



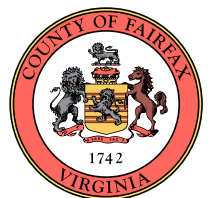
FAIRFAX COUNTY DEPARTMENT OF  
**FAMILY SERVICES**

## ADVISORY SOCIAL SERVICES BOARD



# 2019

A Fairfax County Publication



# Advisory Social Services Board



The Advisory Social Services Board from left to right: Nancy Dalton Hall, Sarah Newman, Storme Gray, Michael Becketts, Alice Foltz, Ryan Karr (back), Stephanie Sedgwick, Karen Darley, and David T.S. Jonas. Not pictured: Amrita Banerjee and Larysa Kautz.

The Advisory Social Services Board interests itself in all matters pertaining to the social welfare of the people served by the government; monitors the formulation and implementation of social welfare programs; meets with the Director of Social Services at least four times a year for the purpose of making recommendations on policy matters; makes an annual report to the governing body concerning the administration of the public welfare program; and submits to the governing body other reports the advisory body deems appropriate.

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*At-Large Chairman's Office*

**Karen Darley**

*Braddock District*

**Stephanie Sedgwick**

*Dranesville District*

**Sarah Newman, Chair**

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*Springfield District*

**Alice Foltz**

*Sully District*

**Michael Becketts**

*Director of Family Services*



# County of Fairfax, Virginia

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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 summary of the department's accomplishments, as well 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. DFS estimates that one in every five households in the county has been helped in some way by its services—either through direct use of programs, calling emergency hotlines, attending community outreach events, or volunteering.

The ASSB's work is guided by the idea that "We all do better when we ALL do better." The success we see in Fairfax County is built upon a framework that provides all residents with the opportunity to live their best lives. The services offered by DFS through the divisions of Self-Sufficiency, Children Youth and Families, Adult and Aging, and Domestic and Sexual Violence Services continue to help people in crisis and prevent future crises from occurring. We must continue to provide equitable opportunities as far upstream as possible—not just at the very end.

Indeed, investing in our community and all its members through these prevention programs avoids the need for more serious and expensive actions and leads to a more just society. These programs help strengthen family relationships and financial security, easing the burden on those services that address urgent needs such as the safety of vulnerable populations, food security, access to health care, and self-sufficiency.

The Department of Family Services and the entire Health, Housing, and Human Services system positively impact all other government functions through these prevention efforts. We know with critical early intervention services, children are more likely to be successful in school and require fewer services; teens are more likely to be engaged in work or educational pursuits and less likely to be incarcerated; adults are more likely to own homes and businesses, and older adults are more likely to remain active and independent. This is the foundation of a strong and vibrant community.

**We strongly believe that successful prevention programs in DFS and throughout the Health, Housing, and Human Services system must remain funded and be allowed to expand to meet the demand throughout Fairfax County.** The county needs to invest in measuring outcomes and to continuously learn what impacts these services are having on our residents. Simply put, we need to know who is benefitting from our services and who is not. DFS and other departments must be diligent in collecting this kind of data and then using it constructively to make our system more accessible, equitable, and successful.

As we build upon these accomplishments, we look forward to working collaboratively with the county to implement its new strategic plan and the promise of equity made to the community through the One Fairfax policy.

Sincerely,

Sarah Newman, Chair  
Advisory Social Services Board

**The Fairfax County Department of Family Services (DFS)** promotes the well-being of the county's diverse community by protecting and improving the lives of children, adults, and families through supportive services, education, and advocacy. Our services provide the framework for 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 mitigate crime, abuse, and neglect; lessen the strain on our public safety and judicial resources; increase the workforce and tax base; improve self-sufficiency and educational outcomes; and create an environment where all residents have opportunities to contribute to the success of our community.

**DFS focuses on:**

- ▶ Safety for children, older adults, and victims of domestic and sexual violence.
- ▶ Public assistance benefits, employment training, and affordable child care to close income gaps and enable people to become economically secure.
- ▶ High-quality child care and child development-focused parent education classes to ensure school readiness and lifelong learning success.
- ▶ Supportive programs that build on the strengths of families, children, people with disabilities, and older adults so they can thrive.

