SOCIAL SERVICES

Description

The Department of Social Services focuses on providing an array of services to children, families, and individuals who are in need of human-based services including financial assistance. The financial assistance and social services programs provided by the Department assist individuals and families in meeting their basic human needs; increase their capacity to function independently; and provide protection for the elderly, disabled, and abused or neglected children. Funding to support these efforts is provided by the Federal, State, and County governments as well as through community partnerships.

The Department helps those who cannot provide for themselves financially on a temporary or longer basis to obtain the basic necessities of life and adequate health care. The financial assistance programs provide temporary cash assistance and employment-related services to enable families with children to become self-supporting. These programs also include medical and health-related services for certain individuals and families with low incomes.

The Department is also responsible for the protection of the community's children and adults from abuse and neglect. Family services workers engage in various local, State, and Federal initiatives that will support and preserve families. When these efforts are no longer viable options and/or the courts remove the

child or children from their caretaker, foster care services are provided. When children are unable to return to their own families, the goal for the child is adoption.

A goal of the Department of Social Services is to reduce the number of children in institutional placements. Another goal is to make home and community based services available to assist the disabled and elderly. Through the use of varied program funds and community resources, the Department works with clients to become or to remain economically self-supporting. These efforts are accomplished via job training, other employment related activities, and other supportive services.

Objectives

- To process applications and reviews for benefit programs within State and Federal standards of promptness.
- To offer and/or provide family services and interventions as prescribed by State/Federal standards.
- To guarantee all foster parent applicants will receive orientation and training prior to the placement of a child.

Annual Fiscal Plan

	FY17	FY18	FY19	Change
Description	 Actual	 Original	 Proposed	18 to 19
Personnel	\$ 12,569,466	\$ 13,514,750	\$ 14,113,899	4.4%
Operation	7,633,440	7,099,143	7,099,143	0.0%
Capital	 53,358	 11,260	 11,260	0.0%
Total	\$ 20,256,264	\$ 20,625,153	\$ 21,224,302	2.9%
Personnel Complement*	193	198	200	2

^{*} Five positions were added in the Service Administration Division in the FY2017-18 Approved Budget. Two Senior Family Services Specialist positions were added through a September 2017 budget amendment.

Performan	ice Measures			
	FY17	FY18	FY19	Change 18 to 19
Workload Measures				
Foster Child Initial Placement in Family Homes	76%	77%	78%	1%
Family Foster Home Recruitment	8	10	10	0
Efficiency Measures				
SNAP Application Timely Processing	97%	97%	97%	0%
Abuse Investigations Initiated Within 72 hours	92%	92%	92%	0%
Effectiveness Measures				
Fraud Prosecution Rate	100%	100%	100%	0%
Customer Appeals Sustained	99%	99%	99%	0%

- To make certain required foster care administrative responsibilities and judicial hearings will be held in compliance with State and Federal rules.
- To initiate investigations on all valid adult and child abuse complaints within policy timeframes.
- To ensure all cases closed in the Adult Protective Services program will result in the provision of accepted services to assist the client with living in a safe situation.
- To provide job registrants with employment, education, or training that will lead to employment.
- To ensure employed clients will maintain employment for more than 90 days.
- To successfully prosecute all cases where payment fraud is evident.

Budget Highlights

The Department's proposed budget for FY2018-19 is \$21,224,302, which represents an increase of \$599,149, or 2.9 percent, from the FY2017-18 Approved Budget. The Department anticipates collecting \$16,032,067 in revenue from State and federal governments, which is 75.5 percent of funding. An additional \$5,141,671, representing 24.2 percent of all funding, will be provided through a

transfer from the General Fund. This transfer is proposed to increase by \$81,821, or 1.6 percent. The vast majority of the proposed increase in this budget, 86.3 percent, will come from State and federal sources, with only 13.7 percent being needed from the addition to the transfer from the General Fund.

