

2007 Adult Services Program Report

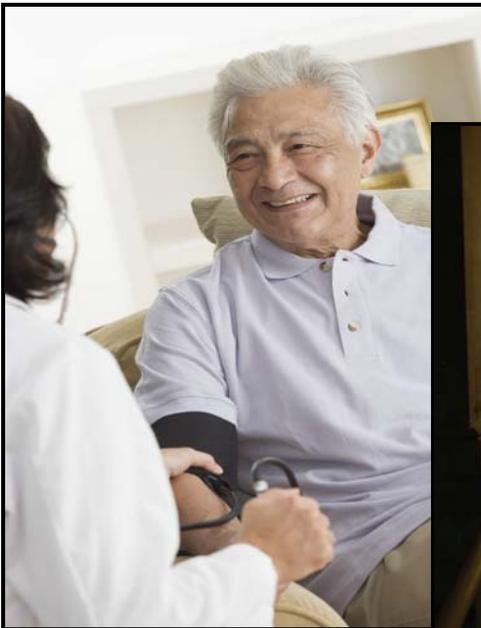


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MISSION OF THE DEPARTMENT

“People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families, and communities.”

Programs of the Virginia Department of Social Services (Department) are designed to assist person in need; provide effective intervention when necessary; and ensure the safety, stability, and well-being of the most vulnerable of our citizens.

One hundred and twenty (120) local departments of social services have been an integral part of the social services delivery system for over 30 years. They are the focal point in each community for the delivery of family-focused preventive, supportive and protective services. Local departments use federal, state, and local funds to deliver services.

ORGANIZATION OF THE DEPARTMENT

The State Board of Social Services (State Board), created by the General Assembly in July 1974, is responsible for the development and approval of policy and for the adoption of rules and regulations consistent with federal and state law. It acts in an advisory capacity to the Commissioner of the Department. Members of the State Board, who represent the various regions of the state, are appointed by the Governor and may serve no more than two successive four-year terms.

The Commissioner, who is appointed by the Governor, directs the Department at the state level. Program staff at the Home Office in Richmond and five regional offices develop policies, procedures, regulations, training, and standards for local social service programs and are responsible for the monitoring and evaluation of those programs. The Commissioner and Home Office staff act as liaisons to federal and state legislative and executive agencies and to local boards of social services. The home office allocates and manages state and federal funding for the local agencies.

The Adult Services/Adult Protective Services Program (Adult Services/APS) is a unit of the Division of Family Services. State program consultants are located at the Home Office and in the Department’s regional offices in Abingdon, Henrico, Roanoke, Virginia Beach, and Warrenton. Regional consultants act as program liaisons to local Adult Services/APS staffs. They provide case consultation, technical assistance and training, and serve as resources in the areas of planning, organization and budgeting. (A listing of regional Adult Services staff and the localities they serve is found in Appendix D).

The local department of social services is the setting for direct contact with individual clients. Service programs are administered by social workers, while eligibility workers handle benefit programs.

OVERVIEW OF THE ADULT SERVICES PROGRAM

The Adult Services/Adult Protective Services Program at the Virginia Department of Social Services administers services through four program areas:

- ◆ Adult Services (AS)
- ◆ Adult Protective Services (APS)
- ◆ Virginia Caregivers Grant (VCG)
- ◆ Auxiliary Grant (AG)

The *role* of the state and regional Adult Services/APS Program is to:

- ◆ Develop and interpret regulations, manuals, procedures, and guidelines.
- ◆ Provide technical assistance, administrative, and program development consultation to local departments.
- ◆ Provide case consultation and review.
- ◆ Develop, coordinate, and deliver training.
- ◆ Develop and maintain ASAPS, the statewide Web-based case management and reporting system for Adult Services and APS programs.
- ◆ Collect and disseminate statistical and program information.
- ◆ Allocate funding to local programs and monitor local department expenditures.
- ◆ Provide information to the legislature and other interested parties.
- ◆ Represent VDSS on program-related studies, commissions, and initiatives.
- ◆ Inform and educate stakeholders and the public about program services and the detection, reporting and prevention of abuse, neglect and financial exploitation of elders and adults with incapacities.

