Our Mission

ASSIST IN THE BASIC NEEDS OF OUR CITIZENS
PROMOTE SELF-SUFFICIENCY
PROTECT VULNERABLE CHILDREN AND ADULTS
"How Wonderful it is that nobody need wait a single moment to improve the world."

-Anne Frank
Serving the citizens of York County and Poquoson City is a great privilege. We are very proud to lead the women and men of the York-Poquoson Department of Social Services as we work to improve the lives of the people we serve.

We are charged with a great responsibility to protect vulnerable children and adults, preserve families, strengthen individuals and encourage personal responsibility. In Fiscal year 2019, our Agency continued to step up to the plate and excel in meeting the needs of the residents we serve.

In all that we do here at York-Poquoson Social Services, our staff exemplify our core values, connecting us to each individual and family we serve and we want to thank each and every one of them for the hard work they put in daily. In addition to the staff, we want to acknowledge our former Director, Kimberly Irvine, who retired after eleven and a half years of loyal service to the agency and 30 years in the Virginia Social Services System. Ms. Irvine’s vision, compassion, and leadership transformed York-Poquoson DSS into one of the most innovative and highest performing agencies in the commonwealth. We are grateful to Ms. Irvine for all of her hard work and wish her the best.

Sincerely,
Karen Brown, Chair

We hope you find this report informative. We look forward to continuing to positively impact our community!
LEADERSHIP

ADMINISTRATIVE BOARD

York County
Karen Brown
Board Chair

Anne Smith
Member

Andrew Engemann
Member

Melissa Magowan
Member

Vivian McGettigan
Member & Staff Liaison

Poquoson
Roy Staton
Vice-Chair

Madonna Kreiger
Member

LEADERSHIP TEAM

Rick Verilla
Interim Director

Jo Johnson
Assistant Director

Patti Alderman
Administrative Services Manager

Candace Mickelborough
Child Welfare Supervisor

Linda Faircloth
Child Welfare Supervisor

Kendall Perry
Adult Services Supervisor

Alma Tabb
Benefit Programs Supervisor

Charon Tate
Benefit Programs Supervisor

Brooke Wright
Benefit Programs Supervisor

Vicki Krusie
Self-Sufficiency Supervisor
York-Poquoson Social Services is committed to creating and sustaining an environment where our core values are exemplified by our employees and embedded into the fabric of our work. Our values guide our commitment to deliver excellence in all we do to best serve the most vulnerable residents of our community.

**STRATEGIC PRIORITIES**

Our strategic priorities guide how we help build a society where all people can thrive. They ensure we work directly for the members of our community and advocate for government policies and practices that effect our Social Services community.

**OUR VALUES**

*Customer Service*
Thoughtful and Creative
Courteous and Committed
Understanding and Empathetic

*Team Work*
Inspirational and Collaborative
Goal Oriented and High Achieving
Involved and Entrusted

*Communication*
Intelligent
Courteous and Helpful
Honest and Kindly Expressive

*Attitude*
Optimistic and Positive
Encouraging and Supportive
Intuitive and Respectful

*Dependability*
Prepared and Involved
Motivated and Responsible
Engaged and Consistent
In Fiscal Year 2019, through **17 different programs**, 9,886 individuals received direct support from us across the County of York and the City of Poquoson.

- **843** Child Protective and Adult Protective Services calls our staff responded to last fiscal year.
- **4,138** Requests for assistance received and processed for benefits.
- **248** Individuals assisted through our employment services and child care programs.
- **620** Individuals assisted through our service intake program.
Our Services

Family Services

Child Protective Services

Child Protective Services involve the assessment, investigation, and intervention of reports of suspected cases of physical abuse, neglect, and sexual abuse of children as well as coordination of services and resources to prevent recurrence of child abuse and/or neglect.

In Fiscal Year 2019, our agency took a total of 576 CPS reports. Out of those, 71 became Child Protective Services investigations and 218 became Family Assessments.

