



FY 2019

YORK-POQUOSON

ANNUAL REPORT



SOCIAL SERVICES



Our Mission

**ASSIST IN THE BASIC NEEDS OF OUR CITIZENS
PROMOTE SELF-SUFFICIENCY
PROTECT VULNERABLE CHILDREN AND ADULTS**



"How Wonderful

it is that nobody need wait a single
moment to improve the world."

-Anne Frank

FROM THE BOARD

Serving the citizens of York County and Poquoson City is a great privilege. We are very proud to lead the women and men of the York-Poquoson Department of Social Services as we work to improve the lives of the people we serve.

We are charged with a great responsibility to protect vulnerable children and adults, preserve families, strengthen individuals and encourage personal responsibility. In Fiscal year 2019, our Agency continued to step up to the plate and excel in meeting the needs of the residents we serve.

In all that we do here at York-Poquoson Social Services, our staff exemplify our core values, connecting us to each individual and family we serve and we want to thank each and every one of them for the hard work they put in daily. In addition to the staff, we want to acknowledge our former Director, Kimberly Irvine, who retired after eleven and a half years of loyal service to the agency and 30 years in the Virginia Social Services System. Ms. Irvine's vision, compassion, and leadership transformed York-Poquoson DSS into one of the most innovative and highest performing agencies in the commonwealth. We are grateful to Ms. Irvine for all of her hard work and wish her the best.



KIMBERLY IRVINE
Director 2008-2019

Sincerely,
Karen Brown, Chair

We hope you find this report informative. We look forward to continuing to positively impact our community!

LEADERSHIP

ADMINISTRATIVE BOARD

York County

Karen Brown
Board Chair

Anne Smith
Member

Andrew Engemann
Member

Melissa Magowan
Member

Vivian McGettigan
Member & Staff Liaison

Poquoson

Roy Staton
Vice-Chair

Madonna Kreiger
Member

LEADERSHIP TEAM

Rick Verilla
Interim Director

Jo Johnson
Assistant Director

Patti Alderman
Administrative Services Manager

Candace Mickelborough
Child Welfare Supervisor

Linda Faircloth
Child Welfare Supervisor

Kendall Perry
Adult Services Supervisor

Alma Tabb
Benefit Programs Supervisor

Charon Tate
Benefit Programs Supervisor

Brooke Wright
Benefit Programs Supervisor

Vicki Krusie
Self-Sufficiency Supervisor

ABOUT US

York-Poquoson Social Services is committed to creating and sustaining an environment where our core values are exemplified by our employees and embedded in to the fabric of our work. Our values guide our commitment to deliver excellence in all we do to best serve the most vulnerable residents of our community.

STRATEGIC PRIORITIES

Our strategic priorities guide how we help build a society where all people can thrive. They ensure we work directly for the members of our community and advocate for government policies and practices that effect our Social Services community.

OUR VALUES

Customer Service

Thoughtful and Creative
Courteous and Committed
Understanding and Empathetic

Team Work

Inspirational and Collaborative
Goal Oriented and High Achieving
Involved and Entrusted

Communication

Intelligent
Courteous and Helpful
Honest and Kindly Expressive

Attitude

Optimistic and Positive
Encouraging and Supportive
Intuitive and Respectful

Dependability

Prepared and Involed
Motivated and Responsible
Engaged and Consistent

SUMMARY OF OUR IMPACT



843

CHILD PROTECTIVE AND
ADULT PROTECTIVE
SERVICES CALLS OUR STAFF
RESPONDED TO LAST
FISCAL YEAR

In Fiscal Year 2019,
through **17 different
programs, 9,886**
individuals received
direct support from
us across the County
of York and the City
of Poquoson.



4,138

REQUESTS FOR
ASSISTANCE RECEIVED AND
PROCESSED FOR BENEFITS



248

INDIVIDUALS ASSISTED
THROUGH OUR
EMPLOYMENT SERVICES
AND CHILD CARE
PROGRAMS



620

INDIVIDUALS ASSISTED
THROUGH OUR SERVICE
INTAKE PROGRAM

OUR SERVICES

FAMILY SERVICES

CHILD PROTECTIVE SERVICES

Child Protective Services involve the assessment, investigation, and intervention of reports of suspected cases of physical abuse, neglect, and sexual abuse of children as well as coordination of services and resources to prevent recurrence of child abuse and/or neglect.

