



Winchester  
social services *Virginia*



**FY14  
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,

In last year's Annual Report we noted that 2014 would be a year of challenges with many new initiatives underway at local, state and federal levels. By focusing on the City's strategic goals and input from employees, Winchester Social Services made significant improvements to service delivery and streamlining the programs to be more efficient.

In 2014, we saw a number of initiatives come to, or near, completion. For that reason, the Advisory Board is excited about the direction in which Winchester Social Services is moving as it strategically builds a stronger foundation, seeks innovations and makes proactive decisions to maximize resources.

While public awareness about the availability of assistance programs and additional methods to access services has increased demands for resources, Winchester Social Services continues to identify creative ways to deliver responsive and timely customer service. They do this by focusing on core mandated services in primary program areas of Family Strengthening and Income Stability and Self Sufficiency.

Winchester Social Service's Annual Report illustrates the Department's commitment and dedication to city residents as they work to help improve the quality of life for our citizenry. As we review the Department's performance for the past year, we note below a few highlights and noteworthy achievements:

- Increased use of relative placements for children who enter foster care
- Reduction in the number of children in foster care placed in residential and

group home placements and continued use of community based services and supports

- Staff training and implementation of best practices to promote child safety
- Implementation of Eligibility
- Reorganization of Benefit Programs to improve customer service
- Implemented “One Worker” concept to help ensure timely processing of services
- Strengthened fraud prevention efforts
- Provided client navigators to assist customers applying online using CommonHelp online application portal
- Implementation of cross training and succession planning to support customer service efforts

The Advisory Board looks forward to our partnership with Winchester Social Services as they strive to achieve their mission.

*Nathaniel Prezyz*  
Chair

## Index

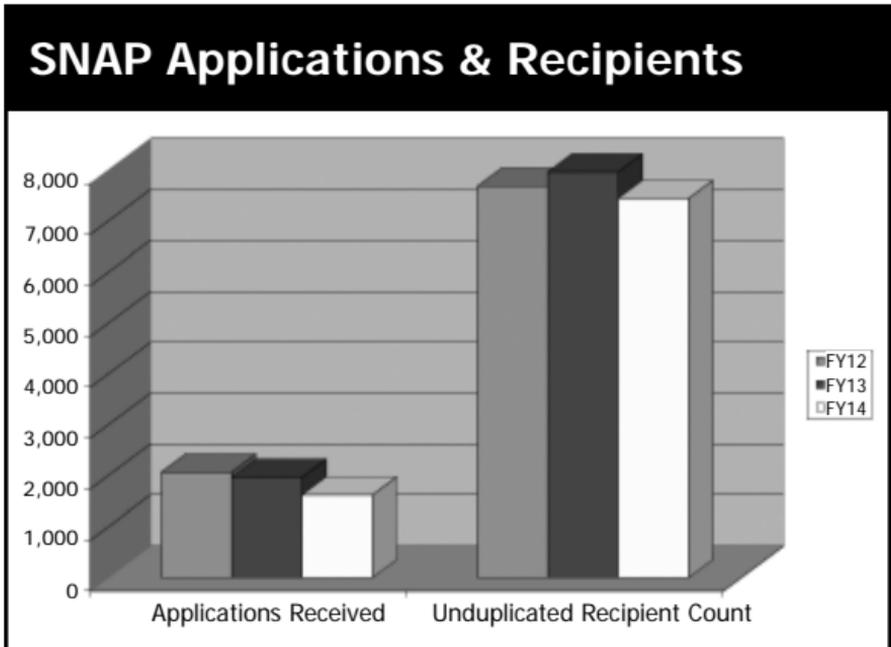
|  |    |
|--|----|
| Supplement Nutrition Assist. Program . . . . | 2  |
| Medicaid . . . . .                           | 3  |
| Energy Assistance . . . . .                  | 4  |
| Temporary Assistance to Needy Families . .   | 5  |
| VA Initiative Employment Not Welfare . .     | 6  |
| Child Care Services . . . . .                | 7  |
| Adult Services . . . . .                     | 8  |
| General Relief . . . . .                     | 9  |
| Adoption Services . . . . .                  | 10 |
| Foster Care . . . . .                        | 10 |
| Child Protective Services . . . . .          | 11 |
| Comprehensive Services Act . . . . .         | 12 |
| About DSS . . . . .                          | 13 |

