



DEPARTMENT OF SOCIAL SERVICES

Advisory Board
March 23, 2023

1. Welcome

2. Approval of Minutes for 26 January 2023

3. Director's time

- ~~a)~~ New Hires: CSA Coordinator-Meaghan Turner, Benefit Program Manager-Cicely Harvey
- ~~b)~~ Appreciation Months -Benefit Appreciation Month (February), Social Worker Appreciation Month (March 2023)
- ~~c)~~ Child Abuse Prevention Proclamation (27 March 2023 attendance)
- ~~d)~~ National Foster Care Month (April 2023) and Elder Abuse Awareness Month Proclamation (TBD in May 2023)
- ~~e)~~ Annual Report
- ~~f)~~ Departmental reports: Housing (Waiting List Opening), Family Services, Benefit Programs, and Financial & Support Services

4. Old Business

- ~~a)~~ Budget Presentation
- ~~b)~~ Emergency Services Shelter
- ~~c)~~ Foster Care Recruitment

5. New Business

- a) Volunteer opportunities-
 - ~~1.~~ 150th City of Manassas Anniversary (1 April 2023, 24 June 2023)
 - ~~2.~~ Child Abuse Prevention Month (3 April 2023)
 - ~~3.~~ Emergency Preparedness -All Day Exercise (9 June 2023)

6. Adjournment

Next Advisory Board meeting: Thursday at 6:30p.m. 25 May 2023. Location City of Manassas Public Works, 8500 Public Works Drive Manassas, VA 20110

• Department of Social Services Advisory Board Meeting

March 23, 2023 @ 6:30 PM – Public Works Conference room

Manassas DSS
9324 West Street
Manassas, VA 20110

Social Services Advisory Board members present: Benjamin Berger, Larry Cain, Robyn Johnson, and Michelle Tapia and Councilmember Ralph Smith. A quorum was present.

Members Absent: Yajaira Balcarcel, Irma Mejia Lewis, and Damita Gilliam Frye

Staff present: Anita Brown, LaTanya Buckhalter, Michele Childs, Catrina Ewen, Cicely Harvey, Nicole Kirven, Kimberly King-Anderson, and Meaghan Turner.

Others: None

Call to Order: At 6:36 pm, Larry Cain, Advisory Board chair convened the Social Services Advisory Board meeting held on Thursday, March 23, 2023.

Public Present: None

Additions to Agenda: None

Welcome:

Review of Minutes:

The minutes from January 26, 2023, were reviewed and motion to approve the minutes as presented by R. Johnson, second, B. Berger. Motion passed without opposition.

DIRECTOR TIME:

- a. New Hires: Welcome to new staff: CSA Coordinator-Meaghan Turner and Benefit Programs Manager-Cicely Harvey.
- b. Appreciation months: Each year the state celebrates certain months to show their appreciation and acknowledge the hard work that is being done in local departments of Social Services. To kick off the year, February is Benefit Appreciation month. Followed by Social Worker Appreciation month in March and Administrative Support Staff appreciation in April.
- c. Child Abuse Prevention Proclamation (27 March 2023)- At the City Council meeting scheduled for March 27, 2023, approximate time 5:45-6:00 pm. Social Services will receive the Proclamation designating April as Child Abuse Prevention month. To also bring awareness to child abuse prevention month, staff will be placing blue pinwheels in front of the DSS office located at 9324 West Street at 5:30 pm on April 3, 2023. Anyone wishing to join staff in doing this are welcome. Also on April 5, 2023, staff will be visiting downtown businesses on Center Street see if they are interested in placing blue pinwheels in front of their establishments.
- d. National Foster Care Month (April) and Elder Abuse Awareness Month Proclamation (TBD in May)- Following Child Abuse Prevention month will be national Foster Care month in April and then Elder Abuse Awareness Month in which the city will be giving a proclamation designating May as Elder Abuse Awareness month. Most likely the date will be toward the end of April. Once a date is set for the proclamation, the information will be sent out to the board should they wish to attend.

