



FAIRFAX COUNTY DEPARTMENT OF
FAMILY SERVICES

ADVISORY SOCIAL SERVICES BOARD



ANNUAL REPORT

2020

ANNUAL REPORT

A Fairfax County Publication



Advisory Social Services Board

The Advisory Social Services Board interests itself in all matters pertaining to the social welfare of the people served by the Fairfax County Government. The Board monitors the formation and implementation of social welfare programs; meets with the Director of Social Services (in Fairfax County it is the Director of Family Services) at least four times annually 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.

David T.S. Jonas, Chair

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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 summary of the department's accomplishments over the past year, 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.

The ASSB is especially appreciative of DFS's accomplishments in a year marked by the county's response to the COVID-19 pandemic. Services were expanded for older adults to help deliver medication and groceries, nutrition programs were updated to extend renewals and increase benefits, and other DFS services were updated to be delivered electronically or otherwise keep social distancing in mind. In this difficult year, 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—this year especially—commends DFS staff, volunteers, and other community members who ensured that the increased demand for services in several areas was continuously met at a high level, often in creative and original ways.

The success we have seen in Fairfax County over recent years 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 Adult and Aging, Children, Youth, and Families, Domestic and Sexual Violence Services, Healthy Minds Fairfax, and Self-Sufficiency 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.

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. 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 demand throughout Fairfax County. Equally important, the county needs to invest in measuring outcomes and to continuously learn what impacts these services are having on our residents. 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 to emerge from the COVID-19 pandemic stronger and more vibrant than ever.

Sincerely,

David T.S. Jonas, Chair

Advisory Social Services Board

The Fairfax County Department of Family Services (DFS) strengthens the well-being of our diverse community by protecting and improving the lives of children, adults, and families through assistance, partnership, advocacy, outreach, and quality services. 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 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 five main divisions that provide direct services to the community:

- ▶ Adult and Aging
- ▶ Children, Youth and Families
- ▶ Domestic and Sexual Violence Services
- ▶ Healthy Minds Fairfax/Children's Services Act
- ▶ Self-Sufficiency.

Our service delivery system is supported by key administrative and operational offices which include Communications, Fiscal Services, Human Resources, Logistics and Facility Services, Information Technology and Data Analytics.

SETTING A NEW FOUNDATION

During this year, DFS developed new mission and vision statements and defined a set of core values that anchor the foundation of our work to support our community. Our mission statement defines who we are and what we do. Our vision statement defines what we aspire to be. We use our values as the guiding principles that shape our behavior and actions. Together, this triad serves as the foundation for the Department of Family Services from which structures are built, plans are developed, and services are provided. By reconceptualizing the vision, mission, and developing a set of core values, DFS is well postured to align our work with the countywide Strategic Plan and One Fairfax initiative.

MISSION:

The Department of Family 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.

Our values are the grounding principles that shape organizational behavior to lead to better outcomes for those served by DFS. The five values are:

PEOPLE-FOCUSED

- ▶ 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.
- ▶ 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.

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.

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 as required.
- ▶ 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.

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.



COVID-19



In 2020, the world was impacted by the COVID-19 pandemic resulting in a significant increase in service demands and exacerbating the inequities in our community. During this critical time, DFS upheld its mandate to continue critical services and ramped up its ability to respond to changing conditions. Virtual service delivery was significantly expanded, as well as teleworking options and support for employees. These efforts have been successful, and many are being considered for longer term inclusion as regular business practices which may require future resource investments.

DFS has collaborated with departments throughout the county's Health, Housing, and Human Services system and community-based organizations to leverage new funding for economic supports and to provide for basic human needs such as food, shelter, transportation, and access to health care. The following information is illustrative of the ways DFS improved its business practices to meet the changing landscape in response to COVID-19:

