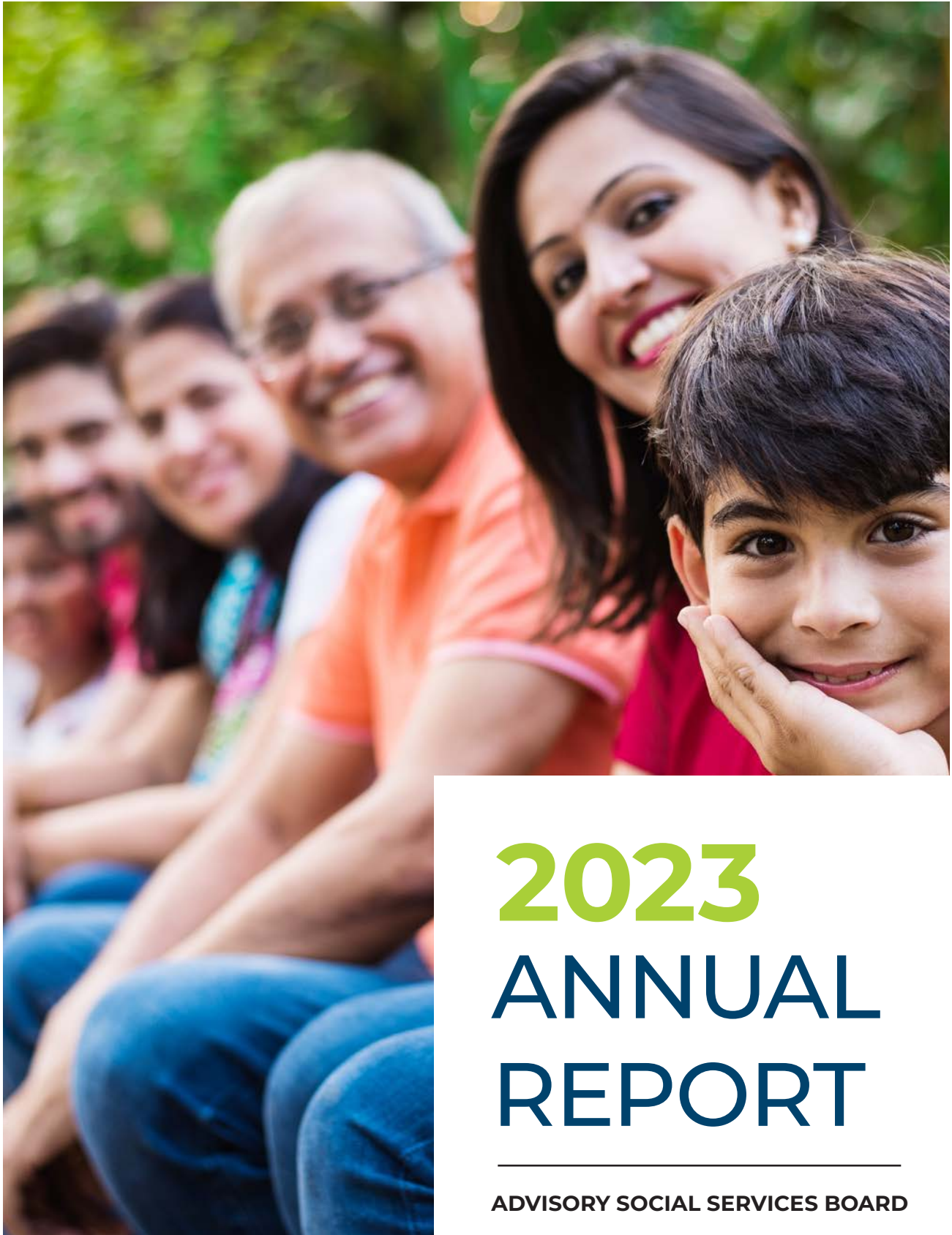




FAIRFAX COUNTY DEPARTMENT OF  
**FAMILY SERVICES**



# 2023 ANNUAL REPORT

---

ADVISORY SOCIAL SERVICES BOARD

# Advisory Social Services Board

The Advisory Social Services Board interests itself in all matters pertaining to the wellbeing of the residents of Fairfax County. The Board monitors the formation and implementation of social support programs; meets with and advises the Director of the Department of Family Services, for the purpose of making recommendations on policy matters; makes an annual report to the Board of Supervisors concerning the administration of the social services programs; and submits other reports as appropriate.