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- e. Annual Report- The Board as well as City Council received electronic copies of the Annual report. For this meeting hard copies were provided to those present and a copy of the Power Point.
- f. Departmental reports:
 - a. Housing- The Housing Department has been diligent working on updating their wait list. Currently there are only 8 remaining and they are working through them. The Housing wait list will open for the first time since 2014 on April 19, 8:30 am to 5:00 pm. The application process is on-line only. The process for selection to be on the waitlist is a lottery type. Once the application period has ended, a top number of 750 applicants will be randomly selected to be placed on the waitlist. They will then be sorted by preferences established by the Housing Department. Over the past year 2150 applicants were removed from the waitlist due to being unable to locate.
 - b. Family Services-The Services unit will be conducting a hugs and kisses presentation at Hayden Elementary in April. Foster Parent recruitment continues. The agency has 4 fully approved foster homes and 1 close to completing certification and 1 that has just begun the process.
 - c. Benefit Programs- New manager just started. Currently there are two vacancies in the benefit unit and interviews are being conducted on Friday, March 24th. With the hiring of the second Benefit manager, the unit is being divided into two teams. One unit will be devoted to Families and Children and the other will be Adults/Self-Sufficiency clients. Updates:
 - TANF/VIEW –As of January 1, normal processing of cases has resumed. Such as meeting with clients, getting assessments completed and back out into the workforce. When the pandemic hit this requirement was waived. If a client refuses to participate, they can be sanctioned which means their assistance could stop. As of March 1st, there were 77 active TANF cases of which 49 are in the VIEW program with 9 new referrals waiting for assessment and processing.
 - SNAP – Currently the waiver for interviews is in place until May 31st. This means that the workers can waive interviews for new applications and renewals until May 31st. As of July 1, 2023, normal processing of SNAP cases will resume. Workers are participating in training on Student policies. Students were eligible for SNAP during the pandemic but now the old policy will go back into effect in which to qualify the student had to be working or in a program. The work requirement for able bodied adults who do not have a dependent mostly aged 18 to 49, will have to go to work to keep their SNAP benefit. There is a time limit of 3 months for finding employment. After which their case will close. They must work 20 hrs. per week and must maintain employment and be able to verify they have worked 80 hrs. in a 30-day period to continue to receive benefits. As of March 1st. there are 1801 SNAP cases. The new program SNAP E&T is being built on. Worker has met with city staff to get the information out to

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city residents who qualify. Information about the program has been placed on flyers and the city web page as well as one on one conversations with clients.

- Medicaid- Normal processing for Medicaid cases will begin April 1, 2023. Due to COVID, workers could not close cases or reduce coverage from full to partial coverage. The workers are in the process of cleaning up cases so that renewals can be conducted going forward. Currently the agency has over 2600 overdue Medicaid cases, not including those that are coming due each month. With the mailing out of current renewals, the state is including a small portion of overdue renewals to address those overdue slowly. Cases 6208 with 12,312 clients receiving Medicaid.
 - Daycare- Daycare cases began unwinding back in January 2023. During the pandemic- middle of 2020 to January 2023, daycare recipients did not have to pay their co-payments for daycare. Beginning January 2023, they will have to pay their co-payments again. The state also extended the policy and increased the income limits for more families to be approved for the program. To be eligible, you must be going to school, working or job searching. Caseload is 174 serving 255 children in the daycare program.
 - Energy assistance: Crisis assistance ended March 15th. This type of assistance is for help with overdue bills for gas/electric, repairs /replacement to/for heating equipment. The agency received 75 applications. Of those only 22 applications were approved. Most of the denials for assistance were due to being over income or it was not a crisis. For the Crisis program the resident must either be almost terminated or about to be terminated.
 - Refugee assistance-Currently the agency has on 1 case.
- d. Support Services- As of March 23, there have been 731 clients who have come into the Social Services office. There has been an increase in the number of elderly clients who receive SNAP benefits. They are coming in because their benefits were reduced back to pre-pandemic amounts and with limited income they are struggling.
- e. Finance- In the CSA program, 36 children are being served with \$952,467 expended. The breakdown of those served:
- 12 are from the Manassas City Public Schools (MCPS). These are children who have IEPs and cannot be served in the public-school setting. Their receiving services in a Private Day school setting and the costs are \$385,000 this fiscal year.
 - 18 children are in foster care under DSS and expenditures for those children are \$406,000 this fiscal year.
 - 1 child is being served from the Court Services Unit (CS) with expenditures of \$12,500.

