



City Council Working Session on FY 2018 – Social Services

Presentation To City Council
The Department of Social Services
Office of Children's Services
Petersburg Juvenile
Community Crime Control Program



Tonight's Presentation

- Overview of Newly Formed Collaborative Department
- Department of Social Services
- Office of Children's Services
- Petersburg Juvenile Community Crime Control Program

Work Session Focus:
Department of Social Services, Office of Children's Services,
Petersburg Juvenile Community Crime Control Program

Margo Hardy, Petersburg Juvenile Community Crime Control Program
Kim Willis Miles, Department of Social Services
Jacqueline Zemmitt, Office of Children's Services



New Collaborative Department

- We welcome the newly formed Collaborative Department of Social Services, Office of Children's Services, and Petersburg Juvenile Community Crime Control Program.
- This consolidation will result in maximized resources for our customers/clients, bringing together talent across Divisions, and an optimal opportunity to provide innovative programming.



Thank You!

- City Council – Your Support and Leadership Through the Years
- City Leadership and The Robert Bobb Group - Direction and Guidance
- City Administrative Colleagues – We are in this together
- Community Partners – Being Collaboratively Innovative and creative
- Citizens – We serve because of you
- Media Partners – Keeping the Public Informed
- Each of Our Departmental Colleagues – You make it happen every day!



Petersburg Social Services Council Work Session

- **Who are We?**
- **Mission of The Petersburg Department of Social Services**
 - ▣ **Mission:** To deliver quality services to people in our community that will promote self-sufficiency, responsibility and safety.
 - ▣ **Our Vision:** “Moving from Dependency to Self-Sufficiency”
 - ▣ **Our Core Values**
 - Personal accountability for actions
 - Respect for ourselves, our clients, each other
 - Dedication to the people we serve
 - Knowledgeable
 - Honesty & Integrity

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Budget Request:	\$8,607,226.00
Federal Reimbursement:	\$4,043,057.00
State Reimbursement:	\$2,988,195.74

** Note, Final Budget Guidance from VDSS will be available in May.*

*The Budget is available on-line at
www.petersburg-va.org*

Petersburg Social Services Council Work Session

*The Petersburg Department of Social Services is
a partner of the Virginia Social Services System.*

*We are a State Supervised and Locally
Administered Program.*

*Our funding consists of Federal and State
reimbursements, with Local matches.*

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- **Here are examples of our funding:**
 - **Staff and Operations** – are the costs for administering public assistance (or benefit programs) and social services programs within the local departments of social services. These programs serve low-income citizens of the Commonwealth who meet the federal and state eligibility requirements. These programs are also necessary to promote and support the development of healthy individuals and families and to protect adults and children from abuse and neglect. Costs include the staffing and operational/overhead expenses of the associated with eligibility and service activities as well as management and support personnel.
- **Federal Reimbursement** **55.06%**
- **State Reimbursement** **29.44%**

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- **Here are examples of our funding:**
 - **Federal Adoption Assistance** - Many children in need of adoptive placement are unlikely to be adopted within a reasonable period of time due to their special needs without adoption assistance. Adoption assistance provides necessary payments to facilitate adoptions and help provide care for children who have documented special needs by supplementing the resources of adoptive parents.
- **Federal Reimbursement 50%**
- **State Reimbursement 50%**

Petersburg Social Services Council Work Session

- **Accountability and Structure**
 - Our goal is to be an employee engaged, customer centric, high performance organization.
 - Our organization consists of three divisions
 - Administrative
 - Services
 - Benefits
 - Performance Indicators, Measures, and Outcomes are monitored and reported by The Virginia Department of Social Services.

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Accountability

Measures	FY 2017 Benefits Performance Indicators													
	16-Jun	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	17-Feb	17-Mar	17-Apr	17-May	Target	Statewide
Timely Process Expedited SNAP Apps	95.05%	96.81%	93.58%	95.18%	98.63%	100.00%							97%	99.5%
Timely Process Reg SNAP Apps	99.54%	97.50%	97.71%	96.94%	95.98%	98.53%							97%	98.6%
Timely Process Expedited & Reg Apps	98.13%	97.28%	96.33%	96.47%	96.63%	99.05%							97%	98.9%
VIEW - Percent Employed	60.99%	64.14%	69.77%	68.75%	67.20%	71.09%							50%	58.3%
Timely Process TANF Applications	100.00%	98.57%	96.92%	90.24%									97%	96.0%
TANF Fed Work Part Rate	47.00%	43.06%	44.85%	49.37%	42.86%	50.29%							50%	45.8%
Timely Process Medicaid Applications	70.09%	61.64%	65.91%	67.63%	88.42%	77.95%							97%	91.8%
Timely Medicaid Reviews	93.33%	91.27%	89.47%	85.02%	80.83%	78.48%							97%	98.3%
# of Overdue Medicaid Reviews (CR)	438	578	696	996	1277	1420								10,935