<b>DISTRICT</b>	<b>BOARD MEMBER</b>
<i>At-Large - Chairman's Office</i>	<b>Noah Abraham</b>
<i>Braddock District</i>	<b>Karen Darley</b>
<i>City of Falls Church</i>	<b>Vacant</b>
	<b>Mary Wilcox*</b>
<i>City of Fairfax</i>	<b>Andre Lee</b>
<i>Dranesville District</i>	<b>Benjamin Zuhl</b>
<i>Franconia District</i>	<b>Latriece Prince-Wheeler</b>
	<b>Hasan Shah*</b>
<i>Hunter Mill District</i>	<b>Joe Koszarek</b>
<i>Mason District</i>	<b>Julian De Phillips, Secretary</b>
<i>Mount Vernon District</i>	<b>Raymond McGrath, Vice Chair</b>
<i>Providence District</i>	<b>Laura Martinez, Chair</b>
<i>Springfield District</i>	<b>Vacant</b>
	<b>Amrita Banerjee*</b>
<i>Sully District</i>	<b>Jose M. Garzon</b>
	<b>Alice Foltz*</b>

\*served during 2023 but are no longer members

**Michael A. Becketts, PhD, MSW, MSHA, MEd**  
*Director, Department of Family Services*



## Letter from the Chair

**Dear Chairman McKay and Members of the Board of Supervisors,**

The Advisory Social Services Board (ASSB) presents this annual report as required by the Code of Virginia, on the services provided and outcomes achieved by the Department of Family Services (DFS) in 2023. As this report shows, the need for DFS services remains high.

The need for the services provided to the community continues to grow and is still affected by the effects of the COVID-19 pandemic. In our post-pandemic environment, the number of county residents accessing public benefits remains significantly increased over pre-pandemic times. This growth in caseload is related to the still-changing State and federal policy related to Medicaid and childcare services. The number of recipients for the Supplemental Nutrition Assistance Program (SNAP) has not dissipated, signaling that many families who accessed this service during the pandemic continue to remain eligible for this program to help them buy food. Research has shown that economic stress, unaddressed or under-addressed mental health needs, and other social stressors are correlated to higher incidence of family violence. DFS also continues to see increases in its protective programs in adult protective services, child protective services, and domestic and sexual violence services.

Over the past year, the ASSB focused on the intersection of DFS services with other human services agencies, especially with respect to the needs of children and youth. The ASSB studied child and youth wellbeing as it relates to adverse childhood experiences, and saw how the effects of violence, abuse, or neglect, household substance use, mental health problems, and economic hardship can span a child's lifetime. However, interventions that support the integration of protective factors in families, available through DFS and the broader Health and Human Services Continuum, can reduce the behavioral, social, and emotional impacts of maltreatment, both for the short and long term.

While a focus on well-being is integrated into all aspects of DFS services, the reparative and preventative work of the department must continue, as well as collaboration with other human services agencies, public safety officers, and the courts, to promote safe, stable, nurturing relationships and environments where children live, learn, and play.

With timely intervention, children are more likely to be successful in school, teens are more likely to be engaged in work or educational pursuits, adults are more likely to own homes and businesses, and older adults are more likely to remain active and independent. These elements form the foundation of our robust community here in Fairfax County.

DFS bears witness each day to the lingering impacts of the pandemic on our community's most vulnerable residents and aspires to provide supportive services to meet the evolving complex needs of the families and individuals at risk. The rise in inflation, increased sexual and domestic violence, and behavioral health issues are all putting a strain on social services and the community. As a result, the services DFS provides are essential for supporting the community and helping people thrive. Maintaining core DFS services is critical to the success of the community.

The ASSB takes note with satisfaction of what DFS has been able to accomplish in a post-pandemic world marked by the evolving and complex needs of families and individuals served, and wishes to thank the Board of Supervisors for your ongoing support of critical human services and those provided by DFS in particular, and looks forward to working collaboratively with the county to address the challenges for families and individuals served by DFS in this post-pandemic world.

Sincerely,

Laura Martinez, Chair  
 Advisory Social Services Board

# ABOUT THE DEPARTMENT OF FAMILY SERVICES



DFS programs and services are provided in regional offices and community sites throughout the County.

The Fairfax County Department of Family Services supports the development of a strong and resilient Fairfax County: safe communities, a thriving economy, excellent schools, and opportunities for everyone to feel connected and engaged.

DFS has over 50 programs and services. These services allow the department to partner with our public safety and judicial resources and lessen the strain on these systems by: responding to allegations of abuse and neglect of children and vulnerable adults; providing resources and support for those experiencing interpersonal or sexual violence; providing employment and training support to increase the workforce and tax base; improving self-sufficiency of county residents facing various socioeconomic challenges; supporting lifelong learning of children and adults; and creating an environment where all residents have opportunities to live their success story and thrive.