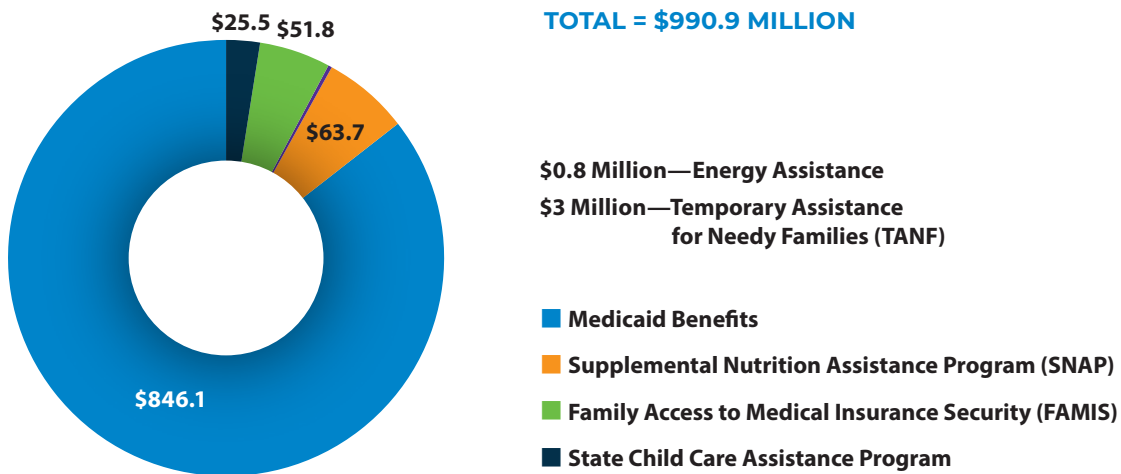
- ▶ Conceptualized the **"Assistance from a Distance"** campaign that successfully disseminated hotline numbers, resource lines, and service numbers for residents to link to areas such as Adult Protective Services, Child Protective Services, Caregiver Resources, Meals on Wheels, Domestic and Sexual Violence Services, and Medical and Financial Benefits. The campaign slogan was also adopted by the county to reflect its approach to delivering services virtually.
- ▶ Implemented state policy changes for the **Supplemental Nutrition Assistance Program (SNAP)** and **Medicaid** to extend and increase monthly benefits to eligible individuals and families.
- ▶ Ensured basic nutritional needs for older adults were met by expanding the **Meals on Wheels Program** and launched **grocery shopping and medication pickup** for Adult and Aging clients. Also developed several virtual opportunities to mitigate social isolation of older adults.
- ▶ Maximized the use of social and print media and ensured that critical information about **accessing services** was translated into **multiple languages** including Spanish, Korean, Chinese, Vietnamese, Arabic and Farsi.
- ▶ Recognized the impact of employment loss during this time and collaborated with Virginia Career Works to **move all its employment services to virtual platforms** to support the chronically and newly unemployed.
- ▶ Launched new programs such as **DFS Virtual Parent Cafes** to connect with residents on important parenting topics and established a parent support warmline for parents and caregivers of children to call for information about child rearing and other needs during the COVID response.
- ▶ **Collaborated with FCPS and NCS** to develop and issue 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 and was adopted by the Virginia Department of Social Services as a model that was then distributed to every Social Services department in the Commonwealth.
- ▶ Implemented **telehealth for services involving domestic and sexual violence counseling, ADAPT classes for offenders, and advocacy**. The DSVS division also moved community trainings to a virtual platform, which enabled us to educate many more people, and implemented a mass outreach and awareness effort to reach victims that may have been sequestered at home with their abusive partners.

In response to COVID-19, DFS has strategically, effectively, and efficiently modernized how services are delivered. The "Assistance from a Distance" campaign demonstrates our **commitment to**

the continued delivery of much needed services while maintaining social distancing and other requirements to ensure everyone’s physical health and safety. Much has been learned and service delivery will never be the same as the department begins exploring how to continue providing services through virtual access while also recognizing the need to maintain a physical presence in our locations to ensure that county residents can be served in person or remotely.

STATEWIDE BENEFITS, ALL SOURCES FY 2020 Fairfax County, Fairfax City, and City of Falls Church (in millions)

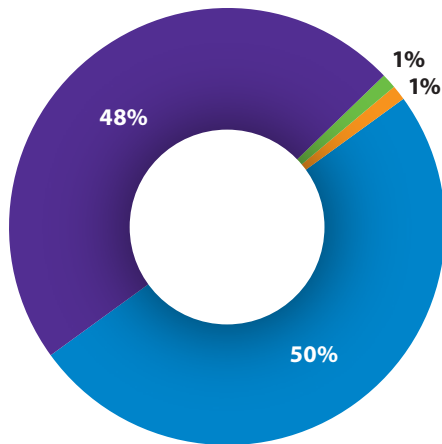
DFS conducts eligibility determinations for state and federal public assistance programs, where the financial assistance benefit flows directly from the state to the recipient. In FY 2020, the state disbursed a total of \$990.9 million dollars to residents of Fairfax County, Fairfax City and the City of Falls Church for these programs: Medicaid Benefits, Supplemental Nutrition Assistance (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 2020)

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 \$181.7 million was expended in FY 2020, including fringe benefits and \$12.5 million in grants.

