



Winchester Department of Social Services



FY13
Annual
Report

People helping people TRIUMPH over poverty, abuse, and neglect; to shape STRONG futures for themselves, their families and communities.

From the Chair

Dear Friend,

The 2013 Annual Report of the Winchester Department of Social Services, as in years past, continues to reflect challenges and successes. The Department continues to provide valuable resources to all residents who are in need of its services and who meet program eligibility requirements. Yes, it has been another year of increased demand and fewer resources to draw upon. And in spite of this, the Winchester Department of Social Services continues to provide high quality and timely interventions on behalf of our community.

With a strong focus on contributing to the City's strategic plan, the agency has been successful in achieving its goals, fulfilling its mission and following its guiding principles. The entire Department's staff has greatly contributed to the success of the services delivery system with intense focus on providing core mandated services in both Strengthening Families and Income Stability programming. Supporting the efforts of the staff included training in working and empowering individuals living in poverty and strengthening our system of care approach to working with at risk youth and their families.

The Department has met with continued success in creating and sustaining partnerships and alliances with business and the community so as to further aid clients achieving and maintaining independence. We have continued to provide assistance to our clients while honoring individual and group differences. We have aggressively empowered people in economic need, provided prevention services and protected vulnerable children and adults.

The Social Services Advisory Board, with a full complement of members, has provided guidance and demonstrated a genuine interest in the agency's programs, services, priorities and goal achievements. The members provide support, contributions, as well as time and are to be commended.

In submitting this annual report, we recognize the dedication of all who contribute to meeting the needs of those who depend on the services proffered by the Winchester Department of Social Services

Allyson Pate

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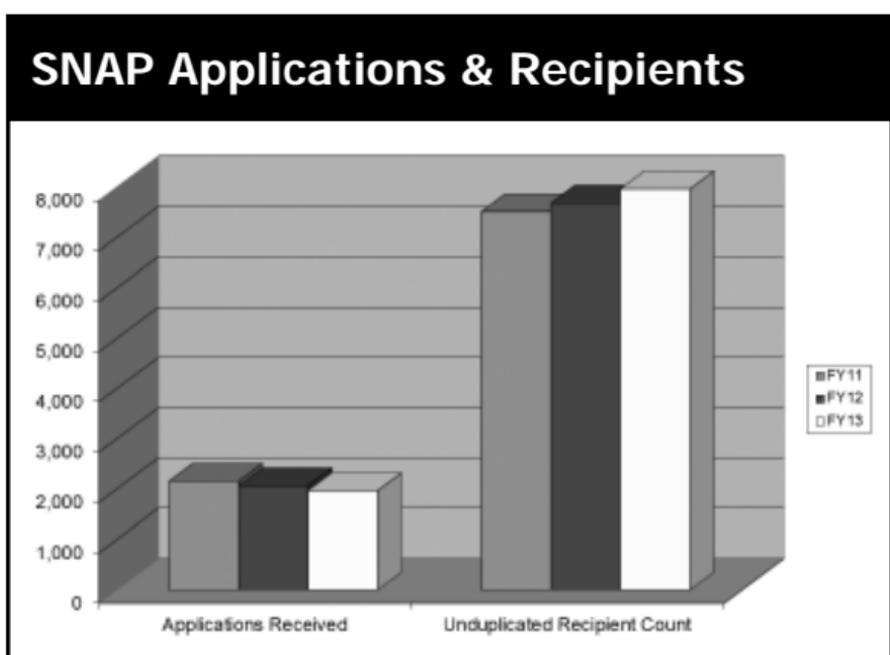
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SNAP - Supplemental Nutrition Assistance Program

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.

Funding: 100% Federal

	FY11	FY12	FY13
Applications	2,154	2,063	1,965
Unduplicated Recipient Count	7,510	7,681	7,963
\$ Issued	\$6.7 M	\$7.0M	\$7.2M