The Department also anticipates receiving \$50,564 from other local sources, which is 0.2 percent of the total budget.

The entirety of the increase in requested expenditure requirements for FY2018-19 is in the personnel component of the budget, which is 4.4 percent higher than the FY2017-18 Approved Budget. This growth is due to the addition of two positions through a September 2017 budget amendment, a salary increase, growth in overtime expense, and higher costs of hospitalization and VRS benefits.

The operating component of the budget is \$7,099,143, which is equal to the FY2017-18 Approved Budget. A total of \$11,260 is budgeted for capital needs. This figure is also unchanged from FY2017-18. The bulk of the capital budget is for the replacement of furniture and computer equipment.

The Department of Social Services provides critical services to County residents within legally binding timeframes. These services are rendered to all socio-economic groups and are often the last resort for residents of Henrico County. Programs provided by Social Services include: Adult/Child Protective Service, Adult Services, Foster Care, Adoptions,

Child Day Care, Employment Services, Custody Investigations, Home Studies, and Housing Services. Benefits administered by the Department include Medicaid; Supplemental Nutrition Assistance Program (SNAP), formerly the Food Stamp program; Temporary Assistance for Needy Families (TANF), General Relief, Refugee, and Long-Term Care.

In the past year, Social Services has experienced a 1.9 percent increase in the number of cases for the Medicaid Program. Applications for this program increased by 3.2 percent in FY2016-17. Through November of FY2017-18, the Medicaid caseload has increased by an additional 4.4 percent. The SNAP Program noted a 6.1 percent caseload decrease for FY2016-17; through November of FY2017-18 the caseload has increased by 1.9 percent. The Department anticipates the SNAP and TANF caseloads to remain fairly constant; Medicaid is projected to continue a slight increase for the remainder of FY2017-18.

Foster Care caseload numbers decreased by 6 children during FY2016-17, from 111 to 105; the number of new children entering foster care decreased by 13.7 percent during FY2016-17 and continues to experience a similar decrease through November of FY2017-18. Continued need for residential placements is an ongoing concern. In many cases these youth come into foster care with significant emotional, behavioral, and mental health needs. Some of those needs are met through the Children's Services Act, which is located in another section of this document.

The mission of the Adult Services Programs is to provide services that protect older and incapacitated adults from abuse, neglect, or exploitation, and provide access to long-term care services. The Department has experienced a 50.0 percent increase in the number of Adult Protective Service Investigations in this program area for FY2016-17, and, for the first six months of FY2017-18, the number has experienced an increase of 44.6 percent.



Department Operating Budget Henrico County, Virginia FY2018-19 SOCIAL SERVICES

Accou	nt Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50100	Full-Time Salaries and Wages - Regular	9,287,383	9,940,487	10,271,069	330,582	3.3%
50101	Full-Time Salaries and Wages - Overtime	48,325	119,117	163,393	44,276	37.2%
50104	Temporary Salaries and Wages - Regular	23,597	12,250	12,250	0	0.0%
50106	Board and Commissions	18,250	18,000	18,000	0	0.0%
50108	Hybrid Disability Prgm (Prev Wage Adj)	26,093	0	17,348	17,348	100.0%
50109	Vacancy Savings	0	-237,465	-246,089	-8,624	-3.6%
50110	FICA	692,904	762,762	800,550	37,788	5.0%
50111	Retirement VRS	1,155,289	1,293,257	1,365,025	71,768	5.5%
50112	Hospital/Medical Plans	1,200,997	1,474,134	1,577,802	103,668	7.0%
50113	Group Insurance - Life (VRS)	115,918	132,208	134,551	2,343	1.8%
50114	Unemployment Insurance	710	0	0	0	0.0%
50200	Medical Services	5,331	1,500	1,500	0	0.0%
50201	Legal Services	3,247	4,000	4,000	0	0.0%
50203	Management Consulting	15,860	16,500	7,500	-9,000	-54.5%
50209	Other Professional Services	69,149	53,000	53,000	0	0.0%
50210	Maintenance and Repairs	15,019	18,000	18,000	0	0.0%
50211	Maintenance Service Contracts	7,751	9,500	9,500	0	0.0%
50212	Vehicle Repair	487	400	500	100	25.0%
50220	Lease/Rent Of Equipment	16,182	18,000	18,000	0	0.0%
50221	Lease/Rent Of Buildings	66,080	66,081	66,081	0	0.0%
50230	Temporary Help Service Fees	454,399	476,685	476,685	0	0.0%
50240	Printing and Binding	8,236	13,000	13,000	0	0.0%
50250	Advertising	6,176	5,000	7,500	2,500	50.0%
50270	Other Contractual Services	16,593	254,000	254,000	0	0.0%
50280	Janitorial	32,818	37,000	37,000	0	0.0%
50285	Landscaping	2,767	6,000	6,000	0	0.0%