**DFS programs and services are provided in regional offices and community sites throughout the County. There are four main divisions:**

- ▶ Adult and Aging
- ▶ Children, Youth and Families
- ▶ Domestic and Sexual Violence Services
- ▶ Self-Sufficiency

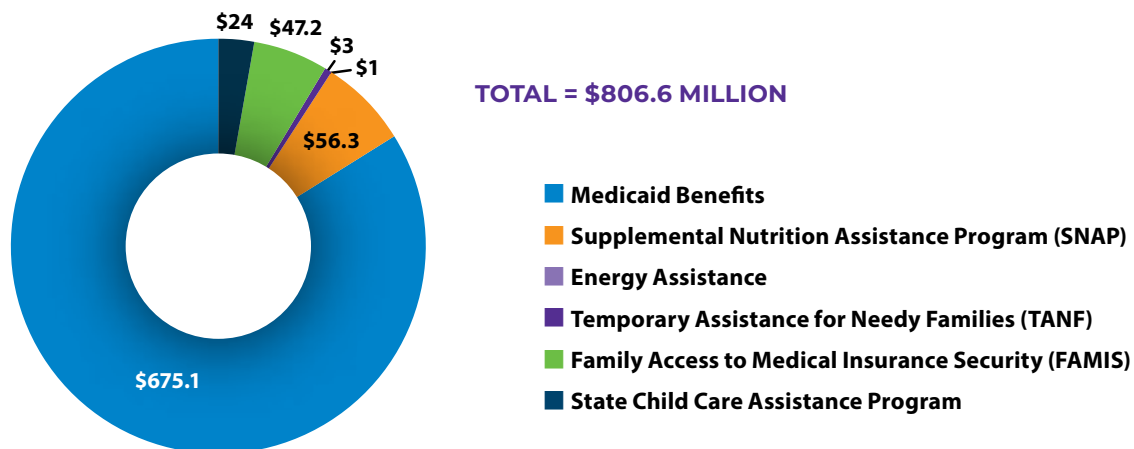
And

- ▶ Healthy Minds Fairfax, which includes the Children's Services Act and the Youth Behavioral Health Collaborative.

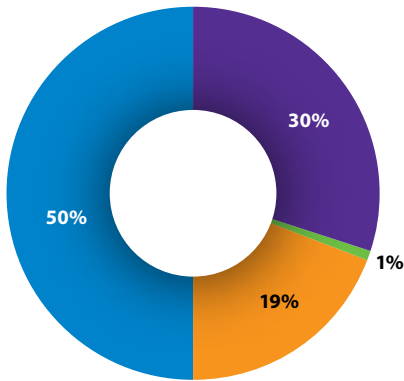
Many programs administered by DFS receive federal and/or state funding and have specific eligibility requirements.

## STATEWIDE BENEFITS, FY 2019

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



DEPARTMENT OF FAMILY SERVICES (GENERAL FUND, FY 2019)