DFS TOTAL EXPENDITURES

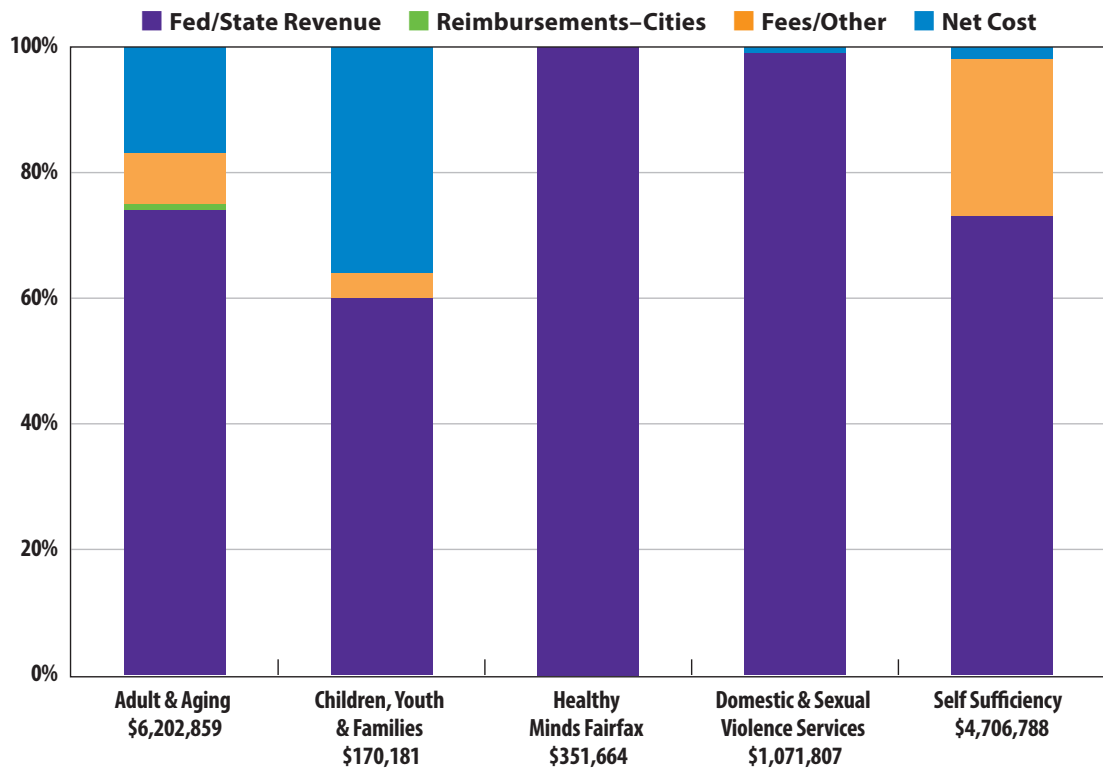


TOTAL = \$181.7 MILLION

\$181.7 million expended in FY 2020, including fringe benefits. No longer includes Office for Children, which was realigned to the Department of Neighborhood and Community Services in FY 2020.

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

FY 2020 GRANTS BY DIVISION—SOURCES OF SUPPORT TOTAL = \$12.5 MILLION



Roughly 48% of the DFS budget, inclusive of fringe benefits, is supported from State and Federal funds passed through the State. These revenues support the compensation of local social services staff working on mandated state programs, as well as contractual services and assistance subsidies in support of clients. The Cities of Falls Church and Fairfax contribute approximately \$2.4 million toward the annual cost of social services and services provided under the Children's Services Act.

FY 2020 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	\$4,572,496	\$67,944	\$481,187	\$1,081,232	\$6,202,859	These grants provide supportive services for seniors, home-delivered and congregate meals, caregiver support, and Medicare enrollment assistance. Federal and state funding sources, reimbursements from area jurisdictions, and voluntary contributions from program participants support grant expenditures.
Children, Youth and Families	\$103,139		\$6,580	\$60,462	\$170,181	Grants support assistance to foster care youth and youth transitioning to adulthood, and services and training to support safe and stable families. Federal Title IV-E funding passed through the state and state funding supports these grants.
Healthy Minds Fairfax	\$352,064			-\$400	\$351,664	One grant supports a contract for comprehensive community mental health services for children with emotional disturbances. Revenue comes from Federal pass-through funding from the U.S. Department of Health and Human Services.
Domestic and Sexual Violence Services	\$1,067,275			\$4,532	\$1,071,807	Grant activities are 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.
Self-Sufficiency	\$3,457,865		\$1,161,080	\$87,843	\$4,706,788	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, and youth work experience programs. Inova Hospital also provides revenue for the County to dedicate self-sufficiency staff to processing financial and medical assistance applications at Inova Hospital.
Total Grants	\$9,552,839	\$67,944	\$1,648,847	\$1,233,669	\$12,503,299	