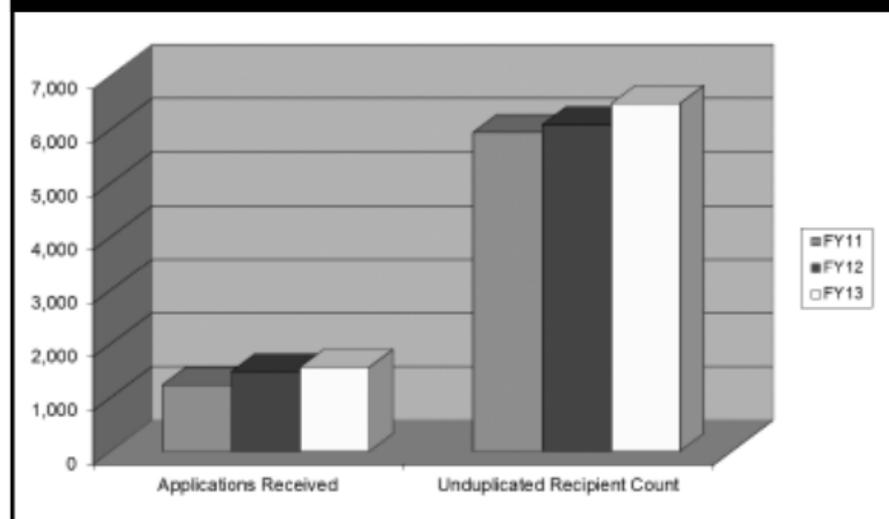
Medicaid

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.

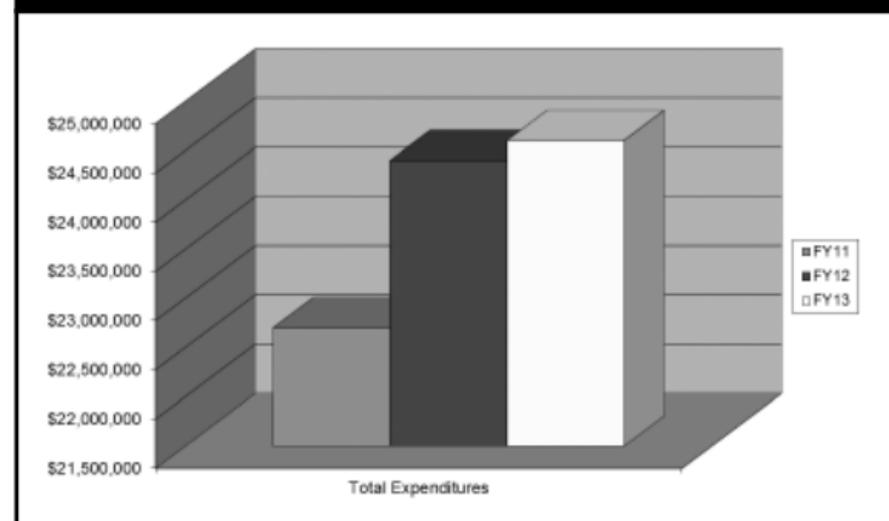
Funding: 50% State • 50% Federal

	FY11	FY12	FY13
Applications	1,237	1,479	1,564
Unduplicated Recipient Count	5,943	6,085	6,480
\$ Issued	\$22.7M	\$24.4M	\$24.6M

Medicaid Applications & Recipients



Medicaid Total \$ Issued



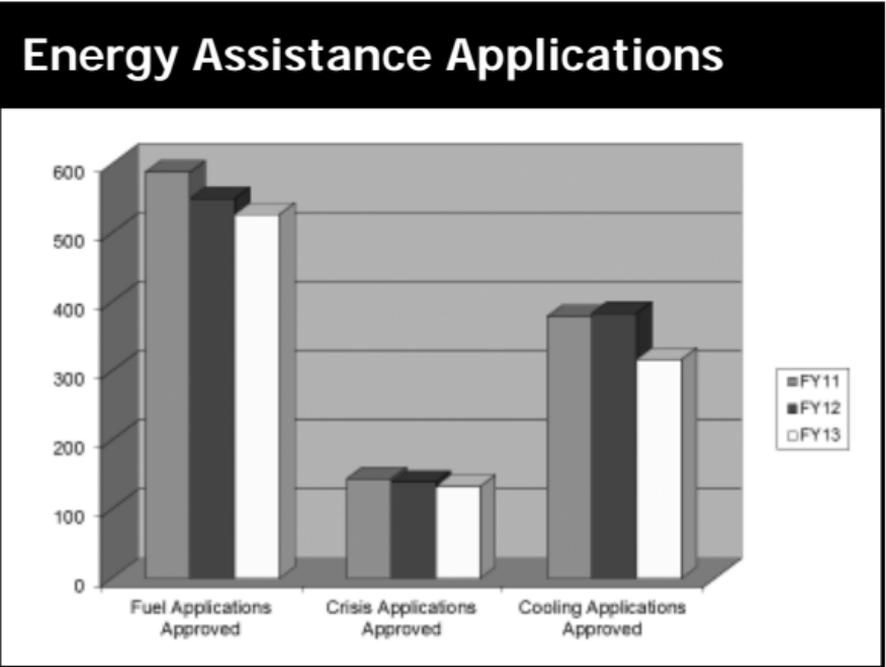
Energy Assistance

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; and **Cooling Assistance** assists with payment to operate or repair/replace cooling equipment.

