The Department of Community and Human Services envisions a community in which residents enjoy a sense of well-being, safety and self-sufficiency.

MISSION
The Department of Community and Human Services provides effective and essential safety net services that measurably improve or maintain the quality of life for Alexandrians.

The generosity and compassion of Alexandrians is tremendous. The investment of time, talents and resources of so many people continues to make a significant impact in our work.

– Kate Garvey
The Alexandria Department of Community and Human Services (DCHS) is proud to share the 2016 Annual Report. The Department is responsible for addressing the critical needs of Alexandrians through direct service, partnerships and community engagement. We have been successful in strengthening the quality and accessibility of services, as well as the expansion of linkages and partnerships across the community. The commitment of DCHS employees, partners and volunteers drives this success. Together, we demonstrate creativity, diligence and skill as we engage in the work and address barriers and challenges each day.

We envision all residents of Alexandria enjoying a sense of well-being, safety and self-sufficiency. We strive to achieve this vision in a comprehensive manner, so that each individual and family we serve may reach their goals and realize their dreams as members of this community. This Fiscal Year 2016 report illuminates the scope of services that are accessed by thousands of our neighbors.

We continue to work to increase awareness of the strength and fortitude of these residents, whose voices and experiences are often not heard by the broader community.

The generosity and compassion of Alexandrians is tremendous. The investment of time, talents and resources of so many people continues to make a significant impact in our work. We are grateful for the support we have received from the Boards and Commissions, the City Council, City leadership, the community and our many volunteers. Your commitment is critical to our success.

Kate Garvey
VALUES & PRINCIPLES

EQUAL ACCESS
Our services are available to all people regardless of economic status, language, race, sex, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity and expression.

DIGNITY AND RESPECT
We promote self-determination and honor the dignity and rights of the people we serve.

CULTURAL COMPETENCY
We honor the cultural backgrounds, values and preferences of the people we serve.

ETHICS AND ACCOUNTABILITY
We are ethical stewards of the resources entrusted to us and are accountable for our actions.

COLLABORATION
We partner with individuals, families, service providers and the community to ensure that our services promote responsive, efficient and innovative solutions to current and emergent challenges.

COMPETENCY
We employ a qualified, empathetic and diverse staff recognized for creativity and professional achievement.

INTEGRITY
We communicate consistently, honestly and openly and demonstrate integrity in all aspects of our work.

CONTINUOUS IMPROVEMENT
We employ innovative best practices, and we strive to continuously improve our programs and services based on outcomes.

BOARDS & COMMISSIONS
The following boards and commissions provide oversight and guidance to DCHS programs:
- The Alexandria Community Policy Management Team (ACPMT)
- The Alexandria Community Services Board (CSB)
- The Children, Youth & Families Collaborative Commission
- The Commission on Aging
- The Commission on Employment
- The Commission for Women
- The Economic Opportunities Commission
- The Social Services Advisory Board
- The Workforce Investment Board

CITY & DCHS LEADERSHIP

2016 CITY GOVERNMENT

MAYOR
Allison Silberberg

VICE MAYOR
Justin M. Wilson

CITY COUNCIL
Willie F. Bailey Sr.
John Taylor Chapman
Timothy B. Lovain
Redella S. Pepper
Paul C. Smedberg

CITY MANAGER
Mark B. Jinks
Debra R. Collins, Deputy City Manager for Public Safety and Human Services

2016 DCHS LEADERSHIP TEAM

Kate Garvey
Department Director

Lesa Gilbert
Center Director, Economic Support

Suzanne Chis
Deputy Department Director

Raphael Obenwa
Chief Fiscal Officer III

Carol Layer
Center Director, Adult Services

Jeff Bollen
Human Resources Manager

Deborah Warren
Center Director, Children and Families

Paul Kim
Technology Services Director
The Center for Adult Services is proud to share some of its notable highlights in FY 2016.