In Fiscal Year 2019, our agency took a total of **576** CPS reports. Out of those, **71** became Child Protective Services investigations and **218** became Family Assessments.

PREVENTION

Our Prevention Services Programs are a proactive measure to keep families together through early intervention. The goal of these programs is to strengthen families as they cope with the day-to-day pressures that can result in placing their children in danger. These services provide the opportunity for parents to be proactive in reducing the risk of abuse and neglect of their children by providing interventions to strengthen the family unit while ensuring the safety of the children.

Our agency had **237** prevention cases: **198** for York County and **39** for Poquoson.

ADOPTION

In our quest for permanency, there are instances where the safety risks that brought the child into foster care cannot be appropriately resolved. Because of potential harm to the child, it is impossible to remain with or return to the birth parents. While our goal is to keep the family unit together, the safety of our children is our top priority. Therefore, permanency planning is shifted toward the goal of adoption.

FOSTER CARE

Familial separation, for whatever reason, can be devastating for a child and family. We recognize that each child and family's needs coming into foster care are unique and as such, the goal of our program is to help each family member overcome his/her trauma by assessing individual needs and creating a service delivery plan to meet those needs.

Our certified foster parents are equipped to provide the care, and nurturance that each child deserves.

We have a total of **16 children in Foster Care** with our agency and **6 enrolled in the Fostering Futures Program**.



AN ADOPTION SUCCESS STORY

Every foster child who can't be returned home deserves to be adopted into a safe, loving and nurturing family.

The York-Poquoson Department of Social Services arranged for the adoption of two siblings in February 2019. The siblings were in foster care for a total of two years. The siblings were adopted by a two-parent foster family with whom they resided for seven months. The family was a perfect fit and the goal of permanency was met.



FOSTERING FUTURES

Fostering Futures enables the agency to extend financial assistance, support and services for former foster youth from ages 18 to 21. York-Poquoson Department of Social Services provided the Fostering Futures program to six youth. We strive to assist foster care youth in finishing high school and college. In addition, our goal is to assist our older foster care youth in obtaining the necessary education and skills to successfully enter the workforce.

ADULT PROTECTIVE SERVICES

Our adult protective services unit investigates reports of abuse, neglect, and exploitation of older and incapacitated adults. Staff may arrange for a wide variety of health, housing, social and legal services to stop the mistreatment and prevent further mistreatment from occurring.

Our agency responded to a total of **267** APS calls. Out of those, **213** became APS investigations.

ADULT SERVICES & ONGOING NEEDS

The Adult Services program assists older and incapacitated adults who have impairments and require services or support to enhance self-sufficiency and improve their quality of life. Services offered may include home-based care, transportation, adult day services, adult foster care, nutrition services, and legal intervention.

In addition to ongoing cases, the agency received **150** new requests for adult services last fiscal year, with **132 in York County and 18 in Poquoson**. The agency is also mandated to monitor adult guardianship cases and had **108** cases this past fiscal year.

ADULT FOSTER CARE

- Adult foster care is an alternative to assisted living facility placement. Adult Foster Care is similar to a youth foster care program in that an older adult or adult with a disability is placed in a foster home setting approved by York-Poquoson Social Services. This program provides room, board, supervision, and special services to those who meet the criteria for adult foster care.
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- Criteria for adult foster care include: income eligibility, need for assistance with activities of daily living such as bathing and dressing, or the inability to live independently. Providers undergo a stringent background check and interview process. Only current York-Poquoson Social Services clients may be considered for our adult foster home placement.
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- York-Poquoson Social Services recently placed an older adult female in an approved adult foster home. The placement has worked out beautifully. The foster adult has her own room and goes to community activities, She is assisted with grooming and is provided home cooked meals. This has been a success story for York-Poquoson's first adult foster care placement and we hope to expand our program in the future.



EMPLOYMENT SERVICES & FINANCIAL ASSISTANCE

CHILD CARE ASSISTANCE



The Child Care Subsidy Program provides financial assistance to eligible families to help pay for the cost of child care so parents can work or attend education or training programs. The services are child-centered and family-focused and support the broader objective of strengthening families' goals of economic self-sufficiency and quality early childhood programs for children.

134 Child Care Clients

York County: 128

Poquoson: 6

VIRGINIA INITIATIVE FOR EDUCATION & WORK (VIEW)



This program promotes economic independence by offering employment-related activities, education, training, and needed support services for TANF recipients.

