



FAIRFAX COUNTY DEPARTMENT OF
FAMILY SERVICES



**ADVISORY SOCIAL SERVICES BOARD
ANNUAL REPORT**

2021

A Fairfax County Publication



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.

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Michael A. Becketts, MSW, MSHA, MEd

Director of Family Services



County of Fairfax, Virginia

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

Dear Chairman McKay and Members of the Board of Supervisors,

The Advisory Social Services Board (ASSB) presents this annual report on the services provided by the Department of Family Services (DFS) as a record of the outcomes DFS has achieved. The ASSB is required under the Code of Virginia to issue an annual report on the department's activities, and as this report shows, the need for DFS services remains high throughout Fairfax County.

The ASSB is proud of DFS's accomplishments in another year marked by the county's response to the COVID-19 pandemic. DFS took many of the new initiatives and innovations in delivering services developed in 2020 and applied them to the long-term benefit of the community in 2021. DFS estimates that one in every five households in the county has been helped this year in some way by its services—either through direct use of programs, calling emergency hotlines, attending community outreach events, or volunteering.

Last year, the ASSB was impressed by DFS staff, volunteers, and other community members who found creative and original ways to meet the unprecedented demand for services. The response by staff to the changing conditions within our community reflects the DFS core values and commitment to equity. This year, the ASSB is deeply appreciative of the long-term perseverance the county has shown in maintaining this high level of services. DFS's renewed emphasis on economic opportunity, mobility, and recovery is of special note, as is highlighted in this report.

The ASSB is mindful that many of the impacts of the COVID-19 crisis remain submerged in our community. Mental and physical health needs, employment needs, nutrition needs—DFS anticipates that these challenges may become greater as this crisis persists. The services offered by DFS through the divisions of Adult and Aging, Children, Youth, and Families, Domestic and Sexual Violence Services, and Public Assistance and Employment Services continue to help people in need and aim to provide assistance as far upstream as possible—not just at the very end.

Investing in our community and all its members through prevention programs avoids the need for more serious and expensive actions later on. We know with critical early intervention services, 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 and caring community here in Fairfax County.


As a result, we strongly believe that successful programs in DFS and throughout the Health, Housing, and Human Services system must remain funded and be allowed to expand to meet demand as needed throughout Fairfax County. Leaders at the county, state, and federal levels continue to recognize the need for fully funding these programs, as evidenced by Fairfax County's budget in FY 2022, as well as the American Rescue Plan Act passed in 2021.

As we build upon these accomplishments, we look forward to working collaboratively with the county to emerge from the COVID-19 pandemic stronger and more vibrant than ever. The impact on the health and wellbeing of families continues, and we urge everyone in Fairfax County to appreciate DFS's role in which our community values and invests: helping to provide the stability, opportunity, and improvement of people's lives.

Sincerely,

David T.S. Jonas, Chair
Advisory Social Services Board

ABOUT THE DEPARTMENT OF FAMILY SERVICES



The Fairfax County Department of Family Services (DFS) provides services supporting 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 us 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 (FORMERLY SELF-SUFFICIENCY)

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 and Organizational Development.



MISSION:

The Department of Family Services strengthens the well-being 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.



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.

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.

COMMITMENT TO EQUITY

Equity Impact Statement

The Advisory Social Services Board and DFS Staff understand that our core values solidify and strengthen our relationships; our agency and community must move beyond empathy and solidarity to embrace the power of collective action. DFS recognizes that to make significant strides towards equity and physical and psychological safety for every person we serve and for those who serve them, there are operational changes and action steps we must take. Together 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. As a part of the broader County government, DFS is a supporter of the One Fairfax initiative and policy. Under this policy DFS has authored this Equity Impact Statement:

The Department of Family Services is committed to addressing institutional racism in its core responsibility to support the safety, health, and wellness of county residents. DFS recognizes systemic oppression and institutional racism have contributed to disparities in opportunities for county residents to succeed. DFS will support equitable outcomes by examining its policies, practices, and procedures to eliminate disparities in service delivery and outcomes for county residents.



COVID-19: DFS RESPONSE AND COMMUNITY NEEDS

The COVID-19 pandemic shifted DFS business processes to a fully remote model in 2020, but we continued to make contact with vulnerable populations to ensure the safety and well-being of adults and children. The COVID-19 pandemic continued to affect communities throughout 2021 and we adopted a hybrid model of serving the community which leveraged technology and continued to allow people to reach us in person. During this time, DFS upheld its mandate to continue critical services and remained nimble in response to changing conditions. Significant efforts were made to expand virtual service delivery, as well as teleworking options and support for employees. These efforts were successful and have transformed our service delivery and business practices. DFS understands the cumulative impacts of the pandemic on the social determinants of health, mental health, and the economy, and that financial security of families has not been fully realized. We will continue to accentuate the importance of DFS core services as a safety net.



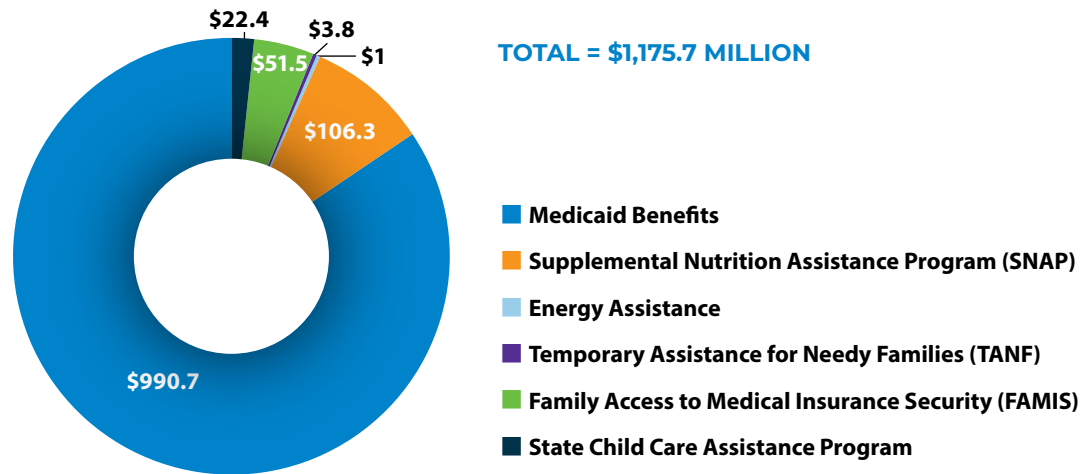
- ▶ DFS has collaborated with departments throughout the Health, Housing, and Human Services system to leverage new funding as well as provide shelter and food for vulnerable populations.
- ▶ Basic nutritional needs were prioritized when DFS expanded its Meals on Wheels Program and launched grocery shopping and medication pickup for Adult and Aging clients.
- ▶ The Self-Sufficiency Division was renamed to Public Assistance and Employment Services (PAES). The same important services are offered. The new name more accurately reflects how we provide public assistance and employment services to help individuals and families become self-sufficient and secure a more stable family life.

