

Shenandoah Valley Social Services Program Highlights and Accomplishments Fiscal Year 2018/2019

Benefit Programs – Financial and medical assistance is provided to eligible residents for benefits under Temporary Assistance to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Virginia Employment Not Welfare (VIEW) and Energy Assistance.

TANF – Provides financial services to children and their families in need.

- TANF applications received – **916**
- TANF cases under care monthly average – **406**
- Diversionary cases FY18/19 – **15**
- TANF benefits issued - **\$1,493,343**

SNAP Program – Provides food assistance for low-income families.

- SNAP applications received FY18/19 – **4178**
- Average # cases served per month – **5069**
- FS benefits issued FY18/19 – **\$13,414,177**



Medicaid – Pays for health and medical care for low income people.

- Families & Children Medicaid and Plan First cases under care – **7645**
- Long Term Care/Aged, Blind, & Disabled, and Auxiliary Grant Medicaid cases under care – **4269**
- Total Medicaid benefits issued FY18/19 – **\$133,127,522**

General Relief – Provides assistance for families with unrelated minors.

- Number of children receiving assistance – **8**
- Total GR spent – **\$27,190**

Burial Assistance – Provides burial assistance for those with no family or resources to pay burial expenses.

- Number of burial applications approved – **55**
- Total Local Burial Expense - **\$26,803**

LIHEAP – Low Income Energy Assistance Program - Provides heating/cooling assistance to low income families, the disabled and elderly.

- Fuel applications processed FY18/19 – **2350**
- Fuel benefits issued FY18/19 – **\$892,110**
- Cooling applications processed FY18/19 – **1531**
- Cooling benefits issued FY18/19 – **\$281,286**
- Crisis applications processed FY18/19 - **838**
- Crisis benefits issued FY18/19 - **\$145,615**



Child Care Services for Children – Provides quality day care services for children.

- Day care cases (monthly average) – **184**
- Day care benefits issued FY18/19 – **\$730,466**

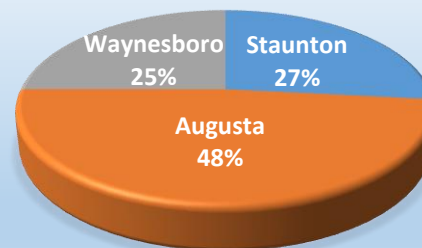
VIEW – Assists, trains, and prepares TANF recipients for employment.

- VIEW total cases (monthly average FY18/19) – **86**
- VIEW customers employed (monthly average) – **60**
- **70 %** of VIEW customers employed
- VIEW avg. hourly wage – **\$10.22**

Welfare Fraud Referrals and Collections

- TANF collections – **\$6,167.58**
- SNAP collections – **\$179,544**
- Daycare collections – **\$1,674.11**
- Medicaid collections – **\$0.00**
- VIEW collections - **\$29**
- Total collections FY18/19 – **\$193,187**

FY18/19 CASELOAD COUNTS FOR STAUNTON, AUGUSTA COUNTY AND WAYNESBORO



Service Programs – Families and Children and Adult Services include the program areas of Child Protective Services (CPS), Adult Services, Adult Protective Services (APS), Foster Care (FC), Adoption, Family Treatment and FC Prevention.

Adult Services and Protective Services – Investigations of adult abuse, neglect and exploitation of elderly and incapacitated adults. Provides services to reduce the risk to adults and assist adult to remain independent.

- APS Intake referrals FY18/19 – **1540**
- APS investigations FY18/19 – **1341**
- APS found in need of services FY18/19 – **125**
- APS ongoing service cases (monthly average) – **273**
- AS Intake Referrals/Contacts – **652**
- AS ongoing service cases (monthly average) – **132**
- Guardianships (monthly average) – **190**
- Volunteer Payee Program (monthly average) – **36**



Child Protective Services and Prevention Services - Investigations of child abuse/neglect. Services opened to families determined at further risk of abuse/neglect.

- CPS referrals FY18/19 – **2902**
- CPS investigations/assessed FY18/19 – **912**
- CPS families opened to service (monthly average) – **29**
- Prevention cases – **25**

Foster Care and Adoption Services – Provides a safe home for children coming into care with an emphasis on seeking permanent placements for the child.

- Number of children entering care during FY18/19 – **55**
- Average monthly caseload – **167**
- Adoptions completed FY18/19 – **25**
- Post adoption subsidized cases completed FY18/19 - **274**
- Number of approved foster homes FY18/19 – **35**

CSA – Children's Services Act

- Number of youth served FY18/19 – **425**
- Total CSA dollars spent – **\$11,801,854**

MISSION: The promotion of self-reliance and protection of citizens through community-based services.

Management Team

Benefit Programs:

Benefit Programs / Fraud Manager	Amber Bokelman, Supervisor (540) 942-6664
Family and Children	Cristi Abshire, Supervisor (540) 245-5860
	Krystina Guerrero, Supervisor (540) 942-6595
Medicaid Expansion	Adrienne Jackson (540) 942-6709
Adult Medicaid/Long Term Care	Holly Pritt, Supervisor (540) 245-5864
	Jonathan Kelton, Supervisor (540) 942-6402

Service Programs:

Adult Services/Adult Protective Services	Nicole Medina, Supervisor (540) 942-6650
Child Protective Services	Amber Martino, Supervisor (540) 245-5848
Foster Care	Cherish Humphries, Supervisor (540) 245-5842
Adoption	Stephanie Huffman, Supervisor (540) 245-5833
Prevention	Shelly Catterton, Supervisor (540) 213-3692
VIEW, Daycare & Family Outreach Program	Christina Jones, Supervisor (540) 245-5884
Children's Services Act (CSA)	Crystal Breeden, Supervisor (540) 213-3690
Administrative Office Manager	Susan Hughes (540) 245-5813

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Shenandoah Valley Social Services
Annual Report FY 2018/19

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