

Social Services Advisory Board

“Advancing the Well-being of All Alexandrians”

City Council Work Session

December 10, 2019

Agenda

SSAB Overview

SSAB Priorities

Social Services Advisory Board (SSAB)

What We Do

- Generate awareness of issues impacting social services
- Advancing well-being of all Alexandrians
- Monitor DCHS performance and programs

Composition

- SSAB is comprised of citizens leaders, clients, and parents. Staffed by DCHS personnel
- 11 voting members

Approximately 1 in 6 Alexandrians receives services via DCHS

SSAB Membership

	SSAB MEMBERS	ROLE
1	Frank Argenziano	Citizen member
2	Andrew Baird	Parent member, Chair
3	Dawn Bauman	Citizen member
4	Jim Crawford	Parent/citizen member
5	Shawna Gary	Citizen member, Vice Chair
6	Stephanie Kanwit	Citizen member
7	Susan Newell	Parent member
8	Deb Riley	Client member
9	Sharee Talbert	Client/Citizen member
10	Mark Tonsetic	Citizen member, Immediate past Chair
11	Stuart Venzke	Client/Citizen member
	DCHS STAFF	ROLE
	Lesia Gilbert	Director, DCHS/CES, Social Services
	La Toya Williams	DCHS/CES Admin. Assistant



Demand for Services

- Virginia Medicaid Expansion

- Enrollment for newly-eligible Alexandrians started 11/1/2018
- DCHS has processed approximately 3,900 applications out of a goal of 5,600-6,000
- On track to meet enrollment estimates

- Family First Prevention Services

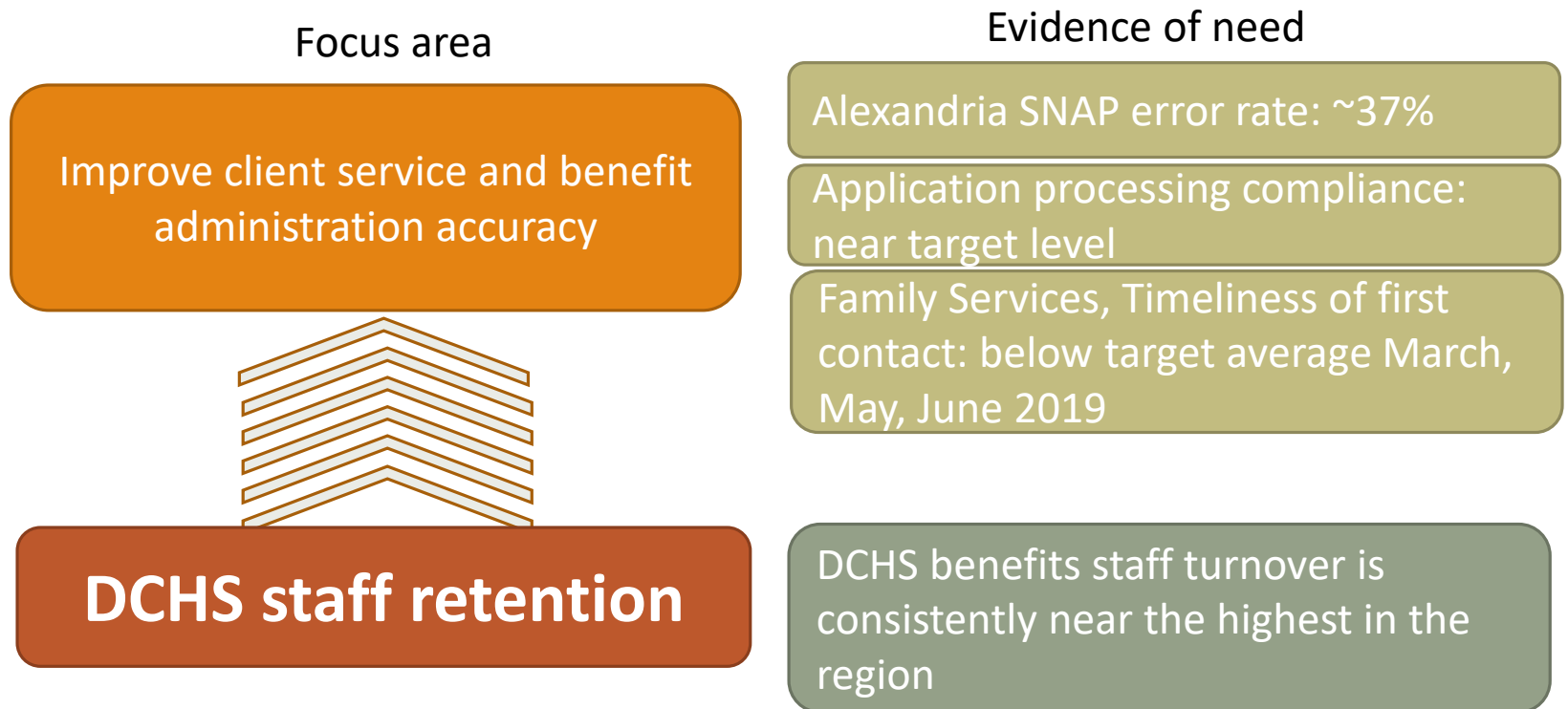
- Focused on keeping children in their family's homes
- Pending funding levels from federal government

- Federal Public Charge Rule

- Rule aims to deem an individual as a “public charge” if the individual uses one or more of an expanded list of public benefits for a total of 12 months during a 36-month period. “Public charge” status jeopardizes immigration status.
- Currently under nationwide injunction
- Monitoring how it may impact DCHS clients

SSAB Priorities: Improved Outcomes for Residents

- ❑ Improved internal workforce support can drive better performance



SSAB Priorities:

Improved Outcomes for Residents

- 38% of staff have been in place for 2 years or less. Another 19% have been in place 2-5 years.
- “Time to proficiency” is a key metric: it takes a full year for a new application processing employee to become trained in processing social services applications and another year to reach full proficiency.
- DCHS has made progress in counteracting this dynamic...
 - ✓ Data-based quality performance metrics
 - ✓ Dedicated trainer (only one trainer)
 - ✓ Development of trauma-informed supervision for staff

...but budget cuts will impede the progress to date. A 2.5% reduction amounts to a \$1.3 million cut to DCHS' mission.

SSAB Recommendations

1. Request that City Council consider funding opportunities to **increase DCHS staff retention, training, and support.**
2. Continue to stand up for the social services needs of our Alexandria communities **locally, regionally, and nationally.**
3. **Protect the investments the City has already made** in securing and delivering social service to Alexandrians.

Thank You