- ▶ DFS's Area Agency on Aging transitioned to virtual platforms to address social isolation and continue health and wellness classes.
- ▶ DFS led the initiative to create the COVID-19 Response Plan for Older Adults. This plan identified short-term initiatives that addressed wellness, isolation, and lack of technology affecting older adults and adults with disabilities.
- ▶ The Public Assistance and Employment Services Division promoted the virtual methods that customers can choose to interact with us, including increasing awareness around drop boxes, available 24/7, that prevent unnecessary trips to the office. As a result, residents continued to be served well throughout the pandemic while skipping the trip to the office.
- ▶ Advocacy to all 128 nursing and assisted living facilities continued with DFS creating an informational postcard about residents' rights and mailing it to all facilities (reaching over 11,000 individuals).
- ▶ DFS implemented state policy changes in SNAP to extend renewals and increase monthly benefits.
- ▶ The Public Assistance and Employment Services Division supported the resettlement of refugees from Afghanistan through centralized efforts to serve over 200 newcomer families with financial and medical assistance. DFS served as a lead agency in addressing the needs of the influx of Afghan refugees who resettled into the County.
- ▶ DFS implemented new communication platforms, maximized use of the Internet and social media, and created videos to give clear guidance to residents on ongoing services and policy changes. Communications were issued in multiple languages. The "Assistance from a Distance" campaign successfully disseminated hotline numbers, resource lines, and service numbers for residents to link to DFS services in areas such as Adult Protective Services, Child Protective Services, Caregiver Resources, Meals on Wheels, Domestic and Sexual Violence Services, and Medical and Financial Benefits.
- ▶ DFS recognized the impact of employment loss and collaborated with Virginia Career Works to move all its employment services to virtual platforms to support the chronically and newly unemployed.
- ▶ The Volunteer Income Tax Assistance Program (VITA) provided tax "assistance from a distance," so eligible residents could maximize their returns on their 2020 tax filings.
- ▶ DFS recognized the need for family support, launching programs such as "DFS Virtual Parent Cafes" to connect residents on important parenting topics. Additionally, DFS established a parent support warmline for parents or caregivers of children to call for support in child rearing and other related topics.
- ▶ In collaboration with FCPS and NCS, DFS developed and issued a toolkit to the community to help people identify signs of child abuse and neglect and how to make a report to Child Protective Services. This tool was distributed through multiple media channels and reached over 600,000 people in the County.
- ▶ DFS supported domestic and sexual violence counseling, ADAPT classes, and advocacy via Tele-health. The DSVS division also moved community trainings to a virtual platform that educated many more people and implemented a mass outreach and awareness effort to reach victims that may be sequestered at home with partners that abuse.

STATEWIDE BENEFITS FY 2021

Fairfax County, Fairfax City, and City of Falls Church (in millions)

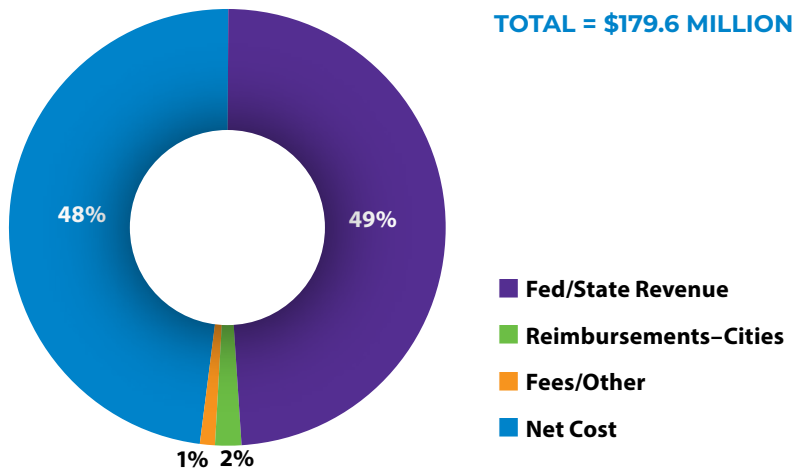
DFS conducts eligibility determinations for state and federal public assistance programs, where the financial assistance benefit flows directly from the state to the recipient. In FY 2021, the state disbursed a total of \$1,175.7 million dollars to residents of Fairfax County, Fairfax City and Falls 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 subsidies.



DEPARTMENT OF FAMILY SERVICES (ALL SOURCES, FY 2021)

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 \$179.6 million was expended in FY 2021, including fringe benefits and \$12.7 million in grants.

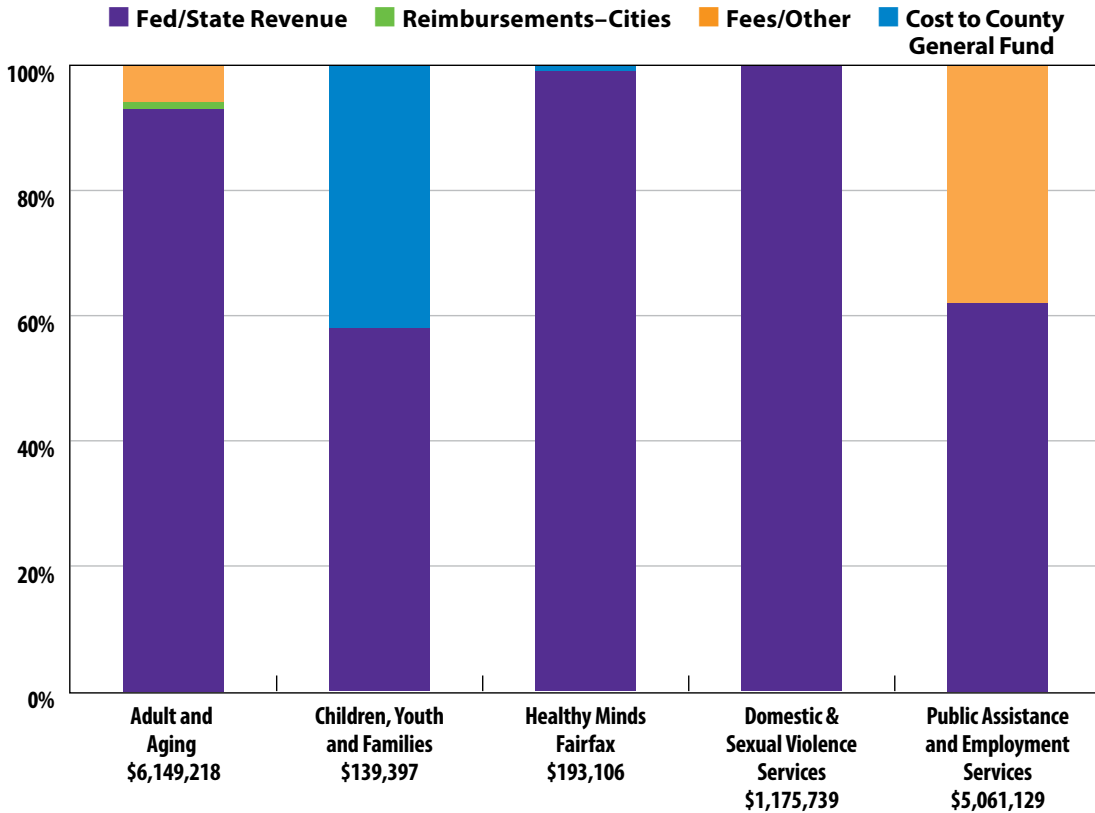
DFS TOTAL EXPENDITURES



\$179.6 million expended in FY 2021, including fringe benefits. No longer includes Office for Children, which was realigned to The Department of Neighborhood and Community Services in FY 2020.