Petersburg Social Services

Council Work Session

Accountability

Measures	FY 2017 Critical Outcomes Scorecard												Performance Standard %
	16-Jun	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	17-Feb	17-Mar	17-Apr	17-May	
Transformation Outcomes													
Discharges to Permanency	90.3	85.3	83.9	81.5	78.3	80.8	84.2						> 86
Congregate Care Placements	35.6	36.6	35.9	34.2	33.3	33.3	36.1						< 16
Family Based Placements	64.4	63.4	64.1	65.8	66.7	66.7	63.9						> 85
FC Out of Home Visits	96.8	97.7	98	97.9	97.9	97.8	97.6						> 95
FC Visits in Child's Residence	85.2	85	84.8	84.4	84.3	85.1	84.7						> 50
CFSR Outcomes													
Discharge to Reunification w/in 12 Months		22.2	33.3	33.3	33.3	33.3	33.3						> 75.2
Reentries w/in 12 Months													< 9.6
Discharge to Adoption in 24 Months	44.4	50	50	50	42.9	30	22.2						> 45.75
Setting Stability	60	66.7	42.9	33.3	40	40	40						> 86
AFCARS - Approved Court Hearing Status	100	95.1	94.9	94.7	97.4	97.4	94.4						> 95
Safety Outcomes													
No Reoccurrence of Maltreatment	100	100	100	100	100	100	100						> 94.6
No Abuse While in Foster Care	100	100	100	100	100	100	100						> 99.68
CPS On Going Contacts Made	60	90.9	72.7	82.4	66.7	63.2	57.9						> 90
Referral Contacts w/in Responsive Priority	81.3	58.3	89.5	66.7	72.7	90.9	88.9						> 90
Total Score	43	50	39	39	39	47	31						

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- **Administrative Services Division**
Administrative Manager, Christine Dawson
Fiscal Manager, Waverly Brown
- This division provides support to all divisions within the Department of Social Services—Eligibility, Services, and Administration, plus Family Stabilization and Comprehensive Services. Support services include, main file/mailroom, human resources, payroll, IT, as well as some major centralized client processing activities, i.e., benefits and services application screening, electronic benefits (EBT) issuance, accounts payable and receivables, fraud investigations, and building maintenance and operations

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- PDSS Shows Petersburg Pride at Work!



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- **Services Division**
 - **Services Division Manager – In Hiring Process**
- Responsible for providing Adult Services, Adult Protective Services, Child Care Services, Child Protective Services, Employment Services and Foster Care Services. The majority of services that are provided are mandated by the Commonwealth of Virginia. Guidelines for service provision are provided by the Code of Virginia and the Virginia Department of Social Services (VDSS).

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- **Adult Protective Services/Adult Services**
 - **Supervisor, Margaret Morgan**
- Adult Protective Services investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults age 18 or older.
- In addition, screening services are provided to individuals entering nursing homes or assisted living facilities. Adult Services is also responsible for the provision of companion services to the elderly in an effort to keep them in their own homes.
- Works Closely with the Health Department, in providing screening for nursing home assessments.

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Adult Services Clients Served FY 2016

Adult Protective Services (APS)	Total Reports	Race*				Age Group (years)		
		White	Black	Other	Unknown	18-60	61 and older	Unknown
Adult subjects of APS Reports (2016)	109	19	76	3	0	42	67	0

Source: Adult Services Adult Protective Services (ASAPS) system. * Hispanic origin not reported. Race and age may be undercounted or overcounted.

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- **Child Care Program**
 - Supervisor, Rosalind Jennings
- Provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs.
- Screens applicants for Fee System Child Care
- Mediates disputes between providers and consumers
Provides ongoing training to providers throughout the year

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- **Child Protective Services (CPS)**
 - **Supervisor – Sharon Goode**
- The goal of Child Protective Services (CPS) is to identify, assess and provide services to children and families in an effort to protect children, preserve families, whenever possible, and prevent further maltreatment. Child Protective Services is non-punitive in its approach and is directed toward enabling families to provide adequate care for their children.

