Fairfax County Department of
Family Services

# 2014 Annual Report

Advisory Social Services Board

# County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

February 2015

Dear Chairman Bulova and Members of the Board of Supervisors:

The Fairfax County Advisory Social Services Board presents this annual report for the Department of Family Services as both a testament to the excellent strategic work of the department and an expression of concern about the budget impacts from our region's slow economic recovery. DFS management and staff have taken innovative steps to streamline service delivery and realign resources in order to continue to provide high-quality services. While commendable, these accomplishments will not be enough to sustain programs in the future without additional resources or service reductions.

Our population is growing, aging, and becoming more diverse. DFS has been proactive in addressing these trends. In Public Assistance, DFS reallocated several additional positions to improve response time for applicants. DFS also provides unique and targeted job training services to veterans, adults with disabilities, emerging entrepreneurs and more. The Children, Youth and Families division provides services and supports that allow children to remain safely in their homes, using removal and foster care only as a last resort – a "best practice" supported by research. With many children and a high percentage of working parents living below the poverty level, the Office for Children has increased its efforts to recruit home child care providers to help parents access affordable, high-quality early childhood education. The Office for Women & Domestic and Sexual Violence Services expanded its community outreach activities to address the surge in domestic violence cases. Adult and Aging staff provided extensive support to the Board of Supervisors in updating the county's 50+ Action Plan with 31 "aging-friendly" initiatives.

We are once again faced with a challenging budget year. DFS is one of the largest county agencies yet only 43 percent of its budget is supported by General Fund dollars. DFS generates most of its revenue through federal and state reimbursements for mandated services and through fees. This limits the cost savings that can be achieved through program cuts because cutting a revenue-generating program also cuts the revenue attached. Thus, when reductions to the General Fund budget are required, discretion is limited to programs that are funded solely through local dollars and are not mandated. These include domestic violence programs, some older adult services and more – programs that serve our most vulnerable residents. After multiple years of budget reductions, DFS is no longer able to trim around the edges. Additional cuts will impact services to clients.

The strength of our community lies in the strength of our families. Children are more successful in school when they aren't hungry or struggling with abuse or neglect. Adults are better able to achieve economic security when they can afford child care and are provided with job training. Incidents of crime and violence decrease when our safety nets are strong. The ASSB looks forward to continuing its partnership with DFS and the residents of Fairfax County as we face our challenges together and build upon our many accomplishments.

Sincerely,

Members of the Advisory Social Services Board

# Becoming a Model Social Service Agency

**By 2016, we will be a model social service agency, understanding and effectively responding to the needs of our community.**

This vision statement was developed by the employees of the Fairfax County Department of Family Services in 2013 as part the strategic planning process. By focusing on five strategic goal areas: Customers; Service; Community; Employees; and Creativity and Innovation, DFS has employed innovative solutions to address the continued demand for services during the slow economic recovery.

While our community is one of the wealthiest counties in the nation, we still have over 64,581 residents living in poverty according to the latest estimates, and over 172,053 people living below 200% of the federal poverty level. It is possible that 1 in 6 residents may need some kind of assistance to make ends meet. In addition, our population is aging and the demand for services for those 65 and over continues to grow; and a large concentration of returning military personnel adds a new population in need of services. There may be a correlation between "stressors" such as post-traumatic stress disorder, injuries, adjustment challenges, etc. and higher rates of domestic violence, child abuse, and unemployment.

To achieve its vision, DFS is striving to create a customer-focused and development-centered culture where client needs drive innovative process improvements and employees are encouraged to develop and maximize their talents and leadership skills. The bottom line: DFS customers are better off as a result.

A family came to the department's attention due to the substance abuse of both biological parents. DFS held a **Family Partnership Meeting** that included family members in other states who were willing to step in and help care for the children to avoid foster care placement. The two oldest children went to stay with their grandmother in North Carolina. A newborn and a 13-year-old were cared for by their grandmother here in Fairfax who eventually filed for and was granted custody. The department supported the grandmother in gaining custody and helped provide her with gift cards to obtain items needed for the children and apply for benefits such as Medicaid and non-parent TANF. For the first time in their lives, all of the children are now thriving in safe, stable environments.