The Adult and 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 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 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:

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

ADULT & AGING PERFORMANCE INDICATORS

		FY 2018	FY 2019	FY 2020
Adult Protective Services	Investigations	1,221	1,330	1,346
	Clients who needed protective services	818	908	1,177
Adult Services/Case Management	Clients served	2,383	2,722	2,785
Fairfax Area Agency on Aging	volunteers who served older adults, adults with disabilities and caregivers	3,987	3,796	3,155
		131,652 hours	135,918 hours	97,019 hours

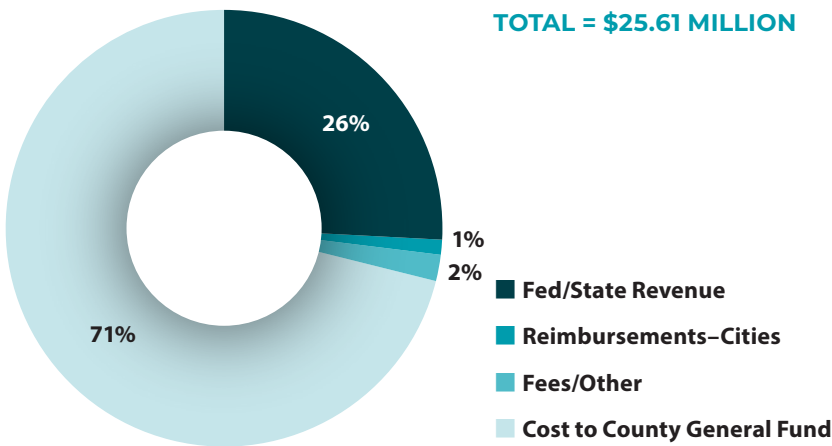
The Story Behind the Numbers

Adult Protective Services responds to suspected abuse and neglect of vulnerable adults, and has experienced an increase in the number of referrals and the number of adults in need of protective services in recent years. In FY 2020, there were 1,346 investigations and 83% (1,117) were found to be in need of protective services. This was a significant increase from FY 2019, where 68.2% of clients were in need of services, and 67% respectively in FY 2018.

Adult and Case Management Services provide needed supports so that older and disabled adults can remain safely in their homes and access community-based resources. Clients needing ongoing protective services are served by Adult Services and Case Management, and often receive services for one or more years. These services include the delivery of meals, provision of in-home care supports, and supports to family members caring for aging or disabled adults.

Providing information, consultation, and support for caregivers of older adult family members is a priority under the Older Americans Act, and is the main focus area for the division. Out of 17,906 calls in FY 2020 to the Aging, Disability, and Caregiver Resource phone number, 1,194 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 2020 expenditures for Adult and Aging programs are supported by the County and other sources, including federal funding passed through the state for the Social Services Block Grant, Adult Protective Services, and Home-based Care Services; and by Virginia Department of Aging and Rehabilitation grants to improve the quality of life and promote independence of older adults, adults with disabilities and family caregivers.

SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$6,611,864	\$207,571	\$597,485	\$18,192,031

Spotlight on Volunteers

Volunteers continue to provide an array of services to help older adults, adults with disabilities, and caregivers to live safely in their homes and in facilities. These services often fill important gaps that promote independent living and community inclusion which are critical to the social and emotional well-being of our older adults and adults with disabilities.

Volunteers provide important services such as:

- ▶ Transporting older adults and adults with disabilities to medical appointments and helping them with grocery shopping.
- ▶ Visiting older adults in nursing and assisted living facilities and helping to resolve daily living issues.
- ▶ Providing companionship and social interaction to older adults receiving Meals on Wheels while also encouraging healthy nutritional habits.

Local and national businesses headquartered in the county are partnering with their staff and resources to engage in a variety of group volunteer projects. The projects include installing stair rails to support home safety, decluttering and cleaning up yard debris to reduce the likelihood of fines from homeowner associations, and other projects to make homes safer and more livable.

In FY 2020, 3,155 Adult and Aging volunteers donated 97,019 hours. The numbers of volunteers and hours donated decreased from previous years due to COVID-19's impact on face-to-face volunteer opportunities. The value of the Adult and Aging volunteer hours using the 2019 Virginia Average Hourly Volunteer hourly rate of \$28.46 (the most recently published rate) equates to \$2,761,160.74. While this represents significant monetary value, the increase in social interaction, independence, and safety yields invaluable outcomes for older adults, adults with disabilities and caregivers.

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.

The 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 unit 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.