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- **Safe Haven Project**
- Each state has a law in place to allow an unharmed infant to be relinquished to the proper authorities, no questions asked.
- In Virginia, You can leave your baby, up to 14 days old, with an employee at any hospital emergency room or an emergency medical rescue squad in Virginia.
- Child Protective Services launched Petersburg's Safe Haven Initiative with Virginia State University Interns.

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- Safe Haven Project With Virginia State University Interns



Petersburg Social Services

Council Work Session

- **Foster Care and Adoptions**

Supervisor, Barbara Buford

- Foster Care is a state mandated service that utilizes federal, state, and local funds. Foster care provides for placement and a full range of casework, treatment, and community services to a child who is abused or neglected, in need of services. Foster care provides for placement and a full range of casework, treatment, and community services to a child who is abused or neglected, in need of services, or adjudicated delinquent. The primary purpose of adoption is to help children, whose parents are incapable of assuming or continuing parental responsibilities, to legally become part of a permanent family.

Petersburg Social Services Council Work Session

- Child Welfare Clients – FY 2016

Child Welfare Clients	Total Recipients	Race				Age Group (years)				
		White	Black	Other	Unknown	0-5	6-10	11-15	16-18	19+
Children in foster care (as of Sept. 30)	39	6	29	4	0	20	5	14	0	0
Children exited to adoption (FFY 2016)	8	0	7	1	0	1	5	2	0	0
Children receiving adoption assistance	140	25	91	21	0	22	45	40	26	7

Sources: Division of Family Services, VCWOR/OASIS. "Children in Foster Care" is a point-in-time count as of 9/30/2016. "Children Exited to Adoption" is reported for the federal fiscal year, ending September 30. "Children Receiving Adoption Assistance": children receiving adoption services as of 12/1/2016. Clients with missing race are included in total counts.

Child Protective Services (CPS)	Total Children	Race/Ethnicity*				Age Group (in years)				
		White	Black	Other	Unknown	Hispanic	Under 4	4 to 11	12 to 17	Unknown
Children in CPS referrals (SFY 2016)	460	66	358	2	0	14	140	157	117	46

Source: DFS, VCWOR/OASIS, "Children in CPS Referrals". *Child may belong to more than one race. Hispanic origin is not mutually exclusive from race. Race subtotals do not add up to Total Children.

Petersburg Social Services Council Work Session

- Team PDSS Working and Serving!



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- **Family Services Team**
 - **Supervisor, Lori Heflin**
- Prevention Team- implemented **Smart Start**, our School Attendance Program **and Safe Sleep**, our initiative to educate the public on Safe Sleep practices, to prevent infant deaths, caused by unsafe sleep practices. Family Services Team leads the **City and Schools Partnership Program**, which employs Social Services Family Services Specialists (Social Workers), in the Petersburg Public Schools to improve school attendance.

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- **Social Workers in Schools**
- The Virginia Department of Social Services provided funding to Petersburg DSS in the amount of \$168,255.86, to provide specific services to improve students' school attendance and performance. Petersburg DSS will collaborate with Petersburg Public Schools in an effort to address chronic tardiness and absenteeism in grades kindergarten through high school. There is no local match.

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- Strategy
 - Students with four (4) or more unexcused late attendance or two (2) or more absences will be referred to a Family Services Specialist by the school social worker, teacher, or guidance counselor of the school
 - To date we have engaged 28 families.

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- **Benefit Programs**
 - **Manager, Tricia Everetts**
- The Benefit Programs Division accepts applications for public assistance, interviews applicants/recipients, obtains necessary information and completes calculations and evaluations in order to determine or re-determine eligibility for the Benefit Programs listed below. Most workers manage over 700 cases in addition to processing applications on a monthly basis.

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- Benefit Program Supervisors
- Qiana Aycox
- Allison Bland-Tucker
- Matthew Broner
- Stacey Mitchell
- Shajuan Walker
- Melissa Wyatt-Simmons
- Margia Wallace

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- Team PDSS Working and Serving!



Petersburg Social Services Council Work Session

- **Benefit Programs – SNAP (Supplemental Nutrition Assistance Program) formerly known as Food Stamps – Supervisors**

SNAP helps households with little or no income to buy nutritious food. The benefits are issued on an electronic card. To receive SNAP benefits the household's income and other resources have to be under certain limits. The program does allow certain deductions or expenses like housing and child care cost.

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- **TANF (Temporary Assistance for Needy Families)**

TANF provides temporary financial assistance to eligible families with children. To be eligible, a family must be financially needy and must meet certain other requirements. An eligible child must be under age 18, or if 18, expected to graduate from high school before age 19; going to school regularly if he is between the ages of 5 and 18; living with a parent or other relative; and a citizen of the U. S. or an eligible immigrant. TANF promotes economic independence through participation in the VIEW Program.