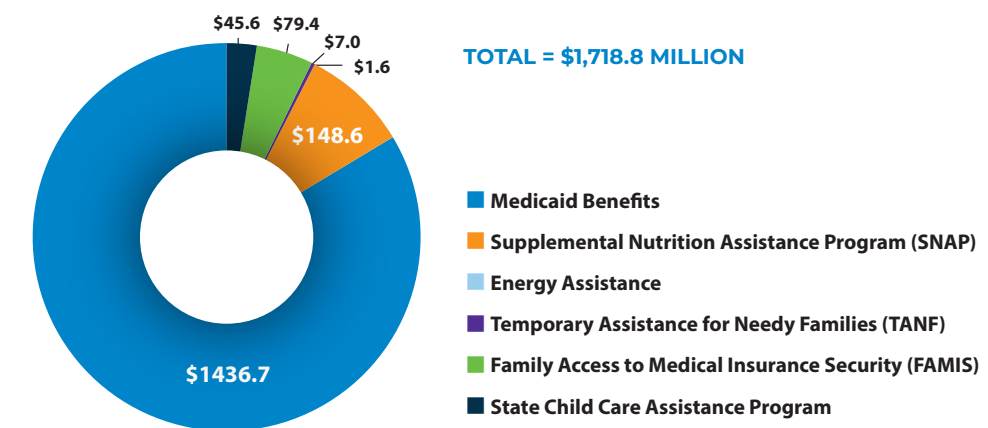
There are four main divisions that provide direct services to the community:

- ▶ [ADULT AND AGING](#)
- ▶ [CHILDREN, YOUTH, AND FAMILIES](#)
- ▶ [DOMESTIC AND SEXUAL VIOLENCE SERVICES](#)
- ▶ [PUBLIC ASSISTANCE AND EMPLOYMENT SERVICES](#)

Our service delivery system is supported by key administrative and operational offices, which include Children’s Services Act Office, Communications and Public Information, Fiscal Services, Human Resources, Logistics and Facility Services, Information Technology and Data Analytics, and Professional Development and Training.

## STATEWIDE BENEFITS FY 2023 Fairfax County, Fairfax City, and City of Falls Church (in millions)

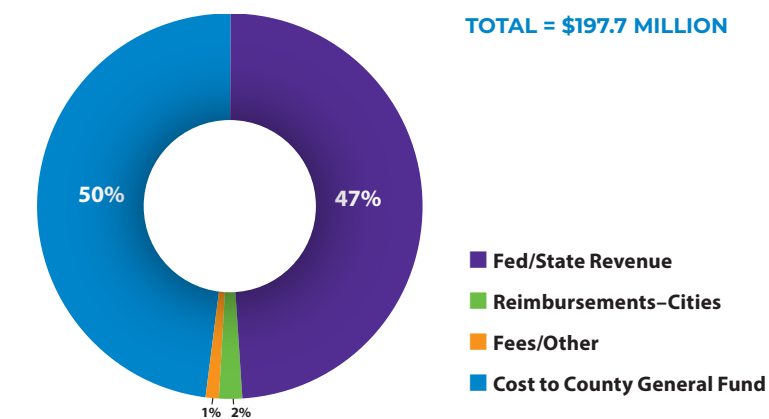
DFS conducts eligibility determinations for state and federal public assistance programs, where the financial assistance benefit flows directly from the state to the recipient. In FY 2023, the state disbursed a total of \$1,718.8 million dollars to residents of Fairfax County, Fairfax City, and Falls Church City for these programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Energy Assistance, Temporary Assistance for Needy Families (TANF), Family Access to Medical Insurance Security (FAMIS), and State Child Care Assistance Program subsidies.



## DEPARTMENT OF FAMILY SERVICES (ALL SOURCES, FY 2023)

DFS social service programs and other client assistance are also funded through the county financial system, and offset with revenue from county, state, and federal funds. Nearly \$197.7 million was expended in FY 2023, including fringe benefits and \$15.6 million in grants.

### DFS TOTAL EXPENDITURES



\$197.7 million expended in FY 2023, including fringe benefits.

You can find detailed FY 2023 budget information online at [FairfaxCounty.gov/Budget/Budget-Archives](https://FairfaxCounty.gov/Budget/Budget-Archives).



## DFS VALUES: Our values and their underlying principles shape organizational behavior to lead to better outcomes for those served by DFS.

### PEOPLE-FOCUSED



- ▶ Each employee of the Department of Family Services focuses on the people we serve to make a positive impact on their lives and communities in which they live.
- ▶ Each voice is vital to the success of the organization. No matter what role a person has in the department, everyone is a valued contributor.
- ▶ We are committed to ensuring that employees have the tools to be successful in their roles, have opportunities to learn and employ new skills, and are supported in mastering their roles to provide exemplary service.

- ▶ We seek opportunities to collaborate, plan, and align our work at all levels for the benefit of the community.
- ▶ We are dedicated to ensuring a diversity of voices and experiences are included in decision making.

### EQUITY



- ▶ We are well positioned to create and operationalize steps to reduce inequities and address systemic oppression, which hampers the growth and wellbeing of our communities.
- ▶ We unequivocally reject racism, violence, and bigotry in all its forms, including the systemic racism directed at people of color which has been woven into the fabric of our policies, procedures, and practices. Read our full Equity Impact Statement at [FairfaxCounty.gov/familyservices/](https://FairfaxCounty.gov/familyservices/) about.