FY 2021 GRANTS BY DIVISION—SOURCES OF SUPPORT

TOTAL = \$12.7 MILLION



FY 2021 GRANT EXPENDITURES AND SOURCES OF GRANT SUPPORT

GRANTS	Fed/State Revenue	Reimbursements/Cities	Fees/Other Reimb	Cost to County General Fund	Total Expended FY 2020	
Adult and Aging \$6,149,218	\$5,860,944	\$67,944	\$292,981	-\$72,652	\$6,149,218	Adult and Aging grants provide supportive services for older adults, home-delivered and congregate meals, caregiver support, and Medicare insurance counseling. Federal and state funding sources, reimbursements from area jurisdictions, and voluntary contributions from program participants, support grants, and also support expenditures.
Children, Youth and Families \$139,397	\$80,297			\$59,100	\$139,397	Grants support assistance to foster care youth and to youth transitioning to adulthood, as well as services and training to support safe and stable families. Federal Title IV-E funding passes through the state, and state funding supports these grants.
Healthy Minds Fairfax \$193,106	\$192,706			\$400	\$193,106	One grant supports a contract for comprehensive community mental health services for children with emotional disturbances. Revenue comes from Federal sources. This grant provides pass-through funding from the U.S. Department of Health and Human Services.
Domestic & Sexual Violence Services \$1,175,739	\$1,180,271			-\$4,532	\$1,175,739	Activities focused on domestic violence prevention and response services, crime victim assistance, and the enforcement of protective orders. These grants are largely supported by Federal pass-through funding.
Public Assistance and Employment Services \$5,061,129	\$3,144,208		\$1,916,921		\$5,061,129	Public Assistance and Employment Services grants are primarily focused on Employment and Training programs, including the regional Workforce Innovation and Opportunity Act (WIOA) grants. These grants provide job readiness supports and training for adults, and work experience programs for youth. Grant funding from Inova Hospital also allows the County to dedicate on-site PAES staff to processing financial and medical assistance applications at Inova Hospital.
TOTAL	\$10,458,427	\$67,944	\$2,209,902	-\$17,684	\$12,718,589	

ADULT & AGING

The Adult & Aging Division of the Department of Family Services provides services and education to older adults, adults with disabilities, and family caregivers. Each program area maximizes safety and independence, as well as enhances family and social supports, with an emphasis on community education and volunteer resources.



Adult Protective Services

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

Adult Services

Provides case management services, Medicaid Long-Term Care Screenings and Supports, 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, and consultation regarding legal rights and protections, solution management, and by connecting people to resources and services.

Fairfax Area Agency on Aging

Organizes, coordinates, and offers community-based services and opportunities for older adults, adults with disabilities, and family caregivers, leveraging 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 2019	FY 2020	FY2021
Adult Protective Services	Investigations	1,330	1,346	1,255
	Clients who needed protective services	908	913	902
Adult Services/Case Management	Clients served	2,722	2,785	2,928

The Story Behind the Numbers

The mission of the Division of Adult & Aging is to promote and sustain a high quality of life for older persons and adults with disabilities by offering a mixture of services, provided through the public and private sectors, which maximize personal choice, dignity and independence.

Adult Protective Services (APS) responds to suspected abuse and neglect of vulnerable adults. APS investigated 1,255 reports of abuse, neglect, or exploitation in FY 2021. Additionally, in FY 2021, 72 percent (902) of the investigations were substantiated for abuse, neglect, or exploitation. Although there was a drop in the number of investigations, the substantiation rate continues to grow and appears to have been exasperated by the pandemic. Substantiated reports involve high risk and vulnerable adults who require intensive services provision.

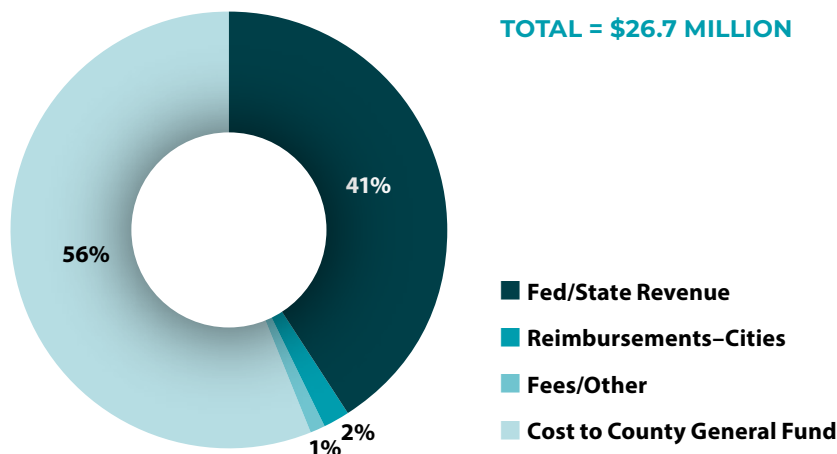
The following Adult and Case Management Services provide ongoing supports so that older and adults with disabilities can remain safely in their homes and access community-based resources:

- ▶ Assessments and authorizations for home-based care for functionally and income eligible adults.
- ▶ Medicaid Long-Term Care Screenings and Supports for community based long-term care services and for nursing home placements.
- ▶ Functional screening for assisted living placements for those applying for auxiliary grants.

In FY 2021, 2,928 adults received Adult Services case management and support, an increase of 5% from FY 2020 and an 8% increase from FY 2019.

As part of the Older Americans Act mandate, the Area Agency on Aging collaborates with community partners to serve older adults so they can remain independent in the community with appropriate supportive services in place. In FY 2021, the Aging, Disability, and Caregiver Resources intake line processed 17,989 calls on multiple needs and 1,298 were for general consultation. Additionally, staff who speak six other languages (Korean, Spanish, Hebrew, Russian, Azerbaijani, and Turkish) provided support and resources through the intake line on 42 other need areas.

ADULT AND AGING EXPENDITURES



SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$10,941,886	\$507,339	\$364,127	\$14,877,407

FY 2021 expenditures for Adult & Aging programs are supported by the County and other sources, and partially supported by federal funding passed through the state for the Social Services Block Grant, Adult Protective Services, and Home-based Care Services. It is also supported by the Virginia Department of Aging and Rehabilitation grants to improve the quality of life, safeguarding the security and independence of older Virginians, Virginians with disabilities, and their families.

Spotlight on Volunteers

The Volunteer Solutions program plays a critical role in support of older adults, adults with disabilities, and caregivers in the Fairfax area by providing various volunteer opportunities. The program partners with nonprofits, schools, and private businesses to collaborate and coordinate volunteer opportunities. These services often fill important gaps that promote independent living and community inclusion which are critical to the social and emotional well-being of older adults and adults with disabilities.

Examples of the important services that volunteers provide are:

- ▶ Transportation to medical appointments
- ▶ Transportation and assistance with grocery shopping
- ▶ Social visiting in the community and in nursing and assisted living facilities
- ▶ Advocating to resolve residents' rights and daily living issues
- ▶ Providing companionship and social interaction.