The *goals* of the Adult Services/APS program are to:

- ◆ Protect older and incapacitated adults from abuse, neglect, and/or exploitation.
- ◆ Prevent the abuse, neglect, and/or exploitation of older and incapacitated adults.
- ◆ Maximize the individual's independence, self-sufficiency and personal choice.
- ◆ Prevent the inappropriate or premature institutionalization of elderly or incapacitated adults.
- ◆ Assist when necessary with appropriate long-term care or alternative placement.

Adult Services/APS Program provides protection, empowerment and the opportunity for independence for adults through a focus on individual self-reliance and choice, person-centered planning, case management and a community-based service delivery system.

Adult Services (AS) assists adults age 60 and over, and incapacitated individuals 18 and over, and their families when appropriate. Services are designed to help adults remain in the least restrictive environment of their choosing -- preferably their own home -- for as long as possible. Adequate home-based services and case management decrease or delay the need for institutional placement, reduce costs, and ensure appropriate support services.

Each service case that is opened must have a primary “case type” and must be entered in the *ASAPS* system according to one of the following definitions:

- **APS:** The APS report has been investigated and the disposition is “Needs Protective Services and Accepts.” Protective services are being provided but not home-based care services. Contacts must be made at least monthly with the individual or collateral (relative, personal representative, etc). (Old Case type 74).
- **APS-Home Based Care:** The APS report has been investigated and the disposition was “Needs Protective Services and Accepts.” Home-based care (companion, chore, homemaker) is one of the protective services being provided. Contacts must be made at least monthly with the adult or collateral.
- **APS Investigation:** An APS report is being investigated and no disposition has yet been made. Once a disposition is made, either the case type is changed and the case remains open, or the case is closed. (Old case type 70).
- **AS:** Intervention is primarily needed to maintain and monitor on-going services to promote self-sufficiency and enhance functioning of the adult. Contact with the individual or collateral must be made at least quarterly. (Old case type 86).
- **AS-Home Based Care:** Intervention is primarily needed to maintain and monitor on-going services to promote self-sufficiency and enhance functioning of the adult. Home-based care (companion, chore, homemaker) is one of the services being provided. Contact with the adult or collateral must be made at least quarterly.
- **AS-Intensive Services:** Intervention may be intense and require many resources in an effort to stabilize the individual’s situation. Frequent and planned contacts with the adult or collateral are documented in the service plan. Contacts must be made at least monthly with the adult or collateral (Old case type 82).
- **AS-Intensive Services-Home Based Care:** Intervention may be intense and require many resources in an effort to stabilize the individual’s situation. Frequent and planned contacts with the adult or collateral are documented in the service plan. Home-based care (companion, chore, homemaker) is one of the services being provided. Contacts must be made at least monthly with the adult or collateral.

- **Assisted Living Facility (ALF) Reassessment:** The only service being provided is the annual reassessment of the adult resident of an ALF required to maintain eligibility for AG. The case is opened and the redetermination date is the date the reassessment is due.
- **Guardian Report:** The only service being provided is the receipt and review of the Annual Report of the Guardian as required by the Code of Virginia, § 37.2-1022. The case is opened and the redetermination date is the date the initial or annual report is due.

Table 1-FY 2007 AS/APS OPEN CASES¹

FY 2007 Open Cases									
APS	APS-Home Based Care	APS Investigation	AS	AS-Home Based Care	AS-Intensive Services	AS-Intensive Services-Home Based Care	ALF Reassessment	Guardian Report	Total
4,894	258	8,004	10,483	5,291	2,212	839	2,358	3,369	37,708

Table 2-STATEWIDE AVERAGE MONTHLY CASELOAD

FY 2007 Average Monthly Caseload	
Case Type	Average Monthly Caseload
APS	409
APS-Home Based Care	22
APS Investigation	667
AS	874
AS-Home Based Care	441
AS-Intensive Services	184
AS- Intensive Services Home Based Care	70
ALF Reassessment	197
Guardian Report	281
All Cases Types	3,145

¹ FY 2007 data source: ASAPS

Assessment and Case Management

Local departments of social services provide a statewide system of prevention protective services and provide needs assessment and case management services for incapacitated individuals who are 18 and over and adults who are 60 years of age and over. Local departments are the focal point for delivery of services through eligibility determination and needs assessment. Assessment is an integral part of case management and includes an assessment of both individual and family needs and wishes. Completing the Virginia Uniform Assessment Instrument is the first step in obtaining services.