Prevention

Our Prevention Services Programs are a proactive measure to keep families together through early intervention. The goal of these programs is to strengthen families as they cope with the day-to-day pressures that can result in placing their children in danger. These services provide the opportunity for parents to be proactive in reducing the risk of abuse and neglect of their children by providing interventions to strengthen the family unit while ensuring the safety of the children.

Our agency had 237 prevention cases: 198 for York County and 39 for Poquoson.

Adoption

In our quest for permanency, there are instances where the safety risks that brought the child into foster care cannot be appropriately resolved. Because of potential harm to the child, it is impossible to remain with or return to the birth parents. While our goal is to keep the family unit together, the safety of our children is our top priority. Therefore, permanency planning is shifted toward the goal of adoption.

Foster Care

Familial separation, for whatever reason, can be devastating for a child and family. We recognize that each child and family's needs coming into foster care are unique and as such, the goal of our program is to help each family member overcome his/her trauma by assessing individual needs and creating a service delivery plan to meet those needs.

Our certified foster parents are equipped to provide the care, and nurturance that each child deserves.

We have a total of 16 children in Foster Care with our agency and 6 enrolled in the Fostering Futures Program.
AN ADOPTION SUCCESS STORY

Every foster child who can’t be returned home deserves to be adopted into a safe, loving and nurturing family.

The York-Poquoson Department of Social Services arranged for the adoption of two siblings in February 2019. The siblings were in foster care for a total of two years. The siblings were adopted by a two-parent foster family with whom they resided for seven months. The family was a perfect fit and the goal of permanency was met.

FOSTERING FUTURES

Fostering Futures enables the agency to extend financial assistance, support and services for former foster youth from ages 18 to 21. York-Poquoson Department of Social Services provided the Fostering Futures program to six youth. We strive to assist foster care youth in finishing high school and college. In addition, our goal is to assist our older foster care youth in obtaining the necessary education and skills to successfully enter the workforce.
**Adult Protective Services**

Our adult protective services unit investigates reports of abuse, neglect, and exploitation of older and incapacitated adults. Staff may arrange for a wide variety of health, housing, social and legal services to stop the mistreatment and prevent further mistreatment from occurring.

Our agency responded to a total of 267 APS calls. Out of those, 213 became APS investigations.

**Adult Services & Ongoing Needs**

The Adult Services program assists older and incapacitated adults who have impairments and require services or support to enhance self-sufficiency and improve their quality of life. Services offered may include home-based care, transportation, adult day services, adult foster care, nutrition services, and legal intervention.

In addition to ongoing cases, the agency received 150 new requests for adult services last fiscal year, with 132 in York County and 18 in Poquoson. The agency is also mandated to monitor adult guardianship cases and had 108 cases this past fiscal year.

**Adult Foster Care**

- Adult foster care is an alternative to assisted living facility placement. Adult Foster Care is similar to a youth foster care program in that an older adult or adult with a disability is placed in a foster home setting approved by York-Poquoson Social Services. This program provides room, board, supervision, and special services to those who meet the criteria for adult foster care.

- Criteria for adult foster care include: income eligibility, need for assistance with activities of daily living such as bathing and dressing, or the inability to live independently. Providers undergo a stringent background check and interview process. Only current York-Poquoson Social Services clients may be considered for our adult foster home placement.

- York-Poquoson Social Services recently placed an older adult female in an approved adult foster home. The placement has worked out beautifully. The foster adult has her own room and goes to community activities, She is assisted with grooming and is provided home cooked meals. This has been a success story for York-Poquoson’s first adult foster care placement and we hope to expand our program in the future.
The Child Care Subsidy Program provides financial assistance to eligible families to help pay for the cost of child care so parents can work or attend education or training programs. The services are child-centered and family-focused and support the broader objective of strengthening families' goals of economic self-sufficiency and quality early childhood programs for children.

134 Child Care Clients
York County: 128
Poquoson: 6

This program promotes economic independence by offering employment-related activities, education, training, and needed support services for TANF recipients.

114 VIEW Enrollees
York County: 101
Poquoson: 13

SNAP provides a supplement for adequate and nutritious foods for low-income population. Benefits are used like cash to buy eligible food items from authorized retailers.