Petersburg Social Services Council Work Session

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- **Medicaid / FAMIS (Family Access to Medical Insurance Security)**
 - Medicaid and FAMIS are medical assistance programs that make direct payments to health care service providers for eligible individuals and families who are unable to pay for needed medical services. The Medicaid program includes various covered groups such as Pregnant Women, Families and children, Aged, Blind, Disabled, and Long Term Care. FAMIS plus is Medicaid coverage for Children under age 19.

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- **Benefit Programs – Auxiliary Grant**
- The Auxiliary Grant program provides supplements to recipients of Supplemental Security Income (SSI) and certain other aged, blind or disabled individuals residing in a licensed assisted living facility or an approved adult foster care home.
-

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- **Virginia Initiative for Employment Not Welfare (VIEW)**
- - The View program is responsible for providing quality services in a timely manner that will enhance the employability, job retention, job advancement of VIEW employment services participants, and utilization of agency and community resources to maximize the families' economic growth.

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- 2016, 71% of all VIEW participants found employment. The employed customers maintained an 82% job retention rate while in the program. The average hourly wage of the VIEW participants is \$9.26.

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- **Energy Assistance**

- Energy Assistance assists low-income households in meeting their home energy needs. The household's gross monthly income may not exceed 130% of the federal poverty level. Applications for the three components of Fuel, Crisis and Cooling Assistance are accepted at various times throughout the year.

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Benefit Clients Served FY 2016

Benefit Clients Served (unduplicated)	Benefit Program ¹				Child Care ³
	SNAP	TANF	Medicaid	Any Program ²	
2012	15,321	2,741	10,742	17,376	NA
2013	15,673	2,556	12,143	18,148	NA
2014	15,366	2,420	12,180	17,994	656
2015	15,004	2,387	12,904	18,493	640
2016	14,257	2,118	13,803	18,847	495

¹ Source: Benefit Programs, ADAPT (Data Warehouse, Client Cross-Program Locality Yearly Analysis). Unduplicated count within the locality (client may be counted again if she/he moved to another locality). ² Received SNAP, TANF and/or Medicaid during the year. ³ Source: VaCMS (not available prior to 2014).

Community Partners



GenNext Of Human Services

- Petersburg DSS Has Provided Internships for Students at:
- Virginia State University
- Virginia Commonwealth University
- Liberty University
- Coastal Carolina University
- Barton College

Petersburg Office of Children's Services

Petersburg Office of Comprehensive Services:

Philosophy:

The family is the best environment for raising children and caring for vulnerable persons. Every reasonable effort should be made to support and enhance healthy family functioning through coordinated community resources.