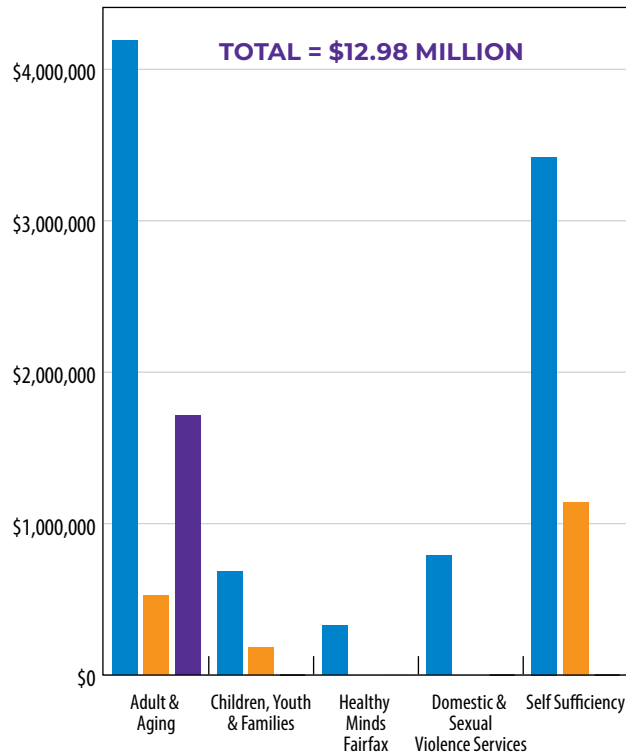


**TOTAL = \$255.67 MILLION**  
(including fringe benefits)

- Fed/State Revenue
- Reimbursements-Cities
- Fees/Other\*
- Cost to County General Fund

\*FY 2019 includes fee revenue from the Office for Children and School Age Child Care.

FY 2019 GRANTS BY DIVISION— SOURCES OF SUPPORT



FY 2019 GRANT EXPENDITURES AND SOURCES OF GRANT SUPPORT

GRANTS	Fed/State Revenue	Other Income/ Reimb	Net Cost	Total Expended FY19	
<b>Adult and Aging</b>	\$4,192,706	\$524,267	\$1,715,456	\$6,432,429	Federal and state funding sources, and reimbursements from area jurisdictions, and voluntary contributions from program participants, support grant expenditures for supportive services for seniors, home-delivered and congregate meals, caregiver support, and Medicare enrollment assistance.
<b>Children, Youth and Families</b>	\$683,332	\$180,092	\$0	\$863,424	Federal Title IV-E funding passed through the state and limited state funding supports foster care youth and those transitioning to adulthood, and services and training to promote safe and stable families.
<b>Healthy Minds Fairfax</b>	\$329,864		\$0	\$329,864	Federal pass-through funding from the the Department of Health and Human Services supports a contract for Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances.
<b>Domestic and Sexual Violence Services</b>	\$787,101		\$0	\$787,101	Federal funding received directly from the U.S. Department of Justice funding, federal funding passed through the state, and state funding supports grant activities directed toward Domestic Violence Prevention and Services, Crime Victim Assistance, and Enforcement of Protective Orders.
<b>Self-Sufficiency</b>	\$3,421,072	\$1,142,702	\$0	\$4,563,774	Federal pass-through funding supports the Workforce Innovation and Opportunity Act (WIOA) grants and a "Bridges to Employment" grant to provide job readiness supports. INOVA Hospital reimbursements to the County also support staff dedicated to processing financial and medical assistance applications at INOVA Hospital.
<b>Total Grants</b>	\$9,414,075	\$1,847,061	\$1,715,456	\$12,976,592	

The Adult & Aging Division of the Department of Family Services provides services and education to older adults, adults with disabilities, and family caregivers. Program areas maximize safety and independence, as well as enhance family and social supports, with an emphasis on community education and volunteer resources.

### Adult Protective Services

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

### Adult Services

Provides case management services, Medicaid pre-admission screenings, and home-based care for eligible older adults 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:

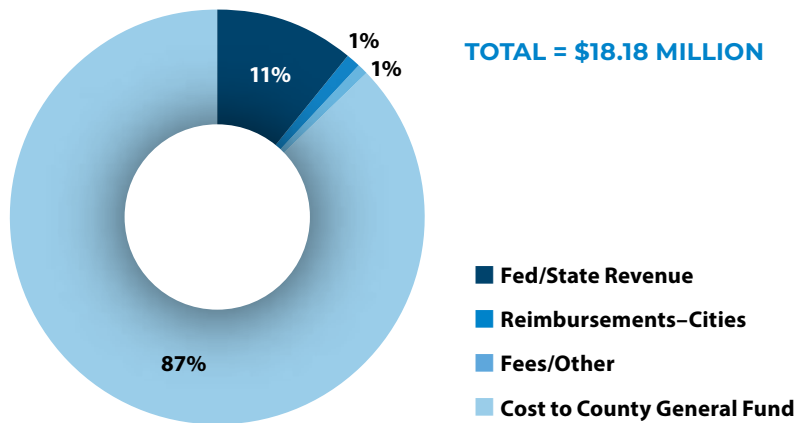
- ▶ Home Delivered Meals
- ▶ Volunteer Solutions
- ▶ Northern Virginia Long-Term Care Ombudsman
- ▶ Insurance Counseling
- ▶ Congregate Meals and Transportation Services
- ▶ Livable Communities Development
- ▶ Golden Gazette and Outreach.

