



Fairfax County Department of  
**Family Services**

# **2015 Annual Report**

Advisory Social Services Board





# County of Fairfax, Virginia

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**To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County**

April 2016

Dear Chairman Bulova and Members of the Board of Supervisors:

The Fairfax County Advisory Social Services Board presents this annual report for the Department of Family Services as a summary of the department's important work on behalf of our community as well as an urgent call to action. In this time of fiscal constraint, we strongly encourage you to prioritize the County's limited resources – across all County agencies - on prevention and early intervention services to achieve the greatest positive impact on the health and welfare of Fairfax County residents.

You will notice in the statistics section of this report that the need for DFS services continues to be high and has significantly increased in some areas. In fact, one in every five households in Fairfax County has been helped by DFS in some way, through programs, emergency hotlines, community outreach, or other services. To put it in perspective, that is 20 percent of the population, more than the number of households with children in the public schools.

The high level of community involvement with DFS is a reflection of the wide scope of services: from prenatal home visits for expectant mothers to services for older adults, and everything in between. DFS also serves a broad socioeconomic spectrum of residents. Contrary to the perception that human services are solely for the poor, domestic violence, child abuse, elder abuse and other challenges faced by families occur across all economic levels.

Assisting people early makes sense; common sense as well as fiscal sense. In addition to saving people the trauma of more intensive services later, prevention and early intervention services save money. Within DFS, it costs \$3,446 per family to take a class about appropriate discipline and child abuse prevention in the Parenting Education Program, but at least \$55,000 to serve one child in foster care. Furthermore, children in foster care who do not return to their families or find permanent adoptive homes are more likely to drop out of school, commit crimes, be involved with the criminal justice system, be unemployed, require treatment for drug addiction, and have unplanned pregnancies – costing the County even more and decreasing their ability to be contributing members of the community. According to the RAND Corporation, the cost to society in lost taxes and government services provided to each high school drop out is about \$800,000.

The Department of Family Services, and all of the human services agencies, positively impact other Fairfax County Government functions. When they receive help early, children are more likely to be successful in school and require fewer school interventions; teens are more likely to be engaged in work or educational pursuits and less likely to be incarcerated; adults are more likely to own homes and businesses, contributing to the County's revenue; and older adults are more likely to remain active and independent. This is the foundation of a strong and vibrant community.

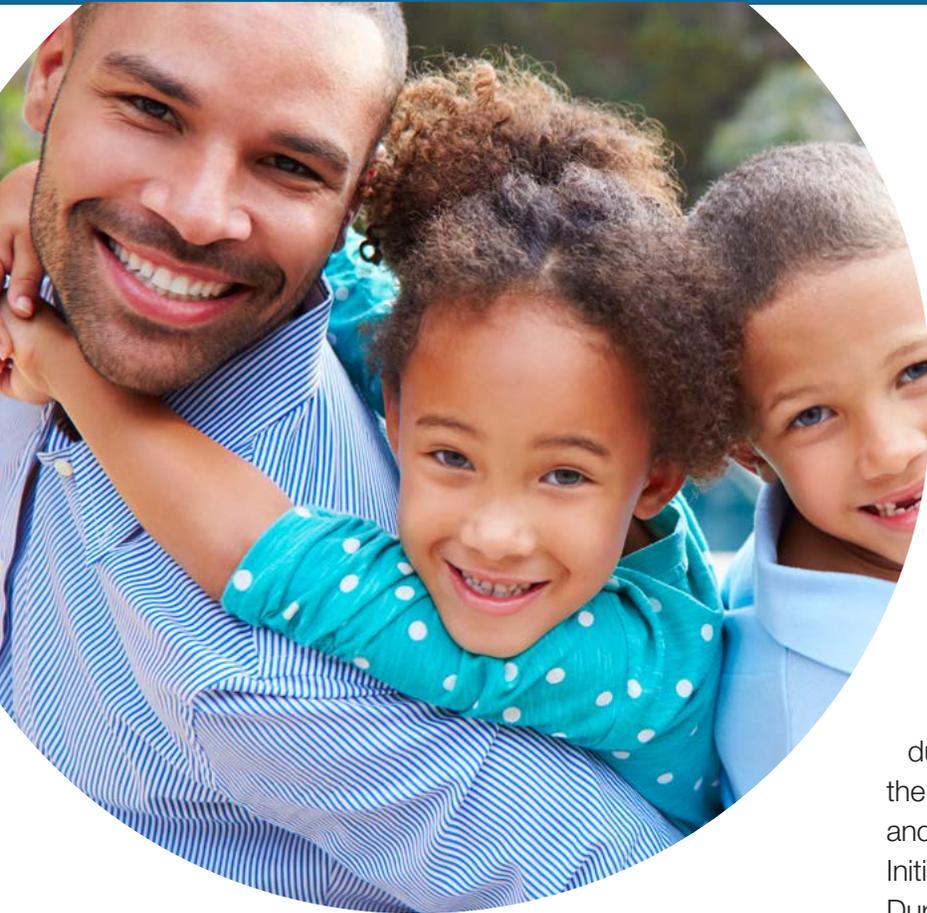
As you consider efficiencies through the Lines of Business exercise and face tough decisions during the budget process, the Advisory Social Services Board cannot over-emphasize the urgency we feel about the human service needs facing Fairfax County. DFS must not only receive adequate funding, it must continue to be an important part of the conversation regarding the success of this County as a whole; the essential role that human services play in our successful schools, low crime rate, and thriving economic development must be recognized.