### INNOVATION



- ▶ We strive for new, innovative, and more effective approaches for our work to advance the wellbeing of our community.
- ▶ We work to enhance existing partnerships and create new partnerships, funding sources, and service improvements.
- ▶ We actively seek input from and encourage full engagement of people with a diversity of perspectives.

### ACCOUNTABILITY



- ▶ We are dedicated public servants who exercise great care in our efficient and effective management of county resources.
- ▶ We serve with honesty and transparency.
- ▶ We accept responsibility and ownership for our work including our decisions, our successes, and our shortcomings.
- ▶ We engage in data-driven decision making, monitoring and adjusting our approach and business processes accordingly to ensure our work is achieving desired results.

### PARTNERSHIP



- ▶ We engage in strategic partnerships at all levels—with clients, co-workers, within and across departments, and with community partners and other jurisdictions.



### MISSION:

The Department of Family Services strengthens the wellbeing of our diverse community by protecting and improving the lives of all children, adults, and families through assistance, partnership, advocacy, outreach, and quality services.



### VISION:

Fairfax County is a community where everyone lives their success story and thrives.

## A FOCUS ON RESILIENCE

The Advisory Social Services Board used their time this year to become more aware of the complex, ever-evolving tapestry of human experience that defines the work of the Department of Family Services and other county human services agencies. DFS serves families and individuals facing extraordinary challenges, navigating personal crises, and working hard to live their success stories and thrive. During this year, ASSB took time to understand the enduring impact of adverse childhood experiences (ACEs) on wellbeing and resilience.

ACEs - the often-unseen scars of neglect, abuse, or household dysfunction - leave undeniable footprints on development, health, and life's trajectory. Yet, within this narrative of vulnerability lies another, equally powerful story: one of resilience. For it is not simply adversity that defines us, but our capacity to rise above it. While ACEs can cast long shadows, the presence of loving relationships, supportive communities, and access to tangible resources can illuminate pathways to hope, healing, and resilience.

In partnership with other county departments and community partners, DFS strives to be architects of resilience, building upon the inherent strengths within each family and community, and fostering environments where protective factors can flourish.

During this year, the ASSB has learned how integrated partnerships between divisions in DFS, and with sister human services agencies, are part of the fabric that harnesses transformative power within those for whom the County provides services.

In this annual report, the ASSB celebrates triumphs, big and small, from a child finding safe haven in a nurturing foster home to a parent overcoming addiction and securing employment. These victories, interwoven with data and analysis, paint a vibrant picture of our collective impact. Beyond individual journeys, the collaborative efforts that strengthen the very fabric of our community are showcased in this report. We highlight partnerships with public health agencies, educators, and private businesses, all working in unison to create a web of support for families on their paths to stability and wellbeing.

It is through this interconnected web of individual stories, data-driven insights, and community partnerships that DFS fulfills its promise. DFS is not simply responding to challenges; they are actively shaping a future where resilience trumps adversity, and every child, every family, has the opportunity to thrive.



# ADULT & AGING



## Adult Protective Services

Conducts investigations and provides services in response to allegations of abuse, neglect, and exploitation involving adults aged 60 and older and incapacitated adults aged 18 and older.

## Adult Services

Provides case management services, Medicaid Long Term Care Screenings and Supports (LTSS), and home-based care for eligible adults over 60, and adults with disabilities.

## Disability Rights and Resources

Promotes the self-sufficiency and well-being of people with disabilities through advocacy, education, consultation on legal rights and protections, solution management, and by connecting people to resources and services.

## The Fairfax Area Agency on Aging

Organizes, coordinates, and offers community-based services and opportunities for older adults, adults with disabilities, and family caregivers using an extensive network of volunteers and partners.

### Services include:

- ▶ Home Delivered Meals
- ▶ Health and Wellness Programs
- ▶ Caregiver Programs
- ▶ Volunteer Solutions
- ▶ Northern Virginia Long-Term Care Ombudsman Program
- ▶ Insurance Counseling
- ▶ Congregate Meals and Transportation Services
- ▶ Golden Gazette and Outreach
- ▶ Information and Referral (Aging, Disability, and Caregiver Resource Line)
- ▶ Case Management Services

## ADULT & AGING PERFORMANCE INDICATORS

		FY 2020	FY 2021	FY2022	FY2023
<b>Adult Protective Services</b>	Investigations	1,346	1,255	1,162	1,052
	Clients who needed protective services	913	902	780	620
<b>Adult Services/Case Management</b>	Clients served	2,785	2,928	3,359	3,564
<b>Aging, Disability, and Caregiver Resources Line</b>	Number of interactions	17,906	17,989	20,795	20,474
<b>Fairfax Area Agency on Aging Volunteer Solutions</b>	Volunteers who served older adults and adults with disabilities	3,155	750	1,923	1,594
	Number of volunteer hours	97,019	16,287*	22,930	26,139

\*Reflects the decrease from FY 2020 in face-to-face volunteer opportunities during the COVID emergency for Home Delivered Nutrition, the Volunteer Ombudsman Program, and more.