		FY17	FY18	FY19
<b>Adult Protective Services</b>	Investigations	1,193	1,221	1,330
	Clients who needed protective services	664	818	908
<b>Adult Services/Case Management</b>	Clients served	2,383	2,679	2,722
<b>Fairfax Area Agency on Aging</b>	Volunteers who served older adults and adults with disabilities	3,567	3,987	3,796
		135,094 hours	131,652 hours	135,918 hours

### The Story Behind the Numbers

Providing information, consultation, and support for caregivers of older adult family members is a priority under the Older Americans Act, and is a main focus area for the division. Out of 17,548 calls in FY 2019 to the Aging, Disability, and Caregiver Resource phone number, 4,471 were for consultation. In addition to consultation for caregivers, the division continues to offer informational seminars, in-home respite services based upon eligibility, care coordination, and support groups.

## ADULT AND AGING EXPENDITURES



FY 2019 expenditures for Adult and Aging programs are primarily supported by the federal Social Services Block Grant and federal and state support for Adult Protective Services and Home-based Services.

### SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$2,071,014	\$121,635	\$153,908	\$15,836,879

### Spotlight on Volunteers

**Volunteers** continue to provide an array of services to help older adults and adults with disabilities to live safely in their homes and in facilities.

Volunteers:

- ▶ Transport older adults and adults with disabilities to medical appointments and help them with grocery shopping.
- ▶ Visit older adults in nursing and assisted living facilities and help to resolve daily living issues.
- ▶ Are matched with older adults receiving Meals on Wheels to provide companionship while encouraging the older adult to eat.

More businesses are partnering with their staff and resources to do group volunteer projects, including making homes safer and more livable.

In FY 2019, **3,796** Adult and Aging volunteers donated **135,918 hours**. The value of the Adult and Aging volunteer hours using the 2018 Virginia Average Hourly Volunteer hourly rate of **\$27.50** (the most recently published rate) equates to **\$3,737,745**.

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

### **Foster Care and Adoption Services**

Provides placements and services for children who cannot safely remain with their families. 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 parents. Matches children with appropriate placements. Helps teens learn life skills and achieve permanency. Provides financial and supportive services, when needed, to adoptive parents.

### **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. 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.

### **Quality Assurance**

Supports CYF's continuous quality improvement efforts through data analysis, program evaluation, organizational development, and project management.

## **Healthy Minds**

**Healthy Minds Fairfax**, which includes the Children's Services Act and Children's Behavioral Health Collaborative, coordinates a full range of mental health and substance abuse services for children and youth across multiple county agencies, the school system, and private treatment providers. They work to help youth and families in the Fairfax-Falls Church community access mental health and substance abuse services, and improve the quality of those services. The Healthy Minds Fairfax budget falls under the Department of Family Services.



		FY17	FY18	FY19
<b>Child Protective Services</b>	CPS Hotline Calls	14,308	13,297	12,871
	<i>Calls resulting in an assessment or investigation</i>	2,301	1,875	1,971
<b>Protection &amp; Preservation Services</b>	Families served by PPS	443	412	326
	Children served by PPS	1068	962	801
	% of families served whose children remained safely in their homes	97%	98%	98%
	Average caseload per month	237	224	149
<b>Family Partnership Program</b>	Families served	735	634	529
<b>Foster Care and Adoption</b>	Children who entered foster care	111	69	87
	Average caseload per month (children in foster care)	262	234	202
	Children who left foster care	113	109	98
	<i>Children who returned to a parent or relative</i>	57	38	45
	<i>Children who were adopted from foster care</i>	24	33	33
	<i>Children who aged out of foster care</i>	14	32	19
	<i>Children who died while in foster care (*of natural causes)</i>	0	0	1*
<b>Child Abuse and Neglect Prevention</b>	Families who received home visits from a Healthy Families social worker	573	661	674
<b>Parenting Education Program</b>	Families who participated in a parenting class	320	299	388