The World Health Organization (WHO)/AARP designated the City of Alexandria to be the first Virginia community to become a member of the Age-Friendly Communities. This title was awarded following review of the City’s plan, which was developed and led by the Commission on Aging. Commissioners and DCHS employees have begun work on the eight areas in the plan, including: accessible outdoor spaces and buildings, transportation, housing, social participation, respect and inclusion, civic participation and employment, communication technology and access to health services.

Aging and Adult Services selected The Medical Team, Inc. to provide homemaker and personal care services for low-income Alexandria residents who require assistance with homemaking and personal care services. This licensed program replaced the Companion Program, which contracted with self-employed individuals.

DCHS was awarded $850,000 in ongoing funding from the Virginia Department of Behavioral Health and Developmental Services to develop a Program of Assertive Community Treatment (PACT) Team to provide intensive community based services to adults with serious mental illness. PACT will fund such services as psychiatry, nursing, therapy and case management, as well as vocational and peer support. The PACT model targets individuals who frequently utilize hospitals, who have difficulty benefiting from office based services, and who require outreach to engage and sustain participation in mental health services.

Alexandria, like most jurisdictions in Virginia, saw a significant increase in the demand for crisis intervention services. The number of clients served in FY16 was 1,698, an increase of 43 percent from FY14, and the number of Temporary Detention Orders (involuntary hospitalizations) increased by 67 percent for the same time period.
To meet this demand as well as new State-mandated training and supervision requirements for clinicians, three new therapist positions were added to the Emergency Services Team.

Substance Abuse Services received national recognition from the High Intensity Drug Trafficking Areas (HIDTA) Program for its role in the Alexandria Treatment/Criminal Justice Initiative. Staff were recognized for their comprehensive services and commitment to helping those with drug addiction. The initiative, a partnership between DCHS and Probation and Parole, coordinates a system of supervision and addiction treatment services to disrupt the demand for illegal drugs by intervening with the offender population and reducing recidivism of hard core offenders with criminal histories related to addiction.

The Mental Health Supervised Apartment Program for persons in recovery with mental illness changed to Permanent Supportive Housing, a best practice model. Residents now have leases, pay rent and receive community-based individualized support from a case manager. DCHS staffing shifted to form a Property Management Team for landlord functions, and three additional case manager positions were created.

To 1,017 SERVED

MENTAL HEALTH AND SUBSTANCE ABUSE THERAPY SERVICES

Providing individual and group mental health therapy to 526 adults, substance abuse counseling to 325 adults, and mental health services to 106 older adults. Through the Sober Living Unit, 65 jail inmates participated in counseling.

To 284 SERVED

ADULT PROTECTIVE SERVICES

Receiving and investigating reports of suspected adult abuse, neglect and/or financial exploitation. Of these, 127 cases were founded.

To 188 SERVED

OPIOID TREATMENT PROGRAM

Helping adults stop heroin and other illegal narcotic use by prescribing and monitoring medications that do not produce a “high” and minimize the symptoms of withdrawal. Clients participate in regular counseling sessions and abstain from illegal drugs and alcohol while in the program.

To 314 SERVED

DETOX CENTER

Operating 24/7 providing a short-term treatment environment for persons withdrawing from alcohol or drugs and working with them to accept ongoing treatment as appropriate.

To 206 SERVED

RESIDENTIAL PROGRAM

Providing permanent or transitional living arrangements, support, supervision and training to promote personal growth for persons with severe mental illness including those with co-occurring substance use disorders and those with intellectual disabilities.

To 136 SERVED

WEST END WELLNESS CENTER

Offering psychosocial rehabilitation for adults with severe mental illness through skill building classes, recreational and socialization activities, family support and education; and pre-vocational and vocational services to support job placement.
The Center for Children and Families celebrated a number of successes over the past year.

The Sexual Assault Center and Domestic Violence Program were awarded a three-year grant from the Department of Criminal Justice to fund five staff members, one LGBTQ consultant and a part-time administrative assistant position.

