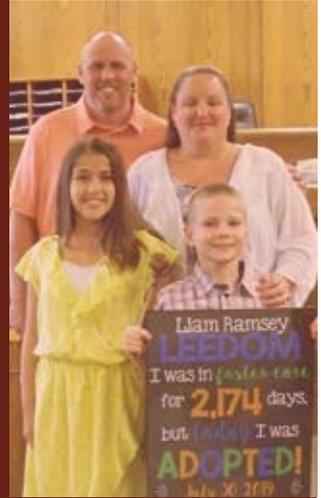
**Funding:** 100% Local



|              | FY17     | FY18    | FY19    |
|--------------|----------|---------|---------|
| Burials      | 11       | 15      | 17      |
| Expenditures | \$18,173 | \$9,403 | \$8,431 |

## ADOPTION SERVICES

Provides services and registries to bring together children and families for permanent placements. Winchester Social Services supports several adoption initiatives and issues that include recruiting prospective families, conducting home studies, partnering with the media to feature waiting children, and offering financial assistance and other services that provide stability for adoptive families.



**Funding:** 57% State | 43% Federal

|   | FY17             | FY18             | FY19             |
|---|------------------|------------------|------------------|
| Adoptions Completed                                     | 6                | 3                | 5                |
| Adoption Subsidy & Special Needs Adoption (# people/\$) | 43/<br>\$908,677 | 54/<br>\$965,594 | 57/<br>\$790,399 |

## FOSTER CARE

Provides services to children and families when circumstances require the child to be removed from their home. Foster Care provides a safe and stable environment for children and older youth until the issues that made placement outside the home necessary are resolved. When a child cannot return home, another home is found.



|                         | FY17 | FY18 | FY19 |
|-------------------------|------|------|------|
| Children in Foster Care | 79   | 98   | 98   |

*\* Actual number of children served*

# FOSTER FAMILIES OF CFW

Foster Families of CFW, an interagency foster care training and recruitment program, came into existence in 1996. It provides a collaborative effort between Clarke County, Frederick County and the City of Winchester (CFW) to serve the needs of children and families in our community.

**CFW provides a consistent, competency-based training program to all prospective as well as approved foster, adoptive, and resource families.**

All children deserve a safe, happy life - including the over 400,000 American children and youth in foster care. Young people in foster care especially need nurturing adults on their side because their own families are in crisis and unable to care for them.

If you are interested in becoming a foster parent, please contact:

**Frederick County Social Services** 540-665-5688

*(ask to speak with a Foster Families of CFW representative)*

# Safe Sleep 365

## 3 Principles

Alone



Apart



Always



## 6 Practices

1. ROOM SHARING, NOT BED SHARING
2. FIRM SURFACE & ON BACK
3. SUBSTANCE-FREE AND SMOKE-FREE
4. BREASTFEEDING
5. ENVIRONMENT-APPROPRIATE CLOTHING
6. OBJECT FREE SLEEP SPACE

## 5 Partners

(As the saying goes, it takes a village)

GRANDPARENTS  
SPOUSE OR PARTNER  
BABYSITTER OR CHILD CARE PROVIDER  
SIBLINGS  
NEIGHBORS OR FRIENDS



# OUTSTANDING COMMUNITY PARTNER AWARD

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The Outstanding Community Partner Award is the Winchester Department of Social Services Advisory Board's yearly recognition of an individual, group, organization or agency for their outstanding community service and collaboration with the Winchester Department of Social Services to improve the lives of the citizens of the City of Winchester. Nominations are accepted each year from a staff member of Winchester Department of Social Services or a member of the Advisory Board.

## **FY 2019 Outstanding Community Partner Award Winner:**

### **John Mann/Wesley Cooperative Parish of the UMC**

The John Mann/Wesley Cooperative Parish of the United Methodist Church (UMC) went above and beyond in providing holiday gifts for 50 children from our agency this past holiday season. Most of our families are not able to provide their children with a holiday that they deserve. Church members asked for the children's wish lists and made their wishes come true by providing those gifts and much more!

## **Other Nominees Recognized by the Advisory Board:**

### **Selma Medical Associates**

Selma Medical Associates contacted the WDSS to sponsor a family from our agency this past holiday season. Their donation went above and beyond any of our or the family's hopes. They delivered a pick-up truck packed full with new clothes, diapers, wipes and toys. One of the toys was a hand-knitted giraffe stuffed animal that one of the employees specially made for the infant in the home. They also provided the family with money and gift cards so they could purchase and have a holiday dinner together. Their donation ensured that this family had a beautiful holiday.