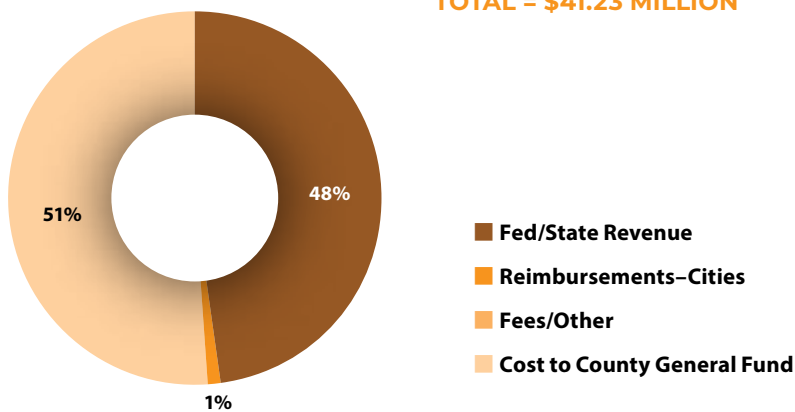
### The Story Behind the Numbers

In FY 2020, much of CYF's efforts will be guided by the state's Program Improvement Plan (PIP), which was developed in response to Virginia's most recent federal Child and Family Services Review (CFSR). The PIP will focus improvement efforts in key areas such as safety assessment and safety services, workers' efforts to engage with the children and parents they serve, diligent recruitment of foster families, timely court hearings for permanency, and training for supervisors and staff.

Throughout FY 2020 and beyond, CYF will continue its emphasis on prevention. Fairfax County invests wisely in prevention services to prevent child abuse and neglect and reduce the need for expensive deep-end services such as foster care.

## CHILDREN, YOUTH AND FAMILIES EXPENDITURES

TOTAL = \$41.23 MILLION



FY 2019 expenditures for Children, Youth and Families are supported by the federal Social Services Block Grant; State Adoption Subsidy; federal IV-E Foster Care funding; and other state funding for programs to strengthen families and promote independence for young adults transitioning out of foster care.

### SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$20,014,656	\$287,402	\$8,098	\$20,917,293

**The Domestic and Sexual Violence Services 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, advocacy, information, counseling, resources, and emergency shelter for victims and survivors of domestic and sexual violence. Also provides county-wide coordination of resources and services, batterer intervention treatment, as well as education, outreach, and training on issues related to domestic and sexual violence, human trafficking, and stalking.

## **Advocacy Services**

Enhances safety for victims of domestic violence, sexual violence, and stalking through options such as 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, 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.

## **Services Related to Human Trafficking**

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

## **Services Related to Stalking**

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

	FY17	FY18	FY19
<b>Total calls seeking service and info</b>	1,205	1,342	1,273
<b>Survivor services clients</b> (incl. Advocacy, Counseling, Hotline, LAP, and HASA clients)	3,505	3,996	3,712
<b>Offender services clients</b>	622 (incl. 127 client partners)	398 (w/o counting partners)	388 (w/o counting partners)
<b>DV emergency shelter admissions</b>	312	351	299