Home-Based Services

Each local department is mandated to provide case management and to offer at least one home-based service to clients to the extent that federal and state matching funds are available. Each local department is authorized, as a fiscal agent acting on behalf of the adult, to recruit and approve home-based providers using uniform provider standards. Approved home health and other local service delivery agencies may also be used in the provision of home-based care services.

Home-based care consists of three primary services:

- Companion services assist older adults and incapacitate adults with activities of daily living such as eating, dressing, bathing, toileting, light housekeeping, meal preparation, and shopping.
- Homemaker services include instruction in or the provision of activities to maintain a household and may include personal care, home management, household maintenance, nutrition, and consumer and health care education.
- Chore services are non-routine, heavy home maintenance tasks that may include window washing, floor maintenance, yard maintenance, painting, chopping wood, snow removal, and minor repair work in the home.

Table 3-NUMBER OF ADULTS RECEIVING HOME-BASED SERVICES

Adults Receiving Home-Based Services FY 2003-2007					
	FY 03	FY 04	FY 05	FY 06	FY 07
# Receiving Companion & Chore services	5,247	5,361	5,716	5,661	6,348
# Receiving Homemaker services	144	416	82	175	40
TOTAL # OF ADULTS	5,391	5,777	5,798	5,836	6,388

Community-Based Services

Local departments of social services, in cooperation with the local health departments, perform pre-admission screenings for nursing home placement and Medicaid waiver services. State law requires that all individuals who may be eligible for community or institutional long-term care services, as defined in the State Plan for Medical Assistance, must be evaluated to determine their need for nursing facility services. When indicated by the pre-admission screening, an individual may be diverted from institutional placement and have access to available community long-term care services through a Medicaid waiver program such as the Elderly or Disabled with Consumer Direction (EDCD) or Mental Retardation waiver.

Local departments of social services also perform assessments for assisted living facility services. State law requires that all residents of and applicants for assisted living facilities, regardless whether their payment status is “public” or “private,” must be assessed using the Virginia Uniform Assessment Instrument (UAI) to determine their need for residential or assisted living services.

For Auxiliary Grant (public pay) recipients, physicians as well as employees of the following agencies are authorized to complete the assessments:

- Local departments of social services
- Area agencies on aging
- Centers for independent living
- Community services boards/Behavioral health authorities
- Local departments of health
- Department of Corrections, Community Release Units
- Acute care hospitals

Adult Foster Care provides room and board, supervision and special services to an adult who has a physical, intellectual, or mental health condition. The adult must be assessed as being incapable of independent living or unable to remain in his or her own home. Adult Foster Care homes must be approved by the local departments of social services.

Adult day services include the purchase of day-services care for a portion of a 24-hour day from a provider approved by the local department or a licensed adult day care facility. Day services provide personal supervision of the adult and promote social, physical, and emotional well-being through companionship, self-education and activities. Eligible persons must meet state and local board guidelines and be assessed using the UAI.

Table 4-FY 2007 PURCHASED ADULT SERVICES EXPENDITURES

Services	Federal & State	Local	Non-reimbursed Local	Total Expenditures	% of Total Expenditures
Companion & Chore	\$7,434,231	\$1,858,557	\$2,491,689	\$11,784,477	80%
Homemaker	\$1,101,467	\$275,367	\$430,253	\$1,807,087	12%
Adult Day Services	\$162,997	\$40,749	\$755	\$204,501	1%
APS (admin.)	\$704,754	\$176,188	\$7,957	\$888,899	6%
Other ²	\$14,259	\$3,564	\$7,076	\$24,899	<1%
Total	\$9,417,708	\$2,354,425	\$2,937,730	\$14,709,863	100%

² Other includes nutrition and adult foster care services

ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) include the receipt and investigation of reports of abuse, neglect or exploitation and the provision of services to stop or prevent the abuse. Protective services also include assessing service needs, determining whether the subject of the report is in need of protective services, documenting the need for protective services, specifying what services are needed, and providing or arranging for service delivery. Because there is no federal statute or funding directly related to the delivery of APS, each state developed its own system for service delivery. Nationwide, APS is usually the first responder to reports of abuse, neglect, or exploitation of vulnerable adults.