The ASSB looks forward to continuing its partnership with DFS, the Board of Supervisors and the residents of Fairfax County as we face our challenges together and build upon our many accomplishments.

Sincerely,

Members of the Advisory Social Services Board

# Overview



## Helping One Helps All

Department of Family Services programs provide temporary assistance to families so they can be safe and have opportunities to thrive and contribute to the greater community.

For example, “Mr. J” and his family (wife and two children) began receiving SNAP and Medicaid benefits when he lost his job due to a company reorganization. A year later, the family also began receiving TANF benefits and Mr. J was referred to the VIEW (Virginia’s Initiative for Employment, not Welfare) program. During the course of his participation in VIEW, he received supportive services to assist him with his quest for employment. He has a Masters of Science degree in Accounting and over 18 years of accounting experience but was finding it difficult to find a job in his field. DFS referred Mr. J to training designed to provide information technology professionals with the base knowledge on industry wide topics including communication security, infrastructure security, cryptography, access control, authentication, external attack and operational and organization security. The VIEW Program paid for the cost of the training.

After completing the training program, Mr. J was able to begin employment for a company as a controller earning \$87,000 per year. Thanks to the assistance provided by DFS, he and his family now have multiple opportunities to contribute to the success of our county and community.

## Our Vision

By 2016, the Department of Family Services will be a model social service agency, understanding and effectively responding to the needs of our community.

This vision statement was developed in 2013 as part the agency’s strategic planning process. By focusing on five strategic goal areas: Customers; Service; Community; Employees; and Creativity and Innovation, DFS has employed innovative solutions to address the continued demand for services by a growing population during the slow economic recovery.

Our mission is to promote the well-being of our diverse community by protecting and improving the lives of children, adults and families through supportive services, education and advocacy.

# Lines of Business

Fairfax County is currently conducting an inventory of what the county does. Each agency provides a vast array of programs and services, called “**Lines of Business (LOBs)**” to support our diverse population. The LOBs released in January 2016 will begin a multi-year process of review of county services. Below are the LOBs for the Department of Family Services. There are multiple services provided under each LOB. See the back page of this report or visit our website at [www.fairfaxcounty.gov/dfs](http://www.fairfaxcounty.gov/dfs) for more information about our programs and services.

- Department Leadership
- Adult and Aging Services
- Area Agency on Aging
- Office for Women/Domestic and Sexual Violence Services
- Child Abuse and Neglect Prevention Services
- Child Protective Services
- Foster Care, Relative Placement and Adoption Services
- Protection and Preservation Services
- Financial and Medical Assistance
- Employment Services
- Head Start
- Child Care Subsidy
- Child Care Services
- Community Education and Provider Services
- CSA - System of Care
- Agency Wide Services

## DFS Core Values

### Integrity and Accountability

Our actions are guided by ethics and honesty.

### Collaboration/ Teamwork

We collaborate to maximize resources and achieve success.

### Excellence

We continually strive for excellence.

### Customer Focus

The customer is our top priority.

### Respect

Be kind – be supportive  
– be the difference.

### Value Employees

Every employee is respected, appreciated and supported.

# Leveraging Resources

Virginia has a state supervised and locally administered social services system. Much of the work of DFS is dictated by state and federal mandates (e.g., child welfare, public assistance eligibility). The number of people needing public assistance benefits due to the slow economic recovery and heightened awareness about Medicaid, the ongoing need for services related to child abuse and domestic violence, and a growing aging population, has resulted in an increased overall demand for DFS services. DFS continues to leverage external funding, community partnerships and volunteer services to maximize its capacity to protect and support residents.

- The department receives federal and state reimbursements tied to certain programs that

account for about 35 percent of its revenue and another 21 percent from charges for services and recovered cost. DFS, one of the county's largest agencies, is only dependent on local General Fund dollars for approximately 44 percent of its operating expenses.