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- 5 children are being served from the Community Services Board (CSB) with \$147,000 expended for their services.

OLD BUSINESS:

- a. Budget Presentation- Copies of the slides and hard copy of the Annual Report were provided to the Advisory Board members. Presentation of the Annual Report to City Council took place on March 13, 2023. Thank you to all who were able to attend. It is the goal is to build the framework of where the department is at this point time. Looking at slide #4, it represents just how much Medicaid is being used in the city. In slide #3, it reflects that 47% are either ALICE households or those who fall below the poverty line. Slide #5 gives a quick breakdown of programs managed by DSS, Family Service recipients and the Housing program numbers. On slide #6 is the revenue being brought back into the community through the assistance to its residents. The final slide represents the accomplishments for the department.
- b. Emergency Services Shelter- In the event of a disaster in the City of Manassas, the Department of Social Services in collaboration with the American Red Cross, and Manassas City Schools open and staff an emergency shelter. DSS has the primary responsibility of opening the shelter. The American Red Cross is the primary agency for the provisions of the supplies and resources for mass care in both shelter and non-sheltering events. The Manassas City Schools provide the facility for sheltering. The last couple of times a shelter needed to be opened, it was at Osbourn. The schools may also be called upon for transportation assistance, getting residents to the shelter site.

The Department has scheduled a sheltering exercise to take place on June 9, 2023, at Osbourn high school. At this point in time, we are in the planning stage. If Board member is interested in taking part as a “player” for the exercise, please let Amelia Gagnon our Emergency Management Specialist for the City know. Her contact email is agagnon@ci.manassas.va.us. Just tell her you are a member of the Manassas Social Services Advisory Board and would like to participate in our training event.

- c. Foster Care Recruitment- As mentioned previously, the number of foster homes has doubled to 4 since last year. Another potential foster home begins training in April. There is always a need for more foster homes as you can never have too many. If you or know of anyone who is interested in becoming a foster family. You can click the Ur code below for more information or reach out to Trevor Hensley at ralph.t.hensley@dss.virginia.gov.



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NEW BUSINESS:

a. Volunteer opportunities-

1. 150th City of Manassas Anniversary- The City will be celebrating their 150th anniversary in 2023 with the Kickoff being on April 1, 2023. Social Services will be at many community events including the kickoff event on April 1st. Social Services will arrive at Dean Park at 8am for set up. Anyone volunteers who would like to help/assist are welcome. June has been designated as the month where Social Services will be the most active. "Save the date" for June 24, 2023, more information to follow. As more events are firmed up a calendar of events will be shared with the Board.
2. Child Abuse Prevention Month (April 3 &5)- Anyone interested in attending the City's proclamation for designating April as Child Abuse Prevention month on March 27 at 5:45-6:00 are welcome. April 3 worker will be placing Blue Pinwheels in front of the bldg. at 9324 West Street at 5:30 pm. April 5, workers will be placing blue pinwheels in front of businesses along Center Street.
3. Emergency Preparedness-All Day Exercise (9 June 2023) mentioned previously.

Next scheduled in-person meeting May25, 2023. Location is the City of Manassas Public Works bldg. 8500 Public Works Drive, Manassas, VA.