# Customer-Focused

The strength of a community is tied to the strength of its residents. In FY 2014, 91 percent of the **Adult and Aging Division**'s volunteers reported feeling a stronger connection to their community through their service. The **Volunteer Solutions** program participated in an effort led by the Office of Public Private Partnerships to create a new volunteer management system to make it easier for residents to find volunteer opportunities.

The **Office for Women & Domestic and Sexual Violence Services** had a 116 percent increase in clients served and a 356 percent increase in court accompaniments provided to victims of domestic violence, sexual violence and stalking. Clients reported 100 percent overall satisfaction and 92 percent reported feeling they were better able to plan for their safety as a result of working with OFWDSVS staff.

It can be challenging for parents to work when they have children in need of child care. Child care subsidies support families working to maintain or improve their income. For families who received child care subsidies through the **Office for Children's Child Care Assistance and Referral program**, a recent sample shows that approximately 66 percent were able to maintain or increase their income between FY 2013 and FY 2014.

Research shows that children should only be removed from their biological families as a last resort. Providing resources and services that enable children to remain safely in their homes has resulted in a national decline of children entering foster care. **The DFS Protection and Preservation Services** program served 797 children in 593 families in FY 2014. For 96 percent of the families served, their children remained safely in the home. All programs in the **Children, Youth and Families Division** rely on a strengths-based approach and involve parents and extended family members in the decision-making process.

**Workforce Investment Act Program/ On-the-Job Training**

A mother of three children worked at a high-end resort for five years but lost her job in February 2012. To help support her family, she accepted a minimum-wage, part-time position as an independent consultant selling jewelry. She was searching for a higher paying, full-time position at the local **SkillSource** Center for over a year but was unsuccessful. Deciding she was ready to make a change, the center team identified her as a potential candidate for the On-the-Job Training (OJT) program. She was referred, found eligible and enrolled in June 2013. The center employment specialists and case manager worked jointly to successfully place her at a local non-profit where was hired as a Service Facilitator assisting individuals with disabilities at over two times the hourly rate she was previously receiving. The OJT program paid half of her wage for 90 days and while on a site visit, the customers and employer raved about her work. After the 90 day period ended, she retained her position and continues to thrive there today.

# Development-Centered

DFS employees strive for continuous improvement and are encouraged to develop and maximize their talents and leadership skills. An empowered and engaged workforce leads to better customer service.

In order to provide a more efficient response to customers via telephone, DFS call center employees were provided access to additional client case information and trained to properly review and utilize this additional access to assist customers more efficiently. This resulted in call center representatives resolving more than 10,000 public assistance inquiries at the initial point of customer contact instead of transferring the calls to another division.

With five divisions and offices housed under one agency, employees are not always knowledgeable about the details of programs other than their own; however, DFS customers often have multiple needs. In 2014, employees created "The Ultimate Guide to DFS Programs and Services," an online resource that lists eligibility requirements, contact information and more to help employees become more familiar with and refer customers to over 60 different programs. In FY 2015, DFS will implement additional staff development opportunities to enable employees to assist customers with a variety of needs regardless of which "door" they enter.

Participants in a pilot program for the newly created DFS Leadership Academy worked in groups to explore innovative ways for DFS to be more "person-centric." Some of their ideas have been incorporated into the Year Two strategic planning efforts. In addition to this hands-on project, employees learned skills that will allow them to be heroes in every role. This philosophy that everyone can and should be a leader, no matter where they fall on the organizational chart, permeates the DFS development-centered culture.