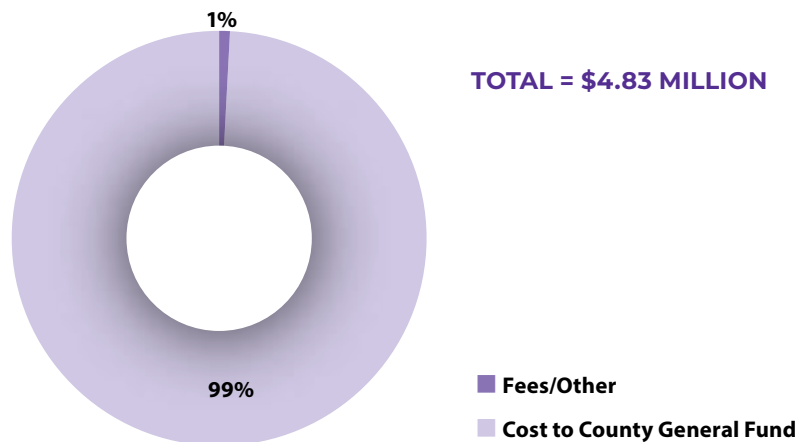
### The Story Behind the Numbers

Studies show children who witness domestic violence are at greater risk of experiencing negative health, social, and academic outcomes and need more services and resources. To support this need, the DSVS Child Witness to Domestic Violence Initiative is working closely with 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.

In addition to StepUp 4 Kids, DSVS is the lead or an active member on several workgroups and task forces to improve the systems' response to interpersonal violence.

There are also other unmet needs that survivors of domestic and sexual violence have. As indicated above, some survivors do not need emergency shelter, but they do need financial and rental support to rebuild economic security, reduce the risk of homelessness, and increase their 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 fully supported by the County.

### SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$0	\$0	\$65,800	\$4,759,438

The Self-Sufficiency Division provides employment services and public assistance to help individuals and families become self-sufficient and secure a more stable family life.

**Public Assistance**

Helps low-income individuals and families apply for and receive help (Medicaid, Supplemental Nutrition Assistance Program (SNAP), etc.) to meet basic needs and attain self-sufficiency.

**Long-Term Services and Support**

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,” such as a federally qualified health center operated by Neighborhood Health or HealthWorks. Supports optimal utilization of health care resources.

**Employment and Training**

Helps connect job seekers with employment and training opportunities through one-stop employment resource centers locally known as Virginia Career Works Centers. 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.

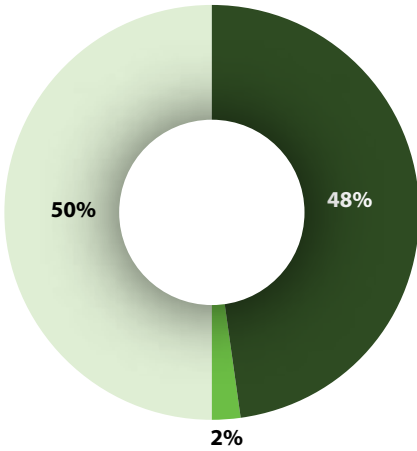
		FY17	FY18	FY19
<b>Public Assistance</b>	Unduplicated client count (TANF, SNAP, Medicaid)	131,410	129,390	131,587
<b>SNAP (Supplemental Nutrition Assistance Program)</b>	SNAP households served	32,561	29,333	27,604
	Total SNAP Recipients	66,541	59,704	47,603
<b>TANF (Temporary Assistance for Needy Families)</b>	TANF Households Served	1,284	1,411	1,268
	Total TANF Recipients	4,628	4,448	3,840
<b>Employment and Training</b>	SkillSource clients served	37,105	36,783	31,221
	Clients enrolled in intensive employment and training services	2,469	2,086 (excluding VIEW, noted above)	2,004 (excluding VIEW, noted above)
	Tax dollars refunded through the Volunteer Income Tax Assistance (VITA) Program	\$9,688,356	\$10,779,008	\$8,330,434

Data Source: Local Department of Social Services Locality Profile Report SFY 2019, VDSS

**The Story Behind the Numbers**

Overall applications for food, financial, and medical assistance remain high as many individuals continue to seek help from the programs administered by the Self-Sufficiency Division. Based on the current trend and from continued growth under Medicaid expansion, it is anticipated that the average monthly caseload will exceed 110,000 in FY 2020. During FY 2019, Medicaid was the primary source of medical assistance coverage for thousands of Fairfax County residents with low-income and disabilities. Similarly, the SNAP program continues to assist in alleviating hunger and improving food security for thousands of county residents struggling to meet this most basic need. The VIEW (Employment not Welfare) Program implemented new strategies to promote occupational skills training as a primary service priority, resulting in a significant increase in job training to program participants over the last two years. This approach emphasizes a longer, more productive engagement providing more time for clients to earn credentials and to stabilize their family needs before moving into employment.