114 VIEW Enrollees

York County: 101

Poquoson: 13

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)



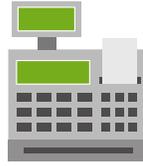
SNAP provides a supplement for adequate and nutritious foods for low-income population. Benefits are used like cash to buy eligible food items from authorized retailers.

4,055 Recipients

York County: 3,548

Poquoson: 507

**TEMPORARY
ASSISTANCE TO
NEEDY FAMILIES
(TANF)**



TANF provides temporary cash assistance and employment-related services to enable families with children to become self-supportive. Economic independence is achieved through participation in the VIEW program.

406 Recipients

York County: 365

Poquoson: 41

**ENERGY
ASSISTANCE**



This program assists eligible low-income households to offset expenses associated with heating and/or cooling. Our energy assistance program runs from June 15th through August 15th for cooling and October 15th through December 15th for heating.

401 Households

York County: 363

Poquoson: 38

**MEDICAID &
FAMILY ACCESS
TO MEDICAL
INSURANCE
SECURITY
(FAMIS)**



FAMIS is Virginia's health insurance program for children. It makes health care affordable for children of eligible families. FAMIS covers preventative medical care growing children need to avoid illness, plus the medical care for illness and injury.

7,728 Clients

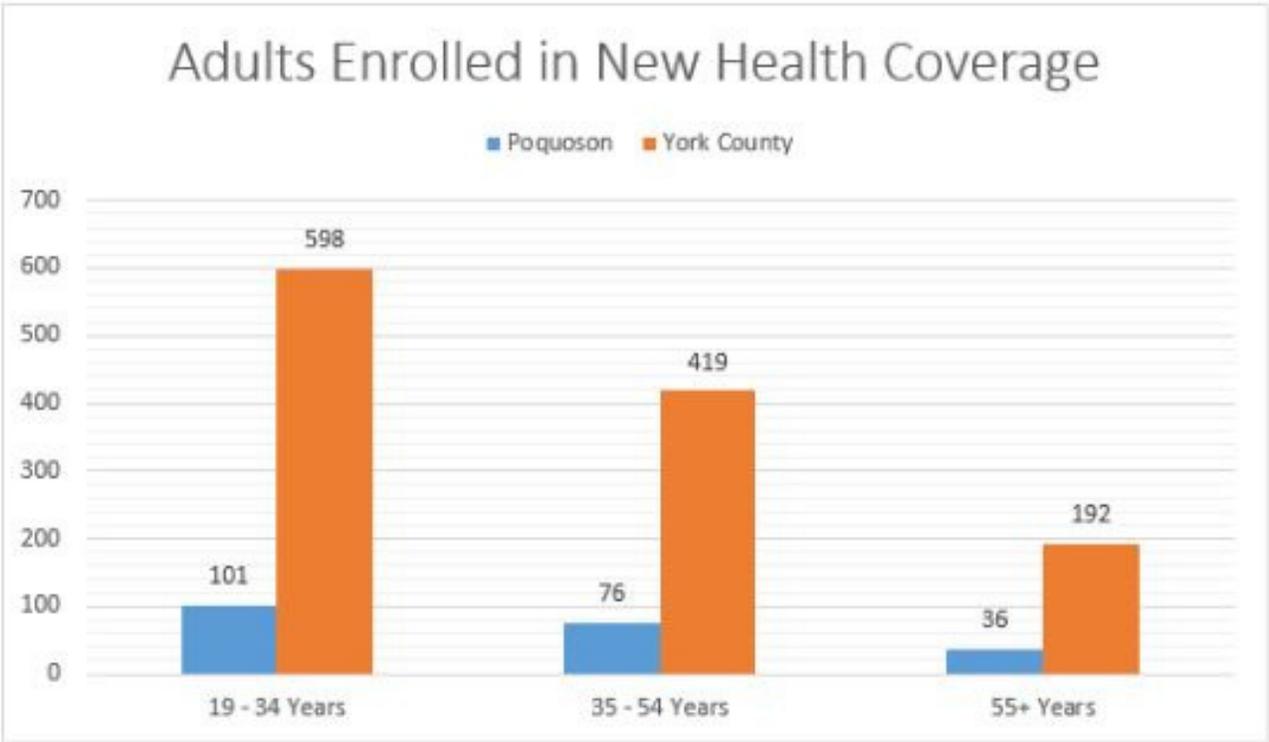
York County: 6,671

Poquoson: 1,057

MEDICAID EXPANSION

Medicaid expansion was approved by the 2018 Virginia General Assembly and was effective January 1, 2019. Requirements were simplified and income limits were increased. The Commonwealth Institute estimated 1100 York County residents and 200 Poquoson residents would meet the new eligibility criteria. Outreach efforts occurred to reach the citizens who would potentially benefit from Medicaid coverage. The chart below verifies the success of these efforts.