One couple told us that our **Nurturing Parenting** class saved their marriage. Before the class, both parents held very different views on parenting. There was constant friction in the home and arguments between the parents. One source of conflict involved their 17-year-old daughter, whose father felt she should follow his directions and had made it clear to her that their home belonged to him and that she must abide by his rules or leave. This was disturbing for both the mother and the couple's son. The couple was close to a divorce as they began the parenting class. After completing the class, the husband admitted he hadn't wanted to attend the class but that it had changed their home life completely and saved his marriage. Based on the lessons regarding communicating feelings, he and his daughter were now able to talk and respect each other's viewpoints. The wife indicated that she was grateful for the class and the family had learned to use "I" statements and take more responsibility for their own feelings and behaviors. She also felt that she and her husband had a better understanding of developmental expectations and age appropriate behaviors. She thanked all the staff involved and said she and her husband now put their children first and work together as a team to be better parents.

# Leveraging Resources

Virginia has a state supervised and locally administered social services system. Much of the work of DFS is dictated by state and federal mandates (i.e., child welfare, public assistance eligibility). The number of people needing public assistance benefits due to the slow economic recovery and heightened awareness about Medicaid, the ongoing need for services related to child abuse and domestic violence, and a growing aging population, has resulted in an increased overall demand for DFS services. DFS continues to leverage external funding, community partnerships and volunteer services to maximize its capacity to protect and support residents.

- The department receives federal and state reimbursements tied to certain programs that account for about 35 percent of its revenue and another 21 percent from charges for services and recovered cost. DFS, one of the county's largest agencies, is only dependent on local General Fund dollars for about 44 percent of its operating expenses.
- In FY 2014, DFS created 15 new community partnerships that benefitted older adults, victims of domestic and sexual violence, family child care providers, parents needing parenting classes, and more.
- DFS recruited about 1,000 additional volunteers during FY 2014 to assist with mentorship programs, administrative needs, services for people with disabilities, income tax preparation for families with low incomes, calls to the Domestic and Sexual Violence Hotline, food and transportation for older adults, and many other programs.

An older woman was overwhelmed with a number of items in disrepair in and around her home. In addition, she was unable to go up or down her stairs, so she could not access clothing, personal items and furniture located in her basement and upper level. DFS's **Volunteer Solutions Program** engaged more than 30 volunteers on a Saturday in May during Older Americans Month.

A local church youth group took charge of the yard, deck and fence concerns. Volunteers from the United States Army moved appliances and furniture. Two international students from Indonesia cleaned the garage. Other volunteers helped sort and relocate clothing and memorabilia. The woman's bed was replaced by a donated hospital bed so she could get in and out without the help of an aide. The final task was accomplished with the donation and assistance of a local trash company.