### **Winchester Police Department-Drug Task Force Members**

The Drug Task Force members are outstanding community partners. They collaborate with Child Protective Services (CPS) responders to help quickly assess allegations and concerns regarding drug use. They have provided consistent and fluid communication in helping responders make determinations surrounding child safety when drug use is alleged. They also have provided WDSS with self-defense trainings and drug classification/identification trainings to help staff better assess safety concerns surrounding substance abuse. They do more than they are required to do to assist CPS, often staying late in the evening to help when safety concerns have been identified and often follow up with families to see if there is any further support they can provide.

# WINCHESTER DEPARTMENT OF SOCIAL SERVICES

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## Administrative Board

Eden Freeman, City Manager

## Social Services Advisory Board

Patricia Simpson, Chair

Danielle Bostick, Vice-Chair

Bibianna Vazquez

Marie Imoh

Nicholas Robb

Anita Schill

Kate Simpson

Cindy Taylor

Elyus Wallace

## WDSS Director

Amber Dopkowski, Director



24 Baker Street, Winchester, VA 22601

Phone: (540) 662-3807

Service Unit FAX: (540) 662-3279

Benefit Unit FAX: (540) 662-3054

**FY21 Agency Goals In Brief**

**...**

**Winchester Social Services**

# Family Service Team

- **Documentation** - Improve the quality of case documentation by implementing a more robust documentation standard, training staff on this standard, and holding staff accountable to the standard via a more structured case review and coaching process.
- **Safety assessment and planning** - Increase workers' knowledge of safety assessment and planning through the delivery of an in-house curriculum that emphasizes core concepts and practical applications in safety assessment and planning.
- **Family Partnership Meetings (FPM)** - Increase the frequency of FPMs in order to improve case outcomes (ie, reduction in case length, decreases in the number of children entering foster care and lingering in foster care, etc).
- **COMPASS** - Increase usage of COMPASS as a means to improve documentation timeliness, increase productivity, and prepare for potential replacement of OASIS by VDSS in the future. In-house COMPASS training and support will be provided to supplement existing VDSS training.

# Benefit Programs Team

- **Training** - Decrease errors in application processing by developing and implementing a phased approach to training on the major benefits programs. Comprehensive onboarding training will be provided in-house for new employees and refresher training will be provided for existing employees.
- **Reference guide** - Increase workers' ability to find answers to their questions about policy and practice through development of a reference guide of useful tools. Supervisors will coach workers to consult this guide and VDSS policy to find answers to their questions.
- **Communication** - Increase understanding and retention of the many VDSS policy and practice changes by developing a timestamped log of all policy changes and variances, for easy reference by workers.
- **Succession planning** - Increase agency resilience in a selection of key specialized benefit programs by cross-training select workers in these programs.

# Administration Team

- **File room reconfiguration** - Improve organization and discoverability of the foster care and CPS ongoing case files by reorganizing the file room.
- **Succession planning for Admin leadership** - Increase agency resilience for potential Admin leadership absences by assessing key functions needed for continuity and identifying Admin staff responsible for coverage.
- **Standard operating procedures (SOPs)** - Increase agency resilience for potential staffing disruption by developing and maintaining standard operating procedures for all positions in the Admin unit.
- **CSA program assessment** - Assess the status of CSA program operations and identify areas in need of new systems, greater oversight, and/or overhaul.
- **CSA budget control** - Increase oversight of monthly CSA expenditures in order to ensure dollars are spent on necessary and effective services, leading to a reduction in the FY21 local spend as compared to FY20.

**Winchester Social Services Advisory Board  
Outstanding Community Partner Award  
2019 Nomination Form**

The Outstanding Community Partner Award is the Winchester Department of Social Services Advisory Board's yearly recognition of an individual, group, organization or agency for their community service and collaboration with the Winchester Department of Social Services to improve the lives of the citizens of the City of Winchester.

Name of Nominee (Individual, Organization, or Agency):  
Chris Rousseau; Haven Mental Health Center, Inc.

Nominee's Address:  
235 South St Ste A, Front Royal, Virginia, 22630

Nominated by: Cheyenne Spiker

Specific Examples of ways this Nominee has collaborated with the Winchester Department of Social Services to improve the lives of the citizens of the City of Winchester:

Chris Rousseau has been a wonderful community partner. Chris has gone above and beyond for the clients he serves. Chris is willing to put in extra work that is not in his job description. Chris has not given up on trying to provide help to even the toughest of clients. He has been willing to help in any way he can with not only the clients he serves but with other services providers as well. Chris runs the process group for Family Services Specialists at the Department of Social Services and has been great help to us and reminding us to also take care of our own mental health. Chris has been an asset to the community with the work that he does and does it with a smile on his face. He is very positive and always pointing out what the clients are doing well. Even in tough and frustrating situations, Chris keeps his cool and is understanding. Chris deserved to be recognized for all the work he does for the community.

**Winchester Social Services Advisory Board  
Outstanding Community Partner Award  
2019 Nomination Form**

The Outstanding Community Partner Award is the Winchester Department of Social Services Advisory Board's yearly recognition of an individual, group, organization or agency for their community service and collaboration with the Winchester Department of Social Services to improve the lives of the citizens of the City of Winchester.