# 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

|                              | FY12   | FY13   | FY14   |
|------------------------------|--------|--------|--------|
| Applications                 | 2,063  | 1,965  | 1,615  |
| Unduplicated Recipient Count | 7,681  | 7,963  | 7,441  |
| \$ Issued                    | \$7.0M | \$7.2M | \$6.5M |



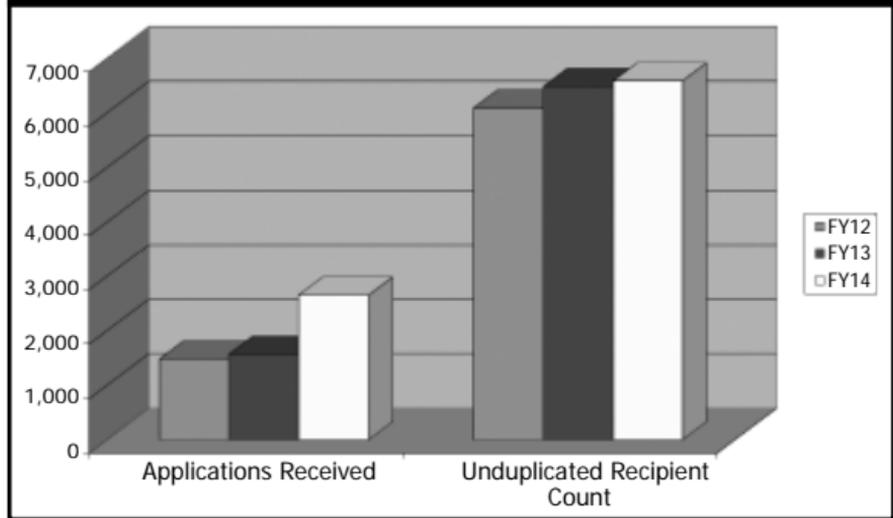
# Medicaid

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.

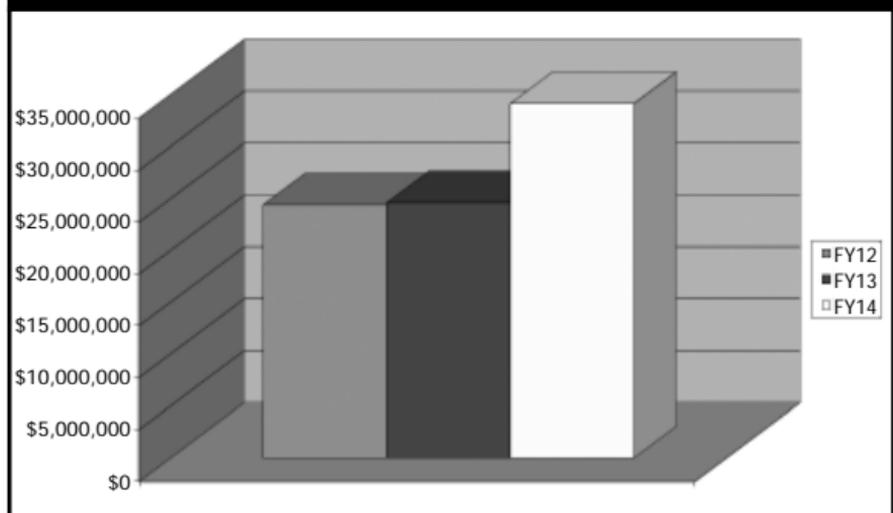
**Funding:** 42% State • 58% Federal

|                              | FY12    | FY13    | FY14    |
|------------------------------|---------|---------|---------|
| Applications                 | 1,479   | 1,564   | 2,646   |
| Unduplicated Recipient Count | 6,085   | 6,480   | 6,580   |
| \$ Issued                    | \$24.4M | \$24.6M | \$34.1M |