Funding: 100% Federal

Applications	FY11	FY12	FY13
Fuel	588	550	527
Crisis	144	139	133
Cooling	379	384	317
Total Expenditures	\$202,571	\$238,113	\$210,951

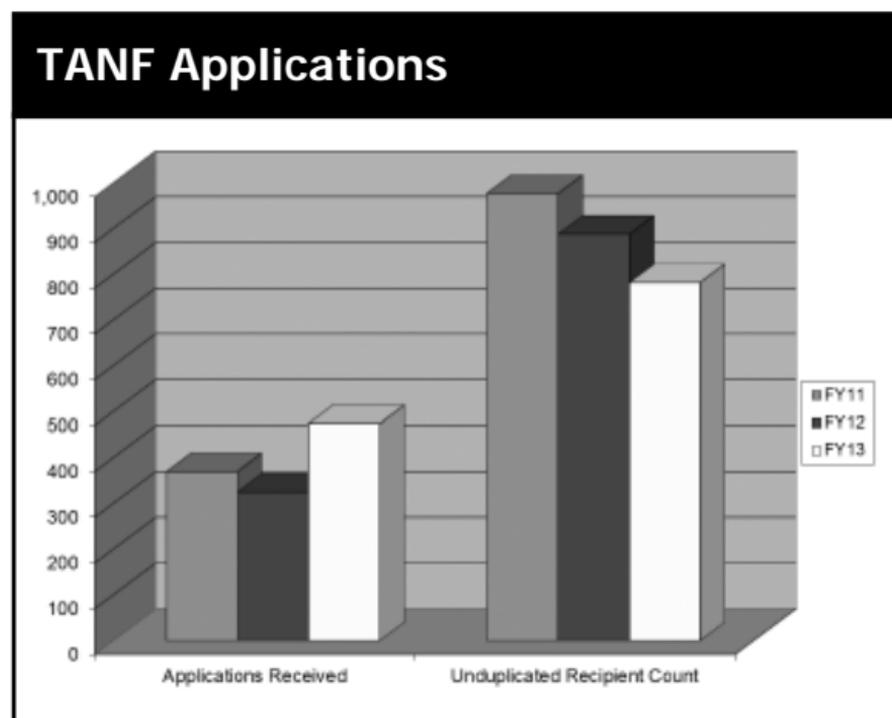


TANF - Temporary Assistance to Needy Families

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: 100% Federal

	FY11	FY12	FY13
Applications	370	421	474
Unduplicated Recipient Count	977	888	782
Total Issued	\$569,771	\$476,606	\$400,957



VIEW - Virginia Initiative Employment Not Welfare

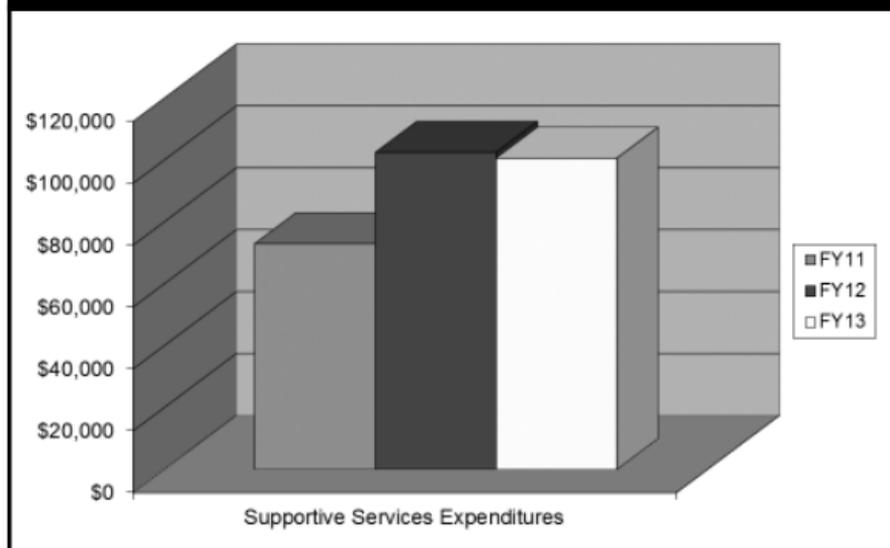
Offers employment-related activities, education, training and needed support services to TANF recipients while providing the opportunity to achieve economic independence, opportunities and work skills necessary for self-sufficiency.