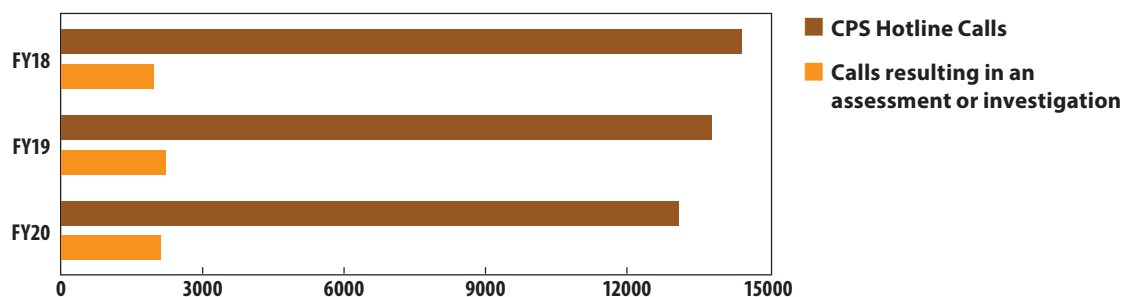
Foster Care and Adoption Resource and Support

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

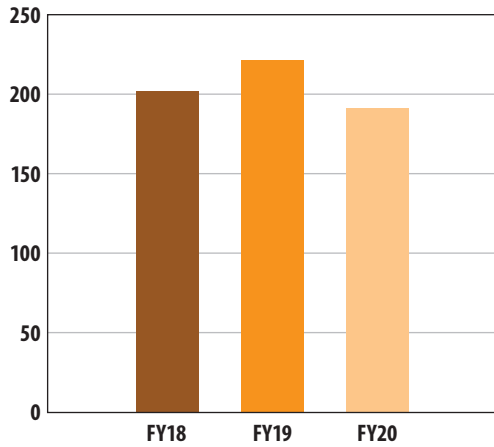
Supports improvement efforts through data analysis, practice and process improvement projects, and professional development.

CHILD PROTECTIVE SERVICES



FOSTER CARE AND ADOPTION

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

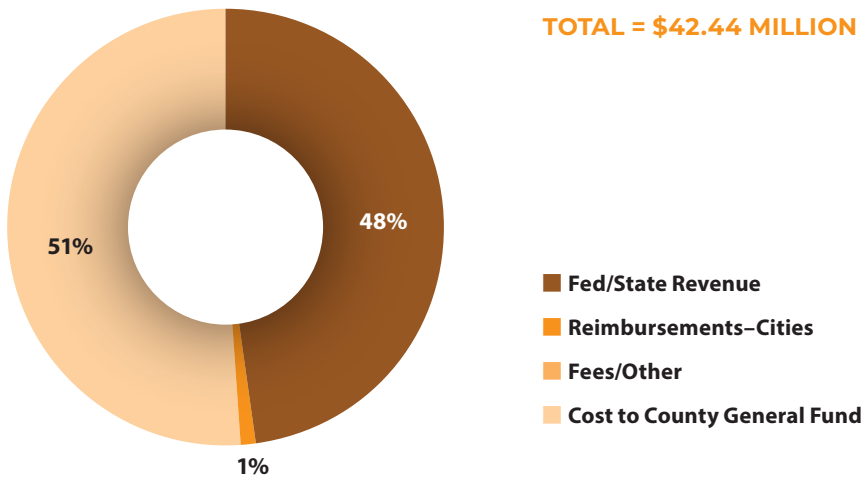


The Story Behind the Numbers

In FY 2021, CYF will build on its success with the state's Program Improvement Plan (PIP) and dig deep into strengthening our clinical practice using the Safe and Connected™ Practice Model and a strong equity lens. This practice model gives us a foundation for how we engage with parents and children so that we can be even more successful in ensuring children's safety and helping 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

TOTAL = \$42.44 MILLION



FY 2020 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.

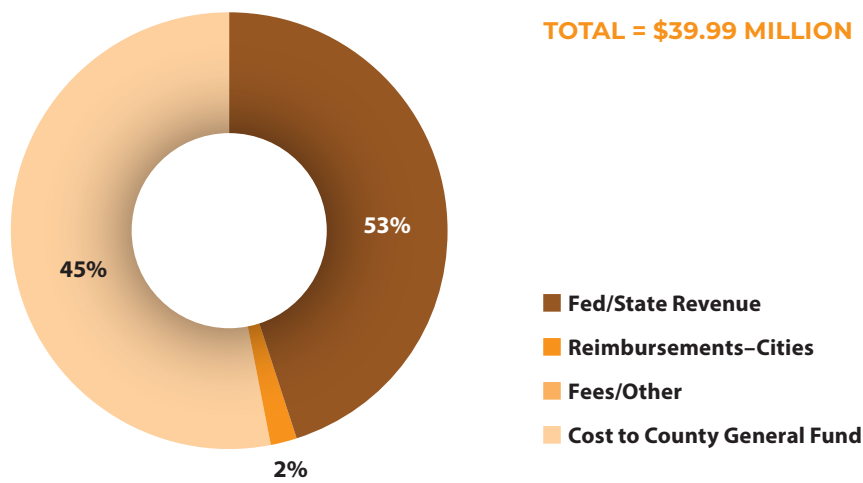
SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$20,372,816	\$294,372	\$12,786	\$21,758,997