## Medicaid Applications & Recipients



## Medicaid Total \$ Issued



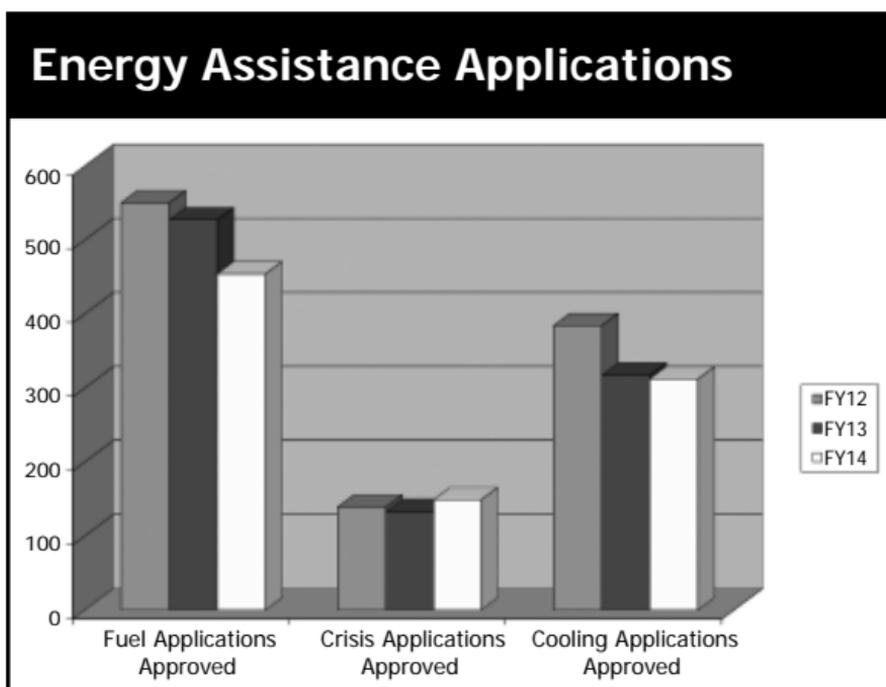
# Energy Assistance

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       | FY12      | FY13      | FY14      |
|--------------------|-----------|-----------|-----------|
| Fuel               | 550       | 527       | 454       |
| Crisis             | 139       | 133       | 149       |
| Cooling            | 384       | 317       | 312       |
| Total Expenditures | \$238,113 | \$210,951 | \$188,686 |

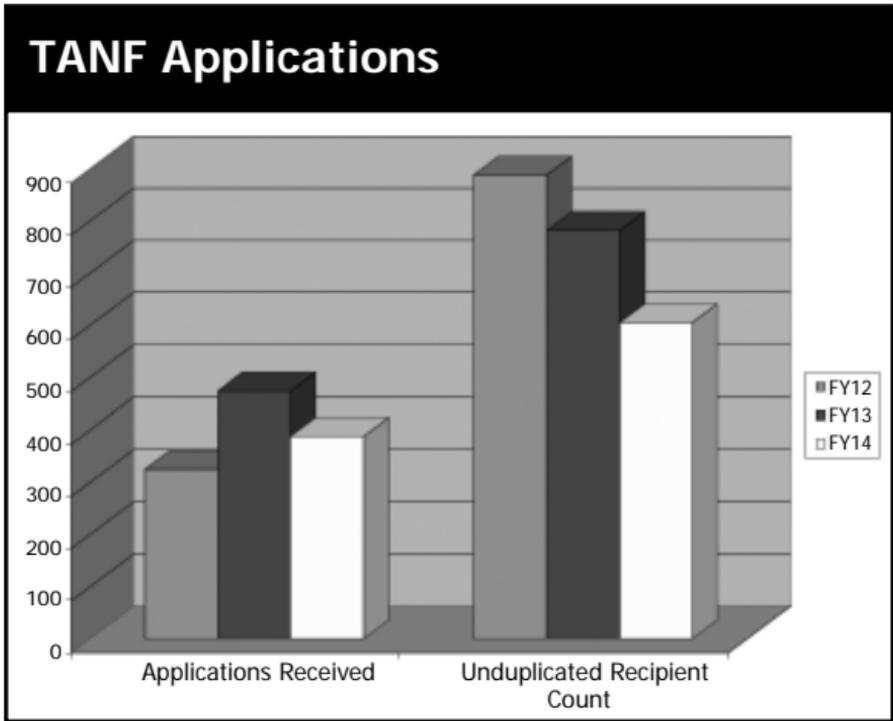


# TANF - Temporary Assistance to Needy Families

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

|                              | FY12      | FY13      | FY14      |
|------------------------------|-----------|-----------|-----------|
| Applications                 | 421       | 474       | 388       |
| Unduplicated Recipient Count | 888       | 782       | 605       |
| Total Issued                 | \$476,606 | \$400,957 | \$295,002 |