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Accou	nt Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50286	Weed and Pest Control	132	300	300	0	0.0%
50310	Automotive/Motor Pool	54,737	58,320	60,516	2,196	3.8%
50400	Electric Services	52,854	64,000	64,000	0	0.0%
50401	Heating Services	3,730	6,000	6,000	0	0.0%
50402	Water Service	1,281	2,000	2,000	0	0.0%
50403	Sewer Service	1,302	1,600	1,600	0	0.0%
50404	Refuse Service	9,691	12,000	12,000	0	0.0%
50410	Postal Services	70,715	112,500	112,500	0	0.0%
50411	Messenger Services	202	270	270	0	0.0%
50412	Telecommunications	63,586	69,200	69,200	0	0.0%
50430	Mileage	699	650	750	100	15.4%
50431	Education and Training	18,053	19,432	20,250	818	4.2%
50450	Dues And Association Memberships	3,875	2,500	3,875	1,375	55.0%
50453	Freight Charges	31	50	50	0	0.0%
50455	Tuition	0	6,750	10,000	3,250	48.1%
50459	Other Charges Miscellaneous	110	700	700	0	0.0%
50500	Office Supplies	61,075	87,933	83,594	-4,339	-4.9%
50501	Food Supplies and Food Service Supplies	3,533	0	0	0	0.0%
50502	Agricultural Supplies	0	200	200	0	0.0%
50504	Laundry, Housekeeping, and Janitorial Supplies	3,264	4,500	4,500	0	0.0%
50506	Repair and Maintenance Supplies	4,807	5,000	5,200	200	4.0%
50507	Gasoline	81	300	300	0	0.0%
50511	Uniforms/Wearing Apparel/ITEMS	3,045	0	0	0	0.0%
50512	Books and Subscriptions	640	450	450	0	0.0%
50514	Other Operating Supplies	160	0	0	0	0.0%
50521	Computer Software	13,239	11,200	14,000	2,800	25.0%
50600	Unallocated Social Services Payments	-1,756	0	0	0	0.0%
50601	General Relief	120,587	150,000	150,000	0	0.0%
50602	Auxiliary Grants Aged	233,085	232,000	232,000	0	0.0%