# Statistics (All numbers are based on fiscal year unless otherwise noted)

| | | | FY 2012 Jul '11- Jun '12 | FY 2013 Jul '12- Jun '13 | FY 2014 Jul '13- Jun '14 |
|---|---|---|---|---|---|
| Adult and Aging | **Adult Protective Services** | Investigations | 1,040 | 993 | 1,031 |
| | | Clients who needed protective services | 440 | 447 | 451 |
| | **Adult Services/Case Management** | Clients served | 2,580 | 2,438 | 2,281 |
| | **Fairfax Area Agency on Aging** | Volunteers who served older adults and adults with disabilities | 2,640 | 2,819 | 3,789 |
| Self-Sufficiency | **Public Assistance**<br>**• Supplemental Nutrition Assistance Program**<br>**• Temporary Assistance for Needy Families** | Average total caseload per month (includes SNAP, Medicaid, FAMIS, FAMIS Plus, TANF, General Relief) | 78,298 | 83,458 | 90,910 |
| | | Average SNAP cases per month | 24,063 | 26,287 | 24,387 |
| | | Average TANF cases per month | 1,632 | 1,582 | 1,207 |
| | | Clients served in the Virginia Initiative for Employment not Welfare (VIEW) Program | 1,410 | 1,869 | 1,688 |
| | **Employment and Training** | SkillSource clients served | 51,634 | 45,040 | 43,488 |
| | | Clients enrolled in intensive employment and training services | 2,497 | 2,783 | 2,577 |
| | | Tax dollars refunded through the Volunteer Income Tax Assistance (VITA) Program | $7,203,228 | $8,174,925 | $8,173,393 |
| Children, Youth and Families | **Child Protective Services** | Calls resulting in an assessment or investigation | 2,890 | 2,350 | 2,224 |
| | **Protection and Preservation Services** | Families served | * | * | 593 |
| | | Children served | | | 797 |
| | | Families served whose children remained safely in their homes. | | | 93 |
| | | Average caseload per month | | | 254 |
| | **Family Partnership Program** | Families served | 311 | 535 | 541 |
| | **Foster Care and Adoption** | Children who entered foster care | 140 | 68 | 118 |
| | | Average caseload per month (children in foster care) | 332 | 292 | 254 |
| | | Children who left foster care | 150 | 136 | 122 |
| | | Children who were adopted from foster care | 19 | 41 | 34 |
| | | Children who returned to a parent or relative | 79 | 49 | 45 |
| | **Child Abuse and Neglect Prevention** | Families who received home visits from a Healthy Families social worker | 605 | 558 | 613 |
| | | Families who participated in a parenting class | 433 | 479 | 384 |
| Office for Children | **Child Care Assistance and Referral** | Children who received tuition assistance | 7,137 | 6,271** | 3,253*** |
| | **School Age Child Care** | Children served | 13,313 | 13,515 | 13,314 |
| | **Community Education & Provider Services** | Family child care providers with permits | 1,869 | 1,863 | 1,835 |
| | **Head Start** | Children enrolled | 2,017 | 2,010 | 2,271 |
| OFWDSVS | **Domestic and Sexual Violence Services** | Crisis calls to the hotline | 1,251 | 1,450 | 1,232 |
| | | Survivor services clients | 597 | 645 | 931 |
| | | Offender services clients | 764 | 745 | 665 |

* During the realignment process the Protection and Preservation Services program was developed and services from Family Preservation Services and CPS Ongoing were enveloped into this program.

** In FY 2013, the aggregate number of CCAR children reported as part of the Fairfax County budget decreased due to the state assuming direct payments to vendors for services provided to children whose care is state-funded.

*** FY 2014 was the first full fiscal year that the state began paying directly for state-funded child care subsidies, and the number of children served reflects those that are funded with local funds only.

Read the story behind the numbers, page 8

## • Self Sufficiency Division

The number of residents receiving financial and medical assistance has increased by 75 percent since 2008, bringing the average monthly caseload totals from 51,939 cases per month in 2008 to almost 95,000 in June 2014. The department also experienced a significant increase in the number of people applying for assistance in FY14, when residents who seemed to have postponed their decision to apply for Medicaid submitted applications during the federal "open enrollment season." The unrelenting increases in workload over the last six years have finally taken a toll on the division's ability to process applications and provide case management services to existing cases in a correct and timely manner. As a result, residents applying for or receiving assistance experienced extraordinary delays in getting their requests for services processed. With the reallocation of several additional merit and non-merit positions, the agency has been able to improve its response time for new applications, but it is still struggling with timeliness issues on ongoing case management related tasks, which have a negative impact on mandated performance measures and customer services.

Regarding Employment and Training Services, the slow economic recovery, which Northern Virginia has experienced since the middle of 2010, showed signs of stalling as total employment declined by 7,484 jobs or 0.6 percent between the fourth quarter of 2012 and fourth quarter of 2014. Fairfax County's unemployment rate was 4.6 percent in August 2014, up from a recent low of 3.6 percent in April 2014, with a twelve-month average at 4.1 percent. There were 2,447 unemployed workers claiming unemployment insurance in September 2014, though many more residents were unemployed or under-employed and not counted, including the long-term unemployed, part-time workers who cannot find full-time jobs, and young adults. Therefore, demand for job placement and career training services remains high. Additional resources through federal grant opportunities continue to provide unique and targeted job training services to targeted populations including veterans, adults with disabilities, and emerging entrepreneurs.