These important services were greatly impacted in FY 2021 as COVID-19 limited volunteer opportunities therefore yielding a reduction in the number of volunteers and the number of hours donated. The Volunteer Solutions program saw a 76% reduction in the number of volunteers (from 3,155 in FY 2020 to 750 in FY 2021) who served older adults and adults with disabilities, thus impacting the number of "volunteer hours" significantly. The 750 Adult & Aging volunteers donated 16,287 hours, an 83% reduction from FY 2020. This notable decrease in the number of volunteers is also a result of the Home-Delivered Meals Program moving from a volunteer delivery model to a vendor delivery model. The value of the Adult & Aging volunteer hours using the 2021 Virginia Average Hourly Volunteer hourly rate equates to \$475,000. While this represents significant monetary value, the increase in social interaction, independence, and safety yields invaluable outcomes for older and disabled adults.

CHILDREN, YOUTH & FAMILIES

The Children, Youth and Families Division includes programs designed to protect children from harm, prevent child abuse and neglect, support families, and help them remain together safely for the long-term emotional and physical health of the children.



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 include Healthy Families Fairfax, Neighborhood Networks, Parenting Education Programs, and Volunteer and Partner Services.

Child Protective Services

Protects children from abuse and neglect by assessing their safety, risk of harm, and the family's strengths and needs. This includes providing support and connecting families to services needed to help keep families safely intact.

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. This program area provides clinical case management and support services to children living at home with their families.

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. The setting is family-driven and focuses on family strengths.

Foster Care and Adoption Services

Provides placements and services for children who cannot safely remain with their families. This program also provides 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.

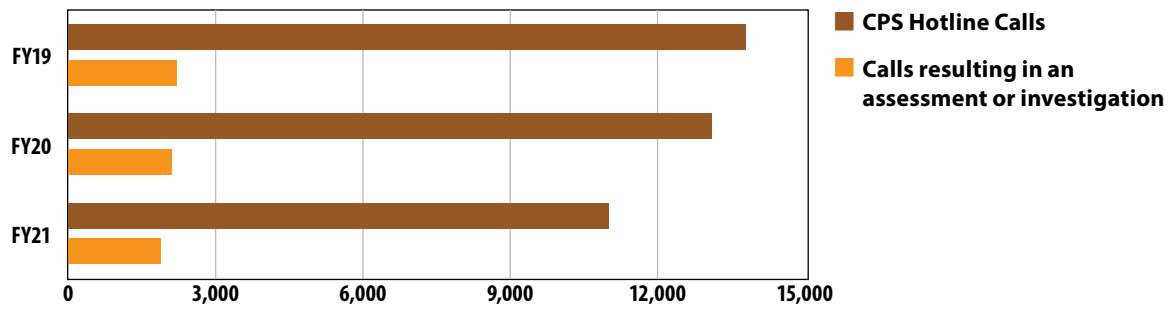
Foster Care and Adoption Resource and Support

Recruits, trains, and supports foster and adoptive parents. This unit matches children with appropriate placements and helps teens learn life skills and achieve permanency. It provides financial and supportive services, when needed, to adoptive parents.

Quality Programs

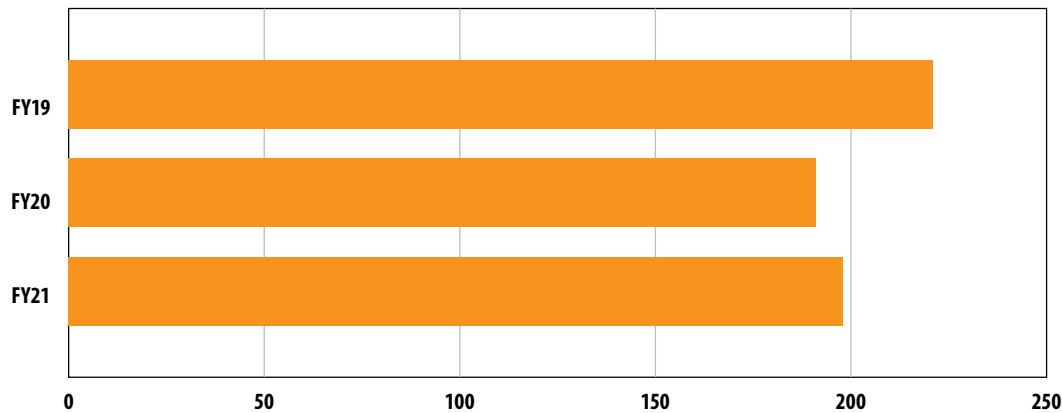
Supports the CYF division through data analysis and reporting, program evaluation, continuous quality improvement projects, professional development, and project management.

CHILD PROTECTIVE SERVICES



FOSTER CARE AND ADOPTION

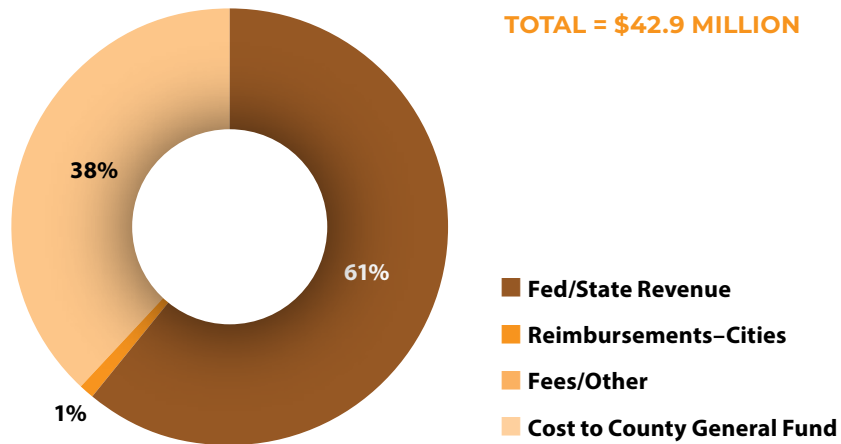
Number of children in foster care at the end of the fiscal year



The Story Behind the Numbers

In FY 2022, CYF will build on its success through four strategic priorities: 1) strengthening our clinical practice using the Safe and Connected™ practice model, 2) strengthening our professional development efforts through a major redesign of our Child Welfare Institute, 3) incorporating an equity lens into all we do, and 4) enhancing our efforts to engage relatives and keep children with their immediate and extended family whenever possible. Together, these four priorities are helping us achieve greater outcomes that ensure children’s safety and help families reach their goals. Our equity focus is helping us ensure equitable outcomes by examining our policies, practices, and procedures to eliminate disparities in service delivery and outcomes for those we serve.

CHILDREN, YOUTH AND FAMILIES EXPENDITURES



FY 2021 expenditures for Children, Youth, and Families are supported by the County and other sources, including federal and state funding associated with the Social Services Block Grant, State Adoption Subsidy, and Title IV-E funding for foster care and supportive services for young adults transitioning out of foster care. In addition, the state provides funding for programs that strengthen and preserve families.