Funding:

15.5% Local • 33.8% State • 50.7% Federal

	FY11	FY12	FY13
Individuals Referred	150	134	121
Total Enrolled	178	164	141
# Involved in Work Activity (% of total)	150 (84%)	144 (88%)	130 (92%)
# Employed (% of total)	102 (57%)	99 (60%)	81 (57%)
Average Hourly Wage	\$8.04	\$8.16	\$8.68
Avg. Monthly Earnings	\$1,013	\$1,073	1,163
Supportive Services Expenditures	\$91,390	\$102,485	\$100,609

VIEW Supportive Services \$



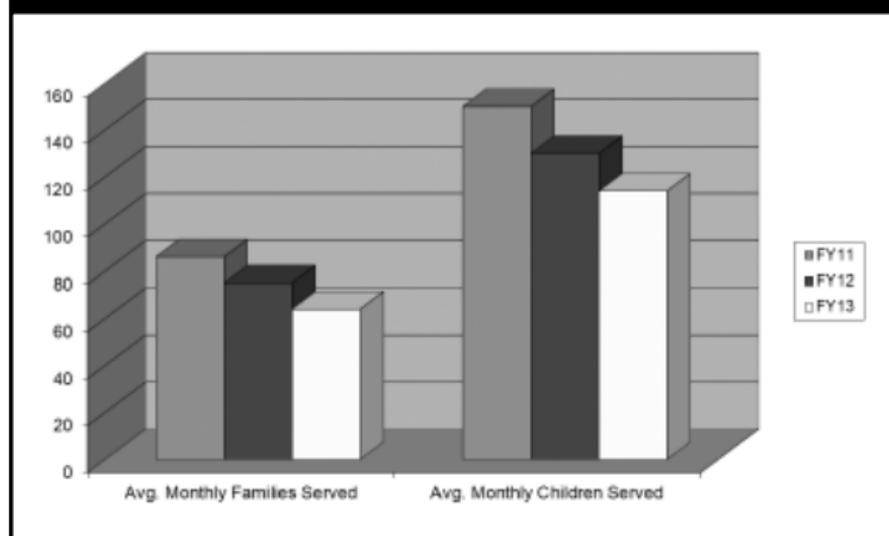
Child Care Services

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: 35% State • 65% Federal

	FY11	FY12	FY13
Families Served (Avg. Monthly)	86	75	64
Children Served (Avg. Monthly)	150	130	114
Total Childcare Subsidy Provided	\$231,015	\$379,260	\$413,544

Child Care Average Served



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

	FY11	FY12	FY13
Adult Protective Investigations	45	59	36
Ongoing Cases	54	51	58
Companion Care	3	3	1
Companion Care Expenditures	\$9,628	\$4,332	\$3,768
Guardianships	38	42	50
Auxiliary Grant (pp served)	34	30	30
Auxiliary Grant Expenditures	\$180,459	\$152,795	\$154,845

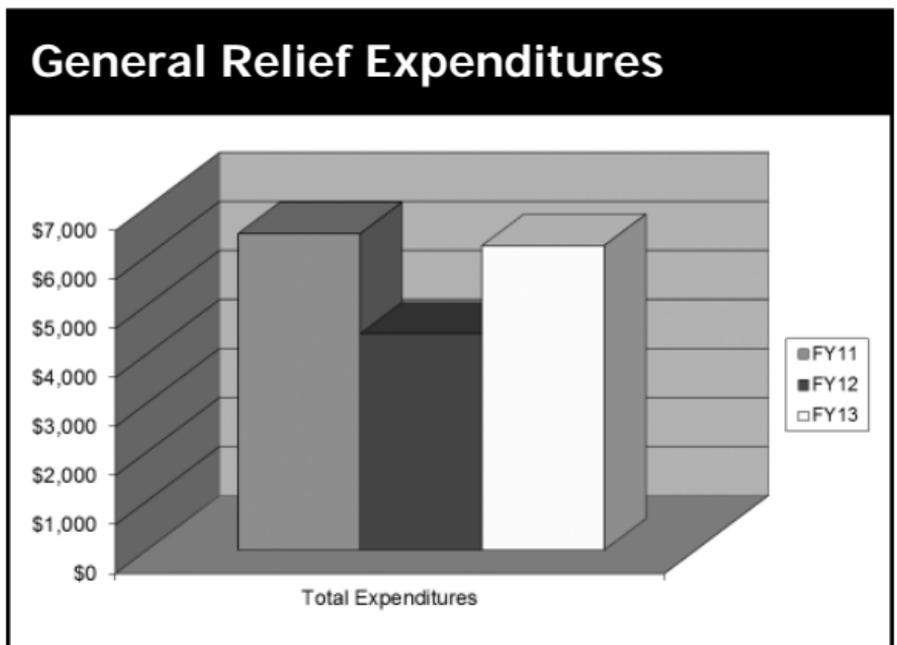
**- MAY -
Adult Abuse Prevention Month**

General Relief

Designed to provide emergency assistance that cannot be provided through other means (optional local program). In Winchester, this program provides burial assistance to families in need.