## The Story Behind the Numbers

The older adult population in Fairfax County continues to grow, resulting in increased caseloads. Over the last several fiscal years there are significant increases in calls for assistance, nutritional programming, caregiver services, home-based care services and Medicaid LTSS screenings. The acuity and complexity of client needs is also growing, often due to a combination of physical, mental, socioeconomic, and cognitive challenges, compounding the intensity of service provision required.

In FY 2023, the percentage of APS investigations which met the 45-day standard for completion was 66 percent, falling short of the 90 percent target. Persistent vacancies in the program continue to present a challenge in meeting the standard for timeliness as do the significant number of investigations that are substantiated. Substantiated investigations, or those investigations that result in the need for ongoing protective services, remained high at 60 percent, representing nearly two-thirds of all investigations completed.



In FY 2023, 93 percent of Adult Services clients were able to remain in their own homes following one year of case management, exceeding the program's target of 80 percent. The principal program which positively impacts people's ability to age in place is the Home-Based Care program. This program provides contracted in-home bathing, laundry, and light housekeeping services for functionally and financially eligible clients.

The division continues to offer a number of volunteer opportunities (both in person and remote) for individuals to support older adults and adults with disabilities. While the number of volunteers slightly decreased this fiscal year, the overall number of hours provided by volunteers increased by 14 percent due to multiple new volunteer opportunities.



## Adult & Aging Success Story

A 67-year-old client needed help finding housing after she was evicted from her apartment due to hoarding, bed bug infestation, and non-payment of rent. She had started living in her car in order to keep her possessions. The client had failing health and was frequently hospitalized because her health condition was challenging to manage. Our Adult Protective Services (APS) worker assigned to the case treated the client with dignity and respect throughout their working relationship and connected the client to community and County resources including housing supports, a nutritional program to address food insecurity, and bedbug cleaning services to treat the possessions in the vehicle which allowed the client to successfully enter an assisted living facility. The DFS APS worker was a pivotal partner in addressing the client's care needs which has resulted in the client having a stable housing option that allows her to maintain her independence while receiving needed support.

# CHILDREN'S SERVICES ACT OFFICE



The Fairfax-Falls Church Children's Services Act (CSA) program administers a Virginia law that funds a continuum of child welfare, special education, and intensive mental health and substance abuse services for children and youth across multiple county agencies, the school system, and private treatment providers. Following a System of Care model, CSA supports child-serving agencies to help youth and families in our community access services and supports to meet their behavioral health care needs. As a part of the Healthy Minds Fairfax initiative, the model for CSA promotes collaboration between agencies, schools, and the provider community for integration of service delivery for youth and their families with oversight by cross-agency management and leadership teams. The Cities of Falls Church and Fairfax are included in the scope of the program and contribute to the cost of serving participants from those jurisdictions.

## CHILDREN'S SERVICES ACT OFFICE PERFORMANCE INDICATORS

	FY 2020	FY 2021	FY2022	FY2023
Percent of children in CSA served in the community and not in a facility	91%	90%	84%	90%

### The Story Behind the Numbers

The Children's Services Act (CSA) program experienced a reduction of approximately 200 children in the number of youths served annually during COVID reflecting the decrease in services by child-serving agencies. In FY 2023, referrals began increasing towards pre-COVID levels with 1,087 youth served. Of those youths served, 90 percent received their services in the community which is consistent with the goal of meeting youth's needs within the community whenever possible.

Service utilization has increased significantly in two areas: 1) The number of children entering foster care has increased. More children in care were placed in therapeutic foster homes rather than family foster homes due to a decrease in capacity; and 2) More children were referred for residential treatment primarily for substance use disorder treatment. CSA has expanded our continuum of care and provider network to include primary substance use treatment programs in response to the fentanyl/opioid crisis impacting youth in our community and across the nation.

Providers continue to have challenges with workforce and staffing. Lack of provider capacity means families may encounter waitlists for residential and community-based care. CSA is working on expanding their network of providers. About 90 percent of youth served in CSA are receiving community-based care.

## Children's Services Act Success Story

Two young children entered foster care after their mother experienced a non-fatal overdose and their father's addiction prevented him from providing care to the children. The Department of Family Services' Children, Youth, and Families Division managed the overall foster care services plan using funding from the Children's Services Act (CSA) to provide evaluations, therapy, supervised visitation with the parents and other foster care services to support reunification with the parents. The mother, with the assistance of these treatment services, started on her journey to sobriety. She checked into the Fairfax Detox program to wean off drugs. After completing the program, she entered an intensive outpatient program and participated in substance abuse group therapy four times a week, and weekly individual psychotherapy. Eventually, the mother was able to secure full-time employment, attend her outpatient substance abuse groups, and establish independent housing on her own, and her children were returned to her. DFS continued to monitor the children in the home and at childcare on a weekly basis to ensure safety and to support their mother during this transition time. She continues to participate in her relapse prevention program and is grateful to the providers and her family for their support.

