

**HANOVER DSS OPERATIONS REPORT  
FISCAL YEAR 2011**

**Benefits**

<b>Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Medicaid:</b>		State Target	FY11	FY10	FY09	FY08	FY07
# SNAP applications received-↑12%			2,269	2,229	2,089	1,548	
# SNAP applications processed			2,231	2,178	2,029	1,483	1,165
% SNAP applications processed timely	97% <sup>(2002)</sup>		99%	99%	99%	99%	99%
\$ SNAP benefit amount-↑16%			\$8,621,304	\$7,458,970	\$4,799,674	\$3,229,809	\$2,926,799
% SNAP participation rate (end of period)	80%		95%	83%	58%	52%	41%
% SNAP denial rate (end of period)	Stwd.FY11-32%		28%	27%	33%	30%	25%
# TANF applications received-↓10%			435	480	480	381	
# TANF applications processed			442	481	476	403	337
% TANF applications processed timely	95% <sup>(2007)</sup>		98%	100%	99%	99%	99%
\$ TANF benefit amount-↓9%			\$539,126	\$589,435	\$463,921	\$410,004	\$407,676
% TANF denial rate (end of period)	Stwd.FY11-30%		40%	47%	30%	27%	43%
# Medicaid applications received-↑4%			2,063	1,983	1,772	1,569	
# Medicaid applications processed			2,319	2,159	1,799	1,564	1,336
% Medicaid applications processed timely	97%		99%	99%	97%	99%	99%
% Medicaid reviews processed timely (end of period)	97% <sup>(2002)</sup>		99%	97%	98%	94%	

<b>Virginia Initiative for Employment not Welfare (VIEW):</b>		State Target	FY11	FY10	FY09	FY08
# enrolled in VIEW-ytd.			172	218	161	106
# enrolled in VIEW-as of end of QTR			203	109	161	106
# new Hard-to-Serve referrals			30	31	24	
# receiving job coaching services			83	80	77	17
% VIEW-eligible enrolled timely (by 30th day)-ytd.	90%		94%	94%	99%	97%
% VIEW participants placed timely in work activity (by 95th day)-ytd.	70%		95%	92%	92%	89%
% VIEW participants in work activity-ytd	65%		85%	84%	89%	81%
% VIEW participants in work activity-as of end of QTR	65%		75%	60%	59%	67%
% VIEW participants employed-ytd	50%		59%	48%	51%	60%
% VIEW participants employed-as of end of QTR	50%		57%	46%	43%	58%
\$ average hourly wage earned-ytd	\$7.25		\$8.50	\$8.88	\$8.44	\$8.43
% VIEW participants employed 3 months-ytd.	75%		72%	76%	91%	72%
% VIEW work participation rate-as of end of QTR	50%		52%	24%	29%	32%

<b>Adult</b>		FY11	FY10	FY09	FY08	FY07
# Adult Protective Services cases investigated		92	90	71	60	52
# Adult Protective Services guardianships		15	19	10	13	
# Adult Services recipients (unduplicated)		261	189	134	160	188

<b>Child Care (June-May)</b>		FY11	FY10	FY09	FY08	FY07
# children served through Child Day Care		355	331	378	383	325
\$ paid for Child Day Care		\$871,134	\$857,913	\$924,287	\$937,319	\$784,693
\$ paid per child		\$2,454	\$2,592	\$2,445	\$2,447	\$2,414

<b>Child Protective Services</b>		FY11	FY10	FY09	FY08	FY07
# valid and invalid complaints received		498	507	497	448	533
# valid CPS complaints received		196	221	250	223	260
% valid of total complaints received		39%	44%	50%	50%	49%
# Ongoing CPS		11	21	13	16	24
<b>Critical Outcome Report</b>	<b>Federal Std.</b>	<b>FY11 End of FY</b>				
% of children with founded complaints/no recurrence	≥94.6%	73.3%				
% of CPS Ongoing contacts made	≥90%	100.0%				
% of attempted/completed contacts made w/in response priority	≥90%	100.0%				
% with no founded abuse while in foster care	≥99.68%	100.0%				