4,055 Recipients
York County: 3,548
Poquoson: 507
**Temporary Assistance to Needy Families (TANF)**

TANF provides temporary cash assistance and employment-related services to enable families with children to become self-supportive. Economic independence is achieved through participation in the VIEW program.

**406 Recipients**
- York County: 365
- Poquoson: 41

**Energy Assistance**

This program assists eligible low-income households to offset expenses associated with heating and/or cooling. Our energy assistance program runs from June 15th through August 15th for cooling and October 15th through December 15th for heating.

**401 Households**
- York County: 363
- Poquoson: 38

**Medicaid & Family Access to Medical Insurance Security (FAMIS)**

FAMIS is Virginia’s health insurance program for children. It makes health care affordable for children of eligible families. FAMIS covers preventative medical care growing children need to avoid illness, plus the medical care for illness and injury.

**7,728 Clients**
- York County: 6,671
- Poquoson: 1,057
MEDICAID EXPANSION

Medicaid expansion was approved by the 2018 Virginia General Assembly and was effective January 1, 2019. Requirements were simplified and income limits were increased. The Commonwealth Institute estimated 1100 York County residents and 200 Poquoson residents would meet the new eligibility criteria. Outreach efforts occurred to reach the citizens who would potentially benefit from Medicaid coverage. The chart below verifies the success of these efforts.

Total: 1,422 (1,209 York; 213 Poquoson)
Service Intake provides both information and referral services and advocacy for individuals with limited resources or for those in crisis.

**620 Cases**
- York County: 561
- Poquoson: 59

Auxiliary Grants provide supplemental payments for eligible low income residents of Assisted Living Facilities.

**Total Clients: 21**

The fraud management program is responsible for ensuring program integrity in all Virginia Department of Social Services programs. Intentional program violations are reviewed with the Commonwealth Attorney.

**Referrals Received: 68**
This program develops partnerships with individuals, communities, civic groups and businesses. These partnerships provide the means to meet the needs of citizens through in-kind and monetary donations and services.

Resource Development Program annual donations: $56,579
Resource Development Program annual volunteer time: $22,033

If you would like to make a donation or volunteer, please contact our Community Resources Coordinator, Laura Skeith, at (757) 890-3944.

Community Resources

Community partner relationships were strengthened in 2019 by sharing employment, housing, and food data through electronic church outreach. Below highlights our work to expand our community outreach:

York County Volunteer Group of the Year
- KirkWood Presbyterian Church is a volunteer group providing furniture and projects. KirkWood Presbyterian was awarded York County Volunteer Group of the Year, by the Board of Supervisors on May 21, 2019.

4-H Camp
- Two brothers were funded for 4-H camp last year. These boys returned from camp and shared their experience with their younger brother and sister. Moved by the maturity and values the boys displayed, their mother began saving money to send all four of her children to 4-H camp this year. The eldest of the two brothers is currently working on his Counselor-In-Training to continue with 4-H. This coming year, we are excited to sponsor a new group of six kids to attend 4-H camp.

Our goal for every family we serve is to help them move into self-sufficiency. Through our community partnerships, we are able to achieve this goal time and time again.
The Children's Services Act (CSA) establishes a single state pool of funds to support services for troubled youth and their families. State funds, combined with local funds, are managed by inter-agency teams who plan and oversee services to youth.

The mission of the CSA is to create a collaborative system of services and funding that is child-centered, family-focused and community-based when addressing the strengths and needs of at-risk youth and their families in the Commonwealth.

Children Served: 52
York County: 45
Poquoson: 7

SCHOOL COLLABORATION

York County CSA is a grantee of the “Bringing Systems of Care to Scale in Virginia” for our region.

A system of care is a spectrum of effective, community based services and supports for children who are at risk for mental health or behavioral challenges and builds meaningful partnerships with families to help them function better at home, in school, and in the community.

York County Schools, York County Head start, City of Poquoson Schools, Social Services, and mental health personnel have collaborated together to support these identified children and families. The purpose is to bring the parents, the community and the school to the table to identify community based services for students/families at risk with the potential that the services identified will stabilize the child and family and lead to successful school learning for life long success.