# CHILDREN, YOUTH & FAMILIES



## CHILDREN, YOUTH, AND FAMILIES PERFORMANCE INDICATORS

		FY 2020	FY 2021	FY 2022	FY 2023
Child Protective Services	CPS Hotline Calls	13,102	11,005	13,318	13,109
	Calls resulting in a CPS assessment or investigation	2,113	1,878	2,701	2,793
Foster Care & Adoption	Number of children in care on last day of fiscal year	191	198	181	211

### The Story Behind the Numbers

The Children, Youth, and Families Division continues to leverage evidence-based practices and partner with industry experts to deepen and strengthen practice in its strategic priority areas. Complicating the work is a high position vacancy rate which hovered around 20 percent for most of FY 2023. Stabilizing the workforce is the highest priority for the division at this time and will remain so until staffing reaches a level that supports the work needed to meet the mission of keeping children safe and strengthening families.



With the shift back to in-person schooling, CPS received an influx of 2,701 referrals in FY 2022, a 44 percent increase from the prior year. The surge continued in FY 2023 with 2,793 referrals. Due to this significantly higher volume of referrals as well as recruitment and retention issues faced by the agency, there was a noticeable decrease in the percentage of referrals responded to within the mandated response times in FY 2022 and FY 2023. CPS has been focusing on performance in this area and has implemented several targeted strategies to ensure a performance level of 95 percent is met in FY 2024.

In FY 2023, a total of 281 children were served in foster care and adoption programs: a 5 percent increase from last year. The percent of children exiting foster care to permanency increased from 70 percent in FY 2022 to 77 percent in FY 2023 (54 of the 70 children who exited care). Of children exiting foster care in FY 2023, 29 percent (20 children) returned home, 20 percent (14 children) exited to relatives or fictive kin (including custody transfer and adoptions); 29 percent (20 children) exited to adoption by foster parents or non-relatives; and 23 percent (16 youth) aged out.

### 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. Programs designed to provide early intervention to mitigate risks to children include: Healthy Families Fairfax, Neighborhood Networks, Parenting Education Programs, Volunteer and Partner Services, and Commonwealth Coordinated Care Plus (CCC+).

### Child Protective Services

Protects children from parental or caretaker abuse and neglect by assessing their safety and risk of harm, and the family's strengths and needs. Practitioners provide support and connect families to services needed to help keep families safely intact. These services tend to be short-term, with early positive results.

### Protection and Preservation Services

Prevents child abuse and neglect and preserves families by enhancing families' ability to provide safe, stable, and nurturing environments for their children. Practitioners provide clinical case management and support services to children living at home with their families. These services tend to be longer term, with the goal of avoiding family separation.

### Family Engagement Program

Brings immediate and extended family members together through partnership meetings, kinship support, and father engagement, empowering them to make decisions regarding the safety, stability, and well-being of their children. Settings are family-driven and focus on family strengths.

### Foster Care and Adoption Services

Provides placements and services for children who cannot safely remain with their families. Practitioners also provide services to children's birth families and resource families to enable children to return home safely, be placed with relatives, or be placed in adoptive families.

### Foster Care and Adoption Resource and Support

Practitioners in this program recruit, train, and support foster and adoptive parents; match children with appropriate placements; help teens learn life skills and achieve permanency; and provide financial and supportive services, when needed, to adoptive and kinship/guardianship parents.

### Quality Programs

Supports the CYF division through data analysis and reporting, program evaluation, continuous quality improvement projects, professional development, and project management.



## LEGAL REPRESENTATION FOR PARENTS

The ASSB received a presentation from the Fairfax County Office of the County Attorney and held discussions regarding the challenges with legal representation for parents in child welfare cases. The issue is, the compensation for these attorneys is significantly low compared to the volume of work. Attorneys are compensated \$120 for the first three hearings in a child welfare case. There is a risk that the pool of available attorneys will dissipate and adversely impact the legal process in the child welfare system.

The Office of the Children's Ombudsman's 2023 Annual Report highlights this issue in its assertion that "in Virginia, the number of attorneys willing to accept court appointments to represent parents in child welfare cases has decreased dramatically due to low compensation and lack of training and support. As a result, parents are not getting the legal assistance needed to protect their custodial and residual parental rights over their children."

### The ASSB supports the recommendations from the Office of the Children's Ombudsman related to this issue:

- Increase the cap on the rate of compensation paid to attorneys who are appointed to represent parents.
- Direct the Virginia Department of Social Services to amend its Child and Family Services State Plan to claim federal Title IV-E administrative costs for the provision of legal representation for children and parents in child dependency cases.