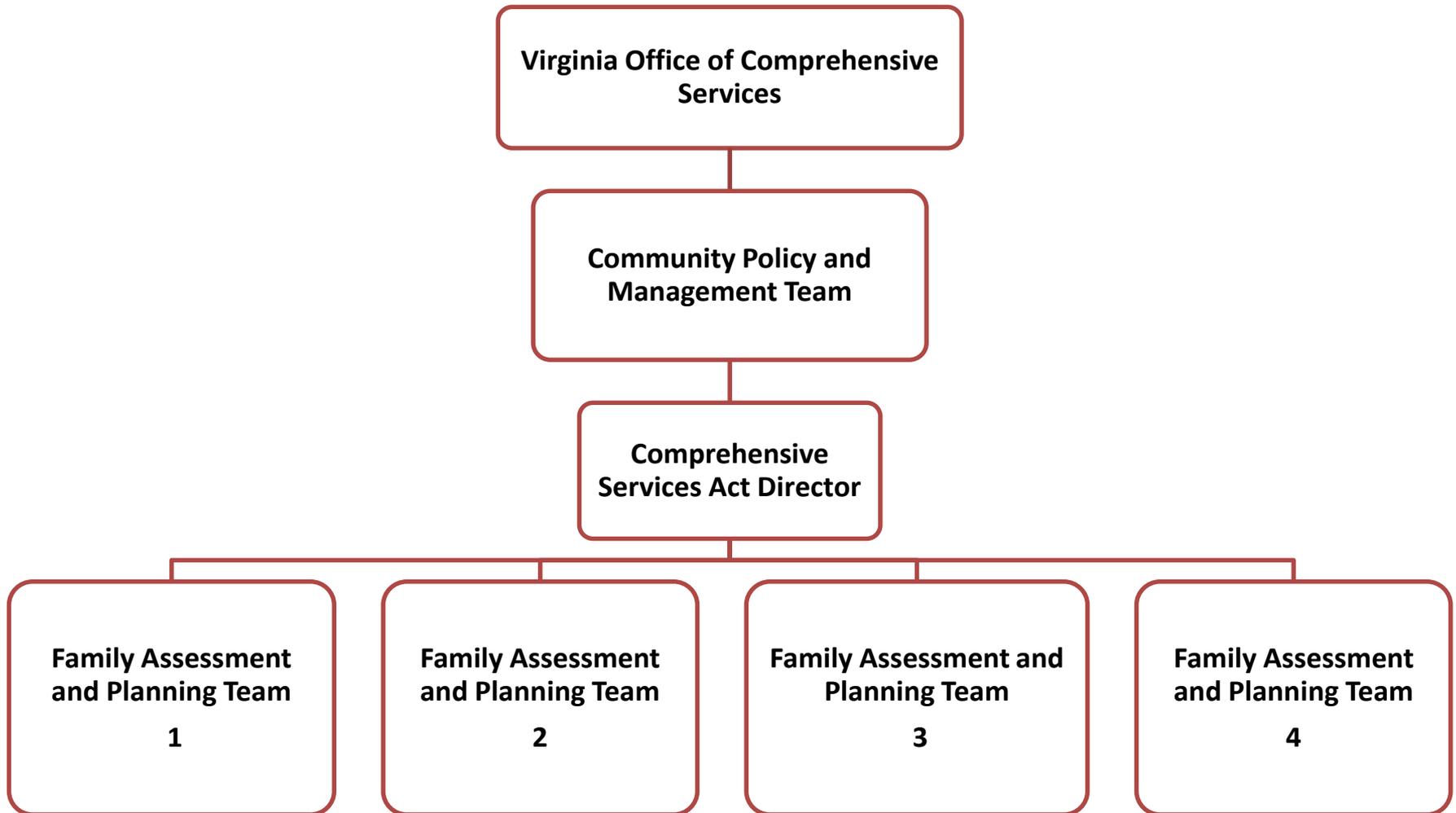
We are committed to protecting the welfare of children, preserving families and providing services in the least restrictive environment while maintaining public safety.

Mission:

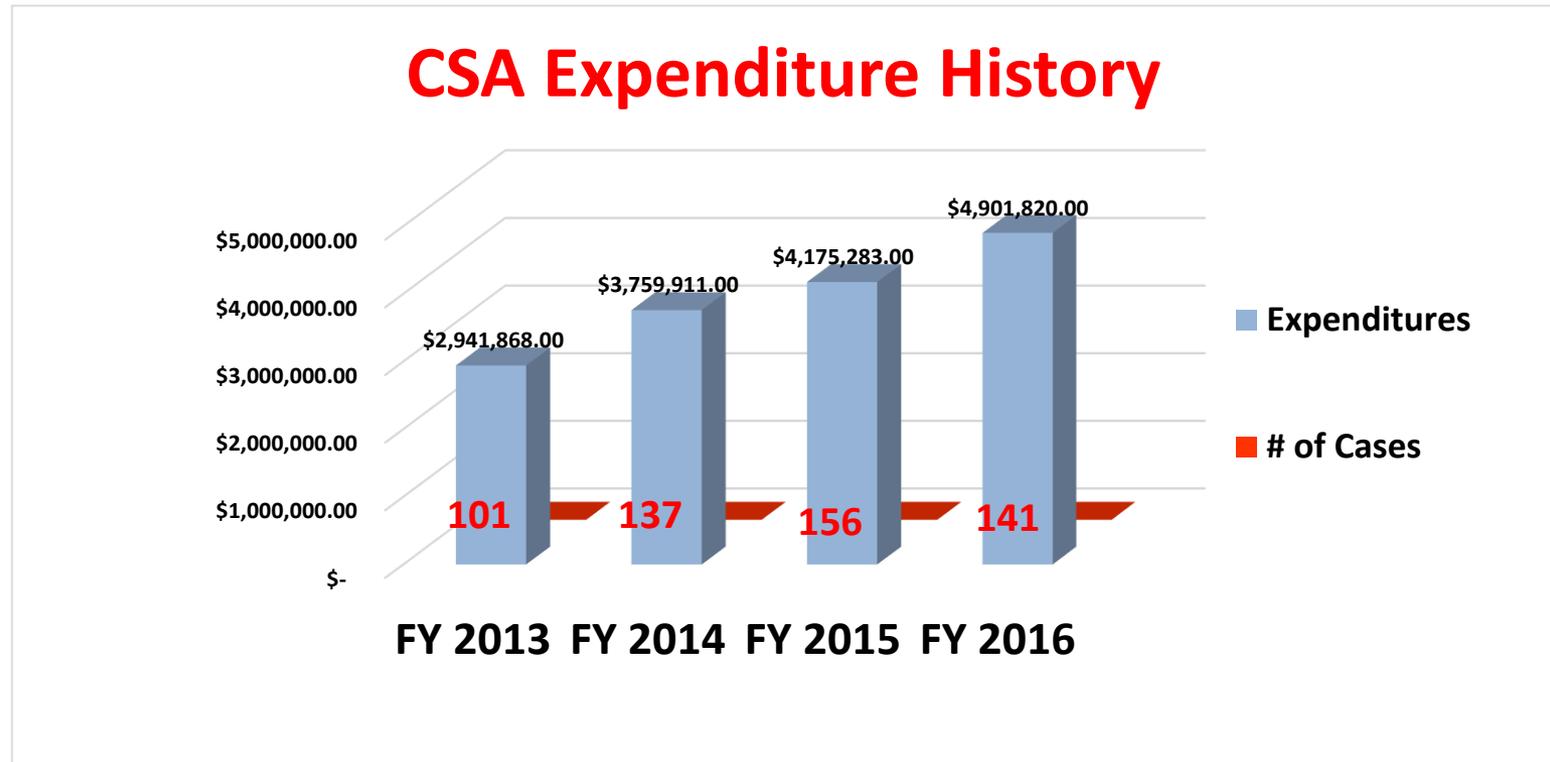
To effectively use community resources to improve the quality of the life for children and their families by:

- ◆ Developing a system of care which is child-centered, family-focused, community based and culturally competent.
- ◆ Empowering families through a system of care which recognizes and support family strengths and promotes partnerships with families, leading to self sufficiency
- ◆ Ensuring that the system of care assesses needs and provides services through proactive innovation and community coordination

Petersburg Office of Children's Services



Petersburg Office of Children's Services



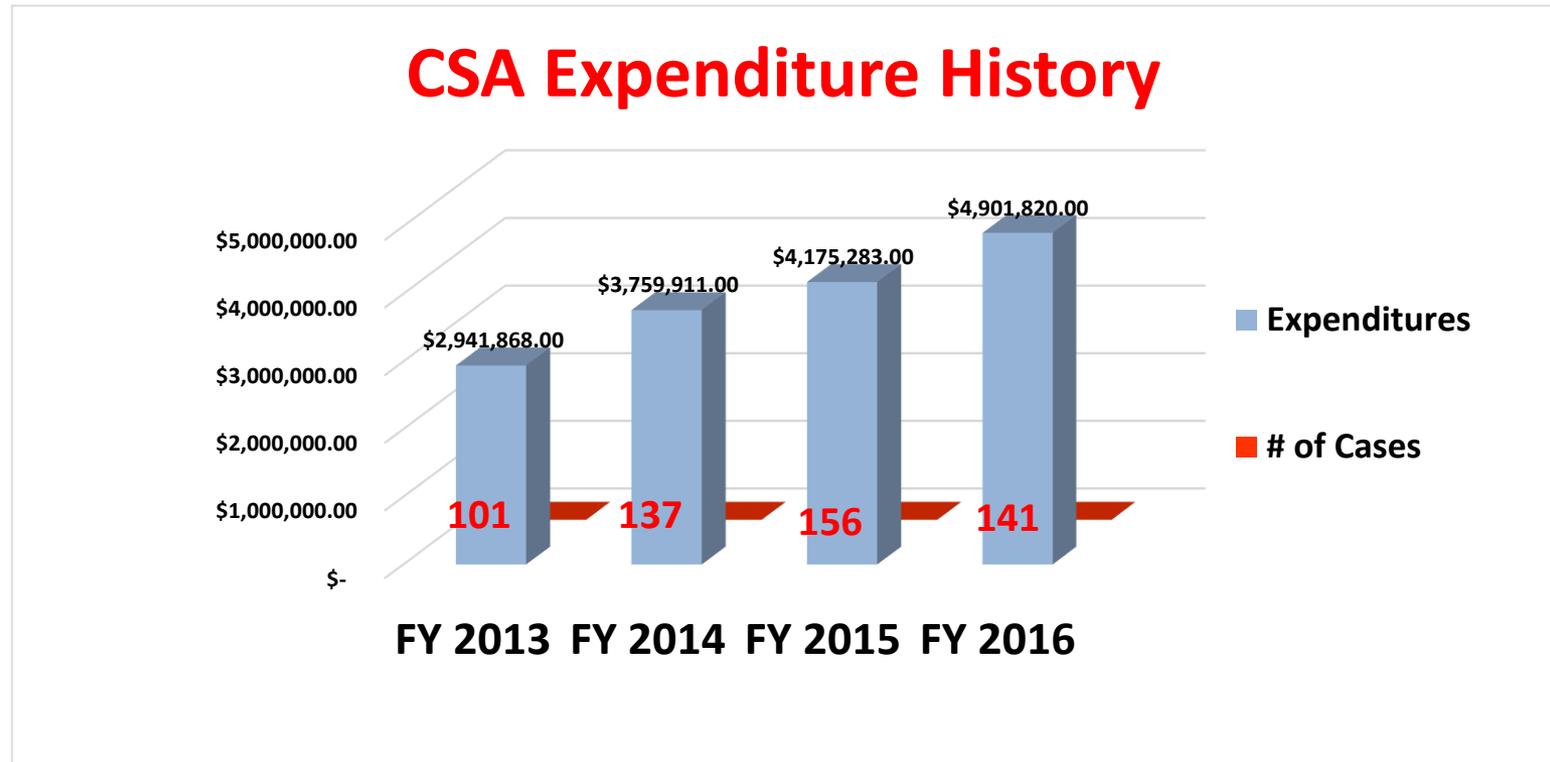
The expenditures increase each fiscal year due to the increased need for services to children and families. In Fiscal Year 2016, 70% of the children served had a mental health diagnosis ranging from autism, depression, attention deficit hyperactivity disorder (ADHD), mood disorder, post-traumatic stress disorder (PTSD) and substance abuse