The Alexandria Campaign on Adolescent Pregnancy (ACAP) was awarded a three-year Personal Responsibility Education Program (PREP) Grant for $299,699 annually from the U.S. Family and Youth Services Bureau. This will allow ACAP, in partnership with City, non-profit and school partners, to continue engaging vulnerable youth in teen pregnancy and HIV evidence-based interventions. In FY16, through the prior PREP grant, ACAP served 197 youth.

The Early Childhood Division’s Resource Team sponsored a School Readiness Conference for 60 family child-care providers. Participants shared successes and challenges, increased their circle of friends among the provider community and learned about activities and experiences that support brain development to prepare children for school success.

Disproportionality of race in Child Welfare is a concern nationally. In collaboration with Virginia Tech and Virginia Commonwealth University, Alexandria’s Child Welfare Services completed a self-assessment and developed action steps to address disproportionality in Alexandria’s Child Welfare system.

Child Behavioral Health and Child Welfare engaged Court Services in initiatives to improve the system of care for multi-system involved youth. Interagency training, increased joint consultation and improved policies and processes have enhanced collaboration, creating a foundation from which to address gaps.
535 FAMILY ASSESSMENTS AND INVESTIGATIONS
CHILD PROTECTIVE SERVICES
Receiving and responding to concerns of abused or neglected children and working to ensure their safety. Of the investigations, there were 39 founded cases. One hundred percent of children receiving Child Welfare Services did not have additional findings of abuse or neglect within 12 months of receiving services.

102 SHELTERED BATTERED WOMEN’S SHELTER
Sheltering individuals escaping domestic violence. Included 51 women, 1 man, 1 transgendered person and 49 children who received a total of 4,106 bed nights.

700 COMMUNITY MEMBERS EDUCATED IN RECOGNIZING, REPORTING AND PREVENTING CHILD ABUSE AND NEGLECT
Conducting presentations about the shared responsibilities of preventing child abuse, including training of educators and other legally mandated reporters, mentors and coaches, daycare providers, foster parents and community groups.

518 PRE-SCHOOLERS SERVED
AL’S PALS: KIDS MAKING HEALTHY CHOICES
Improving pro-social skills and decreasing problem behaviors through Al’s Pals, a science-based program that utilizes puppets, songs and activities to teach children to be good decision makers. This Preschool Prevention Team program increases protective factors and decreases risk factors, which helps to improve school readiness and positive outcomes across the developmental spectrum.

825 CHILDREN SERVED
FEE-BASED CHILD CARE ASSISTANCE
Providing funding to enhance the quality, affordability and availability of child care for Alexandria families.

813 SERVED
CHILD AND FAMILY BEHAVIORAL HEALTH
Providing assessment, care coordination, mental health and substance abuse treatment services. Ninety percent of youth served by the Youth & Family Team improved or maintained functioning after being on a downward trajectory. Ninety-six percent of youth served by the Community Wraparound Team remained in the community.

819 SERVED
PARENT INFANT EDUCATION (PIE) PROGRAM
Providing early intervention developmental services to infants and toddlers from birth to age 3 and case management services to youth with developmental disabilities up to the age of 22.

2,163 SERVED
24-HOUR SEXUAL ASSAULT AND DOMESTIC VIOLENCE HOTLINES
Providing multi-lingual crisis intervention to victims and others affected by domestic violence, intimate partner violence and sexual assault. Services include information on safety and referrals to legal and social services, housing and child care providers. Of these calls, 1,879 were for domestic violence and 284 for a sexual assault.

5,200 ENGAGED YOUTH DEVELOPMENT
Youth Development Counselors, the Alexandria Campaign on Adolescent Pregnancy and the Substance Abuse Prevention Coalition of Alexandria engaged youth and parents in evidence based programs, support services and educational and leadership programs. Of those surveyed, 96 percent reported positive change.