ADJOURNMENT With no further business to discuss, meeting adjourned at 7:27 pm

Respectfully submitted,

Anita Brown



Department of Social Services

9324 West Street, Manassas, VA 20110

Phone (703) 361-8277

Fax (571) 921-8806

DSS Advisory Board MEETING LOG

Date: March 23, 2023

<u>NAME</u>		<u>SIGNATURE</u>
<u>Larry Cain</u>	<u>Chair</u>	<u>[Signature]</u>
<u>Benjamin Berger</u>	<u>Vice Chair</u>	<u>[Signature]</u>
<u>Yajaira Balcarcel</u>	<u>Member</u>	<u>unable to attend</u>
<u>Damita Gilliam Frye</u>	<u>Member</u>	<u>unable to attend</u>
<u>Robyn Johnson</u>	<u>Member</u>	
<u>Irma Mejia Lewis</u>	<u>Member</u>	<u>absent</u>
<u>Michelle Tapia</u>	<u>Member</u>	<u>[Signature]</u>
<u>Kimberly King-Anderson</u>	<u>Staff</u>	<u>[Signature]</u>
<u>Anita Brown</u>	<u>Staff</u>	<u>[Signature]</u>
<u>Michelle Chubb</u>	<u>Staff</u>	<u>[Signature]</u>
<u>Leticia Buckhalter</u>	<u>Staff</u>	<u>[Signature]</u>
<u>TREVOR HENSELEY</u>	<u>STAFF</u>	<u>[Signature]</u>
<u>Cecily Harvey</u>	<u>STAFF</u>	<u>[Signature]</u>
<u>Cathina Brea</u>	<u>Staff</u>	<u>[Signature]</u>
<u>Meaghan Turner</u>	<u>Staff</u>	<u>[Signature]</u>

NAME

SIGNATURE

ROBYN M. JOHNSON

A handwritten signature in dark ink, appearing to read 'Robyn M. Johnson', written on a set of three horizontal lines.

RALPH SMITH

Blank lined area for additional entries, consisting of ten horizontal lines.

Brown, Anita (VDSS)

From: Damita Gilliam <djdesigns30@gmail.com>
Sent: Thursday, March 23, 2023 5:07 PM
To: Brown, Anita (VDSS)
Cc: Benjamin Berger (bergerbf@yahoo.com); Council Member Ralph Smith; Irma Mejia-Lewis (ibmejia.lewis@gmail.com); Larry Cain (lcain918@gmail.com); Michelle Tapia (tapiamiche@gmail.com); Robyn Johnson; Yajaira Balcarcel (frontdesk@georgetownssouth.org); Kirven, Nicole (VDSS); Nicole L. Kirven (nkirven@ci.manassas.va.us); Buckhalter, LaTanya (VDSS); Ewen, Catrina (VDSS); Harvey, Cicely (VDSS); Michele Childs (mchilds@ci.manassas.va.us); King-Anderson, Kimberly (VDSS); Hensley, Ralph (VDSS)
Subject: Re: Agenda for Advisory Board meeting

Good Evening Anita,

I won't be able to attend tonight's meeting. Unfortunately, i am stuck at work.

Thank you!

Damita Frye

On Thu, Mar 16, 2023, 12:26 PM Brown, Anita (VDSS) <Anita.R.Brown@dss.virginia.gov> wrote:

Good afternoon,

The attachment contains the agenda for the regularly scheduled meeting of the Advisory Board on Thursday, March 23, 2023 @6:30 pm.

Also included are the parking instructions for the public works bldg. Please enter the bldg. as indicated on the map as the other doors are locked.

If you are unable to attend, please let me know as soon as possible.

v/r

Anita

Brown, Anita (VDSS)

From: Yajaira Balcarcel <frontdesk@georgetownsouth.org>
Sent: Friday, March 10, 2023 10:58 AM
To: Brown, Anita (VDSS)
Subject: Board Meeting

Good morning Mrs. Brown,
I wanted to let you that I will not be able to make it to the meeting in March.
My apologies

Respectfully,

Yajaira Balcarcel

Office Assistant

Georgetown South Community Council

9444 Taney Road Manassas, VA 20110

Office: 703-361-4500

Fax: 703-229-4332

frontdesk@georgetownsouth.org

www.georgetownsouth.org



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Director
Nicole Kirven



City Manager
W. Patrick Pate

DEPARTMENT OF SOCIAL SERVICES

DIRECTOR'S QUARTERLY REPORT w/Attached Monthly Metrics February 2023

March 6, 2023

Hello Friends,

Thank you for those who have reached out to Assistant Directors, line staff members, and myself inquiring about ways to assist Social Services for the City of Manassas (MCDSS). We have been very busy here at MCDSS working to prepare for the next upcoming months for the 150th Anniversary and to ensure a smooth annual budget planning process. Thus, this report is brief as measure to provide opportunity for the review of our **FY' 23 Annual Report** that is attached electronically.