- DFS continues to maximize the use of grant funding to support many different types of programs and services: employment services, services targeting the aging population, and services for children. Next year, the department will leverage \$30 million in non-County resources to provide \$35 million in services through grants.
- In FY 2015, DFS created 34 new community partnerships that benefitted a diverse range of residents, including: older adults, victims of domestic and sexual violence, home child care providers, and parents needing parenting classes.
- DFS recruited more than 850 new volunteers during FY 2015 to assist with mentorship programs, administrative needs, services for people with disabilities, income tax preparation for families with low incomes, calls to the Domestic Violence Hotline, food and transportation for older adults, and many other programs. Almost 150,000 volunteer hours provided services valued at more than \$3 million.
- DFS is in the process of growing the internship program. Increasing capacity for interns will not only allow more customers to be served, it will improve employee recruitment and create development opportunities for current employees.



# Budget Summary

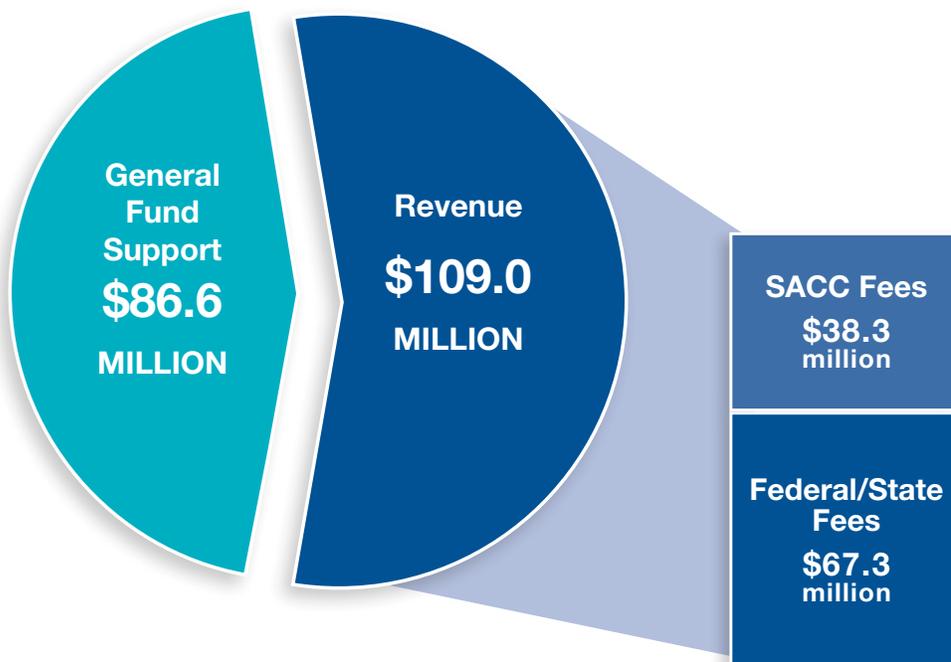
Like many County agencies, DFS has experienced constrained resources amidst increased demands.

During the same time period, reliance on County funding declined.

- FY 2008 Budgeted Net Cost = \$96.3 million
- FY 2016 Budgeted Net Cost = \$86.6 million
- Decrease of \$9.7 million or 10%

The FY 2016 Adopted Budget is posted [online](#).

	FY 2008	FY 2015	Change
Adult Protective Services Investigations	854	1,047	23%
Total Victims & Offenders Served in OFWDSVS	1,891	3,702	96%
Public Assistance Average Monthly Caseload	51,939	92,608	78%
Calls resulting in CPS Assessment or Investigation	2,235	2,506	12%



The FY 2016 general fund adopted budget for DFS is \$195.7 million.\* Only 44 percent of the DFS budget was funded from Fairfax County's General Fund. The remaining funds came primarily from the federal and state governments and School Age Child Care fees. Approximately half of all expenditures are mandated by federal or state laws.

\*This figure does not include the nearly \$500 million in federal and state public assistance benefits that DFS administers.

# All County Residents Benefit

The Department of Family Services attracts new businesses, and new revenue, to Fairfax County.

Some may question this statement. The services provided by DFS are often associated with spending revenue rather than generating it. Indeed, businesses don't move to Fairfax County because of our robust human service system, but consider the statements below, used by the **Economic Development Authority**\* to lure companies to our area, in light of the contributions by DFS:

*"Fairfax County Public Schools is consistently rated among the best school systems in the nation. Our students consistently score significantly higher than the national average in standardized achievement tests."*

- There is a connection between academic success and overall childhood wellbeing. Children thrive when they are well-fed, healthy, safe and nurtured.