97 CHILDREN AND YOUTH
MONTHLY AVERAGE NUMBER OF CHILDREN AND YOUTH IN FOSTER CARE
Providing temporary care to children and youth whose birth parents are unable to care for them. The goal for children in foster care is permanency; reunification, relative placement or adoption.
OFFICE OF COMMUNITY SERVICES (OCS)

OCS evaluated the services of the Homeless Services Assessment Center (HSAC), DCHS’s centralized assessment system for the city. HSAC successfully assisted 440 households through diversion, prevention or emergency shelter. The goal of HSAC is to reduce the number of households in the emergency shelter system and shorten the length of stay. This year, 48 percent of families and four percent of individuals seeking shelter were diverted and assisted without having to enter an emergency shelter.

In the Annual Point in Time Count, 224 persons experiencing homelessness were identified in the city, a decrease by 16 percent from 2015. OCS attributes this in large part to the increase in permanent supportive housing beds as well as improved screenings at HSAC to assess the needs of persons seeking shelter and offering diversion services.

WORKFORCE DEVELOPMENT CENTER (WDC)

The WDC partnered with the Alexandria Court Services Unit to create seamless employment support for juveniles at post release. The partnership connects juveniles to such areas as career exploration, job search assistance, education and employer recruitment information.

Community partnerships with Alexandria Public Libraries and Alexandria Redevelopment and Housing Authority resulted in a 22 percent increase in Career Readiness Workshops and a 67 percent increase in workshop participation.
OFFICE OF COMMUNITY SERVICES HIGHLIGHTS

ALEXANDRIA COMMUNITY SHELTER
Sheltering individuals and families screened through HSAC and linking to case managers, job specialists, housing locators and other support.

WINTER SHELTER
Offering easily accessible nightly shelter during hypothermia season at Carpenter’s Shelter, where a meal and bed space are provided, HSAC screenings are also offered for those seeking longer term shelter.

FINANCIAL STABILIZATION SERVICES AND RENT RELIEF
Providing households with financial assistance for such needs as security deposits and housing stability, as well as offering case management and homeless prevention services.

RENT SUBSIDIES TO SENIORS AND PERSONS WITH DISABILITIES
Providing rental subsidies to seniors and persons with disabilities on fixed incomes, thereby increasing their income and reducing financial strains.

PUBLIC BENEFITS AND CUSTOMER SERVICE HIGHLIGHTS

Public Benefits stationed specialists in clinics and hospitals and liaised with health care providers to offer health care benefits to individuals in long term care programs.

Free volunteer tax preparation services for the community were coordinated by customer service resulting in the return of $460,000 in federal and state refunds to 424 city households.

Customer Service staff coordinated with Affordable Care Act navigators from Enroll Virginia to provide weekly on-site customer education and support. During the 2016 open enrollment, the navigators provided assistance enrolling customers in insurance plans and supported the free tax preparation service by informing about exemptions for those uninsured due to income or other hardship.

The Old Town Farmer’s Market collaboration resulted in a 227 percent increase in SNAP/EBT food stamp sales with a 110 percent increase in new market customers, resulting in more customers making healthy purchases. Farmer’s market food demos were held at DCHS to allow people to sample foods and collect recipes, market field trips were offered for adults and children, and outreach methods and incentives were utilized.

SNAP FOOD STAMPS
Reducing hunger and increasing food security and nutrition in low-income households through a federal hunger safety net.

MEDICAID
Assisting clients in accessing a federal system of health care for those requiring financial assistance.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)
Providing temporary federal cash assistance and employment services to enable families with children to become self-supporting.

MONTHLY AVERAGE CUSTOMERS SERVED BY CUSTOMER SERVICE TEAM
Providing multi-lingual customer support in the completion of human service applications, walk-in services to resolve existing case inquiries, and assessment of urgent or crisis service needs.

WORKFORCE DEVELOPMENT CENTER HIGHLIGHTS

655
Clients placed into jobs with average full-time wage of $13.26/hr.

135,516
Job board hits with 567 jobs posted

211
Employment workshops and hiring events

5,603
Career Center and Youth Career Academy visits

304 SHELTERED
246 SHELTERED
3,120 ASSISTED
87 SERVED

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Providing multi-lingual customer support in the completion of human service applications, walk-in services to resolve existing case inquiries, and assessment of urgent or crisis service needs.
Volunteers make a difference. They expand our supports and services and help us touch more lives.