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Accou	nt Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50603	Auxiliary Grants Blind	13,632	19,000	19,000	0	0.0%
50604	Auxiliary Grants Disabled	442,516	455,000	455,000	0	0.0%
50605	Aid To Dependent Children	-3,968	7,500	7,500	0	0.0%
50606	Adoption Subsidies	1,266,952	866,000	866,000	0	0.0%
50607	Special Needs Adoption	568,038	714,000	714,000	0	0.0%
50610	Indo-Chinese Refuges	49,516	34,000	54,000	20,000	58.8%
50612	Other Purchased Services	2,491,158	2,467,806	2,467,806	0	0.0%
50614	Companion Services	74,464	72,791	72,791	0	0.0%
50616	Day Care Service For Adults	8,456	19,578	19,578	0	0.0%
50617	Day Care Service For Children	28,822	30,250	0	-30,250	-100.0%
50620	Emergency Needs/Food Bank	19,551	19,962	19,962	0	0.0%
50624	Volunteer Services	45	50	50	0	0.0%
50629	Aid To Dependent Children-Foster Care	1,231,405	566,685	576,935	10,250	1.8%
50812	Furniture and Fixtures-New Less Than \$5000	21,135	0	0	0	0.0%
50815	Computer Equipment-New Less Than \$5000	4,004	0	0	0	0.0%
50821	Machinery and Equipment-Replacement \$5000 and Over	3,294	0	0	0	0.0%
50825	Computer Equipment-Replacement \$5000 and Over	813	0	0	0	0.0%
50832	Furniture and Fixtures-Replacement Less Than \$5000	21,702	3,800	3,800	0	0.0%
50833	Telecommunications Equipment- Replacement Less Than \$5000	0	1,100	1,100	0	0.0%
50835	Computer Equipment-Replacement Less Than \$5000	2,410	6,360	6,360	0	0.0%
Total D	epartment	20,256,264	20,625,153	21,224,302	599,149	2.9%

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Operating Line Item Budget By Cost Center Henrico County, Virginia FY2018-19 SOCIAL SERVICES

Cost	Center	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
22001]	Independent Living Program					
50612	Other Purchased Services	12,964	38,000	38,000	0	0.0%
Total C	ost Center	12,964	38,000	38,000	0	0.0%
22011	Joint Administration					
50100	Full-Time Salaries and Wages - Regular	9,175,410	9,829,968	10,157,930	327,962	3.3%
50101	Full-Time Salaries and Wages - Overtime	48,325	119,117	163,393	44,276	37.2%
50104	Temporary Salaries and Wages - Regular	23,597	12,250	12,250	0	0.0%
50108	Hybrid Disability Prgm (Prev Wage Adj)	26,093	0	17,348	17,348	100.0%
50109	Vacancy Savings	0	-234,176	-243,054	-8,878	-3.8%
50110	FICA	683,138	752,930	790,518	37,588	5.0%
50111	Retirement VRS	1,141,261	1,278,879	1,349,989	71,110	5.6%
50112	Hospital/Medical Plans	1,188,137	1,458,858	1,561,536	102,678	7.0%
50113	Group Insurance - Life (VRS)	114,506	130,738	133,069	2,331	1.8%
50114	Unemployment Insurance	710	0	0	0	0.0%
50200	Medical Services	5,331	1,500	1,500	0	0.0%
50201	Legal Services	3,247	4,000	4,000	0	0.0%
50203	Management Consulting	15,860	16,500	7,500	-9,000	-54.5%
50209	Other Professional Services	68,144	52,000	52,000	0	0.0%
50210	Maintenance and Repairs	15,019	18,000	18,000	0	0.0%
50211	Maintenance Service Contracts	7,751	9,500	9,500	0	0.0%
50212	Vehicle Repair	487	400	500	100	25.0%
50220	Lease/Rent Of Equipment	16,182	18,000	18,000	0	0.0%
50221	Lease/Rent Of Buildings	66,080	66,081	66,081	0	0.0%