- Neighborhood School Readiness Teams coordinated by the Office for Children (part of DFS) meet regularly to bring families, schools and community organizations together to help children start school ready to succeed.
- Approximately 28 percent of students qualify for free and reduced price meals which enable them to eat nutritious food at school. In their homes, more than 15,000 county children benefit from SNAP (the Supplemental Nutrition Assistance Program) which is administered by DFS.
- More than 45,000 county children are enrolled in Medicaid to meet their basic health needs.
- DFS provides child welfare services to protect children from harm; prevent abuse and neglect; support and enhance families' capacity to care for and nurture their children; and ensure the well-being of Fairfax County's children.

*"Fairfax County is home to a full range of high-quality early care and education programs that lay the foundation for the creativity, critical thinking and team-building skills that youngsters will need to be successful in school. Access to high-quality, affordable child care and preschool from state-licensed or county-permitted early-childhood educators lays the foundation for a child's success and helps their parents and caregivers minimize absenteeism at work."*

- DFS's Office for Children helps residents who care for up to five children in their homes meet the legal requirement of having a family child care permit. OFC also administers the USDA Child and Adult Care Food Program, which helps ensure children receive healthy meals and snacks while in care.
- Through the Child Care Assistance and Referral program, OFC provides financial assistance for child care to Fairfax County families with low to moderate incomes who are working or are in education or training programs. CCAR



also offers information about Fairfax County child care providers and centers, tips for choosing quality child care, and assistance with identifying child care options.

- OFC's School Age Child Care program provides fun, safe and educational care for children in kindergarten through sixth grade before school, after school and during school vacations. SACC centers are located in most Fairfax County public elementary schools, as well as in the Key and Kilmer Centers, which serve 5-21 year-olds who have multiple disabilities.
- OFC administers Head Start and Early Head Start, serving children from birth up to the age of 5 and pregnant women, from families with low incomes. Head Start provides an educational program for children, and health and social services for children and their parents.

**“A highly trained workforce is one of Fairfax County's greatest assets. Job seekers and employers throughout northern Virginia have access to a comprehensive system of employment and training services and resources—many offered at no cost.”**

- In addition to free services for job seekers, DFS offers assistance to employers looking for qualified workers. These include: on-site interviewing and recruiting of potential employees; individualized screening and assessment of job applicants; ongoing follow-up to guarantee employers' satisfaction; support services to job seekers and employers to mediate issues that may interfere with job stability and retention; and information about skills or occupational/education and training programs available in the community.

**“The low crime rate . . .”**

- When children have permanent, safe homes and stability in their lives they are less likely as adults to commit crimes or abuse drugs.
- DFS provides child abuse and neglect



prevention services as well as services for struggling families that enable children to remain safely in their homes or to live with relatives.

- Employment services help adults and teens find jobs, be productive and engaged, and less likely to commit crimes.
- Although the homicide rate in Fairfax County is low, approximately half of all homicides have been related to domestic violence. The Office for Women & Domestic and Sexual Violence Services (part of DFS) provides a 24-hour domestic violence hotline and has been working with the Fairfax County Police Department on a new lethality assessment protocol to reduce the number of DV-related homicides.

**“Fairfax County human services agencies provide a wide range of programs that provide assistance to children, adults, senior citizens and families.”**

- See our Lines of Business on page 3.