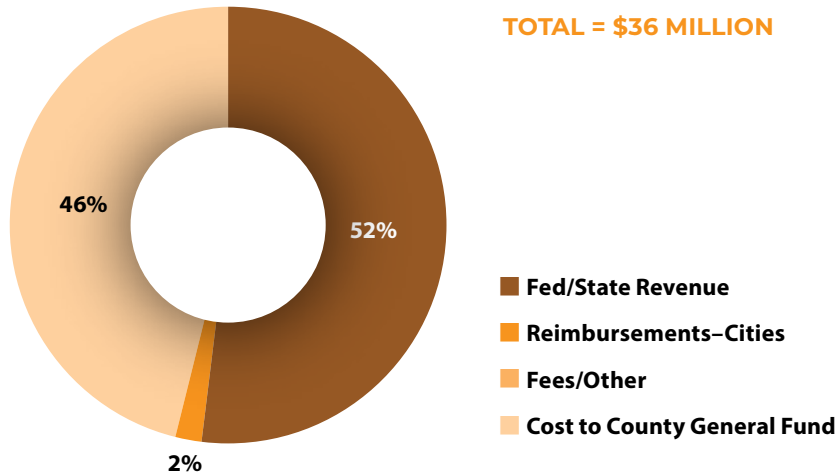
SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$26,312,385	\$563,794	\$4,602	\$16,033,761

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 SERVICE ACT EXPENDITURES



The Children's Services Act program is a mandated state program with a local match rate that varies by type of services, ranging from community-based programs and private day schools, to residential treatment programs. In FY 2021, approximately 52% of expenditures were offset by State funding. The Cities of Falls Church and Fairfax contribute to the administrative and service costs of serving participants from those cities.

SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$18,846,262	\$563,824	\$0	\$16,581,259

The Story Behind the Numbers

The Children's Services Act program is a mandated state program that combines state and local funding to purchase a continuum of specialized services. The CSA program staff along with other administrative staff from DPMM and DFS Fiscal Management staff support the provision of behavioral health care services across public human services agencies and the schools including child welfare, private special education, and intensive mental health treatment services. The local match rate varies by type of service but averages 46% of the cost.

During the county's and school's response to COVID, referrals for services reflected changes at the agency level such as reduced referrals from programs such as Child Protective Services (CPS) and Protection and Preservation Services (PPS) as well as from FCPS social workers. Ten percent fewer children were served by CSA in FY 2021 than prior years. Expenditures for CSA were significantly reduced in FY 2021 due to the lower than usual referrals to the program. As agencies and schools respond to youth and family needs from COVID, it is anticipated that referrals will return to pre-COVID levels in the latter quarters of FY 2022 and in FY 2023.

The Children's Services Act program responded to COVID by supporting distance learning for private special education schools, supporting telehealth delivery of behavioral health care services, and coordinating closely with private providers about their operating status. CSA also continued to support DFS CYF in the implementation of the Family First Prevention Services Act (FFPSA) by contracting and coordinating eligible in-home evidence-based treatment services.



Safe & Connected™

Child Welfare Redesign

In 2017, the Children, Youth and Families Division committed to significantly changing the way we respond to allegations of abuse and neglect, partner with families, address systemic barriers adversely impacting communities of color, and partner strategically with our community stakeholders. Despite a strong vision, we struggled to maintain a dual focus on transforming for tomorrow while ensuring children's safety today. We believe we've found a solution using the Safe & Connected™ Practice Model.

This evidence-informed practice incorporates diverse perspectives that enable evaluations through an equity- and trauma-informed lens. To do so, the model integrates critical thinking, applied knowledge and research, collaborative practice across the child welfare delivery system (courts, county attorneys, education, mental health, housing, etc.), comprehensive assessment, and a fundamental focus on diversity, equity, and inclusion.

DFS bears responsibility for providing children and families of Fairfax equitable, family-first services. The entire community shares responsibility for providing support and proactive care. Only through authentic partnerships can we co-create a future that both strengthens current practice and delivers equitable outcomes for families.

DOMESTIC & SEXUAL VIOLENCE SERVICES



The Domestic and Sexual Violence Services (DSVS) Division offers compassionate and comprehensive state-accredited programs for women, men, teens, and children who have been affected by domestic and sexual violence, stalking, and human trafficking.

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 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

Operates Fairfax County's 24-hour Domestic & Sexual Violence Hotline and the LAP. The unit promotes awareness of the impact of interpersonal violence including its overlap with other social determinants of health and wellbeing. 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.

Offender Services: Anger and Domestic Abuse Prevention and Treatment (ADAPT)

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

Human Trafficking Services

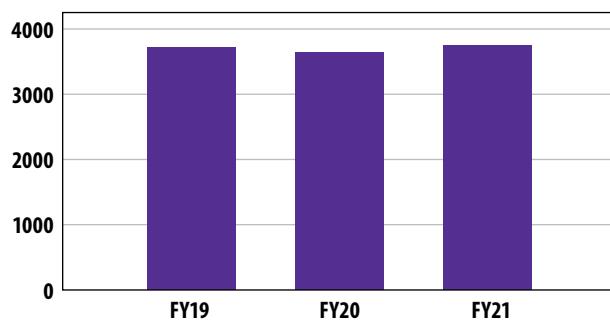
Provides hotline services, advocacy, and counseling to victims of human trafficking. The unit works closely with other regional, county, and community groups to collect data, provide training, and develop response plans.

Stalking Services

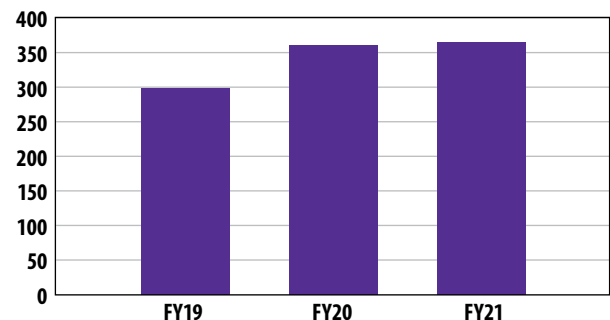
Provides direct advocacy and counseling services for survivors of stalking either in person or through the Fairfax County 24-hour Domestic & Sexual Violence Hotline. The unit provides training and technical assistance to allied professionals to increase their capacity to respond to survivors of stalking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

SURVIVOR SERVICES CLIENTS

(including Advocacy, Counseling, Hotline, LAP, and HASA clients)



DV EMERGENCY SHELTER ADMISSIONS



The Story Behind the Numbers

DSVS recently updated its mission and vision as a part of its strategic plan.

Vision: Peaceful, thriving, powerful communities where all people are safe and free from oppression, fear, and violence.

Mission: We work with communities to transform society's response to domestic violence, sexual violence, human trafficking, and stalking by challenging oppression, collaborating to inform policy, and providing all persons impacted by violence with equitable access to trauma informed support, advocacy, education, and a space for healing.