Funding: 100% Local

	FY11	FY12	FY13
Burials	11	14	11
Expenditures	\$6,460	\$4,417	\$6,215



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.

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.

Funding (Adoption & Foster Care):

50% State • 50% Federal

	FY11	FY12	FY13
Adoptions Completed	1	5	2
Adoption Subsidy & Special Needs Adoption (# people/\$)	38/ \$517,503	40/ \$490,467	44/ \$452,628
Children in Foster Care	33	25	22

- MAY -
Foster Care Month

Child Protective Services (CPS)

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

	FY11	FY12	FY13
Intakes	622	601	598
Investigations	60	45	59
Founded Cases	22	11	28
Ongoing Cases	19	26	24
Family Assessments	229	206	237
Family Services Cases	19	61	23



**- APRIL -
Child Abuse Prevention Month**

Comprehensive Services Act (CSA)

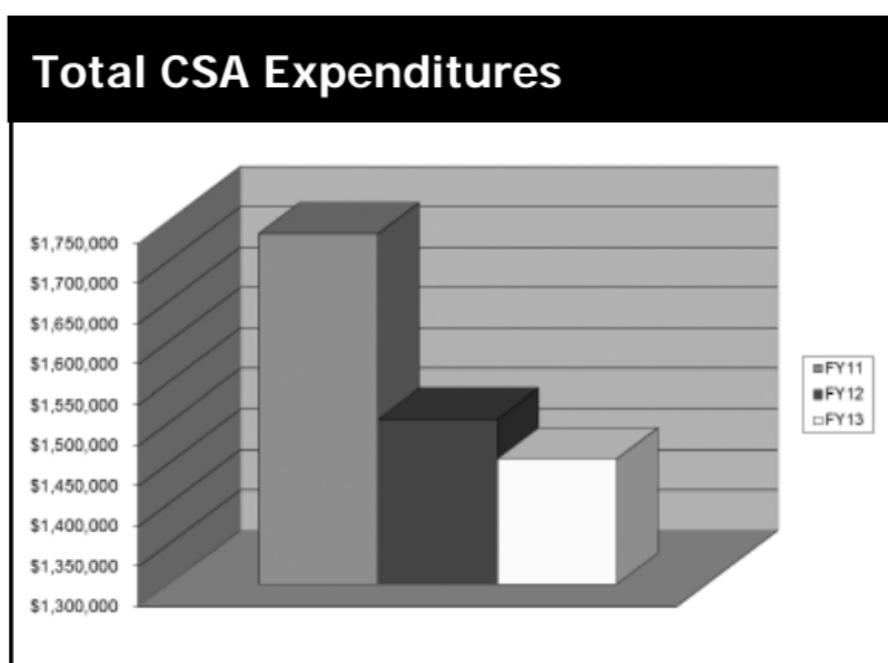
Provides for the pooling of eight specific funding streams used to purchase services for high-risk youth (1993 Virginia Law).

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 high-risk youth and their families.

Funding: 43.51% Local • 56.49% State

	FY11	FY12	FY13
Children Served	116	97	75
Total Expenditures	\$1,733,298	\$1,504,050	\$1,455,285



2013

HIGHLIGHTS

- Implemented CommonHelp - a 24/7 web-based app that allows Virginians to: screen for eligibility and apply for social services, check the status of their benefits, report changes, and access help.
- Installed two customer portal stations in the Winchester Social Services lobby for client access to CommonHelp.
- Completed community outreach to educate, train and collaborate with community stakeholders on the Affordable Care Act and CommonHelp.
- Received a 96.6% satisfaction rating for the Family Team Meeting program from at risk children and their families.
- WDSS employees raised and distributed \$400 in grocery gift cards to individuals and families who had applied for SNAP or were affected by a delay in receiving SNAP benefits.



Winchester Department
of Social Services

ABOUT DSS

Administrative Board

Dale Iman, City Manager
Doug Hewett, Assistant City Manager

2013 Advisory Board

Allyson Pate, Chairperson

Betty Curtis

Marie Imoh

Rex Miller

Nathaniel Prezzy

Tricia Stiles

Kathryn Tagnesi

Les Taylor

Patrick Wingfield

WDSS Directors

Amber Dopkowski, Director
Georjean Coco, Assistant Director



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