## SELF-SUFFICIENCY EXPENDITURES



**TOTAL = \$64.5 MILLION\***

- Fed/State Revenue
- Reimbursements—Cities
- Fees/Other
- Cost to County General Fund

*\*FY19 expenditures included all Child Care Assistance and Referral (CCAR) expenditures, including the local program child care subsidy. In FY 2020, child care subsidies for the local program were realigned from DFS to Neighborhood and Community Services.*

FY 2019 expenditures for Self-Sufficiency are offset by state and federal revenue for staff performing eligibility determinations and referrals into the federal and state benefits programs, including Medicaid, TANF, SNAP, Virginia Initiative for Education and Work (VIEW), Refugee Assistance, Assistance Payments to the Disabled and Aging, as well as the state Child Care Subsidy program. State and federal dollars also support some types of county assistance payments to residents. In addition, other assistance payments are disbursed directly from the state to eligible residents (see Statewide Assistance Payments).

## SUPPORTING SOURCES

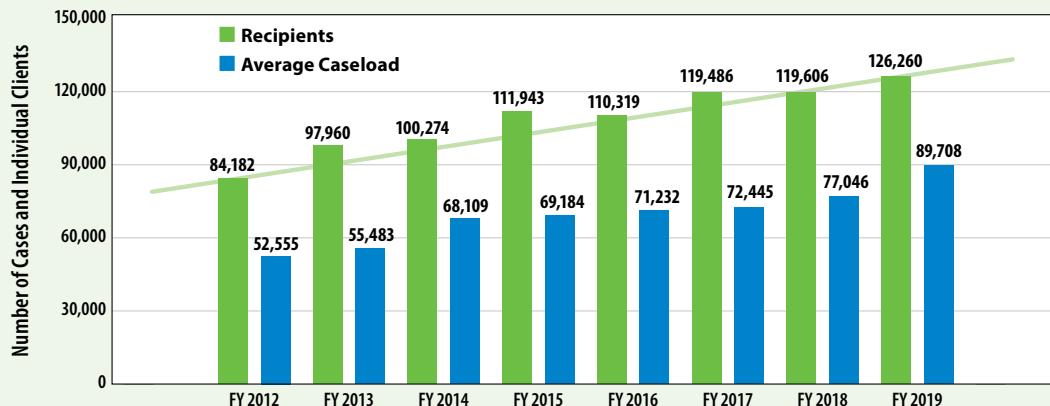
Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$29,976,063	\$869,516	\$0	\$11,214,738

### Medicaid Expansion:

The Affordable Care Act enables states to expand Medicaid coverage to more people with low incomes through expanded Medicaid. Virginia's Medicaid eligibility has some of the strictest eligibility standards in the nation, limiting eligibility to a small portion of the population based on stringent income and categorical eligibility requirements. Medicaid expansion in Virginia was approved and implemented in January 2019. Medicaid is now available to Virginia residents earning up to 138 percent of the poverty level (in 2019, that's about \$17,236 for a single person, and about \$29,435 for an adult in a household of three people). As of November 2019, nearly a year after Medicaid expansion took effect in Virginia, more than 342,000 people had gained coverage under the expanded eligibility guidelines.

Fairfax County has enrolled 25,856 newly eligible people since Medicaid Expansion was put in place. Of those, 25,120 reside in Fairfax County, 579 in the City of Fairfax and 157 in Falls Church City. The positive impacts of Medicaid Expansion include increasing access to comprehensive health care, improving health outcomes, and reducing the number of uninsured people in our community. Access to health coverage helps our residents live stronger, more productive lives.

## FAIRFAX COUNTY MEDICAID CLIENTS (FY12-FY19)



Data Source: FY2018 VDSS Local Agency Caseload & Expenditure Report

## LOOKING BACK:

### Moves

This past summer, Agency Director Nannette Bowler left DFS after 11 years to become Deputy Commissioner of Human Services for the Commonwealth of Virginia. We are grateful for her leadership, vision, and dedication to the residents of Fairfax County, and we extend a warm welcome to Director Michael A. Becketts, who joined DFS in September 2019.