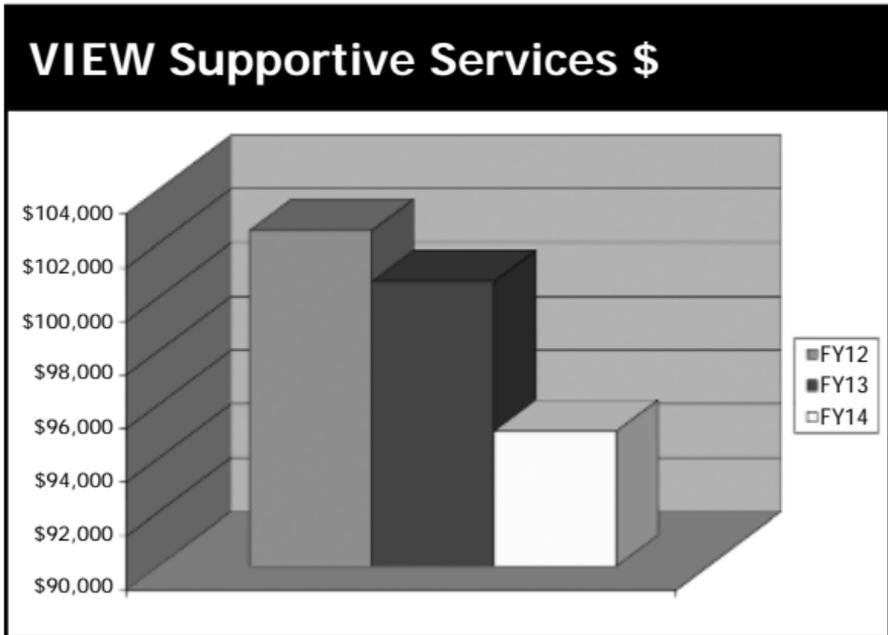
# VIEW - VA Initiative for Employment Not Welfare

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 • 62.5% State • 22% Federal

|  | FY12      | FY13      | FY14     |
|--|-----------|-----------|----------|
| Individuals Referred                     | 134       | 121       | 87       |
| Total Enrolled                           | 164       | 141       | 102      |
| # Involved in Work Activity (% of total) | 144 (88%) | 130 (92%) | 84 (82%) |
| # Employed (% of total)                  | 99 (60%)  | 81 (57%)  | 67 (66%) |
| Average Hourly Wage                      | \$8.16    | \$8.68    | \$8.28   |
| Avg. Monthly Earnings                    | \$1,073   | \$1,163   | \$1,069  |
| Supportive Services Expenditures         | \$102,485 | \$100,609 | \$95,020 |



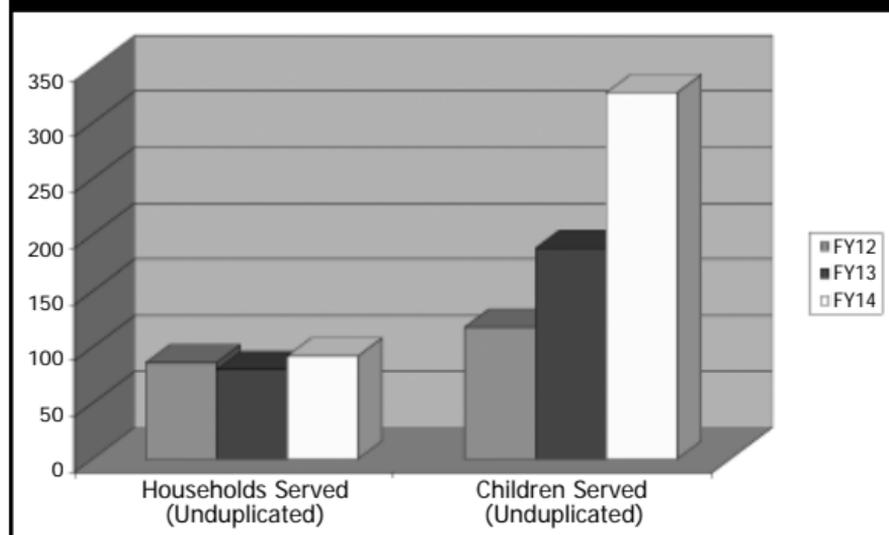
# Child Care Services

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:** 100% Federal

|  | FY12      | FY13      | FY14      |
|--|-----------|-----------|-----------|
| Households Served (Unduplicated count) | 86        | 80        | 92        |
| Children Served (Unduplicated Count)   | 118       | 188       | 327       |
| Total Childcare Subsidy Provided       | \$379,260 | \$413,544 | \$426,355 |