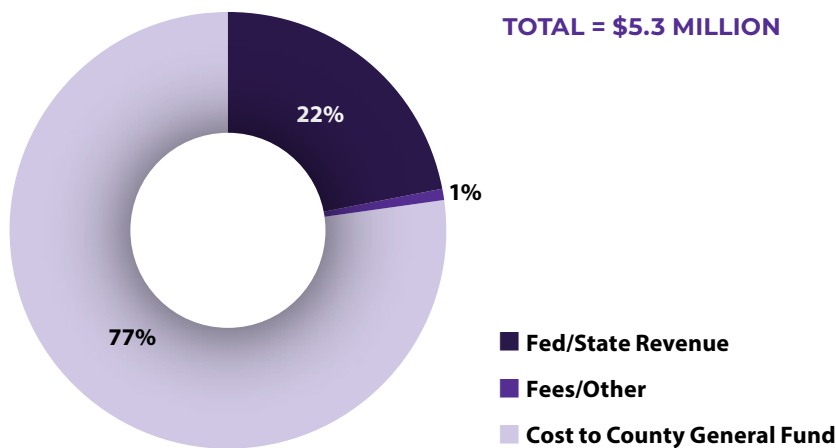
There has been a slight increase from 2020 to 2021 in the number of callers seeking assistance from DSVS. At the beginning of the "stay at home" order in March 2020, there was a precipitous drop in the number of calls, as many victims may have been quarantined or isolated with their abusers and unable to seek help. This created significant concerns for safety. DSVS developed awareness campaigns such as the "You are Not Alone" video series to let victims know that when they are able to access it, help is available. Over the past several months, there has been an uptick in requests for services and the increase has remained consistent. This may be in part due to increased outreach regarding available services such as "Assistance from a Distance" and from eased restrictions that allowed callers to safely make calls to the crisis line.

DSVS continues to focus efforts on children who witness domestic violence through Step Up 4 Kids, a coalition of 18 government and community partners that is actively planning strategies for improving short-term and long-term outcomes for children and families. Grant funding from the Office on Violence Against Women (UVW) allows DSVS to create a continuum of essential services such as prevention programming, specialized clinical intervention for children, and training and technical assistance for professionals and paraprofessionals.

In addition to Step Up 4 Kids, DSVS is the lead or an active member on several workgroups and task forces such as the Commission to End Domestic Violence Equity subcommittee, the Firearms Workgroup, the Court Process Workgroup, and the State Advisory Committee on Sexual and Domestic Violence, to name a few. These workgroups are designed to improve the systems' response to interpersonal violence.

There are also other unmet needs that survivors of domestic and sexual violence have. While not all survivors need emergency shelter, there is a need for financial and rental support to rebuild economic security, reduce the risk of homelessness, and increase financial independence. In addition, survivors and their families benefit from low barrier, easy access to mental health and substance abuse treatment.

DOMESTIC AND SEXUAL VIOLENCE SERVICE EXPENDITURES



Domestic and Sexual Violence Services is partially supported by state grant funding. Fees are collected from Offender Services.

SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$1,180,271	\$0	\$27,630	\$4,043,296

PUBLIC ASSISTANCE AND EMPLOYMENT SERVICES DIVISION

Public Assistance

Helps eligible individuals and families apply for and receive financial, medical, and food assistance to meet basic needs as they transition to self-sufficiency.

The Supplemental Nutrition Assistance Program (SNAP)

Helps individuals and families with low income 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 U.S.

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.

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.



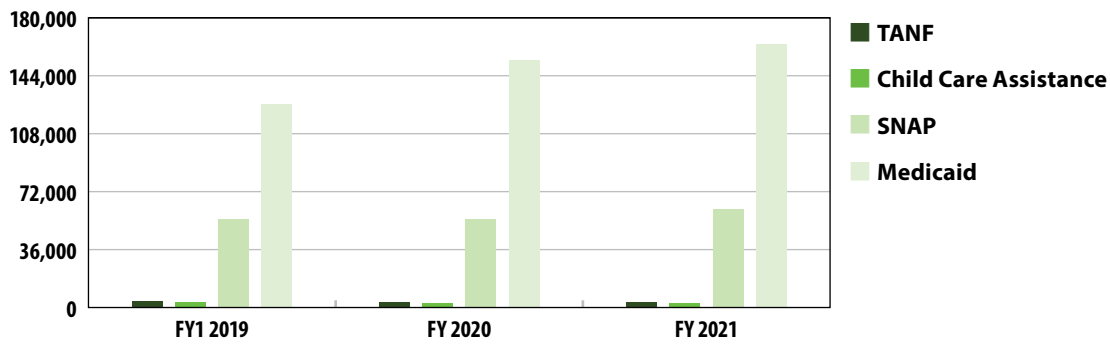
The Health Access Assistance Team

Connects people in need with health care and a “medical home,” such as a federally qualified health center operated by Neighborhood Health or HealthWorks. The collaboration supports optimal utilization of health care resources.

Employment Services

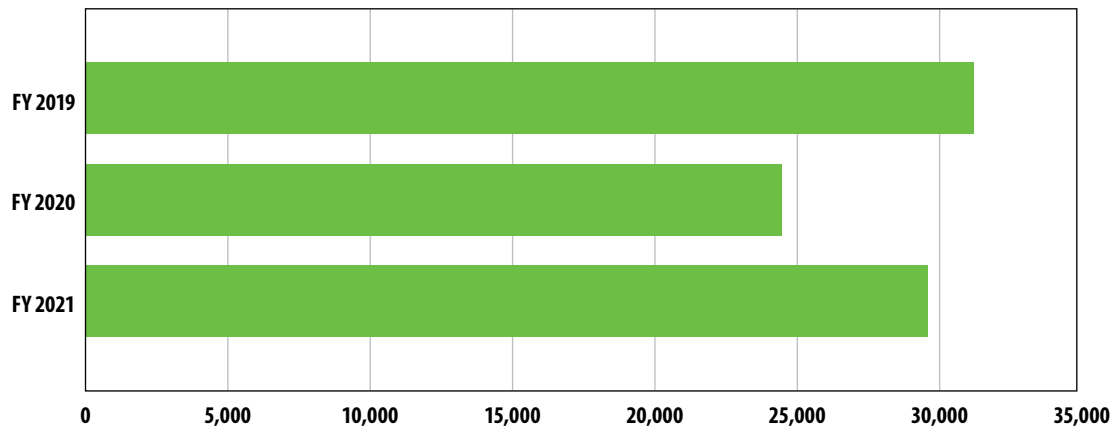
Helps connect and prepare job seekers with employment and training opportunities through one-stop employment resource centers locally known as Virginia Career Works Centers. The program area offers employment workshops, occupational skills training, and job search assistance.

NUMBER OF CLIENTS SERVED



EMPLOYMENT SERVICES

NUMBER OF CLIENTS SERVED



The Story Behind the Numbers

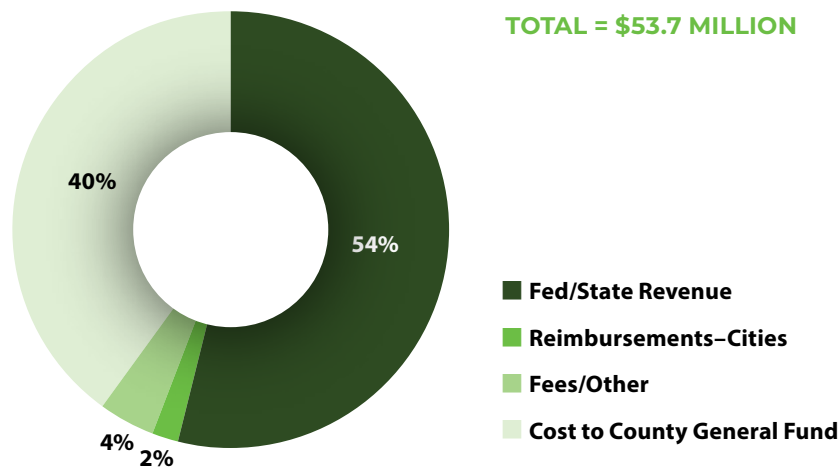
The PAES Division plays an important role in the County's Economic Recovery Plan. The Division pivoted quickly to virtual methods for service delivery to keep residents safe. The innovative approaches in our Employment and Training programs led to more people being served than in the prior year. Additionally, resources have been and continue to be allocated to the county to support workers laid off due to the pandemic. The increased funding is focused on training workers for in demand industries. As the One Stop Operator for the Workforce Innovation and Opportunity Act (WIOA) programs, PAES serves job seekers and employers throughout the region through the operation of Virginia Career Works Centers.