Also, over the summer, the Office for Children moved from DFS to the Department of Neighborhood and Community Services. Realigning OFC to NCS builds on the connections, strengths, and expertise of staff and depth of programming in each organization and offers enhanced services for children and their families.

### DFS Strategic Plan Sunsetting

The DFS Strategic Plan for 2017-2020 is sunsetting. We had many accomplishments focused on equity, data-informed decision-making, customer service, workforce development, and employee engagement. Now we have begun work on a new strategic plan that will align with the countywide plan and also the County/Schools One Fairfax initiative. As we determine goals and strategies, we will make the information available on our website.

## LOOKING FORWARD

As DFS moves forward to create a new strategic plan, we will align our goals and strategies with these county initiatives and resources:

### Fairfax County Strategic Plan

In January 2019, Fairfax County embarked on an effort to develop its first **countywide strategic plan**. After engaging the community, employees, and many key stakeholders, the plan will be finalized and presented to the Board of Supervisors in February 2020. There are nine priority areas:

- ▶ Cultural and Recreational Opportunities
- ▶ Economic Opportunities
- ▶ Education and Lifelong Learning
- ▶ Effective and Efficient Government
- ▶ Health and Environment
- ▶ Housing and Neighborhood Livability
- ▶ Mobility and Transportation
- ▶ Safety and Security
- ▶ Self-Sufficiency for People with Vulnerabilities

### Fairfax County 2019 Human Services Needs Assessment

The **Human Service Needs Assessment** focuses on inequities in three main areas: economic, transportation, and health. DFS provides services that correlate to each of these areas.

#### Economic:

- ▶ **Income inequality**—Through DFS, job seekers and employers in Northern Virginia have access to a comprehensive system of free employment and training services and resources.
- ▶ **Child care**—The DFS Child Care Assistance and Referral Program provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs.
- ▶ **Housing**—The DFS Director’s Office elevated a position to lead our affordable housing coordination efforts while working with programs to advocate for and consult around housing related issues.

**Transportation:**

- ▶ **Affordable and safe options**—The DFS Adult and Aging Division provides information about transportation resources such as Fastran, a taxi voucher program, volunteer rides to medical appointments, and more.

**Health:**

- ▶ **Behavioral health**—Healthy Minds Fairfax helps youth and families access mental health and substance abuse services, and improves the quality of those services.
- ▶ **Health insurance**—Residents can apply through DFS for Medicaid and other free or low-cost medical care programs.
- ▶ **Chronic stress**—Stress can negatively impact the relationships between parents and children. DFS offers free parenting education classes that address stress, self-care, and positive discipline.

“We All do better when we All do better!”



Fairfax County embraces its growing diverse population and recognizes it as a tremendous asset but also knows that racial and social inequities still exist. **The One Fairfax policy** defines expectations for consideration of racial and social equity, and in particular, meaningful community involvement when planning, developing, and implementing policies, practices, and initiatives. It provides a framework to advance equity in alignment with our stated visions and priorities. **This policy informs all other policies and applies to all publicly delivered services in Fairfax County Government and Fairfax County Public Schools.**

As part of the One Fairfax initiative, each agency was directed to draft an Equity Impact Statement. This is ours, which we will also use in our strategic planning process: **The Department of Family Services (DFS) is committed to addressing institutional racism in its core responsibility to support the safety, health, and wellness of county residents.** DFS recognizes that 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.



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 Protective Services

#### Family Preservation Services

#### Foster Care and Adoption Services

#### Child Abuse Prevention Services

#### Neighborhood Networks

### 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)

#### Energy Assistance

#### Employment and Training

#### Volunteer Solutions

#### State-Local Hospitalization

#### Care Assistance and Referral

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

**[www.fairfaxconnector.com](http://www.fairfaxconnector.com)**

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

**[www.wmata.com](http://www.wmata.com)**

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