The 2004 Survey of State Adult Protective Services (APS), the most rigorous national study of state APS data, offered important new insights into the troubling elder abuse problem. The findings show a 19.7% increase in the combined total of reports of elder and vulnerable adult abuse and neglect and 15.6% increase in substantiated APS cases in the 4 years since the 2000 survey was conducted (National Center on Elder Abuse).

From 2000 to 2004, Virginia saw a 7.5% increase in APS reports and a 6.7% increase in substantiated APS cases.

HISTORY AND AUTHORITY

Statutory authority for providing adult protective services was added to the Code of Virginia (§63.2-1604) in 1974. Local department of social services were assigned authority to receive and investigate reports of abuse, neglect or exploitation across all care settings and living situations and to provide protective services to vulnerable adults.

Three years later, Virginia became one of the first states in the nation to recognize an adult segment of the population living at risk of harm and lacking the ability to act in their own best interest. In 1977, the General Assembly amended protective services law to allow a court to authorize “involuntary protective services” for adults who need protection and who do not have the capacity to consent to the necessary services.

A 1983 amendment to the Code of Virginia strengthened protection to vulnerable adults in Virginia by requiring local departments of social services to receive and investigate APS reports and provide protective services when the need is documented through an APS investigation.

Significant changes that strengthened Virginia’s system of protection for older and incapacitated individuals came in 1991 and 2004.

In 1991, the General Assembly established for the first time that abuse and neglect of an incapacitated adult is a crime. Under the new law (§18.2-369 in the Code of Virginia), abuse or neglect of an incapacitated adult resulting in serious bodily injury or disease or life-threatening internal injuries became a felony. Abuse or neglect of an incapacitated adult by a person responsible for the adult's care, custody or control was made a misdemeanor on first offense and a felony on a second or subsequent offense.

The 2007 General Assembly revised the Code of Virginia (§18.2-369), and made abuse or neglect of an incapacitated adult that resulted in death a class three felony.

In 2004, then Governor Mark R. Warner proposed landmark adult protective services reform legislation based on the recommendation of a two-year study by a statewide advisory committee facilitated by Department Adult Services/APS staff. Committee members included representative of state and local adult protective services programs; state and local partner agencies; long-term care provider organization; business and financial interests; advocacy groups for elders and incapacitated individuals; and other stakeholders.

Some of the amendments to the Code of Virginia (§§ 63.2-1603 through 1610) included:

- Expanding the list of APS mandated reporters;
- Requiring local department to refer relevant information to the appropriate licensing, regulatory, or legal authority for administrative action or criminal investigation;
- Authorizing local departments, with informed consent, to take or request relevant photographs, video recordings, or medical imaging of the adult and his environment;
- Expanding the list of APS situations in which law enforcement must be notified;
- Requiring law-enforcement and other state and local departments, agencies, authorities, and institutions to cooperate with APS investigations and prevention activities;
- Adding accounting firms to the list of financial institutions who may report voluntarily;
- Adding criminal penalties for making a false report;
- Authorizing the Commissioner of the Department of Social Services to impose civil penalties for cases of non-reporting by all mandated reporters with the exception of law-enforcement officers

REPORTING TO ADULT PROTECTIVE SERVICES

An APS report is an allegation made by any person made to a local department of social services or to the 24-hour toll-free APS hotline (**1-888-832-3858**) that an elder or an incapacitated adult is in need of protective services.