# Statistics (All numbers are based on fiscal year unless otherwise noted)

**FY 2013**  
Jul '12- Jun '13

**FY 2014**  
Jul '13- Jun '14

**FY 2015**  
Jul '14- Jun '15

			FY 2013 Jul '12- Jun '13	FY 2014 Jul '13- Jun '14	FY 2015 Jul '14- Jun '15
Adult and Aging	<b>Adult Protective Services</b>	Investigations Clients who needed protective services	993 447	1,031 451	1,047 550
	<b>Adult Services/Case Management</b>	Clients served	2,438	2,281	2,362
	<b>Fairfax Area Agency on Aging</b>	Volunteers who served older adults and adults with disabilities	2,819	3,789	4,037
Self-Sufficiency	<b>Public Assistance</b> • Supplemental Nutrition Assistance Program • Temporary Assistance for Needy Families	Average total caseload per month (includes SNAP, Medicaid, FAMIS, FAMIS Plus, TANF, General Relief) Average SNAP cases per month Average TANF cases per month Clients served in the Virginia Initiative for Employment not Welfare (VIEW) Program	83,458 26,287 1,582 1,869	90,910 24,387 1,207 1,688	92,608 24,031 989 1,883
	<b>Employment and Training</b>	SkillSource clients served Clients enrolled in intensive employment and training services Tax dollars refunded through the Volunteer Income Tax Assistance (VITA) Program	45,040 2,783 \$8,174,925	43,488 2,577 \$8,173,393	39,734 2,183 \$9,572,004
	<b>Child Protective Services</b>	Calls resulting in an assessment or investigation	2,280	2,148	2,506
Children, Youth and Families	<b>Protection and Preservation Services</b>	Families served Children served Families served whose children remained safely in their homes. Average caseload per month	*	593 797 93 254	624 1098 99 230
	<b>Family Partnership Program</b>	Families served	535	541	646
	<b>Foster Care and Adoption</b>	Children who entered foster care Average caseload per month (children in foster care) Children who left foster care Children who were adopted from foster care Children who returned to a parent or relative	68 292 136 41 49	118 254 122 34 45	107 255 110 34 43
	<b>Child Abuse and Neglect Prevention</b>	Families who received home visits from a Healthy Families social worker Families who participated in a parenting class	558 479	613 384	646 107
	<b>Child Care Assistance and Referral</b>	Children who received tuition assistance	6,271**	3,253***	3,131
	<b>School Age Child Care</b>	Children served	13,515	13,314	13,087
Office for Children	<b>Community Education &amp; Provider Services</b>	Family child care providers with permits	1,863	1,835	1,753
	<b>Head Start / PreK</b>	Children enrolled	2,010	2,271	2,409
OFWDSVS	<b>Domestic and Sexual Violence Services</b>	Total calls seeking service and information Survivor services clients Offender services clients	1,664 645 745	1,477 931 665	1,476 1118 710

Read the story behind the numbers, page 10

\* During the realignment process the Protection and Preservation Services program was developed and services from Family Preservation Services and CPS Ongoing were enveloped into this program.

\*\* In FY 2013, the aggregate number of CCAR children reported as part of the Fairfax County budget decreased due to the state assuming direct payments to vendors for services provided to children whose care is state-funded.

\*\*\* FY 2014 was the first full fiscal year that the state began paying directly for state-funded child care subsidies, and the number of children served reflects those that are funded with local funds only.

# .....The Stories Behind the Numbers

## Self Sufficiency Division

A continued uncertain economy means that many individuals are still seeking help from public assistance programs administered by the **Self Sufficiency Division** and staying on assistance longer compared to previous economic slowdowns. During FY 2015, the highest caseload increase was in the Medicaid program, while reflecting small reductions in SNAP and TANF. The reduction in SNAP can be attributed to a change in federal policy which reestablished time limits on receipt of SNAP for certain adults who are able to work. Nationwide there has been a steady reduction in the number of families receiving TANF since the implementation of the Welfare Reform Act of 1996. Fairfax has been no exception to this trend. Timeliness outcomes were still below the state standard of 97 percent in FY 2015. With the additional staff resources the

department received in FY 2016, the quality and timeliness of the work is anticipated to improve.

There was a modest increase in the average monthly wage for the Virginia Initiative for Employment not Welfare (VIEW) in FY 2015 to \$1,367 from \$1,321 in FY 2014. In addition, the total number of clients served in VIEW showed an 11 percent decline over the previous year, which was also observed in jurisdictions across Virginia. This may be associated with the reduction in the number of families participating in TANF program over time. Because of the transitional relationship between TANF and VIEW, the fewer families participating in TANF, the fewer families expected to participate in VIEW.



A young mother was laid off from her job after nine years of employment while she was expecting a baby. After looking for work for a few months she accessed medical administrative assistant training through the Workforce Innovation and Opportunity Act. She successfully completed the class and passed the National Health Career Association Certified Medical Administrative Exam. With this credential, she was able to find employment with a large healthcare system as a patient accounts representative earning \$40,000 a year.

# Children, Youth and Families Division

Nationally and in Fairfax County, fewer children are being removed from families and placed into foster care. In Fairfax, there was a 13 percent decrease in removals from FY 2014 to FY 2015, and a 27 percent decrease in the monthly average of children in care due to prevention efforts.

Research shows that **prevention services**, as well as supports to keep children safe with their families, either their immediate families or with relatives, are best in most cases. DFS has targeted resources toward child abuse and neglect prevention, family engagement (the number of Family Partnership Meetings increased 23 percent from FY 2014 to FY 2015), protection and preservation services, and kinship care. The families served by DFS, however, have increased in complexity, with higher incidences of substance abuse, mental health challenges, domestic violence, and language barriers. It has also been more difficult to acquire needed services, especially from the Fairfax-Falls Church Community Services Board, due to limited resources. And while fewer children are entering foster care, the youth who continue to reside in foster care become more difficult to place as they grow older.

The majority of youth in need of permanent families are between the ages of 12 and 17. The failure of the state assembly to pass “Foster Care to 21” legislation hinders our ability to serve youth aging out of foster care. Permanency for older youth has become a main focus area for DFS.