Total: 1,422 (1,209 York; 213 Poquoson)



RESOURCE & ASSISTANCE PROGRAMS

SERVICE INTAKE



Service Intake provides both information and referral services and advocacy for individuals with limited resources or for those in crisis.

620 Cases

York County: 561

Poquoson: 59

AUXILIARY GRANTS



Auxiliary Grants provide supplemental payments for eligible low income residents of Assisted Living Facilities.

Total Clients: 21

FRAUD



The fraud management program is responsible for ensuring program integrity in all Virginia Department of Social Services programs. Intentional program violations are reviewed with the Commonwealth Attorney.

Referrals Received: 68

RESOURCE DEVELOPMENT PROGRAM

This program develops partnerships with individuals, communities, civic groups and businesses. These partnerships provide the means to meet the needs of citizens through in-kind and monetary donations and services.

Resource Development Program annual donations: \$56,579

Resource Development Program annual volunteer time: \$22,033

If you would like to make a donation or volunteer, please contact our Community Resources Coordinator, Laura Skeith, at (757) 890-3944.



COMMUNITY RESOURCES

Community partner relationships were strengthened in 2019 by sharing employment, housing, and food data through electronic church outreach. Below highlights our work to expand our community outreach:

York County Volunteer Group of the Year

- KirkWood Presbyterian Church is a volunteer group providing furniture and projects. KirkWood Presbyterian was awarded York County Volunteer Group of the Year, by the Board of Supervisors on May 21, 2019.

4-H Camp

- Two brothers were funded for 4-H camp last year. These boys returned from camp and shared their experience with their younger brother and sister. Moved by the maturity and values the boys displayed, their mother began saving money to send all four of her children to 4-H camp this year. The eldest of the two brothers is currently working on his Counselor-In-Training to continue with 4-H. This coming year, we are excited to sponsor a new group of six kids to attend 4-H camp.

Our goal for every family we serve is to help them move into self-sufficiency. Through our community partnerships, we are able to achieve this goal time and time again.

CHILDREN'S SERVICES ACT (CSA)

The Children's Services Act (CSA) establishes a single state pool of funds to support services for troubled youth and their families. State funds, combined with local funds, are managed by inter-agency teams who plan and oversee services to youth.

The mission of the CSA is to create a collaborative system of services and funding that is child-centered, family-focused and community-based when addressing the strengths and needs of at-risk youth and their families in the Commonwealth.

Children Served: 52

York County: 45

Poquoson: 7

SCHOOL COLLABORATION

York County CSA is a grantee of the "Bringing Systems of Care to Scale in Virginia" for our region.

