

Shenandoah Valley Social Services Program Highlights and Accomplishments Fiscal Year 2023/2024

Benefit Programs – Financial and medical assistance is provided to eligible residents for benefits under Temporary Assistance to Needy Families (TANF), Child Care Subsidy, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Virginia Initiative for Education and Work (VIEW) and Energy Assistance.

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

- TANF applications received **761**
- Monthly average of TANF cases **398**
- TANF benefits issued **\$1,949,314**
- Diversionary/Emergency Assistance cases **11**
- Diversionary/Emergency Assistance benefits issued **\$22,367**

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

- SNAP applications received **5,324**
- Monthly average of SNAP cases **6,992**
- SNAP benefits issued **\$24,281,370**



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

- Families & Children Medicaid, Plan First, & Medicaid Expansion cases under care **15,025**
- Long Term Care/Aged, Blind, & Disabled, and Auxiliary Grant Medicaid cases under care **4,887**
- Medicaid benefits issued **\$254,626,503**

General Relief – Provides assistance for families with unrelated minors.

- Monthly average of children receiving assistance **16**
- GR benefits issued **\$63,597**

Burial Assistance – Provides local burial assistance for indigent families.

- Number of burial applications approved **46**
- Burial benefits issued **\$23,000**

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

- Fuel applications processed **2,479**
- Fuel benefits issued **\$938,654**
- Cooling applications processed **2,217**
- Cooling benefits issued **\$951,707**
- Crisis applications processed **724**
- Crisis benefits issued **\$160,791**



Child Care Subsidy – Provides financial resources for families to find and afford quality child care.

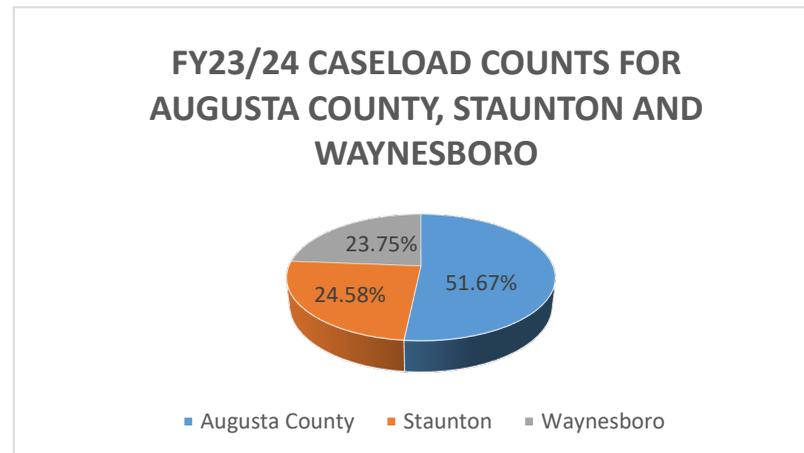
- Monthly average of Child Care cases **268**
- Child Care benefits issued **\$2,856,535**

VIEW – Assists, trains, and prepares TANF recipients for employment. (Voluntary participation during Public Health Emergency)

- Monthly average of VIEW cases **109**
- Monthly average of employed VIEW participants **39**
- VIEW participants average hourly wage **\$15.06**

Fraud Collections

- SNAP **\$204,364**
- TANF **\$9,015**
- Child Care **\$4,199**
- Medicaid **\$2,803**
- VIEW **\$0.00**
- **Total collections \$220,381**



Service Programs – Families and Children and Adult Services include the program areas of Child Protective Services (CPS), Adult Services (AS), Adult Protective Services (APS), Foster Care (FC), Adoption, Prevention Services, and Children’s Services Act (CSA)

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

- Adult Protective Services Intake referrals **3,049**
- APS investigations **1,408**
- APS found in need of services **725**
- Monthly average of APS ongoing cases **134**

- Adult Services Intake Referrals/Contacts **2,182**
- Monthly average of Adult Services ongoing cases **336**
- Monthly average of Guardianships **289**
- Monthly average of Volunteer Payee Program Participants **33**



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

- CPS referrals **2,675**
- CPS investigations & Family assessments **739**
- Monthly average of In Home Services cases **41**
- Monthly average of Prevention cases **31**

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

- Number of children entering care **50**
- Monthly average of Foster Care cases **149**
- Adoptions completed **17**
- Post adoption subsidized cases average caseload **250**
- Number of approved foster homes **35**

CSA – Children’s Services Act

- Number of youth served **350**
- CSA benefits issued **\$12,446,654**

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



Management Team

Benefit Programs:

Family and Children	Genifer Key, Supervisor (540) 245-5825
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	Jonathan Kelton, Supervisor (540) 942-6402
VIEW and Child Care	Christina Jones, Supervisor (540) 245-5884

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Child Protective Services	Kevin Feaganes, Supervisor (540) 245-5848
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Foster Care	Channa Long, Supervisor (540) 245-5842
Adoption	Stephanie Huffman, Supervisor (540) 245-5833
Prevention	Shelly Catterton, Supervisor (540) 213-3692
Children's Services Act (CSA)	Andrea Jones, Supervisor (540) 213-3685

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