

## Social Services Currents

A quarterly newsletter brought to you by Prince George County Social Services

VOL 1, ISSUE 4

December 2013



### Human Services Building Renovations: Phase I Complete

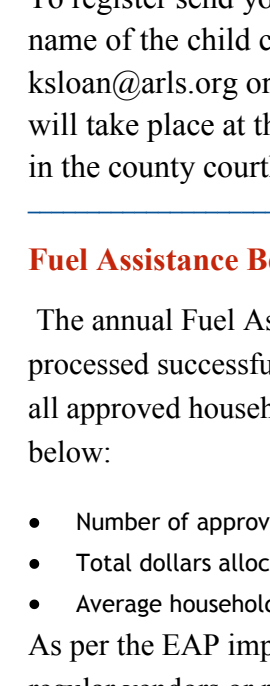
November 18, 2013 marked a new day of business for Prince George Social Services. The agency opened its doors to the public in their newly renovated space on the second floor of the Prince George Human Services Building. The renovated space allows agency staff to better ensure customer confidentiality and takes into consideration all safety and security needs of the agency. The agency's phone number, fax, and address remain the same.

Several specialized spaces were designed as part of the new agency space. A Family Visitation room allows families to visit with children in foster care in a more comfortable setting. The room allows workers to observe from outside the room in an observation room. This set up allows families and children an opportunity to spend time together and for workers to observe positive parenting skills. One interview room has been specifically designed to allow for the forensic interviewing of children who have been sexually abused. Previously, the worker, child, family, and detective would all travel to Richmond for this type of interview. The new space also has a new training room to accommodate various training programs for staff within the region and foster parent training.



The renovations are not done yet though. Moving on to Phase II of the project will address the agency's secure file room, in addition to new office space on the first floor, a new community room near the main lobby, and upgrades to the first floor rest rooms. An Open House will be planned in the spring of 2014 when the whole project is complete.

### Senior Case Manager Announced

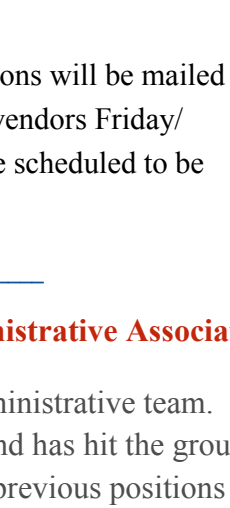


The Prince George Department of Social Services is pleased to announce the promotion of Theaster Smith to senior case manager. Ms. Smith has been with the department for 6 years and previously worked with Petersburg Department of Social Services for 16 years. Her entire social services career has been devoted to children and families. She currently works as a foster care/adoption worker within the department.

### Child Care Provider Training

The Prince George Department of Social Services, Dinwiddie Social Services and Smart Beginnings of Hopewell-Prince George are co-sponsoring training for Child Care Providers on Saturday, January 11, 2014, from 9:00 am to 12 noon. The topic for this training is "Happy and Ready to Learn: Exploring Children's Social and Emotional Needs".

To register send your name, phone number, email and the name of the child care program in which you work to [ksloan@arls.org](mailto:ksloan@arls.org) or call 804-458-6329 x 2023. The training will take place at the Prince George Public Library located in the county courthouse complex.



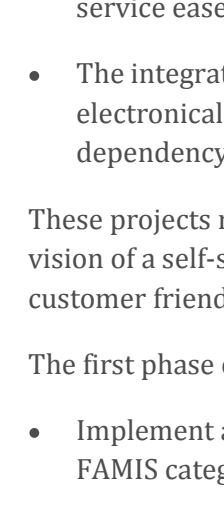
### Fuel Assistance Benefits for 2013-14

The annual Fuel Assistance benefit calculation for the 2013-14 program year processed successfully Thursday, December 5. Benefit amounts were calculated for all approved households. The results of the benefit determination/calculation are below:

- Number of approved households: 126,263 (last year 138,443)
- Total dollars allocated: \$45 million (last year \$45 million)
- Average household benefit: \$356 (last year \$325)

As per the EAP implementation schedule, fuel credit authorizations will be mailed to regular vendors or released via secure file transfer to exchange vendors Friday/Monday, December 6/9. Client notices and direct pay checks are scheduled to be mailed Friday, December 13.

### Administrative Department welcomes Patrice Hill, Administrative Associate



October 16, 2013, Patrice Hill joined the administrative team. She comes to us from another state agency and has hit the ground running. Her years of fiscal experience and previous positions managing senior responsibilities makes her truly an asset to the team. We welcome you Patrice and are excited to have you on our team.

### Social Services after-hours drop box

Social Services have installed an after-hours drop box located near the front entrance of the Human Services building. Due to the limited access of public transportation for county residents, the drop box allows customers who cannot visit the office during working hours, the ability to submit required documents in a timely manner. Items placed in the box are received the next business day.