## • Children, Youth and Families Division

Nationally and here in Fairfax, fewer children are being removed from families and placed into foster care. Research shows that providing services and supports to keep children safe with their families, either their immediate families or with relatives, is best in most cases. During last year's CYF realignment, resources were reallocated from some foster care and adoption programs toward child abuse and neglect prevention, family engagement, protection and preservation services, and kinship care. While fewer children are entering foster care, the youth who continue to reside in foster care become more difficult to place as they grow older. The majority of youth in need of permanent families are between the ages of 12 and 17. Permanency for older youth has become a main focus area for DFS.

## • Adult and Aging Division

Fairfax County projects a dramatic increase in its older population. Between 2010 and 2030, the 50 and over population is projected to increase by 19 percent, the 65 and over population by 51 percent, and the 70 and over population by 55 percent. Adult and Aging staff provided extensive support to the Board of Supervisors in updating the county's 50+ Action Plan to a 50+ Community Action Plan with 31 "aging-friendly" initiatives. In

public forums that led to the revised 50+ plan, the need for information about services was often cited. The Adult and Aging Division has focused on publicizing the intake line, Aging, Disability and Caregiver Resources, in conjunction with an Older Adults webpage that integrates all county services for older adults. In addition, Adult and Aging publishes the Golden Gazette and multiple e-newsletters targeting caregivers, persons with disabilities, and older adults. The division implements innovative solutions for helping older adults and adults with disabilities live in their own homes. Flash-frozen meals delivered three times per week instead of five times provide the same number of meals, but requires fewer volunteers. The division is experimenting with tablet computers that allow isolated individuals to connect in their homes with their families and social workers. Newly recruited volunteers are helping older adults use social media and technology designed to help them connect with the world.

## • The Office for Children

With many children and their working parents living in poverty, providing access to affordable, quality early childhood and school-age care and education for families is an ongoing priority in the county. OFC provides a network of programs and services, which in partnership with the community, supports children's school readiness and ongoing success. The Child Care Assistance and Referral, Head Start and School Age Child Care programs help to ensure that working families have quality care for their children. They also provide professional development and mentoring to community early childhood programs to support the quality of care in the County. OFC supports families in choosing child care, permits family child care homes, and administers the USDA food program, which ensures that children receive healthy meals and snacks while in child care.

## • The Office for Women & Domestic and Sexual Violence Services

Since 2009, counseling services have increased by 141 percent and offender services by 81 percent. In FY 2014, almost 1,500 hotline callers received help with safety planning and obtained information about services, as requests for advocacy services increased 61 percent. As the incidents of domestic violence surge, the number of children who witness abuse also escalates. Statistics show that over half of people seeking our services have children in the home. Studies show that children who witness domestic violence experience lifelong effects and more services are needed to address this soaring need. There remains a shortage of space in emergency shelters for victims of domestic violence. Last year, more than 74 families were turned away from Artemis House, the county's 24-hour emergency shelter for victims of domestic and sexual violence, stalking, and human trafficking. And, because of the realization that none of the victims of domestic violence homicides in our community reached out to service providers, many in the community, including public safety, are now or will begin screening for the most lethal cases, which will save lives but also increase calls to the hotline and the demand for shelter.

# The Future of DFS

Eleven Strategic Plan Action Workgroups, comprising more than 100 employees representing different levels across all divisions, have been coordinating the completion of the Strategic Plan Year Two objectives. These include: improving the customer experience by decreasing the number of "hand-offs;" facilitating better knowledge sharing across divisions; maximizing community and volunteer resources; developing an Equity, Diversity, Inclusion and Ethics Council; educating employees about the importance and use of data in decision-making; being more responsive to employee feedback; and much more. The Strategic Plan Steering Committee will soon begin the process of identifying Year Three action plans and will also lay the groundwork for the next three-year Strategic Plan.

**SACC** supports social emotional development by building positive relationships with children and families. Below is a letter we received from a SACC student's parent.