Name of Nominee (Individual, Organization, or Agency):

Winchester Community Mental Health Center: Samantha Fernandez and Katherine Clontz

Nominee's Address:

24 Ricketts Drive, Winchester VA 22601

Nominated by: Samantha Gosling

Specific Examples of ways this Nominee has collaborated with the Winchester Department of Social Services to improve the lives of the citizens of the City of Winchester:

I nominate Winchester Community Mental Health Center Community (WCMH) Based Programs for the Community Partner Award. Samantha Fernandez and Katherine Clontz demonstrate extraordinary commitment to Winchester Department of Social Services and the Winchester Community. Ms. Fernandez and Ms. Clontz always provide exceptional support and services to our families. Ms. Fernandez and Ms. Clontz on numerous occasions have worked late in the evenings or woke up early to provide our families with the services and support they need to ensure children are safe and the families are stable during a crisis. They both always go above and beyond for our families and put our family's needs above their own.

WCMHC is quick to identify the needs of the family and always provides feedback to the family service specialist when needed. Ms. Fernandez and Ms. Clontz have dropped meetings or rearranged their schedules to ensure they can participate in family partnership meetings, to mitigate a crisis, or to address any safety concerns with mutual clients.

An example of their dedication to Winchester City, WDSS had a foster care child placed in a residential facility. In order to ensure a smooth transition home to the child's family there needed to be strong services in place. Ms. Fernandez and Ms. Clontz took it upon themselves to create an entire reunification program called, Dynamic Adaptive Behavioral Services that was catered directly to this family. Ms. Fernandez and Ms. Clontz wrote a proposal describing the program, the cost, and the benefits of this program and presented it to the family's team and Family Assessment and Planning Team. This program was approved and because of their hard work and dedication to this family and Winchester City, the foster child will be reunified with his family successfully. This reunification would not have happened without the help of Ms. Fernandez and Ms. Clontz dedication.

The Community Based Services through Winchester Community Mental Health Center, specifically the parent-mentoring program, is dependable, efficient, and devoted to educating families. Many families that have completed this program have spoken highly of Ms. Fernandez and Ms. Clontz and have expressed that they could not have succeeded without their help. I cannot think of anyone more deserving of this award than Ms. Fernandez and Ms. Clontz and the community based services they run through Winchester Community Mental Health Center.



DEPARTMENT OF SOCIAL  
SERVICES  
ADVISORY BOARD

24 Baker Street  
Winchester, VA 22601  
540-662-3807  
www.winchesterva.gov

*I, Patricia Simpson, Chair for the Department of Social Services Advisory Board of the City of Winchester, hereby certify on this 23<sup>th</sup> day of July 2020 that the following Resolution is a true and exact copy of one and the same adopted by the Department of Social Services Advisory Board of the City of Winchester, assembled in regular session on the 23<sup>th</sup> day of July 2020.*

## RESOLUTION

**WHEREAS**, the Department of Social Services Advisory Board of the City of Winchester, Virginia (the "Board"), finds it desirable to establish a schedule of its Regular Meetings for the period beginning July 1, 2020, and concluding June 30, 2021; and

**WHEREAS**, Section 15.2-1416 of the Code of Virginia, 1950, as amended, allows the said Board to also establish a schedule of alternate dates for each of said Regular Meetings so that in the event the Chair (or Vice-Chair, in the absence of the Chair) declares that weather or other conditions are such that it is hazardous for the members to attend a scheduled Regular Meeting, then all hearings and other matters shall be conducted at the continued meeting with no further advertisement required.

**NOW THEREFORE, BE IT RESOLVED** that all meetings hereinafter described shall be conducted in the Board Room at 24 Baker Street, Winchester, Virginia, beginning at 4:00 P.M. for the Regular Meeting; and

**BE IT FURTHER RESOLVED** that the following schedule of Regular Meetings is, hereby, adopted with the alternate or continued date appearing in parenthesis beside the date for each Regular Meeting:

### Schedule of Regular Meetings

|                    |                    |
|--------------------|--------------------|
| July 23, 2020      | (July 30, 2020)    |
| September 24, 2020 | (October 1, 2020)  |
| November 19, 2020  | (December 3, 2020) |
| January 28, 2021   | (February 4, 2021) |
| March 25, 2021     | (April 1, 2021)    |
| May 27, 2021       | (June 3, 2021)     |

**BE IT FURTHER RESOLVED** that all advertisements for Public Hearings should reflect the alternate date.

**Resolution No. 2021-01.**

**ADOPTED** by the Department of Social Services Advisory Board of the City of Winchester on the 23<sup>th</sup> day of July 2020.

*Witness my hand,*

*Patricia Simpson  
Chair, Department of Social Services  
Advisory Board of the City of Winchester*