The health and economic effects of the COVID public health emergency made it difficult for many low-income households to afford adequate food and meet other basic needs. SNAP continues to provide the support needed by households facing food insecurity to feed their families. During the pandemic, SNAP emergency allotments were issued to participants which provided the maximum benefit amount thereby increasing their food purchasing power. In addition, SNAP benefit levels will increase during FY 2022 to put healthy food in reach for households facing food uncertainty.

Medicaid enrollment in Fairfax County, Fairfax City and Falls Church grew by nearly 10,000 from FY 2020 to FY 2021. There are several key conditions that contributed to this growth, including an extended annual federal Open Enrollment period and state direction to suspend redeterminations of eligibility. This resulted in recipients retaining Medicaid coverage for longer periods. Also, in compliance with the “Families First Coronavirus Response Act,” no Medical Assistance cases were to close for any reason, including excess income. This included special categorical groups such as pregnant women, dialysis recipients being automatically extended 120 days, and individuals aging out of an aid category.

Residents continued to seek the safety and security of the programs offered by the Public Assistance and Employment Services division during this time of food insecurity, health stressors, and employment and income loss.

PUBLIC ASSISTANCE & EMPLOYMENT SERVICES EXPENDITURES

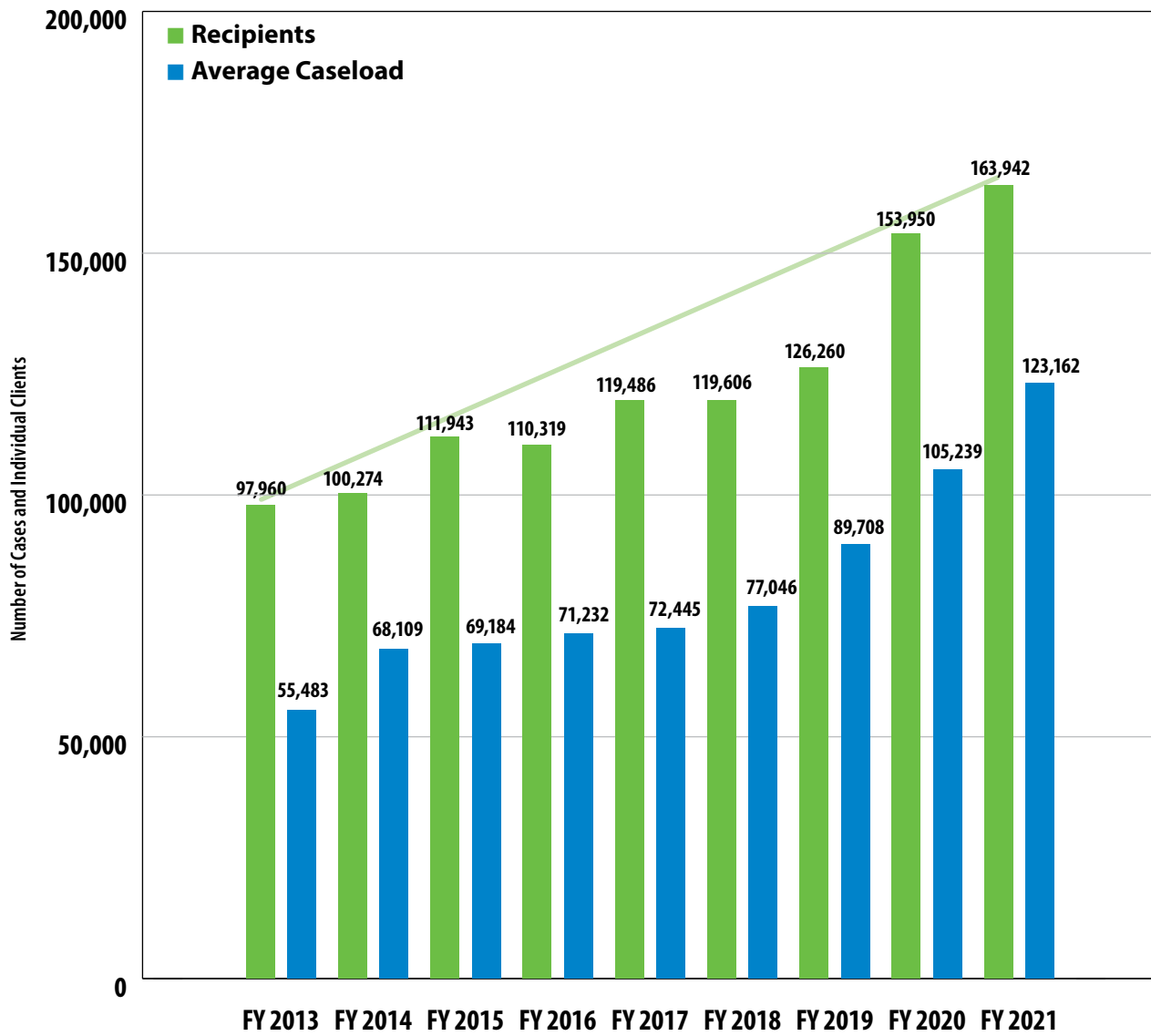


FY 2021 expenditures for Public Assistance and Employment Services are offset by state and federal revenue for staff performing eligibility determinations and referrals into federal and state benefits programs such as Medicaid, TANF, SNAP, Virginia Initiative for Education and Work (VIEW), Refugee Assistance, Disabled and Aging Assistance Payments. State revenue also partially supports the eligibility determinations for the state Child Care Subsidy program. Additional sources of support come to Public Assistance and Employment Services through \$5.1 million in grant funding, primarily for employment and training programs.