Petersburg Office of Children's Services

Characteristics of Youth Served for Fiscal Year 2016

Child Count	141 Children	
Gender	Male	96
	Female	45
Race	White	15
	African-American or Black	118
	Unable to Determine/Bi-Racial	8
Ethnic Group—Hispanic	Yes	1
	No	140
Referral Source	DSS (Department of Social Services)	71
	Education	51
	Juvenile Justice	11
	CSB (Community Services Board)	8

Petersburg Office of Children's Services



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Petersburg Office of Children's Services

CSA Youth Serving Agencies

Youth serving agencies that make referrals to the CSA program are:

- Petersburg Department of Social Services
- Petersburg City Public Schools
- 11th District Court Services Unit
- District 19 Community Services Board

Petersburg Office of Children's Services

Foster Care Prevention Services

Prevention services are those in which intervention is needed to prevent out-of-home placement of the child.

◆ **Community Based Services** are provided to the child and family without removing the child from the home which may include family counseling, individual counseling, parent skills training, parent coaching, mentoring, camp fees and recreational activity fees.

◆ **Parental Placement Services** are out of home services provided when the parent or guardian retains legal custody to prevent or eliminate the need for foster care placement . These services include short term group home placements and short term residential treatment facility placements.

Petersburg Office of Children's Services

Foster Care Services

This category of services is provided to children whose legal custody has been transferred by the court to the Petersburg Department of Social Services.

- Regular Foster Home
- Specialized Foster Home
- Treatment Foster Home
- Group Home
- Independent Living
- Residential Treatment

Petersburg Office of Children's Services

School Services

Students with an Individualized Education Plan (IEP) developed by the public school may receive:

- **Residential Treatment:** out of home residential facility that is licensed or has a certificate to operate from the Virginia Department of Education
- **Private Day School:** private school that is licensed or has a certificate to operate from the Virginia Department Of Education
- **Wrap Around Services:** non-residential, community based services in the home and community

Regular Education Students with a mental health diagnosis experiencing behavioral difficulty in the school setting may receive:

- **Out-Patient Counseling**
- **Community Based Support**
- **Residential Treatment**

Petersburg Office of Children's Services

Funding and Personnel:

- The CSA office employs 1 full time director and 1 part-time administrative assistant
- The Virginia Office of Children's Services provides a 65.5 % match to all funds provided for services to children with the City providing a 35.5% match.
- The State Department Of Education annually provides as an administrative allotment of \$42, 035.00 to operate the local CSA program

Petersburg Office of Children's Services

Success Story: Jihad Smith



Jihad received private day school services through his IEP. He is diagnosed with Autism. He graduated from Petersburg High School and Elk Hill Varina Day School in June 2016. For three consecutive summers, he successfully completed vocational training with FIRST Contractor's Job Readiness Program. With the support of his mentor, Perry Mines of Luv Em Like Mines Family Services, he successfully transitioned to Woodrow Wilson Rehabilitation Center on April 4, 2017. This program is specifically designed to help adult students achieve successful careers.