The Fund for Alexandria’s Child, supported by an advisory council of 15 volunteers, raised $70,000 for foster and at-risk children to participate in activities that help to normalize their lives, such as athletic teams, dance classes, holiday gift sharing, prom, graduation celebrations and transportation to jobs and medical appointments.

In the Holiday Sharing Program, 409 individuals and groups sponsored 447 families, 191 seniors or adults with disabilities and 92 foster children by providing them with food, clothing and gifts for the holiday season. More than 200 volunteers coordinated the Holiday Sharing Program, giving 850 hours. Donated gift cards for groceries totaled $10,740, and gift cards for teens in foster care totaled $13,695.

Friends of the Alexandria Mental Health Center, a group of volunteers that provides financial assistance to clients with mental illness, substance use and intellectual disabilities, responded to 234 requests for help with rent, utilities, medication and more. Friends managed $61,755 in contributions. Friends co-sponsored free public events that encouraged treatment, recovery and education to combat stigma.

Behavioral health programs had 22 volunteer representative payees who managed the finances of 58 clients with a disability.

The Domestic Violence Program had 60 volunteers who provided 2,949 hours of service answering the 24-hour hotlines, facilitating support groups, providing court accompaniment and advocacy, and providing support to shelter residents and children. The Sexual Assault Center had 35 volunteers who provided 4,864 hours on call and 479 hours of direct service answering the 24-hour hotlines, facilitating support groups, providing court accompaniment and advocacy, and providing support to shelter residents and children.

continued on page 22
The Fund for Alexandria’s Child raised $70,000 for foster and at-risk children to participate in activities that help to normalize their lives.

Utilizing DCHS programs and services

Through collaboration between DCHS, Virginia’s Department of Behavioral Health and Developmental Services and other organizations, Alexandria hosted the Qualified Bilingual Staff (QBS) Training Program and the Northern Virginia Language Access Leadership Conference, drawing health and human service leaders and staff from across the area. These events are in line with the DCHS objective to provide its residents with equal and meaningful access to all programs, services and activities — and that depends on effective communication with clients, regardless of their proficiency in English.

DCHS is a founding implementation member of the Suicide Prevention Alliance of Northern Virginia (SPAN). SPAN built an advisory board, engaging 28 members from diverse sectors. Members formed workgroups to address targeted populations: youth, LGBTQ, immigrants/minorities, military and public safety, parents/guardians and older adults. Milestones include development of a SPAN Website (www.suicidepreventionnva.org), expanding a regional crisis text line through PRS CrisisLink, distribution of online training to learn to recognize signs of distress in youth, and implementation of evidence-based school-based suicide prevention programs.

This year DCHS employees trained an additional 124 residents and City employees in Mental Health First Aid (MHFA) or Youth Mental Health First Aid. MHFA demonstrates the initial help given to an adult or youth showing signs of a mental health crisis. The course teaches risk factors, warning signs and symptoms, as well as an action plan for helping people until they can be linked to professional resources. Those who complete the eight-hour course receive a certification.

DCHS joined with community partners SCAN of Northern Virginia, the Center for Alexandria’s Children and Northern Virginia Family Service to form the Child Abuse Prevention Coalition of Alexandria (CAPCA) to coordinate efforts to promote the prevention of child abuse and neglect through community engagement, education and activities that promote public responsibility for child protection. CAPCA presented the documentary Breaking the Silence about survivors of child sexual abuse, and a panel focused on services and advocacy in Alexandria and nationally.

The Alexandria Fund for Human Services (AFHS) supported programs vital to meeting the needs of the community with broadly defined service priorities for young children, youth, families, immigrants, seniors and person with disabilities. These priorities help to ensure that City’s most vulnerable residents will be served. City Council approved a FY16 appropriation of $1,996,430 that supported 47 programs administered by 39 non-profits and benefited 16,315 Alexandria residents.