*My daughter has attended SACC since January 2011. One Friday she had a particularly rough start to her day, flustered by schedule changes and not being able to find the school work she thought she had brought home. She was upset and missed the morning bus. We sat in the parking lot while she gathered herself to head inside and as we entered the building and as the final bell rang she headed straight to the SACC room. The SACC teachers helped check for the missing school work and helped a nervous child to go to her classroom. The support that the SACC staff provided spared me from an entire day of worry, and everything was handled discreetly so that our daughter did not feel it brought attention to her. A success all around!*

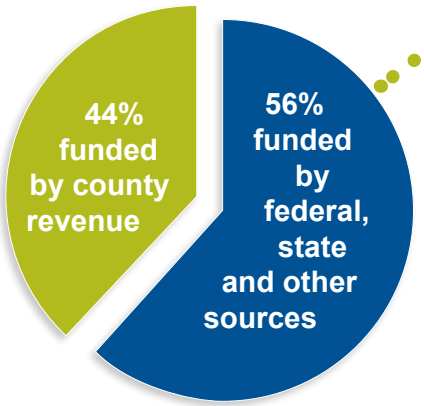
*I imagine your job must be a challenging one. I am grateful for you and others, who make it just a little easier to be a working mom.*

An elderly woman was struggling with weight loss, depression and isolation. She would place her evening meal in the microwave, not hear the buzzer go off, and forget about dinner. Through a pilot program in the DFS **Adult & Aging Division**, she was issued an interactive tablet that was adapted to operate with simple, large touch screen buttons. Through this program the woman was able to communicate with her family in other states. They could video chat, upload pictures and videos, and send daily emails. She was even able to keep up to date with her great-grandson through videos of him learning to walk and talk. Not only was she more connected with her family, but her mood was dramatically happier. The tablet allowed the case manager to track how the unit was being used by the woman and her family, to set timely reminders about dinner and medications, and track responses to those reminders. After only three months with this device, the woman was not only living a healthier, happier life, but was more connected to her family and her case manager.

# Budget Summary

**The FY 2015 adopted budget** for DFS is $209.6 million.* Only 44 percent of the DFS budget was funded from Fairfax County's General Fund. The remaining funds came primarily from the federal and state governments and School Age Child Care fees. Approximately half of all expenditures are mandated by federal or state laws.

*This figure does not include the nearly $500 million in federal and state public assistance benefits that DFS administers.




DFS Budget $209.6 m.

After years of abuse, a woman left her husband, yet she continued to believe the horrible things he said about her. She cut herself off from her social support and shied away from people. After 10 sessions of counseling with the **Office for Women & Domestic and Sexual Violence Services**, her self-esteem blossomed. She started to connect with her support system. She improved her English proficiency and worked on her singing talent. She found the confidence to sing in front of her church congregation for the first time. Her nightmares disappeared, and she stopped internally hearing her abuser's criticizing voice.

# Department of Family Services

Mission: Promote the well-being of our diverse community by protecting and improving the lives of children, adults and families through advocacy, education and effective supportive services.

## Adult and Aging

### ADULT SERVICES
Provides and coordinates services for adults age 60 and older and for people with disabilities age 18 and older.

### DISABILITY SERVICES PLANNING AND DEVELOPMENT
Promotes the self-sufficiency and well-being of people with disabilities through advocacy, education and consultation regarding legal rights and protections, solution management, and by connecting people to resources and services.

### ADULT PROTECTIVE SERVICES
Responds to reports and concerns about abuse, neglect or exploitation of adults age 60 and older and of people age 18 and older who are physically or mentally incapacitated.

### FAIRFAX AREA AGENCY ON AGING
Organizes, coordinates and offers community-based services and opportunities to older adults and their families, leveraging an extensive network of volunteers and partners.

## Self-Sufficiency

### PUBLIC ASSISTANCE
Helps low-income individuals and families apply for and receive help (Medicaid, SNAP, etc.) to meet basic needs and attain self-sufficiency.

### LONG-TERM CARE
Specially trained staff determine initial and ongoing financial eligibility for long-term care programs such as Medicaid and Auxiliary Grants.

### HEALTH ACCESS ASSISTANCE TEAM
Connects people in need with health care and a "medical home." Supports optimal utilization of health care resources.

### EMPLOYMENT AND TRAINING
Helps connect job seekers with employment and training opportunities. Offers employment workshops, occupational skills training and job search assistance.

### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)
Provides temporary financial assistance to needy families with children as parents prepare for and seek employment.

## Children, Youth and Families

### CHILD PROTECTIVE SERVICES
Protects children from abuse and neglect by assessing their safety, risk of harm and the family's strengths and needs; provides services and support to families; takes action if necessary to assure the children's safety.

### CHILD ABUSE AND NEGLECT PREVENTION
Supports families, particularly those at risk of child abuse or neglect, through community-based parent education and other family support services.

### FOSTER CARE AND ADOPTION SERVICES
When children cannot safely remain with their families, they may enter foster care and live with a foster family, or in a group home or residential facility. Services are provided to enable children to return home safely, be placed with relatives or be placed in an adoptive family. The program also recruits foster and adoptive families.

### PROTECTION AND PRESERVATION SERVICES
Works with families who are at risk of child abuse, neglect or family dissolution. Supports families and enhances parents' abilities to create safe, stable and nurturing home environments for their children.

### FAMILY ENGAGEMENT PROGRAM

Brings family members (immediate and extended) together, through partnership meetings, kinship support and father engagement, empowering them to make decisions regarding the safety, stability and well-being of their children. The setting is family-driven and focuses on family strengths.

## Office for Women & Domestic and Sexual Violence Services

### DOMESTIC AND SEXUAL VIOLENCE SERVICES

Provides a 24-hour crisis hotline, information, counseling, resources and emergency shelter for victims of domestic and sexual violence. Also provides batterer intervention counseling treatment services, as well as education, outreach and training on domestic and sexual violence issues.

### ADVOCACY SERVICES

Enhances safety for victims of domestic violence, sexual violence, and stalking through options counseling, court education and accompaniment, and support accessing appropriate resources.

### COMMUNITY ENGAGEMENT

Operates Fairfax County's 24-hour Domestic & Sexual Violence Hotline; promotes awareness of the impact of domestic and sexual violence on our community promotes including its overlap with child abuse and other forms of interpersonal violence; and provides programs and trainings focusing on intervention strategies and prevention.

### COORDINATED COMMUNITY RESPONSE

Engages human service and public safety agencies, as well as non-profit organizations and community leaders, in identifying and implementing best practices, developing innovative prevention and intervention programming, and raising awareness of the prevalence and impact of these crimes in our community.

### COUNSELING SERVICES

Short-term, individual, family and group counseling to survivors of domestic and sexual violence, stalking, teen dating violence and human trafficking.

### OFFENDER SERVICES: ANGER AND DOMESTIC ABUSE PREVENTION AND TREATMENT (ADAPT)

Violence intervention services for adults who have been abusive with household/family members or dating partners and violence prevention services for high conflict couples.

## Office for Children

### CHILD CARE ASSISTANCE AND REFERRAL

Provides financial assistance for child care to Fairfax County families with low to moderate incomes who are working or are in education/training programs, and supports Fairfax County residents in finding child care.

### COMMUNITY EDUCATION AND PROVIDER SERVICES

Issues the Home Child Care Permit; provides training and assistance to family child care providers; and administers the USDA Child and Adult Care Food Program, which helps child care providers offer, plan and pay for nutritious meals served to children in their care.

### HEAD START

Provides quality early childhood education and comprehensive family support services to income-eligible families with children age birth to 5 years old, and to expectant mothers.

### SCHOOL AGE CHILD CARE (SACC)

Offers fun, safe and educational care for 5-12 year-olds before school, after school and during school vacations. SACC centers are located in most Fairfax County public elementary schools, as well as in the Key and Kilmer Centers, which serve 5-21 year-olds who have multiple disabilities.

## Advisory Social Services Board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This report is also available at **www.fairfaxcounty.gov/dfs** with links to additional background information about the Department of Family Services.


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**www.fairfaxcounty.gov/dfs**



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Fairfax County is committed to a policy of nondiscrimination in all county programs services and activities and will provide reasonable accommodations upon request. To request this information in an alternate format, call 703-324-5870; TTY 703-222-9452.