Healthy Minds Fairfax

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. These units help youth and families in our community access mental health and substance abuse services and improve the quality of those services.

HEALTHY MINDS FAIRFAX/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, including community-based programs, Private Day Schools, and Residential Treatment Programs. In FY 2020, approximately 53% of expenditures are offset by State funding. The Cities of Falls Church and Fairfax contribute to the cost of serving participants from those cities.

SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$21,085,436	\$712,729	\$0	\$18,196,504

The Story Behind the Numbers

The Healthy Minds Fairfax Division coordinates and supports behavioral health care services across public human services agencies including child welfare, private special education and intensive mental health treatment services. During the county 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 school social workers. The Children’s Services Act program responded to COVID related distance learning and other school changes by keeping in close contact with providers about their operating status and supporting telehealth.

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. The unit 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 and Sexual Violence Hotline. The unit 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 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 these crimes 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

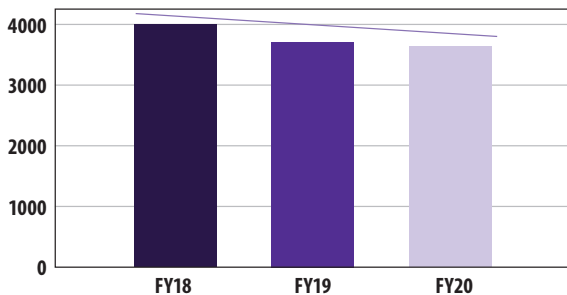
Provides hotline services, advocacy, and counseling to victims of human trafficking. The unit works closely with other regional, county, and community groups to collect data, provide training, and develop response plans.

Stalking Services

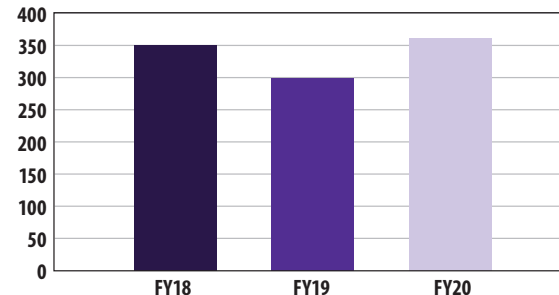
Provides direct advocacy and counseling services for survivors of stalking either in person or through the Fairfax County 24-hour Domestic and Sexual Violence Hotline. The unit provides training and technical assistance to allied professionals to increase their capacity to respond to survivors of stalking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

SURVIVOR SERVICES CLIENTS

(incl. Advocacy, Counseling, Hotline, LAP, and HASA clients)



DV EMERGENCY SHELTER ADMISSIONS



The Story Behind the Numbers

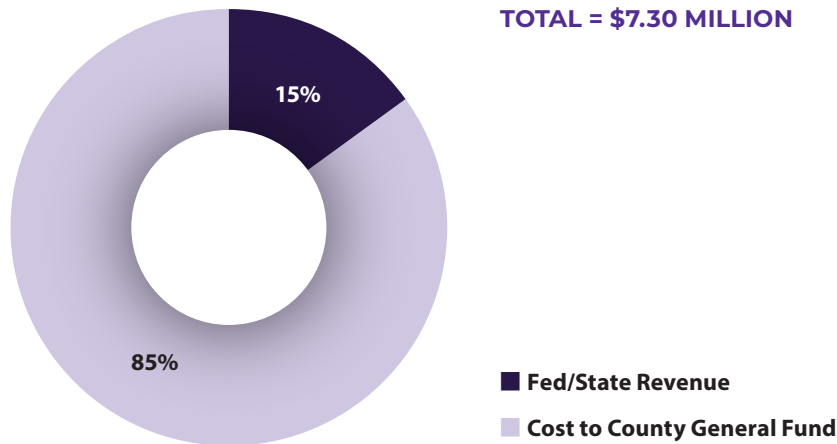
There has been an increase from 2019 to 2020 in the number of callers seeking assistance through DSVS 24/7 crisis line services. COVID-19 initially resulted in a decrease in calls for help. At the beginning of the “stay at home” order, the number of calls declined, and many victims may have been quarantined or isolated with their abusers, creating significant concerns for safety. However, over the past several months, calls have increased and 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. To support this initiative, DSVS received \$500,000 in funding from the Office on Violence Against Women (UVW) to create a continuum of essential services, between prevention programming and specialized clinical intervention for children and provide training and technical assistance for professionals and paraprofessionals who serve them.