A grandmother called Child Protective Services with concerns about her infant granddaughter. She and her husband already had custody of their daughter's older child. The mother had significant mental health challenges, learning disabilities, a life-threatening health condition, and had been in a relationship involving domestic violence. DFS helped the baby remain safely with her mother by providing support services: assisting the mother to receive mental health treatment and domestic violence support services, better manage her medical condition, and participate in a training program to become a cosmetologist. She ended the unhealthy relationship and has significantly improved her parenting knowledge and skills with the assistance of DFS. The grandparents have remained involved and supportive, and now returning custody of the oldest child to the mother is a possibility.

# .....The Stories Behind the Numbers

## Adult and Aging Division

Older adults serve in leadership positions throughout Fairfax County and many, especially retirees, contribute hundreds of volunteer hours to help residents in need. More are choosing to “age in place” instead of moving away. Between 2010 and 2030 Fairfax County projects a dramatic increase in its older population, with the 50 and over population estimated to increase by 19 percent, the 65 and over population by 51 percent, and the 70 and over population by 55 percent. There has been a 15 percent increase from FY 2014 to FY 2015 in Medicaid pre-admission screenings. When individuals use Medicaid-funded services free local dollars for those who are not eligible for Medicaid. To better serve this growing population, the **Adult and Aging Division** has focused on publicizing the intake line, Aging, Disability and Caregiver Resources, in conjunction with an Older Adults webpage that integrates all County services for older adults. In addition, Adult and Aging publishes the Golden Gazette and multiple e-newsletters targeting caregivers, persons with disabilities, and older adults. Together with community older adults, the county is now implementing its Fairfax 50+ Community Action Plan to make the county a more aging-friendly community. The plan’s 31 initiatives cover transportation, housing, services, health, community engagement and caregiving.



At the suggestion of caring neighbors, a 78-year-old woman contacted Aging, Disability and Caregiver Resources (intake) to request home delivered meals. The client had never been married, had no children, and received limited assistance from two family members. Her annual income was less than \$15,000. In spite of her serious physical illnesses, she was determined to stay in her own home. A DFS social worker coordinated services with county staff from multiple departments as well as with community groups and volunteers to help her achieve her plan. She lived in her home with support until she passed away from pneumonia at age 83. During the five years of services, she received nutritious meals delivered to her home by volunteers who also checked on her well-being. She also received: home based care (assistance with bathing, laundry and housekeeping), transportation from volunteers to medical appointments, help from Virginia Insurance Counseling and Assistance Program volunteers with sorting out her hospital bills and answering Medicare questions, assistance with paying bills from an ElderLink money manager, and annual holiday gifts. Other services included SNAP, Medicaid, fuel assistance, HCD’s Home Repair for the Elderly, help from Neighborhood and Community Services with obtaining community help for a new refrigerator and new glasses, and repairs of her furnace and dishwasher.

# Office for Children

Fairfax County continues to have a high labor force participation rate. About 70 percent of working parents have children 6 to 17 years old. With many children living below the poverty level and a high percentage of working parents, providing access to affordable, quality early care and education for families is an ongoing priority. In Fairfax County, housing and child care comprises the largest share of a budget for a family with young children. The yearly cost of child care often exceeds the average tuition and fees at a public university in Virginia. **The Office for Children** provides a network of programs and services which in partnership with the community support children's school readiness and ongoing success. The Child Care Assistance and Referral and School-Age Child Care programs help to ensure that working families have quality care for their children; however, recent changes to the state's child care subsidy regulations, such as limiting eligibility to a total of six years, are likely to negatively impact many CCAR families. Additionally, professional development and mentoring provided to community early childhood programs support the quality of care in the community. The Office for Children supports families in choosing child care, issues permits for family child care homes and administers the USDA food program, which ensures that children receive healthy meals and snacks while in child care.

A single working mother with a young daughter applied to CCAR for help paying for child care. She was found eligible for services and chose a Fairfax County permitted family child care provider to care for her daughter. While employed, mom also began taking classes, eventually earning an associate's degree in education. She was then able to find a new job, which helped her to become financially stable. Upon leaving the child care assistance program she sent a letter to her child care team, letting them know of the impact CCAR had on her life. As she said, without child care subsidy, "I would be unemployed or working nights at minimum wage. So I really appreciate everything you do."