Please note that each member will receive a hard copy of this report at the next Advisory Board Meeting on 23 March 2023 at 6:30pm. Please take a few moments to review. We will present excerpts of the presentation and allow opportunity for questions and/or comments at our next Advisory Board Meeting. We look forward to presenting this material in its entirety in person to City Council on 13 March 2023 at 5:30pm.

If you are available, we would love for you to attend our **FY'23 Budget Presentation to City Council on 13 March 2023 at 5:30pm**.

-Nicole

CUSTOMER SERVICE/COMMUNITY

As discussed in the Advisory Board Meeting, we have established a few new committees here at Manassas City Department of Social Services (MCDSS). Our committees are up and moving. Currently, we have the 150th Committee that has ways in which you might volunteer next month:

150th Celebration Committee- Catrina Ewen

The 150th Celebration Committee internally works to coordinate community wide celebrations for DSS to participate in disseminating information and providing referrals regarding our programs for CY 2023. Key Roles & Responsibilities:

- To develop a year calendar of events that coincide with the city-wide celebrations for the 150th

*Sent with Annual Report
3/8/23*

- To continue to improve upon DSS's special events, and come up with new ways to attract interest in our programs.

We are asking for your help in assisting the 150th Celebration Committee. The Committee has began planning their first effort, kick off of the 150th on April 1, 2023. This all-day event has opportunities for those who are interested to sign -up for 4-hour intervals. There is much to be done that includes: set-up, information dissemination, and break-down support for a booth that will be manned by MCDSS. Please contact **Catrina Ewen** at (703) 479-4192 if you have interest in assisting on April 1, 2023. You will not need to attend the committee meetings. Lastly, additional dates for other upcoming events will be provided in the near future.

CSA

	JANUARY					
	Served		Expenditures		Obligated Funds	
	FY 22	FY23	FY 22	FY23	FY 22	FY23
CITY OF MANASSAS PUBLIC SCHOOLS		10.00		\$238,258.52		\$514,662.15
DEPARTMENT OF SOCIAL SERVICES		17.00		\$289,584.99		\$479,880.72
COURT SERVICES UNIT		1.00		\$12,533.00		\$906.00
COMMUNITY SERVICE BOARD		5.00		\$107,341.45		\$94,639.75
TOTALS		33.00		\$647,717.96		\$1,090,088.62

	JANUARY			
	STATE		CITY	
	FY 22	FY 23	FY 22	FY23
CSA ALLOCATION	\$1,389,480.00	\$1,078,890.00	\$1,462,500.00	\$1,462,500.00
EXPENDITURES		\$647,717.96		\$647,717.96
PARENTAL CO-PAYMENTS/REFUNDS		\$8,426.47		\$8,426.47
BALANCE		\$439,598.51		\$823,208.51
OBLIGATED FUNDS		\$1,090,088.62		\$1,090,088.62
BALANCE AFTER OBLIGATED		(\$650,490.11)		(\$266,880.11)

	FEBRUARY					
	Served		Expenditures		Obligated Funds	
	FY 22	FY23	FY 22	FY23	FY 22	FY23
CITY OF MANASSAS PUBLIC SCHOOLS		11.00		\$278,194.98		\$474,725.69
DEPARTMENT OF SOCIAL SERVICES		18.00		\$342,560.20		\$422,570.55
COURT SERVICES UNIT		1.00		\$12,533.00		\$906.00
COMMUNITY SERVICE BOARD		5.00		\$125,834.60		\$121,419.05
TOTALS		35.00		\$759,122.78		\$1,019,621.29