Out of School Time Services, a cooperative partnership between DCHS, Alexandria City Public Schools and The Campagna Center, subsidizes licensed school-age child-care offered through Campagna Kids. Based at 11 schools, the program served 1,326 elementary school children before and after school and during the winter, spring and summer breaks.

A sampling of community events...

► Adoption Day Celebration
► Art Uniting People
► Breaking the Silence-Child Abuse Prevention
► Caregiver Conference
► Children’s Mental Health Events
► Domestic Violence Awareness Events
► Drug & Alcohol Recovery Month Events
► Excellence in Aging Awards
► Free Tax Preparation
► Holiday programs to assist client families
► Kick Butts Day Takes Aim at Smoking
► Prescription Drug Takeback Day
► Project Discovery Walkathon for College-bound Youth
► Salute to Women Awards
► Sexual Assault Awareness Events
► Sticker Shock - Don’t Provide Alcohol to Minors
► VICAP Medicare Presentations
► Youth Leadership Conference
## FY16 DCHS Budget

### Center for Adult Services

- ID Services for Adults: $6,452,329
- Residential and Community Support Services: $8,077,156
- Clinical and Emergency Services: $9,092,191
- Aging and Adult Services: $5,898,434
- Adult Services Leadership and Management: $1,511,651

### Center for Children & Families

- Child Welfare: $10,885,832
- Children's Services Act: $8,129,807
- Early Childhood: $7,770,523
- Youth Development: $1,916,603
- Child and Family Treatment: $2,962,199
- Domestic Violence and Sexual Assault: $1,618,678
- Children Leadership and Management: $1,007,130

### Center for Economic Support

- Community Services: $4,395,342
- Workforce Development Center: $3,606,337
- Benefit Programs: $5,153,374
- Economic Leadership and Management: $546,479

### Center for Operations

- DCHS Admin Leadership and Management: $7,950,975
- Alexandria Fund for Human Services: $1,996,430

### Total

- $88,971,470

### Expenditures by Center

- Center for Adult Services: $31,031,761
- Center for Children and Families: $34,290,772
- Center for Economic Support: $13,701,532
- Center for Operations: $9,947,405

### Total Expenditures

- $88,971,470

### Revenues by Source

- General Fund: $50,096,556
- Non Fiscal Year Grants: $3,155,407
- Fiscal Year Grants: $35,341,835
- Miscellaneous/Donations: $377,672

### Total Revenues

- $88,971,470
Teenswork! Career Fair at T.C. Williams High School hosted by the Workforce Development Center
PROGRAM DIRECTORY

1900 NORTH BEAUREGARD STREET
Center for Alexandria’s Children | 703.746.6008
Child Behavioral Health | 571.213.7963
Child Welfare | 703.746.5757
Early Childhood Division | 703.746.5437
Office of Youth Services | 703.746.5970
Workforce Development Center | 703.746.5940

2525 MT. VERNON AVENUE
Child Welfare | 703.746.5757
Office of Community Services | 703.746.5700
Eligibility Programs | 703.746.5801
Homeless Services Assessment Ctr. | 703.746.5700

421 KING STREET
Domestic Violence Program | 703.746.4911
Sexual Assault Center | 703.683.7273
Youth Development | 703.746.3436

720 NORTH SAINT ASAPH STREET
Administrative Offices, CSB | 703.746.3400
Emergency Services | 703.746.3401
MH/ID/SA Intake | 703.746.3535
Outpatient Mental Health Services | 703.746.3400

4480 KING STREET
Child Assessment and Treatment Ctr. | 703.746.5757
Parent Infant Education Program | 703.746.3350
Residential Services Admin. Offices | 703.746.3500
West End Wellness Center | 703.746.3456

2355 MILL ROAD
Detox Center | 703.746.3636
Substance Abuse Services | 703.746.3600

4401 FORD AVENUE
Aging and Adult Services | 703.746.5999
Alexandria Vocational Services | 703.746.3333
Intellectual Disability Case Mgmt. | 703.746.3333