In addition to Step Up 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. 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 supported by the County and other sources, including federal and state grant funding. FY 2020 includes the cost of the Artemis House Domestic Violence Shelter. Fees are collected from Offender Services.

SUPPORTING SOURCES

Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$1,067,275	\$0	\$45,475	\$6,182,398

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 financial, medical and food assistance to meet basic needs and attain self-sufficiency.

The Supplemental Nutrition Assistance Program (SNAP)

Helps low-income individuals and families purchase food.

Medicaid

Provides medical care for older 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 that 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.

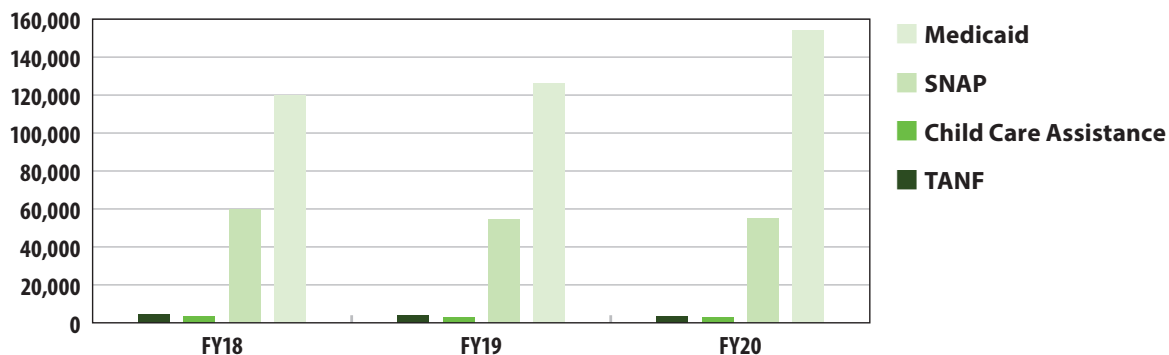
Child Care Assistance

Provides financial assistance for child care to eligible Fairfax County families.

Employment Services

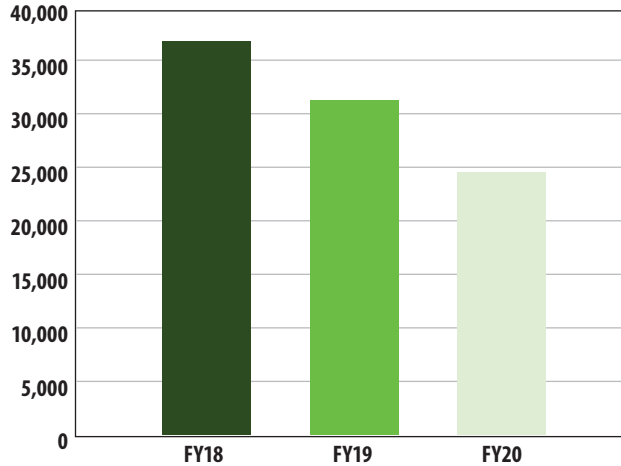
Helps connect and prepare job seekers with employment and training opportunities through one-stop employment resource centers locally known as Virginia Career Works Centers. The program area offers employment workshops, occupational skills training, and job search assistance.

NUMBER OF CLIENTS SERVED



EMPLOYMENT SERVICES

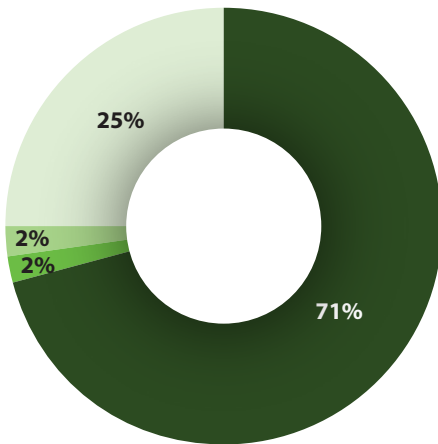
NUMBER OF CLIENTS SERVED



The Story Behind the Numbers

FY 2020 expenditures for Self-Sufficiency 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 Self-Sufficiency through \$4.7 million in grant funding, primarily for employment and training programs.