Community based services for families are selected with the goal of improved school performance and stronger family relationships.
## Budget Breakdown

![Pie Chart](chart.png)

<table>
<thead>
<tr>
<th>Federal, State &amp; Local Program Expenditures</th>
<th>Federal/State</th>
<th>Local</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Costs - Staff &amp; Operations</td>
<td>$3,425,122</td>
<td>$2,172,889</td>
<td>$5,598,011</td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>$2,668</td>
<td>$489</td>
<td>$3,158</td>
</tr>
<tr>
<td>Adult Services</td>
<td>$37,301</td>
<td>$9,325</td>
<td>$46,626</td>
</tr>
<tr>
<td>Auxiliary Grants</td>
<td>$66,839</td>
<td>$16,710</td>
<td>$83,549</td>
</tr>
<tr>
<td>Chafee - Education and Training Vouchers</td>
<td>$1,189</td>
<td>$0</td>
<td>$1,189</td>
</tr>
<tr>
<td>Child Care Subsidy</td>
<td>$496,912</td>
<td>$0</td>
<td>$496,912</td>
</tr>
<tr>
<td>Child Welfare Substance Abuse &amp; Supplemental</td>
<td>$4,932</td>
<td>$905</td>
<td>$5,837</td>
</tr>
<tr>
<td>Energy Assistance</td>
<td>$137,986</td>
<td>$0</td>
<td>$137,986</td>
</tr>
<tr>
<td>Family Access to Medical Insurance Security</td>
<td>$805,385</td>
<td>$0</td>
<td>$805,385</td>
</tr>
<tr>
<td>Family Preservation and Support (SSBG)</td>
<td>$3,753</td>
<td>$689</td>
<td>$4,442</td>
</tr>
<tr>
<td>Fostering Futures Foster Care</td>
<td>$9,805</td>
<td>$0</td>
<td>$9,805</td>
</tr>
<tr>
<td>General Relief</td>
<td>$975</td>
<td>$585</td>
<td>$1,560</td>
</tr>
<tr>
<td>Independent Living Program - Basic Allocation</td>
<td>$2,792</td>
<td>$0</td>
<td>$2,792</td>
</tr>
<tr>
<td>Medicaid</td>
<td>$33,599,384</td>
<td>$0</td>
<td>$33,599,384</td>
</tr>
<tr>
<td>Promoting Safe and Stable Families</td>
<td>$26,148</td>
<td>$4,796</td>
<td>$30,944</td>
</tr>
<tr>
<td>State Adoption Subsidy and Special Needs</td>
<td>$92,472</td>
<td>$0</td>
<td>$92,472</td>
</tr>
<tr>
<td>Supplemental Nutrition Assistance Program</td>
<td>$3,491,743</td>
<td>$0</td>
<td>$3,491,743</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families</td>
<td>$345,075</td>
<td>$0</td>
<td>$345,075</td>
</tr>
<tr>
<td>Title IV-E Adoption Subsidy</td>
<td>$138,338</td>
<td>$0</td>
<td>$138,338</td>
</tr>
<tr>
<td>Title IV-E Foster Care</td>
<td>$46,385</td>
<td>$71</td>
<td>$46,456</td>
</tr>
<tr>
<td>Virginia Initiative for Employment not Welfare</td>
<td>$70,777</td>
<td>$12,983</td>
<td>$83,760</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$42,805,982</strong></td>
<td><strong>$2,219,442</strong></td>
<td><strong>$45,025,424</strong></td>
</tr>
</tbody>
</table>
As an agency, we collectively have 941 years of local DSS experience! Every year, we present awards to those who hit milestones. See this year's awards below!

25 YEARS
Linda Faircloth
Melinda Maples
Linda Roye

10 YEARS
Ciarra Bradberry
Jennifer Bolden
Sara Mills

15 YEARS
Eunice Jordan
Tina Small
Irene Tyler

5 YEARS
Lisa Bullock
York-Poquoson Social Services

301 GOODWIN NECK ROAD
YORKTOWN, VA 23692

For more information, please visit our website
https://www.yorkcounty.gov/159/Social-Services