SUPPORTING SOURCES

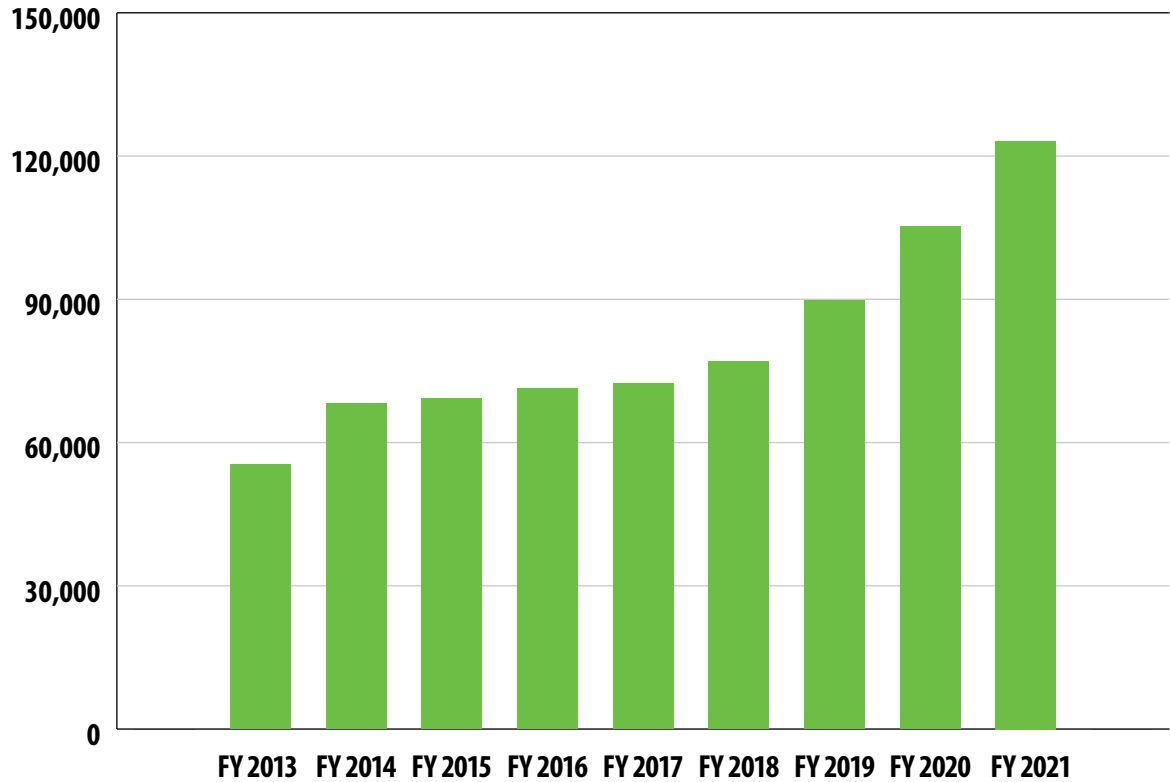
Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$28,961,478	\$1,090,123	\$1,918,073	\$21,769,926

FAIRFAX COUNTY MEDICAID CLIENTS (FY13-FY21)

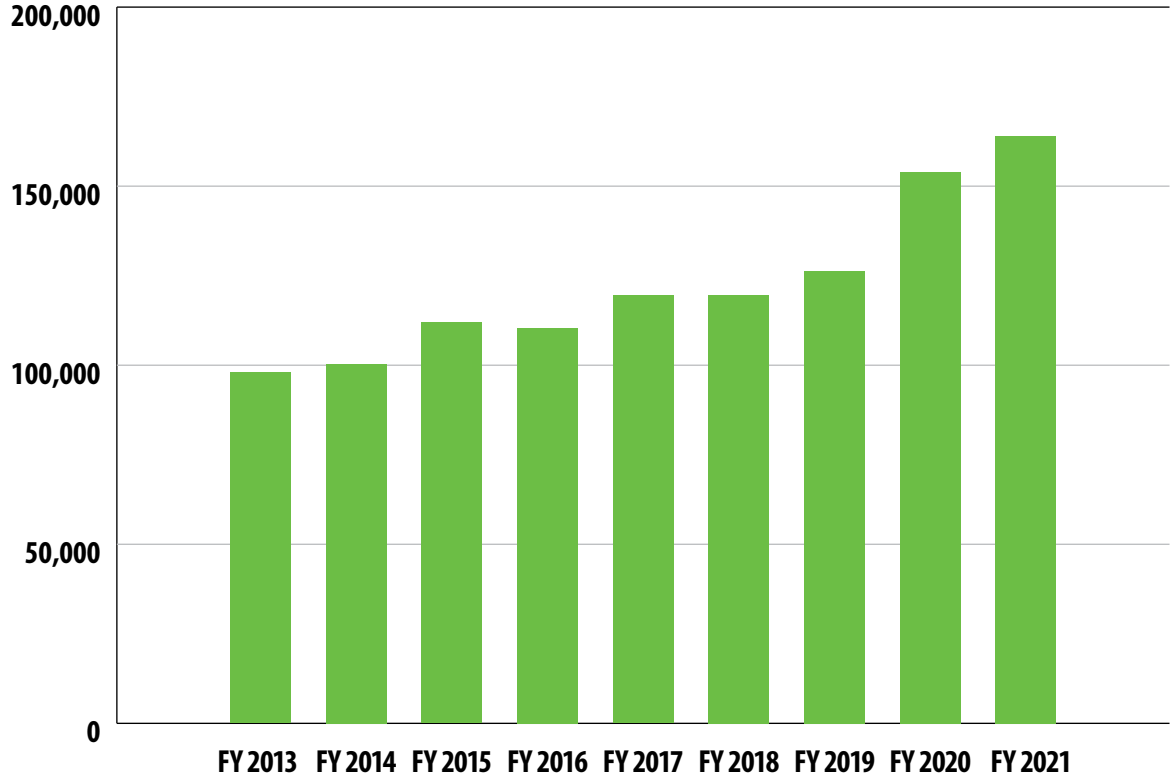


Data Source: VDSS Data Warehouse

FAIRFAX COUNTY MEDICAID CASE COUNT (FY 2013-FY 2021)



FAIRFAX COUNTY MEDICAID RECIPIENTS (FY 2013-FY 2021)





FAIRFAX COUNTY DEPARTMENT OF
FAMILY SERVICES

Office Locations

Alexandria

Human Services Center

Gerry Hyland Government Center
8350 Richmond Highway
Alexandria, VA 22309
703-324-7500; TTY 711

Annandale

Human Services Center

Heritage Center, West Wing
7611 Little River Turnpike
Annandale, VA 22003
703-324-7500; TTY 711

Fairfax

Human Services Center

Pennino Building
12011 Government Center Parkway
Fairfax, VA 22035
703-324-7500; TTY 703-222-9452

Domestic and Sexual Violence Services

Pennino Building
12011 Government Center Parkway,
Suite 740
Fairfax, VA 22035
703-324-5730; TTY 711

Domestic Violence Action Center

Historic Courthouse
4000 Chain Bridge Road, Suite 2702
Fairfax, VA 22032
703-246-4573; TTY 711

Reston

The Department of Family Services has
programs in two different buildings:

Cameron Glen

1850 Cameron Glen Drive
Reston, VA 20190
703-324-7500; TTY 711

Adult and Aging Services

Child Abuse Prevention Services

Foster Care and Adoption Services

Neighborhood Networks

Protection and Preservation Services

Lake Anne

11484 Washington Plaza West
Reston, VA 20190

703-324-7500; TTY 711

SNAP

General Relief

Medicaid/Famis-Plus

Family Access to Medical Insurance Security (FAMIS)

Health Access Assistance Team (HAAT)

Temporary Assistance for Needy Families (TANF)

Employment Services

Volunteer Solutions

Child Care Assistance

For information on how to reach
these locations using public
transportation, visit:

www.fairfaxconnector.com

703-339-7200; TTY **703-339-1608** or

www.wmata.com

202-637-7000; TTY **202-638-3780**



FAIRFAX COUNTY DEPARTMENT OF
FAMILY SERVICES



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.



FairfaxCounty.gov/FamilyServices



DFSInfo@**FairfaxCounty.gov**

Please do not include confidential information.



fairfaxcountyfamilyservices



Community Corner

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FairfaxCounty.gov/FamilyServices