**KEY:**  
Meets/Exceeds target  
Below target

Customer Service	HDSS FY06 Target	FY11	FY10	FY09	FY08	FY07	FY06	FY05	FY04	FY03
% Satisfied with Overall Service	91%	92%	93%	92%	93%	96%	92%	92%	91%	88%
% had Appointments, Seen On Time	87%	94%	85%	89%	89%	95%	89%	86%	88%	84%
% Lobby Traffic Responding to Survey	22%	21%	25%	19%	23%	22%	35%	26%	17%	20%

Customer Volume	FY11	FY10	FY09	FY08	FY07
# Lobby Traffic	17,632	15,377	16,271	12,143	10,150
# Switchboard incoming calls (x. 4100)	25,997	24,089	25,679	22,413	28,206

(NOTE: In FY10, decreases (<7%) were anticipated and occurred in both lobby and switchboard volume due to new streamlining processes, including: non-emergency EBT (Electronic Benefits Transfer) card issuance one hour each day; State guidelines allowing telephone interviews for SNAP and TANF; new procedure of "appointment only" for seeing customers; staff voice mails advising callers of prompt return calls v. dialing "0"; and better clarification with community partners about resource eligibility criteria and information and referral processes. Expect to see typical increases in FY11 related to population growth in County.)

Foster Care & Adoption	HDSS FY06 Target	FY11	FY10	FY09	FY08	FY07
# children assisted by Hanover Cares for Kids (HCFK)		22	23	24	32	40
\$ contributed to HCFK		\$3,656	\$4,844	\$4,375	\$6,236	\$10,083
# children in Foster Care		42	39	42	55	66
# attending Preservice Trg		29	13	22	19	22
# attending In-service Trg / other Trg		89 dupl	60 dupl	71 dupl	93 dupl	89 dupl
# adoptions finalized		3	1	3	10	
# foster care prevention cases		23	29	20	24	20
# custody home studies completed		8	12	10		
<b>Critical Outcome Report</b>	<b>Federal Std.</b>	<b>FY11 End of FY</b>				
% of discharges to permanency	≥86%	62.5%				
% congregate care placements	≤16%	30.0%				
% family-based placements	≥80%	70.0%				
% kinship placements	≥24%	10.0%				
% FC worker visits	≥90%	100.0%				
% reunified within 12 months, of all reunified	≥75.2%	0.0%				
% re-entered FC within 12 months of reunification	≤9.9%	0.0%				
% of adoptions finalized within 24 months	≥36.6%	0.0%				
% of children in care 24+ months disch to permanency	≥29.1%	11.1%				
% of children in care <12 months w/ 2 or fewer placements	≥86%	95.0%				

Energy Assistance	FY11 Jul10-Aug11	FY10 Jul09-Aug10	FY09 Jul08-Aug09	FY08 Jul07-Aug08
<b>HEATING</b>				
# Heating applications	1,371	1,469	1,549	1,085
LIHEAP (Oct-Dec)	985	1,050	1,021	802
Crisis Heating Assistance (Nov-Mar)	202	256	242	202
EnergyShare Heating (Nov-Jun)	184	163	286	81
# Heating cases paid	1,180	1,212	1,234	878
LIHEAP (Oct-Dec)	880	889	818	686
Crisis Heating Assistance (Dec-Mar)	121	172	152	147
Energy Share Heating (Nov-Jun)	179	151	262	45
\$ for Heating	\$340,507	\$518,774	\$574,679	\$190,959
LIHEAP (Oct-Dec)	\$238,122	\$393,293	\$436,334	\$147,490
Crisis Heating Assistance (Dec-Mar)	\$49,941	\$88,686	\$74,612	\$34,285
Energy Share Heating (Nov-Jun)	\$52,443	\$36,795	\$63,733	\$9,184
<b>COOLING</b>				
# Cooling applications	621	686	718	467
Energy Assistance (Jun-Aug)	546	523	606	467
Energy Share Cooling (Jun-Oct)	75	163	112	
# Cooling HH paid	499	507	556	330
Energy Assistance (Jun-Aug)	426	355	456	330
Energy Share Cooling (Jun-Oct)	73	152	100	
\$ for Cooling (Jun-Oct)	\$163,951		\$163,962	\$47,228
Energy Assistance (Jun-Aug)	\$149,155	\$45,126	\$141,326	\$47,228
Energy Share Cooling (Jun-Oct)	\$14,796		\$22,636	

**KEY:**  
Meets/Exceeds target  
Below target

(NOTE: FY10 Energy Assistance Cooling program limited to \$100 per HH; FY09, HH's could be eligible for over \$400.)