Petersburg Juvenile Community Crime Control Program

Vision –The Petersburg Juvenile Community Crime Control Program strives to provide youth and families in the City of Petersburg a safe, nurturing community that will provide for their needs, recognize their strengths, and support their success.

Mission - To increase public safety by reducing juvenile delinquency through effective prevention, intervention, and treatment services that strengthens families and changes the lives of at-risk youth.

Goals - Our goals are to reduce recidivism, improve social functioning, and eliminate the recurrence of self-defeating behaviors in the youth and families referred to PJCCCP. By incorporating the balanced approach components of community protection, accountability, and competency development, PJCCCP programs and services will be delivered by a well-trained and qualified workforce utilizing effective technology strategies and implementing systems capable of managing both current needs and anticipated growth.

Petersburg Juvenile Community Crime Control Program

Programs and Services

Fundamentals

The Department of Juvenile Justice endorses the Balanced Approach to juvenile justice. The Balanced Approach lends itself well to the intent of the VJCCCA to provide a “community-based system of progressive intensive sanctions and services that correspond to the severity of offense and treatment needs” (§ 16.1-309.2 of the Code of Virginia).

In accordance with the Balanced Approach model, all VJCCCA programs must:

- 1) Promote community protection.
- 2) Hold juveniles accountable for their behavior and restore the losses suffered by victims.
- 3) Provide opportunities for juveniles to acquire or build on interpersonal, cognitive and behavioral skills and strengths at home, in school and at work.

PJCCCP provide this community based system through the programs offered in the City of Petersburg for youth that are Court ordered into the program or diverted at Juvenile Intake. These services are Outreach Detention, Electronic Monitoring, Surveillance Services, and Community Services. We offer the following evidence based groups at the present time; Law Related Education, Pro-Social Skills, Too Good for Drug, and Effective Communications.

Petersburg Juvenile Community Crime Control Program

The Petersburg Juvenile Community Crime Control Program currently consists of five full time positions and one part time position. We currently have two Virginia State University Interns that assists with programs and services. Those positions are as follows:

1 Full Time Supervisor of Juvenile Services

1 Full Time Pre/Post Trial Officer – position vacant but duties are being performed by the Community Juvenile Officer and VSI Intern

1 Full Time Surveillance Officer – position vacant but duties are being performed Supervisor of Juvenile Services and VSU Interns

2 Full Time Community Juvenile Officers (1 currently vacant)

1 Part Time Surveillance Officer- weekend relief worker

In the newly proposed FY18 Budget, The Petersburg Juvenile Community Crime Control Program will consist of :

1 Full Time Supervisor of Juvenile Services

1 Full Time Pre/Post Trial Officer, 1 Surveillance Officer

1 Part Time Surveillance Officer. The two Community Juvenile Officer positions are not funded in this budget.

Petersburg Juvenile Community Crime Control Program

Source and Break down of State Funds

Quarterly Payment Schedule from State Department of Juvenile Justice

The annual appropriation for Petersburg is disbursed on a quarterly basis, as close as practicable to the first of the following months: **These funds are not sent as a reimbursement.**

Below is the breakdown of state funds to equal \$84,000:

July - First quarter payment - \$21,000

October - Second quarter payment - 21,000

January - Third quarter payment -21,000

April - Fourth quarter payment -21,000

When possible, funds are distributed each quarter through electronic funds transfer (EFT) by the Treasurer of Virginia. If funds are distributed through an EFT, DJJ also sends a copy of the payment voucher for each state disbursement through the U.S. mail. It is the locality's responsibility to notify the individual programs of the receipt and distribution of VJCCCA funds at the local level. If it is not possible to do an EFT, a check is mailed to the fiscal agent locality.

Capital Area Partnership Uplifting People (CAPUP)

This \$50,000.00 grant is provided annually by the Capital Area Partnership Uplifting People to the City of Petersburg. The City has to provide no matching funds to administer this grant.

- The primary use of this grant is to provide a youth employment training program.
- Management of this grant must include case management services to:
Recruit the youth eligible for the program

Facilitate contracts with community employers to provide viable work experiences for the youth

Track the youth for success while on the job site

Provide the youth with support as they navigate the challenges of employment