## CYF Success Story

DFS received a phone call about an urgent situation likely to result in a separation for 6-month-old baby. The baby's father was not able to be located, but within an hour, our DFS Kinship Navigator found her maternal grandparents, completed the necessary paperwork for emergency approval, and had the baby placed in the grandparents' home by that afternoon. Living with her grandparents allows the baby to maintain familial and cultural ties. Based on research, we know that by being placed with relatives, she will likely remain in foster care a shorter time than if she were placed in a foster home with strangers. DFS worked closely with the grandparents to prepare them for the unique dynamics of being kin caregivers, discussing such things as how to set boundaries with their daughter to ensure the baby's safety. Becoming a kinship caregiver can be a challenging and emotional experience, but the baby's grandparents feel it is well worth the reward of watching their granddaughter grow and develop, knowing that she will celebrate her first birthday surrounded by family.

# DOMESTIC & SEXUAL VIOLENCE SERVICES



## Domestic and Sexual Violence Services

Provides a 24-hour crisis hotline, the Lethality Assessment Protocol (LAP), advocacy, information, counseling, resources, and liaison for emergency shelter for victims and survivors of interpersonal violence. The division also provides countywide coordination and prevention to improve access to services and the community responses to interpersonal violence. DSVS provides intervention treatment to persons that do harm to family members. DSVS also provides education, outreach, and training on issues related to interpersonal and gender-based violence such as domestic and sexual violence, human trafficking, and stalking.

## Advocacy Services

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

## Community Engagement

Promotes awareness of the impact of interpersonal violence, including its overlap with other social determinants of health and wellbeing. The unit operates Fairfax County's Domestic and Sexual Violence 24-Hour Hotline and the LAP, and Hospital Accompaniment Support Advocates (HASA) provide support before, during, and after a forensic exam. Community Engagement provides programs and trainings focused on prevention and intervention strategies.

## Coordinated Community Response

Engages human service and public safety agencies, as well as nonprofit 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 interpersonal violence in our community.

## Counseling Services

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

## Anger and Domestic Abuse Prevention and Treatment (ADAPT)

Offers violence intervention services for adults who have caused harm to household/family members or dating partners and violence prevention services for high-conflict couples.

## Human Trafficking Services

Provides hotline services, advocacy, and counseling to victims of human trafficking. The unit works closely with other regional, county, and community groups to collect data, provide training, and develop response plans.

## Stalking Services

Provides direct advocacy and counseling services for survivors of stalking either in person or through the Fairfax County Domestic and Sexual Violence 24-Hour Hotline. The unit provides training and technical assistance to allied professionals to increase their capacity to respond to survivors of stalking in their work.



## DOMESTIC & SEXUAL VIOLENCE SERVICES PERFORMANCE INDICATORS

		FY 2020	FY 2021	FY2022	FY 2023
<b>Survivor Services Clients</b>	(includes Advocacy, Counseling, Hotline, LAP, and HASA)	3,637	3,751	4,181	4,002
<b>DV Emergency Shelter Admissions</b>		361	356	361	183

*Note: Client Counts are unduplicated within each service line but not across service lines.*

### The Story Behind the Numbers

Three years after a record spike during the pandemic, incidence of interpersonal violence continued to trend upward in FY 2023. Domestic and Sexual Violence Services are still experiencing high numbers of residents seeking services and the call volume to the DSVS 24-hour hotline has increased as well. Clients reported more severe physical assaults, fewer economic resources, and less social support.

In FY 2023, DSVS served 1,888 callers to its 24-hour domestic violence hotline and 357 calls to the Lethality Assessment Program (LAP). DSVS also served 1,045 persons through advocacy services, 574 clients in clinical services and 56 clients through hospital accompaniment. In FY 2023, DSVS experienced increases of 25 percent and 22 percent in the number of clients served in hotline and advocacy services, respectively, but experienced a decrease in the number of new intakes into the ADAPT program largely due to a decrease in clients court ordered into the program. The number of referrals to ADAPT began to increase late in FY 2023. Eighty seven percent of victims/survivors reported being better able to plan for safety and 85 percent of persons who completed ADAPT demonstrated self-responsibility for abusive behaviors.

Emergency shelter admissions dropped dramatically over the past year because the average length of stay increased from 90 days to 120 days. This was because people were less able to secure safe housing to transition out of shelter, so there was less space available to take new admissions.



### DSVS Success Story

A 5-year-old girl who witnessed domestic violence in the home had developed severe insomnia and frequent crying spells. The child told the counselor she saw and heard her parents fighting as she was trying to go to sleep. Through play therapy, the counselor helped the child resolve her sleeping issues and by the end of therapy, she no longer had frequent crying spells or trouble during the exchange of visits with her father. The counselor also helped her mom plan a nightly routine and taught them deep breathing techniques they could practice together. The counselor helped both the girl and her mom plan for safety and taught them how to get help if domestic violence occurred in the future. The mother also improved her social support network by developing close friendships with several other mothers and the child enjoys playing with their children.

# PUBLIC ASSISTANCE AND EMPLOYMENT SERVICES DIVISION



## The Supplemental Nutrition Assistance Program (SNAP)

Helps individuals and families with low income to purchase food.