## 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

|                                 | <b>FY12</b> | <b>FY13</b> | <b>FY14</b> |
|---------------------------------|-------------|-------------|-------------|
| Adult Protective Investigations | 59          | 36          | 40          |
| Ongoing Cases                   | 51          | 58          | 51          |
| Companion Care                  | 3           | 1           | 1           |
| Companion Care Expenditures     | \$4,332     | \$3,768     | \$3,376     |
| Guardianships                   | 42          | 50          | 52          |
| Auxiliary Grant (pp served)     | 30          | 30          | 30          |
| Auxiliary Grant Expenditures    | \$152,795   | \$154,845   | \$174,708   |

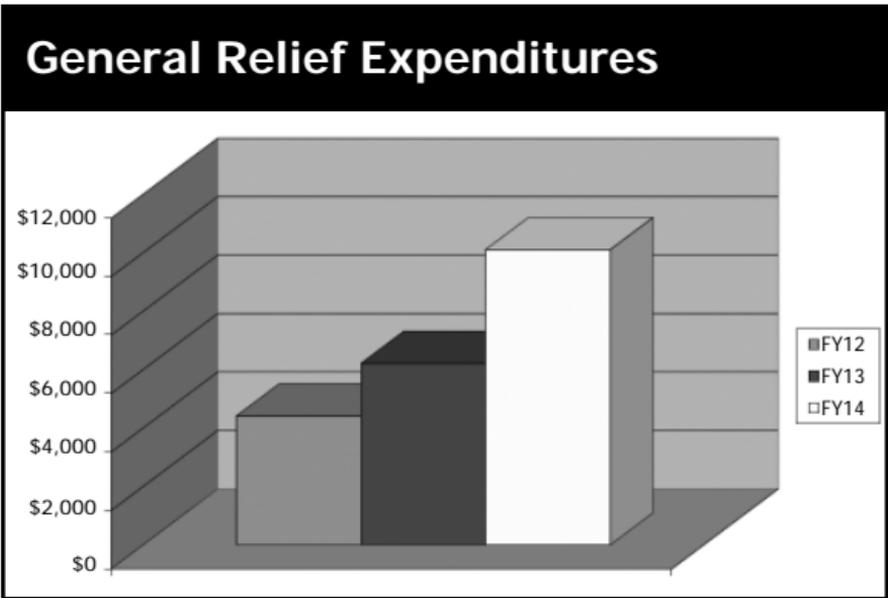
**- MAY -  
Adult Abuse Prevention Month**

# 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

|              | FY12    | FY13    | FY14     |
|--------------|---------|---------|----------|
| Burials      | 14      | 11      | 17       |
| Expenditures | \$4,417 | \$6,215 | \$10,103 |



# 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:** 50% State • 50% Federal

|   | FY12             | FY13             | FY14             |
|---|------------------|------------------|------------------|
| Adoptions Completed                                     | 5                | 2                | 2                |
| Adoption Subsidy & Special Needs Adoption (# people/\$) | 40/<br>\$490,467 | 44/<br>\$452,628 | 43/<br>\$505,639 |

## 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.

|                         | FY12 | FY13 | FY14 |
|-------------------------|------|------|------|
| Children in Foster Care | 25   | 22   | 33   |

- MAY -

Foster Care Month

# Child Protective Services (CPS)

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

|                       | <b>FY12</b> | <b>FY13</b> | <b>FY14</b> |
|-----------------------|-------------|-------------|-------------|
| Intakes               | 601         | 598         | 542         |
| Investigations        | 45          | 59          | 79          |
| Founded Cases         | 11          | 28          | 23          |
| Ongoing Cases         | 26          | 24          | 21          |
| Family Assessments    | 206         | 237         | 207         |
| Family Services Cases | 61          | 23          | 23          |