### VDSS Eligibility Modernization Efforts Implement First Phase of Changes

The Modernization of the Virginia Case Management System (VaCMS) has begun. This three phase project will enable local benefits staff and citizens more flexibility in managing benefit services through:

- The addition of an External Rules Engine to allow benefits program policy rules to be dynamically updated without extensive IT efforts;
- Enhancements to the CommonHelp Customer Portal to further improve its self-service ease of use by citizens; and
- The integration of a Document Management Imaging System (DMIS) to electronically collect and store program documents reducing the shared dependency on paper.

These projects represent the continuous efforts to implement the Social Services vision of a self-service benefits and services model that is efficient, effective, and customer friendly.

The first phase of this effort is the MAGI PROJECT which will:

- Implement a single case management system for MAGI Medicaid and CHIP/FAMIS categories by modifying Virginia Case Management System (VaCMS)
- Automate Medicaid eligibility rules to include automatic Medicaid enrollment into MMIS through VaCMS in real time
- Provide a Master Customer ID for customers through an interface with the DMV Commonwealth Authentication Service (CAS)
- Enhance CommonHelp to include real-time access to state and federal verification systems
- Enhance CommonHelp to use the external rules engine for simplified Medicaid eligibility determination (MAGI)
- Provide the ability to accept applications for Medicaid telephonically from customers
- And create the framework for Document Management and Imaging Solution (DMIS)

The MAGI Project went live locally on Oct. 1, 2013.

The second phase of the effort will be the Program Migration Project. Details to come in the next edition of the newsletter.

### How Did We Do in FY2013?

**Medicaid**— Our staff assess eligibility for child/family and Adult/ Blind/and Disabled Medicaid Services to access health and medical care. 7% increase in benefits over FY12.

**\$15,389,507** Medicaid Benefits issued **856** Applications processed **1682** cases under review monthly (avg.).



**SNAP (Supplemental Nutrition Assistance Program)**— Our staff assess eligibility and provides assistance in obtaining access to nutritious food for low-income families. (Formerly referred to as Food Stamps) 8% increase in benefits over FY12.

**\$4,593,940** Food Stamp Benefits issued **1135** Applications processed **1409** Avg. Households served monthly **3068** Persons served monthly (avg.)

**Temporary Assistance to Needy Families (TANF)/ Temporary Assistance to Needy Families Unemployed Families (TANF-UP)**— Provides assistance to children and their families who are in need. 12% increase in benefits from FY12.

**\$234,829** TANF Benefits issued **269** Applications processed **97** Cases under review monthly (avg.) with **2391** participants **113** Children/**52** Adults served monthly (avg.)



**Adoption and Foster Care**— Our staff manage the care of children in foster care and provides adoption services to natural parents, children in need of adoption, and to couples seeking adoption.

**25** Children in foster care **12** Children receiving Adoption Asst. **2** Agency adoption completed and **9** children returned to home or relatives



**Adult Protective Services/Adult Services/ Companion Services**—Our Adult Services staff investigate complaints of abuse, neglect, or exploitation of elderly and disabled adults, and provides services to reduce the risk to adults and assist adults in their efforts to remain independent. Screenings are provided for Medicaid funded Personal Care (community based services, assisted living, and nursing home placements). 168% increase in Adult Services referrals.



**47** APS reports received and **47** investigated **182** Referrals for adult service **23** referrals for assistance with Guardianship **48** Adults served monthly (avg.)

**57** Referrals for personal care/Nursing home/ALF screenings **9** EDCD Waiver screening for a minor child for Medicaid



Prince George Social Services Supports the Special Olympics Torch Run 2013

### OUR RETIREE FOR FY 2013



Brenda Gwaltney



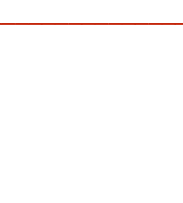
2013 Prince George County Back to School Fair

### News from Virginia Department of Social Services

## Former Foster Care Youth: Campaign for Medicaid Enrollment

*The Affordable Care Act will extend Medicaid coverage will to eligible former foster care youth to age 26, starting January 1st, 2014*

### Who is Eligible under the new Policy?



- Any youth age 26 and under, who had an open foster care case and was receiving Virginia Medicaid upon their 18th birthday



- Any youth coming out of the Virginia Foster Care System on their 18th birthday who is receiving Virginia Medicaid

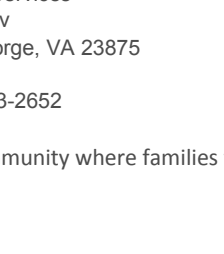
### How to Apply for Medicaid ...



Online Through CommonHelp  
Go to [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)



By Phone through Cover Virginia  
Call 1-855-242-8282



*From Our Home to Yours*

*May Your Holidays be Safe and Full of Laughter*



*The staff of Prince George County Department of Social Services*