## Medicaid

Provides medical care for adults; people with low income; people who are blind or have other disabilities; pregnant women; children in need and their caretakers; and refugees when they first enter the United States.

## The Energy Assistance Program

Helps households with low income pay their heating and cooling bills.

## The General Relief Program

Provides financial assistance to adults with low income who have temporary disabilities and to children in need living with non-relatives.

## Employment Services

Helps connect and prepare job seekers with employment and training opportunities through one-stop employment resource centers locally known as Virginia Career Works Centers. The program area offers employment workshops, occupational skills training, and job search assistance.

## Temporary Assistance for Needy Families (TANF)

Provides temporary financial assistance to low-income families with children, as parents prepare for and seek employment.

## Long-Term Services and Support

A unit of specially trained staff determines initial and ongoing financial eligibility for long-term care programs such as Medicaid and Auxiliary Grants.

## The Health Access Assistance Team

Connects people in need with health care and a “medical home,” such as a federally qualified health center operated by Neighborhood Health or HealthWorks, and the Medical Care for Children Partnership (MCCP) program which is a public/private partnership to connect uninsured children with medical and dental assistance. The collaboration supports optimal utilization of health care resources.

## PUBLIC ASSISTANCE AND EMPLOYMENT SERVICES DIVISION PERFORMANCE INDICATORS

		FY 2020	FY 2021	FY 2022	FY 2023
<b>SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps)</b>	Number of Recipients	54,501	61,057	66,399	73,042
<b>TANF (Temporary Assistance for Needy Families)</b>	Number of Recipients	3,587	3,469	4,445	5,623
<b>Medicaid</b>	Number of Recipients	153,949	163,942	185,954	209,153
<b>Child Care Assistance</b>	Unduplicated # of Children Receiving Child Care Assistance from State and Federal Dollars	2,996	2,785	3,529	4,403
<b>Employment Services</b>	Virginia Career Works Clients Served	24,480	29,598	37,662	25,989

## The Story Behind the Numbers

The number of recipients receiving public assistance continued to grow throughout FY 2023, primarily due to cumulative continuances of state and federal flexibilities related to the Public Health Emergency (PHE). However, with the federal declaration ending the PHE on March 31, 2023, the number is expected to gradually decline due to the resumption of Medicaid eligibility redeterminations. Although the number of recipients may decline, these redeterminations have resulted in increased workloads for staff who are now responsible for processing thousands of cases which could not be reassessed for eligibility while the PHE was in effect. Additionally, with inflation trending upward, the rising cost of food, and the number of households experiencing food insecurity, the Supplemental Nutrition Assistance Program (SNAP) number of recipients increased to an all-time high of 73,042 people, primarily children.



During FY 2023, Employment Services expanded partnerships with community groups and other county agencies such as Neighborhood and Community Services, the public libraries, Fairfax County Public Schools, and the Department of Economic Initiatives. These partnerships resulted in high impact initiatives such as TalentUP, The WISH (Workforce Innovation and Skills Hub) Center, and the Fairfax County Economic Mobility Pilot which support the countywide strategic plan in the areas of Economic Opportunity, Effective and Efficient Government and Empowerment and Support of Residents Facing Vulnerability.



## PAES Success Story

A single mother with one son, with very little family support, began working with the VIEW program just before the start of COVID. She expressed interest in the healthcare field and received assistance in addressing childcare and transportation needs as well as accessing FAFSA for financial aid. She enrolled in Northern Virginia Community College, initially planning to study dental hygiene, but changed her major to nursing. Throughout COVID, the client continued to receive assistance through VIEW and attended her nursing classes. In January 2023, she completed her training and quickly passed the NCLEX (nursing licensure). She was offered a full-time nursing position with Inova earning \$34 per hour. She continues to receive transitional assistance (transportation and reduced childcare) through the VIEW Transition Program (VTP).



FAIRFAX COUNTY DEPARTMENT OF  
**FAMILY SERVICES**

 by phone

Department of Family Services Main Number  
and Public Assistance Customer Care

**703-324-7500;** TTY 711,

Monday through Friday,  
8 a.m. to 4:30 p.m.

 email

**DFSInfo@FairfaxCounty.gov**

Please do not include confidential information.



 in person

**FairfaxCounty.gov/FamilyServices/Office-Locations**



 on the web

**FairfaxCounty.gov/FamilyServices**



 Facebook

**fairfaxcountyfamilyservices**



 e-news

**Community Corner**

The latest news, upcoming events, parenting and wellness tips,  
programs and services, and more! Subscribe online at:

**FairfaxCounty.gov/FamilyServices**



A Fairfax County Publication. 2/2024

\*Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities.

To request reasonable accommodations or to receive this information in an alternate format,  
contact Melanie Fenwick by email (melanie.fenwick@fairfaxcounty.gov) or call 703-324-7868, TTY 711.