**- APRIL -  
Child Abuse Prevention Month**

# Comprehensive Services Act (CSA)

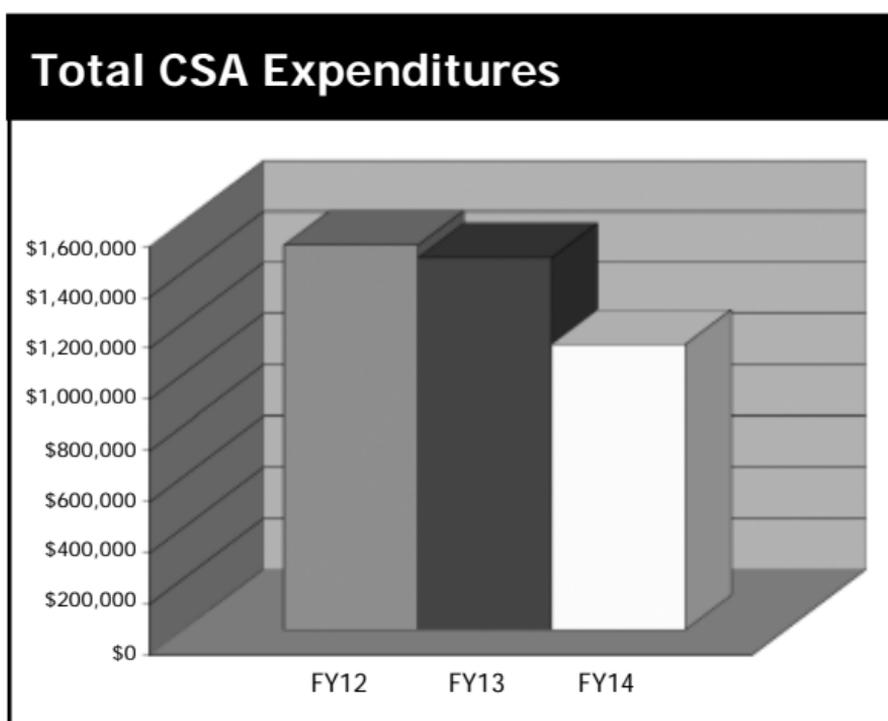
Provides for the pooling of eight specific funding streams used to purchase services for at-risk youth (1993 Virginia Law).

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:** 43% Local • 57% State

|                    | FY12        | FY13        | FY14        |
|--------------------|-------------|-------------|-------------|
| Children Served    | 97          | 75          | 91          |
| Total Expenditures | \$1,504,050 | \$1,455,285 | \$1,116,510 |



# COMMONHELP

## Online Application Portal

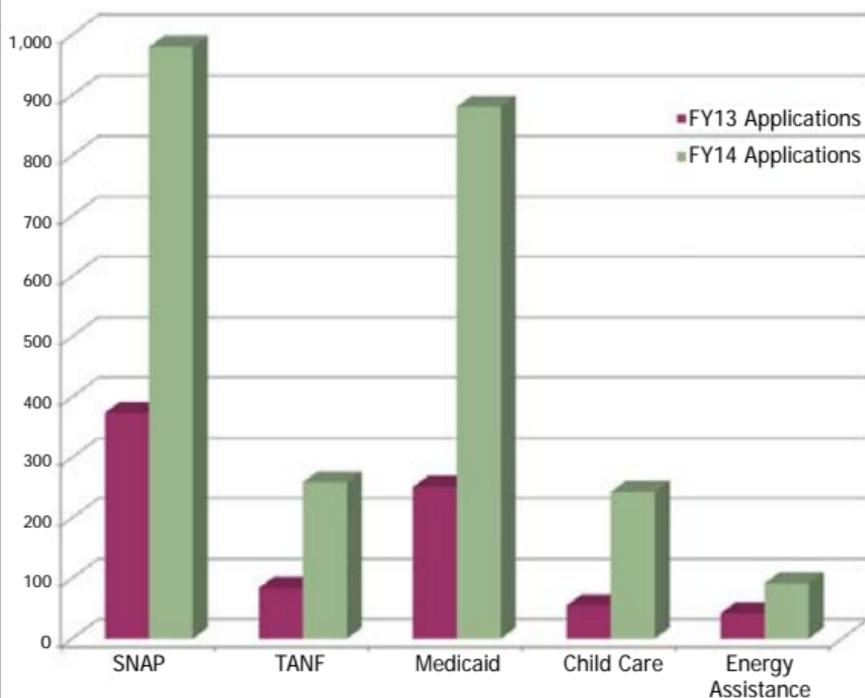
[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

CommonHelp is a State of Virginia initiative started in October 2012. It provides 24/7 online access to health and human services information and benefits for Virginia residents from any computer.

CommonHelp allows citizens to screen for potential eligibility and apply for:

- SNAP (Supplemental Nutrition Assistance Program)
- TANF (Temporary Assistance for Needy Families)
- Medical Assistance (Medicaid)
- Child Care
- Energy Assistance

### CommonHelp Usage



Winchester Department  
of Social Services

# ABOUT DSS

## Administrative Board

Eden Freeman, City Manager

## 2014 Advisory Board

Nathaniel Prezzy, Chair

Tricia Stiles, Vice-Chair

Betty Curtis  
Marie Imoh  
Rex Marshall  
Karen Shipp

Kathryn Tagnesi  
Les Taylor  
Patrick Wingfield

## WDSS Directors

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