	FEBRUARY			
	STATE		CITY	
	FY 22	FY 23	FY 22	FY23
CSA ALLOCATION	\$1,389,780.00	\$1,078,890.00	\$1,462,500.00	\$1,462,500.00
EXPENDITURES		\$759,122.78		\$759,122.78
PARENTAL CO-PAYMENTS/REFUNDS		\$8,451.11		\$8,451.11
BALANCE		\$328,218.33		\$711,828.33
OBLIGATED FUNDS		\$1,019,621.29		\$1,019,621.29
BALANCE AFTER OBLIGATED		(\$691,402.96)		(\$307,792.96)

Benefits

	2023		January		February		March		Nov		Dec	
	22	23	22	23	22	23	22	23	22	23	22	23
Auxiliary Grants		1				1			4		4	
Medicaid Recipients		11,895				12,312			11,617		11,778	
Medicaid Cases		6,158				6208			5,978		6,049	
TANF Cases		76				77			77		77	
SNAP Cases		1,765				1,801			1,729		1,724	
Service Referrals		5				11			14		12	
Cases Closed this month		46				55			43		56	
Clients Seen Other Than Reviews		47				97			46		51	
New Hires matches Check-in / walk-ins		32				40 47						
Changes		168				243			200		251	
Resource Assessments						3						
Spend-Downs		10				7			12		15	
*Fuel / Cooling		19				20			38		7	
Translation Services		67				58			90		135	
Fraud Information												
Fraud referrals		5				2			7		10	
Fraud completed		1				1			3		5	
Fraud outstanding		4				1			0		3	
Paris Match		10				16			27		13	
Identified overpayments	22	\$0				\$0.00			\$0		\$0	
	23	\$0				\$0.00			\$0		\$0	

* Information not available

Benefits

Day Care (Fee & View)	January		February		March		Nov		Dec	
	22	23	22	23	22	23	22	23	22	23
Number of Cases		164		174			163		161	
Number of Children		243		255			250		242	
View										
View Cases		52		41			33		51	
View Transitional		8		8			12		9	
SNAP E&T										
Cases		0		1			1		1	
View Transitional		0		0			0		0	

SERVICES

	January	February	March	Nov	Dec
2023	22	22	22	22	22
	23	23	23	23	23

Child Protective Services

CPS Investigations		8	15				5
CPS Assessments		13	15				19
Prevention Cases		14	12				10

Adult Services

Adult Services	12	3				11	
Adult Protective Services	31	15				18	

Miscellaneous

[illegible]

SERVICES

[illegible]

HOUSING

HOUSING STATISTICAL REPORT

2023	January		February		March		Dec	
	22	23	22	23	22	23	22	23
Vouchers	301	313	301	307	305		308	
Agency Payments	\$18,711.00	\$19,715.00	\$19,199.00	\$19,613.00	\$19,270.00		\$19,778.00	
HAP - Landlord	\$307,179.00	\$339,828.00	\$314,008.00	\$338,399.00	\$311,529.00		\$339,953.00	
UAP - Utility Assistant to Client	\$1,457.00	\$1,860.00	\$1,166.00	\$1,645.00	\$1,180.00		\$2,112.00	
Average Total per Voucher	\$62.16		\$63.78		\$63.18		\$64.21	
Number of Contacts		113.00		159.00			105.00	
Inspections	34.00	47.00	34.00	40.00	33.00		38.00	

* Totals from DSS Check-in

CUSTOMER SERVICE

Agency Calls Customer Walk-ins	Calls Answered		Customer Walk-Ins		Translations Verbal /Written		Switchboard Calls	
	2022	2023	2022	2023	2022	2023	2022	2023
January		1877	361	989	799	854		
February	843	1604	356	916	642	726		
March	1564		496		612			
April	1251		476		599			
May	1422		517		542			
June	1452		677		901			
July	1553		592		1001			
August	1795		788		927			
September	1610		835		933			
October	1641		872		976			
November	1724		887		970			
December	1612		874		992			
YEAR TOTAL	-	-	-	-	-	-	-	-