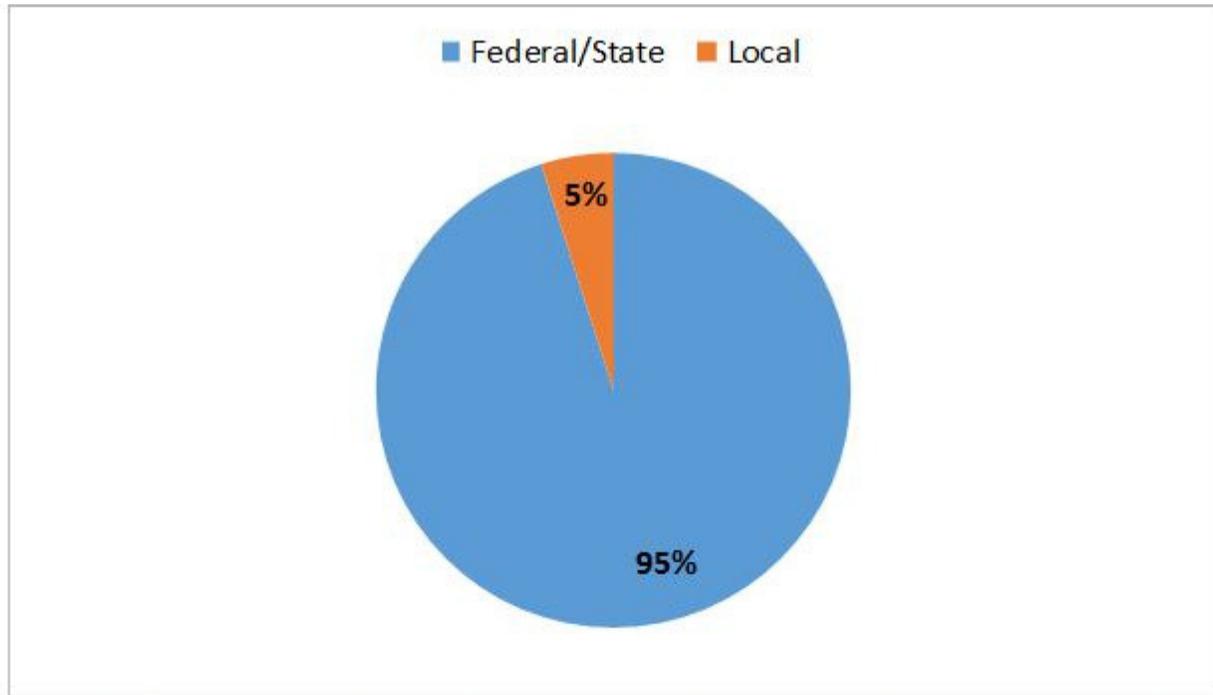
A system of care is a spectrum of effective, community based services and supports for children who are at risk for mental health or behavioral challenges and builds meaningful partnerships with families to help them function better at home, in school, and in the community.

York County Schools, York County Head start, City of Poquoson Schools, Social Services, and mental health personnel have collaborated together to support these identified children and families. The purpose is to bring the parents, the community and the school to the table to identify community based services for students/families at risk with the potential that the services identified will stabilize the child and family and lead to successful school learning for life long success.

Community based services for families are selected with the goal of improved school performance and stronger family relationships.



BUDGET BREAKDOWN



Federal, State & Local Program Expenditures	Federal/State	Local	Total
Administrative Costs - Staff & Operations	\$3,425,122	\$2,172,889	\$5,598,011
Adult Protective Services	\$2,668	\$489	\$3,158
Adult Services	\$37,301	\$9,325	\$46,626
Auxiliary Grants	\$66,839	\$16,710	\$83,549
Chafee - Education and Training Vouchers	\$1,189	\$0	\$1,189
Child Care Subsidy	\$496,912	\$0	\$496,912
Child Welfare Substance Abuse & Supplemental	\$4,932	\$905	\$5,837
Energy Assistance	\$137,986	\$0	\$137,986
Family Access to Medical Insurance Security	\$805,385	\$0	\$805,385
Family Preservation and Support (SSBG)	\$3,753	\$689	\$4,442
Fostering Futures Foster Care	\$9,805	\$0	\$9,805
General Relief	\$975	\$585	\$1,560
Independent Living Program - Basic Allocation	\$2,792	\$0	\$2,792
Medicaid	\$33,599,384	\$0	\$33,599,384
Promoting Safe and Stable Families	\$26,148	\$4,796	\$30,944
State Adoption Subsidy and Special Needs	\$92,472	\$0	\$92,472
Supplemental Nutrition Assistance Program	\$3,491,743	\$0	\$3,491,743
Temporary Assistance for Needy Families	\$345,075	\$0	\$345,075
Title IV-E Adoption Subsidy	\$138,338	\$0	\$138,338
Title IV-E Foster Care	\$46,385	\$71	\$46,456
Virginia Initiative for Employment not Welfare	\$70,777	\$12,983	\$83,760
Total	\$42,805,982	\$2,219,442	\$45,025,424

AWARDS FOR SERVICE



941



YEARS OF EXPERIENCE!

As an agency, we collectively have 941 years of local DSS experience! Every year, we present awards to those who hit milestones. See this year's awards below!

25 YEARS

*Linda Faircloth
Melinda Maples
Linda Roye*

10 YEARS

*Ciarra Bradberry
Jennifer Bolden
Sara Mills*

15 YEARS

*Eunice Jordan
Tina Small
Irene Tyler*

5 YEARS

Lisa Bullock

York-Poquoson Social Services

301 GOODWIN NECK ROAD
YORKTOWN, VA 23692



For more information, please visit our website
<https://www.yorkcounty.gov/159/Social-Services>