SELF-SUFFICIENCY EXPENDITURES



TOTAL = \$51.53 MILLION

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

FY 2020 expenditures for Self-Sufficiency are supported by the County and other sources, including 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. State revenue also partially supports the eligibility determinations for the state Child Care Subsidy program. Additional sources of support come to Self-Sufficiency through \$4.7 million in grant funding, primarily for employment and training programs.

SUPPORTING SOURCES

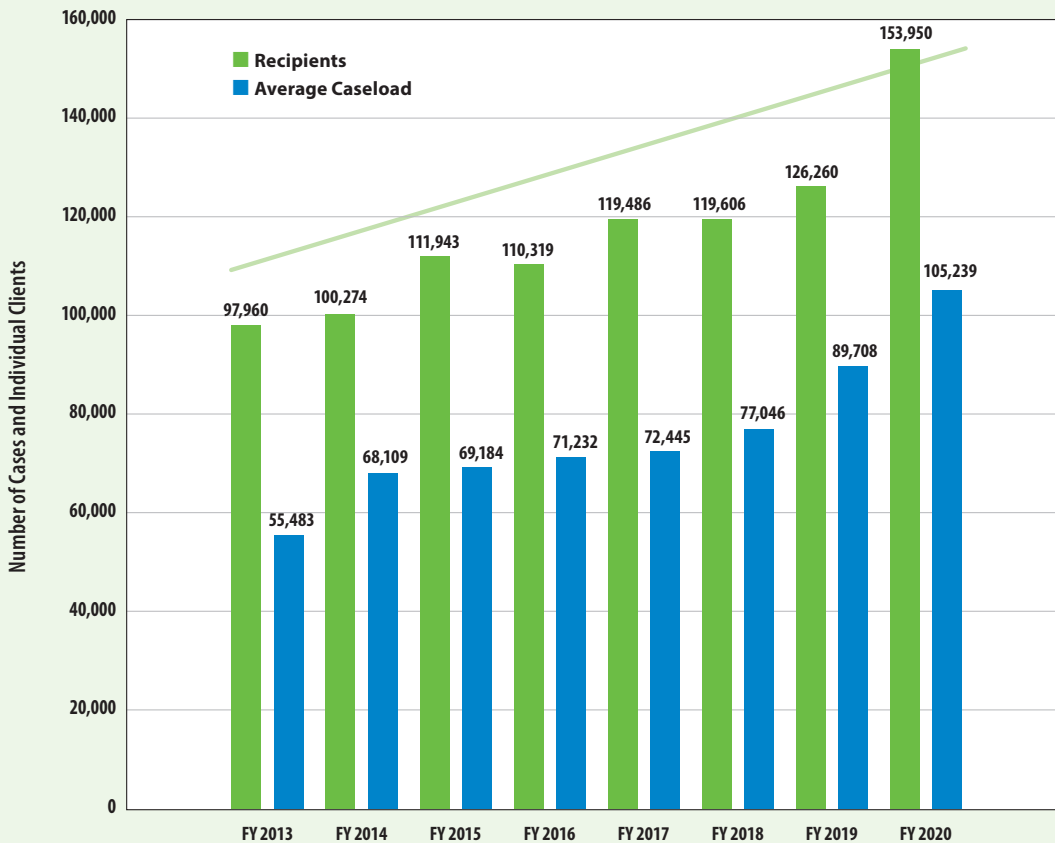
Fed/State Revenue	Reimbursements—Cities	Fees/Other	Cost to County General Fund
\$36,732,052	\$1,056,016	\$1,161,418	\$12,579,639

Medicaid Expansion:

The Affordable Care Act allows states to expand Medicaid coverage to more people with low incomes. Medicaid expansion in Virginia was approved and implemented in January 2019 making it available to Virginia residents earning up to 138 percent of the poverty level (in 2020, that was about \$17,628 for a single person, and about \$36,168 for an adult in a household of three people). Virginia's Medicaid eligibility historically 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.

In March of 2020, the COVID-19 global pandemic impacts were felt immediately within the Self-Sufficiency Division as Medicaid enrollment grew by nearly 10,000 enrollees between the months of March and June 2020. Nearly 4,000 of those newly enrolled are adults now eligible for health care coverage through expanded Medicaid. The positive impacts of Medicaid Expansion include increased access to comprehensive health care, improved health outcomes, and a reduction in the number of uninsured people in our community. Access to health coverage during this public health crisis is essential and contributes to residents leading stronger, more productive lives.

FAIRFAX COUNTY MEDICAID CLIENTS (FY13-FY20)



Data Source: VDSS Data Warehouse



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**