Earned Income Tax Credit (Feb-Apr)	FY11	FY10	FY09	FY08
# total tax returns	174	157	106	96
\$ total federal, state and earned income tax credit refunds	\$347,378	\$290,169	\$183,511	\$187,266

## Presentations

**FY 2011, Hanover DSS staff has done presentations, training and teaching for/provided information to 1,053 in 47 venues:**

**1st QTR:** Senior Connections Advisory Board Meeting (Adult Resources/Programs)  
 Council on Aging (Resources/Programs)  
 Networker Meeting (Resources/Programs, Updates)  
 New Highlands Bapt Church (Resources/Programs)  
 MCEF Annual Mtg (Programs, Upcoming Events)  
 Hanover Health Outreach Coalition (Programs, Upcoming Events)  
 EITC Board Mtg (HDSS Programs, Community Resources)  
 Council on Aging (Resouces and Program Updates)

**2nd QTR:** Ashland Church of God (Programs)  
 Shiloh Baptist Church, Ashland (Programs)  
 Council on Aging (Fuel, Programs)  
 Senior ResourceFair / Doswell (Fuel, Programs)  
 Are You Ready? (Emergency Preparedness, County PSSP Goal 3)  
 Council on Aging (HDSS Programs, Community Resources)  
 Senior Connections Advisory Board Meeting (HDSS Programs, Adult Resources)  
 Cold Harbor Ruritan Club (Fuel and other programs)  
 Hanover Health Outreach Coalition (HDSS Programs, Upcoming Events)  
 Networker Meeting (HDSS Programs, Community Resources)  
 HPI (HDSS Programs, Community Resources)  
 Hanover DSS/Ashland Library/DMAS (LTC Medicaid)  
 EITC Board Mtg (HDSS Programs, Community Resources)  
 Hanover Youth Council (HDSS Programs)

**3rd QTR:** Duncan United Methodist Church Hot Topics Meeting (DSS clients, services, needs)  
 FAPT/HPS training (Foster Care & Foster Care Prevention)  
 FAPT/HPS training (Family Partnership Meetings)  
 FAPT/HPS training (VEMAT)  
 Senior Resource Fair /Ashland (Taxes/Fuel/ DSS programs)  
 Are You Ready? (Emergency Preparedness, County PSSP Goal 3)  
 Daycare Providers CDC-QIP (Child Abuse/Neglect Mandated Reporting)  
 Networker (HDSS Programs, Upcoming Events)  
 HPI (HDSS Programs, Upcoming Events)  
 HPI Special Meeting (HDSS Programs, Upcoming Events)  
 Covenant Woods Staff Mtg (Transportation , Programs)  
 Community Resources, Transportation Mtg (HDSS Programs, Upcoming Events)  
 Council on Aging (HDSS Programs, Upcoming Events)  
 HPI (HDSS Programs, Upcoming Events)  
 EITC (Taxes/Fuel/ DSS programs)  
 HPI (HDSS Programs, Upcoming Events)  
 Ready Set School Mtg (Community Resources/DSS Programs)

**4th QTR:** Are You Ready? (Emergency Preparedness, County PSSP Goal 3)  
 Daycare Providers CDC-QIP (Child Abuse/Neglect Mandated Reporting)  
 Networker (HDSS Programs, Upcoming Events)  
 HPI (HDSS Programs, Upcoming Events)  
 EITC (HDSS Programs, Upcoming Events)  
 Sr. Connections Mtg (HDSS Programs, Upcoming Events)  
 Senior Resource Fair - Hanover Tavern (HDSS Programs, Upcoming Events)  
 Senior Resource Fair - Beaverdam Ruritan Club (HDSS Programs, Upcoming Events)