# The Stories Behind the Numbers

## The Office for Women & Domestic and Sexual Violence Services

Demand for counseling services continues to increase and is estimated to continue to increase approximately 10 percent each year; the number of clients accessing counseling services has increased by 166 percent over the past six years. As the incidents of domestic violence surge, the number of children who witness abuse also escalates. There were over 1,000 children associated with clients seen in the [Domestic Violence Action Center](#) in FY 2015. Statistics show that over half of people seeking services have children in the home. Studies show that children who witness domestic violence experience lifelong effects and more services are required to address this need. There remains a shortage of space in emergency shelters for victims of domestic violence. During FY 2013, 153 families were turned away at Artemis House, the County's 24-hour emergency shelter for victims of domestic and sexual violence, stalking, and human trafficking; in FY 2014 the number rose to over 230. On average, half of the homicides in Fairfax County each year are related to domestic violence. On July 1, 2015, Fairfax County implemented the "Maryland Model Lethality Assessment Program." The Lethality Assessment Program (LAP) is a nationally recognized, evidence based program with demonstrated success in strengthening partnerships between law enforcement and domestic violence service providers, connecting victims of domestic violence with lifesaving services and thereby reducing domestic violence fatalities. It is hoped that this will save lives but may also increase calls to the hotline and demand for shelter services.



A woman who had been severely abused by her husband came to the OFWDSVS children's counselor seeking help for her four children. Forced to witness the abuse of their mother as well as the systematic torture of their family dog, the children suffered emotional and physical effects that were significantly impacting their home and school life. The counselor was able to help the mother establish routines and supports for her children. She helped with developing a comprehensive safety plan that gave the family a feeling of greater control over their lives. By counseling the children together and individually, she was able to help them identify ways they could better support and encourage one another. The counselor helped connect the family with a court advocate for support with legal issues and helped them find access to the medical care that both the mother and the children needed for chronic issues associated with the history of violence in their home.

# The Future of DFS

More than 130 employees participated in workgroups related to the second year (July 1, 2014 - June 30, 2015) of the DFS Strategic Plan. Some of the accomplishments included:

- Initiation of a Happiness Matters blog for employees to encourage employee satisfaction and better customer service.
- Collection of data from a Call Center survey regarding customer needs.
- Development of a process for expanding realistic job previews and enhancing the employee onboarding process.
- Establishment of a Volunteer and Community Network that has increased capacity to coordinate and support partnerships.
- Creation of the Equity, Diversity, Inclusion and Ethics (EDIE) Council as a permanent body within DFS.

In the final year of the three-year plan, workgroups will continue to build on the foundation of a culture of

One of my most memorable experiences as a social worker was the work I did with a pre-teen boy who was suffering from intense PTSD after witnessing severe domestic violence. The situation was very challenging. His mom told me that she felt ashamed that she didn't leave the abuser earlier and blamed herself for her son's problems. I did individual work with the son and also family work with the mom and son. At the end of treatment, the boy no longer reported having nightmares and flashbacks that were interfering with his work in school and felt the support and understanding from his mother.

I've worked in the Office for Women, Domestic and Sexual Violence Services for approximately 13 years and continue to receive great clinical supervision and trainings. I feel so fortunate to work with an agency that invests professionally in their employees, and

joy, pride and engagement with each other, making customer service core values and behaviors livable and visible as part of the culture of DFS. They will create and implement an initiative and action plan to benchmark and conduct research for sharing resources and enhancing the customer service experience; conduct a client needs assessment survey; and implement a DFS client services email box. A regional multi-service case staffing team will work to increase the knowledge of DFS services and look for ways to streamline and provide coordinated services to families, and will develop and finalize recommendations for a regional multi-service case staffing process.



for a supervisor who is so supportive.

I am very proud that I am able to continually learn new therapeutic skills to help clients. Also, perhaps most importantly, I have learned through my years of work as a therapist how much power there is in helping clients to forge bonds of attachment with their loved ones and to learn to care for themselves in the process.

- Erin Salisbury

*Domestic Violence and Sexual Assault Counselor  
Office for Women & Domestic and Sexual Violence  
Services*

# Programs and Services

## Department of Family Services

Mission: Promote the well-being of our diverse community by protecting and improving the lives of children, adults and families through advocacy, education and effective supportive services.

### Adult and Aging

#### **ADULT SERVICES**

Provides and coordinates services for adults age 60 and older and for people with disabilities age 18 and older.

#### **DISABILITY SERVICES PLANNING AND DEVELOPMENT**

Promotes the self-sufficiency and well-being of people with disabilities through advocacy, education and consultation regarding legal rights and protections, solution management, and by connecting people to resources and services.

#### **ADULT PROTECTIVE SERVICES**

Responds to reports and concerns about abuse, neglect or exploitation of adults age 60 and older and of people age 18 and older who are physically or mentally incapacitated.

#### **FAIRFAX AREA AGENCY ON AGING**

Organizes, coordinates and offers community-based services and opportunities to older adults and their families, leveraging an extensive network of volunteers and partners.

