

York Poquoson Social Services

Annual Report

Child and Adult Protective Services

Report Date	Accepted CPS Reports				Accepted APS Reports		
	2016	2017	2018		2016	2017	2018
January	9	24	30		12	14	17
February	20	32	29		11	15	11
March	28	31	35		15	9	18
April	12	21	34		10	18	20
May	25	34	25		14	17	16
June	14	22	18		17	17	18
July	13	17	18		12	15	14
August	15	19	21		18	14	17
September	30	36	19		11	15	16
October	21	26	23		20	20	10
November	15	26	19		16	12	4
December	20	17	22		7	9	11
TOTAL (year)	222	305	293		163	175	172
AVERAGE (month)	19	25	24		14	15	14

Child Welfare & Adult Services Cases

	Children's Services				Adult Services		
Referral Date	2016	2017	2018		2016	2017	2018
January	75	85	89		229	194	227
February	76	95	96		221	207	227
March	72	91	99		229	211	225
April	70	94	95		218	189	238
May	72	95	92		231	219	233
June	77	89	103		235	219	225
July	85	95	82		226	205	217
August	88	87	78		239	210	204
September	92	85	76		213	207	185
October	93	102	60		216	212	145
November	75	88	87		217	218	190
December	76	99	79		209	214	199
AVERAGE (month)	79	92	86		224	209	210

Benefit Programs Cases

— MEDICAL ASSISTANCE — SNAP — TANF



Customer Service

- Redesign of Benefits Delivery Process
- Added state funded staff to absorb 1,100 additional Medicaid cases
- Student Success Team
- Hoarding / Adult Protective Services Multi-disciplinary Team
- Virginia Initiative for Education and Work
- Eliminated the Child Care Wait List
- Crisis and Emergency Services
- Volunteer Teams