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Cost (Center	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50230	Temporary Help Service Fees	454,399	476,685	476,685	0	0.0%
50240	Printing and Binding	8,236	13,000	13,000	0	0.0%
50250	Advertising	6,176	5,000	7,500	2,500	50.0%
50270	Other Contractual Services	16,593	4,000	4,000	0	0.0%
50280	Janitorial	32,818	37,000	37,000	0	0.0%
50285	Landscaping	2,767	6,000	6,000	0	0.0%
50286	Weed and Pest Control	132	300	300	0	0.0%
50310	Automotive/Motor Pool	54,737	58,320	60,516	2,196	3.8%
50400	Electric Services	52,854	64,000	64,000	0	0.0%
50401	Heating Services	3,730	6,000	6,000	0	0.0%
50402	Water Service	1,281	2,000	2,000	0	0.0%
50403	Sewer Service	1,302	1,600	1,600	0	0.0%
50404	Refuse Service	9,691	12,000	12,000	0	0.0%
50410	Postal Services	70,715	112,500	112,500	0	0.0%
50411	Messenger Services	202	270	270	0	0.0%
50412	Telecommunications	63,586	68,840	68,840	0	0.0%
50430	Mileage	699	650	750	100	15.4%
50431	Education and Training	18,053	19,432	20,250	818	4.2%
50450	Dues And Association Memberships	3,875	2,500	3,875	1,375	55.0%
50453	Freight Charges	31	50	50	0	0.0%
50455	Tuition	0	6,750	10,000	3,250	48.1%
50459	Other Charges Miscellaneous	110	700	700	0	0.0%
50500	Office Supplies	60,836	86,833	82,494	-4,339	-5.0%
50501	Food Supplies and Food Service Supplies	3,533	0	0	0	0.0%
50502	Agricultural Supplies	0	200	200	0	0.0%
50504	Laundry, Housekeeping, and Janitorial Supplies	3,264	4,500	4,500	0	0.0%

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Cost (Center	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50506	Repair and Maintenance Supplies	4,807	5,000	5,200	200	4.0%
50507	Gasoline	81	300	300	0	0.0%
50511	Uniforms/Wearing Apparel/ITEMS	3,045	0	0	0	0.0%
50512	Books and Subscriptions	640	450	450	0	0.0%
50514	Other Operating Supplies	160	0	0	0	0.0%
50521	Computer Software	13,239	11,200	14,000	2,800	25.0%
50812	Furniture and Fixtures-New Less Than \$5000	21,135	0	0	0	0.0%
50815	Computer Equipment-New Less Than \$5000	4,004	0	0	0	0.0%
50821	Machinery and Equipment-Replacement \$5000 and Over	3,294	0	0	0	0.0%
50825	Computer Equipment-Replacement \$5000 and Over	813	0	0	0	0.0%
50832	Furniture and Fixtures-Replacement Less Than \$5000	21,702	3,800	3,800	0	0.0%
50833	Telecommunications Equipment- Replacement Less Than \$5000	0	1,100	1,100	0	0.0%
50835	Computer Equipment-Replacement Less Than \$5000	2,410	6,360	6,360	0	0.0%
Total C	Cost Center	13,544,228	14,551,885	15,146,300	594,415	4.1%
22031	TANF Hard To Serve Program					
50100	Full-Time Salaries and Wages - Regular	111,973	110,519	113,139	2,620	2.4%
50109	Vacancy Savings	0	-3,289	-3,035	254	7.7%
50110	FICA	8,370	8,455	8,655	200	2.4%
50111	Retirement VRS	14,028	14,378	15,036	658	4.6%
50112	Hospital/Medical Plans	12,860	15,276	16,266	990	6.5%
50113	Group Insurance - Life (VRS)	1,412	1,470	1,482	12	0.8%
50412	Telecommunications	0	360	360	0	0.0%
50500	Office Supplies	0	1,000	1,000	0	0.0%
50612	Other Purchased Services	590,223	682,585	682,585	0	0.0%
Total C	Cost Center	738,866	830,754	835,488	4,734	0.6%