### Self-Sufficiency

#### **PUBLIC ASSISTANCE**

Helps low-income individuals and families apply for and receive help (Medicaid, SNAP, etc.) to meet basic needs and attain self-sufficiency.

#### **LONG-TERM CARE**

Specially trained staff determine initial and ongoing financial eligibility for long-term care programs such as Medicaid and Auxiliary Grants.

#### **HEALTH ACCESS ASSISTANCE TEAM**

Connects people in need with health care and a "medical home." Supports optimal utilization of health care resources.

#### **EMPLOYMENT AND TRAINING**

Helps connect job seekers with employment and training opportunities. Offers employment workshops, occupational skills training and job search assistance.

#### **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)**

Provides temporary financial assistance to needy families with children as parents prepare for and seek employment.

### Children, Youth and Families

#### **CHILD PROTECTIVE SERVICES**

Protects children from abuse and neglect by assessing their safety, risk of harm and the family's strengths and needs; provides services and support to families; takes action if necessary to assure the children's safety.

#### **CHILD ABUSE AND NEGLECT PREVENTION**

Supports families, particularly those at risk of child abuse or neglect, through community-based parent education and other family support services.

#### **FOSTER CARE AND ADOPTION SERVICES**

When children cannot safely remain with their families, they may enter foster care and live with a foster family, or in a group home or residential facility. Services are provided to enable children to return home safely, be placed with relatives or be placed in an adoptive family. The program also recruits foster and adoptive families.

#### **PROTECTION AND PRESERVATION SERVICES**

Works with families who are at risk of child abuse, neglect or family dissolution. Supports families and enhances parents' abilities to create safe, stable and nurturing home environments for their children.

#### **FAMILY ENGAGEMENT PROGRAM**

Brings family members (immediate and extended) together, through partnership meetings, kinship support and father engagement, empowering them to make decisions regarding the safety, stability and well-being of their children. The setting is family-driven and focuses on family strengths.

## Office for Women & Domestic and Sexual Violence Services

### **DOMESTIC AND SEXUAL VIOLENCE SERVICES**

Provides a 24-hour crisis hotline, information, counseling, resources and emergency shelter for victims of domestic and sexual violence. Also provides batterer intervention counseling treatment services, as well as education, outreach and training on domestic and sexual violence issues.

### **ADVOCACY SERVICES**

Enhances safety for victims of domestic violence, sexual violence and stalking through options such as counseling, court education and accompaniment, and support accessing appropriate resources.

### **COMMUNITY ENGAGEMENT**

Operates Fairfax County's 24-hour Domestic & Sexual Violence Hotline; promotes awareness of the impact of domestic and sexual violence on our community including its overlap with child abuse and other forms of interpersonal violence; and provides programs and trainings focusing on intervention strategies and prevention.

### **COORDINATED COMMUNITY RESPONSE**

Engages human service and public safety agencies, as well as non-profit organizations and community leaders, in identifying and implementing best practices, developing innovative prevention and intervention programming, and raising awareness of the prevalence and impact of these crimes in our community.

### **COUNSELING SERVICES**

Short-term, individual, family and group counseling to survivors of domestic and sexual violence, stalking, teen dating violence and human trafficking.

### **OFFENDER SERVICES: ANGER AND DOMESTIC ABUSE PREVENTION AND TREATMENT (ADAPT)**

Violence intervention services for adults who have been abusive with household/family members or dating partners and violence prevention services for high conflict couples.

## Office for Children

### **CHILD CARE ASSISTANCE AND REFERRAL**

Provides financial assistance for child care to Fairfax County families with low to moderate incomes who are working or are in education/training programs, and supports Fairfax County residents in finding child care.

### **COMMUNITY EDUCATION AND PROVIDER SERVICES**

Issues the Home Child Care Permit; provides training and assistance to family child care providers; and administers the USDA Child and Adult Care Food Program, which helps child care providers offer, plan and pay for nutritious meals served to children in their care.

### **HEAD START**

Provides quality early childhood education and comprehensive family support services to income-eligible families with children age birth to 5 years old, and to expectant mothers.

### **SCHOOL AGE CHILD CARE (SACC)**

Offers fun, safe and educational care for 5-12 year-olds before school, after school and during school vacations. SACC centers are located in most Fairfax County public elementary schools, as well as in the Key and Kilmer Centers, which serve 5-21 year-olds who have multiple disabilities.



# Advisory Social Services Board

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This report is also available at [www.fairfaxcounty.gov/dfs](http://www.fairfaxcounty.gov/dfs) with links to additional background information about the Department of Family Services.

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[www.fairfaxcounty.gov/dfs](http://www.fairfaxcounty.gov/dfs)



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