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Cost Center	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
22041 Public Welfare Board					
50106 Board and Commissions	18,250	18,000	18,000	0	0.0%
50110 FICA	1,396	1,377	1,377	0	0.0%
50209 Other Professional Services	1,005	1,000	1,000	0	0.0%
50270 Other Contractual Services	0	250,000	250,000	0	0.0%
50500 Office Supplies	239	100	100	0	0.0%
50620 Emergency Needs/Food Bank	19,551	19,962	19,962	0	0.0%
50624 Volunteer Services	45	50	50	0	0.0%
Total Cost Center	40,486	290,489	290,489	0	0.0%
22099 Unallocated Social Services Payments					
50600 Unallocated Social Services Payments	-1,756	0	0	0	0.0%
Total Cost Center	-1,756	0	0	0	0.0%
22106 AFDC - Foster Care					
50629 Aid To Dependent Children-Foster Care	1,231,405	566,685	576,935	10,250	1.8%
Total Cost Center	1,231,405	566,685	576,935	10,250	1.8%
22202 VIEW Day Care					
50617 Day Care Service For Children	-701	0	0	0	0.0%
Total Cost Center	-701	0	0	0	0.0%
22203 Non-VIEW Day Care					
50617 Day Care Service For Children	-727	0	0	0	0.0%
Total Cost Center	-727	0	0	0	0.0%
22205 Day Care Quality Initiative					
50617 Day Care Service For Children	30,250	30,250	0	-30,250	-100.0%
Total Cost Center	30,250	30,250	0	-30,250	-100.0%
22301 VIEW Program					
50612 Other Purchased Services	1,700,015	1,663,000	1,663,000	0	0.0%
Total Cost Center	1,700,015	1,663,000	1,663,000	0	0.0%

22401 Foster Care IV-E

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Cost Ce	enter	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50612	Other Purchased Services	43,320	44,000	44,000	0	0.0%
Total Cos	t Center	43,320	44,000	44,000	0	0.0%
22402 Re	espite Care for Foster Parent					
50612	Other Purchased Services	1,110	3,871	3,871	0	0.0%
Total Cos	t Center	1,110	3,871	3,871	0	0.0%
22503 Ac	doption Subsidy					
50606	Adoption Subsidies	1,266,952	866,000	866,000	0	0.0%
Total Cos	t Center	1,266,952	866,000	866,000	0	0.0%
22504 Sp	oecial Needs Adoption					
50607	Special Needs Adoption	568,038	714,000	714,000	0	0.0%
Total Cos	t Center	568,038	714,000	714,000	0	0.0%
22505 Ac	dult Services					
50612	Other Purchased Services	15,584	10,884	10,884	0	0.0%
50614	Companion Services	74,464	72,791	72,791	0	0.0%
50616	Day Care Service For Adults	8,456	19,578	19,578	0	0.0%
Total Cos	t Center	98,504	103,253	103,253	0	0.0%
22507 Pr	reventive Foster Care - Purchase of Se	ervices				
50612	Other Purchased Services	128,030	25,466	25,466	0	0.0%
Total Cos	t Center	128,030	25,466	25,466	0	0.0%
22508 Ti	tle IV-E Revenue Maximization					
50612	Other Purchased Services	-88	0	0	0	0.0%
Total Cos	t Center	-88	0	0	0	0.0%
22604 Au	uxiliary Grants Aged					
50602	Auxiliary Grants Aged	233,085	232,000	232,000	0	0.0%
Total Cos	t Center	233,085	232,000	232,000	0	0.0%
22605 Au	uxiliary Grants Blind					
50603	Auxiliary Grants Blind	13,632	19,000	19,000	0	0.0%
Total Cos	t Center	13,632	19,000	19,000	0	0.0%

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Cost Center	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
22606 Auxiliary Grants Disabled					
50604 Auxiliary Grants Disabled	442,516	455,000	455,000	0	0.0%
Total Cost Center	442,516	455,000	455,000	0	0.0%
22607 TANF Program					
50605 Aid To Dependent Children	-3,968	7,500	7,500	0	0.0%
Total Cost Center	-3,968	7,500	7,500	0	0.0%
22608 General Relief - Other					
50601 General Relief	120,587	150,000	150,000	0	0.0%
Total Cost Center	120,587	150,000	150,000	0	0.0%
22609 Refugee Program					
50610 Indo-Chinese Refuges	49,516	34,000	54,000	20,000	58.8%
Total Cost Center	49,516	34,000	54,000	20,000	58.8%

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