As the number of elders continues to climb in Virginia and elders increasingly rely on unprepared or overwhelmed family members for their care, vulnerable adults are found in precarious situations which lend themselves to abuse and neglect. In response, Virginia, like most other states, enacted laws requiring certain professional, called mandated reporters, to contact the local department of social services or the APS Hotline when the person has reason to suspect that an elder or an adult who is incapacitated is being abused, neglected, or exploited or is at risk of abuse, neglect or exploitation. A list of mandated reporters follows:

1) Any person licensed, certified, or registered by health regulatory boards listed below:

Board of Nursing: Registered Nurse (RN); Licensed Nurse Practitioner (LNP); Licensed Practical Nurse (LPN); Clinical Nurse Specialist; Certified Massage Therapist; Certified Nurse Aide (CNA)

Board of Medicine: Doctor of Medicine and Surgery, Doctor of Osteopathic Medicine; Doctor of Podiatry; Doctor of Chiropractic; Interns and Residents; University Limited Licensee; Physician Assistant; Respiratory Therapist; Occupational Therapist; Radiological Technologist; Radiological Technologist Limited; Licensed Acupuncturists; Certified Athletic Trainers

Board of Pharmacy: Pharmacists; Pharmacy Interns; Permitted Physicians; Medical Equipment Suppliers; Restricted Manufacturers; Humane Societies; Physicians Selling Drugs; Wholesale Distributors; Warehousemen, Pharmacy Technicians

Board of Dentistry: Dentists and Dental Hygienists Holding a License, Certification, or Permit Issued by the Board

Board of Funeral Directors and Embalmers: Funeral Establishments; Funeral Services Providers; Funeral Directors; Funeral Embalmers; Resident Trainees; Crematories; Surface Transportation and Removal Services; Courtesy Card Holders

Board of Optometry: Optometrist

Board of Counseling: Licensed Professional Counselors; Certified Substance Abuse Counselors; Certified Substance Abuse Counseling Assistants; Certified Rehabilitation Providers; Marriage and Family Therapists; Licensed Substance Abuse Treatment Practitioners

Board of Psychology: School Psychologist; Clinical Psychologist; Applied Psychologist; Sex Offender Treatment Provider; School Psychologist – Limited

Board of Social Work: Registered Social Worker; Associate Social Worker; Licensed Social Worker; Licensed Clinical Social Worker

Board of Long-Term Care Administrators: Nursing Home Administrator
Board of Audiology and Speech Pathology: Audiologists; Speech-Language Pathologists; School Speech-language Pathologists
Board of Physical Therapy: Physical Therapist; Physical Therapist Assistant

- 2) Any mental health services provider;
- 3) Any emergency medical services personnel certified by the Board of Health;
- 4) Any guardian or conservator of an adult;
- 5) Any person employed by or contracted with a public or private agency or facility and working with adults in an administrative, supportive or direct care capacity;
- 6) Any person providing full, intermittent, or occasional care to an adult for compensation, including but not limited to companion, chore, homemaker, and personal care workers; and
- 7) Any law-enforcement officer.

Virginia's mandatory reporting law (§63.2-1606 of the Code of Virginia) requires mandated reporters to report immediately to the local department of social services or to the 24 hour hotline upon suspecting abuse, neglect, or exploitation. Mandated reporters must report to both law enforcement and medical examiners any deaths arising from suspected abuse or neglect. A civil penalty of up to \$1000 may be imposed for failure to report within 24 hours any suspected abuse, neglect or exploitation and protects from liability any good faith reporting.

Not every APS report meets the criteria for a "valid" report. The term "valid" does not refer to accuracy of the report but to specific elements that must be present to establish APS authority and jurisdiction:

- The adult must be at least 60 years or older or age 18 to 59 and incapacitated;
- The adult must be living and identifiable;
- Circumstances must allege abuse, neglect or exploitation; and
- The local department must be the agency of jurisdiction.

If APS validity criteria are not met, the local department or APS Hotline may refer the reporter to the appropriate agency or service provider.

TYPES OF ABUSE

ADULT ABUSE is defined by the Code of Virginia, (§ 63.2-100), as "the willful infliction of physical pain, injury or mental anguish or unreasonable confinement of an adult." Abuse includes battery and other forms of physical violence including, hitting, kicking, burning, choking, scratching, rough-handling, cutting, and biting, etc. It includes sexual assault, inflicting pornography, voyeurism, exhibitionism, and other forms of forced sexual activity on an elder or an incapacitated adult. It includes any sexual activity with an adult who is unable to understand or give consent, the control of an adult through the use of threats or intimidation, and the abuse of a relationship of trust.

ADULT NEGLECT is defined by the Code of Virginia, (§ 63.2-100), as “an adult is living under such circumstances that he is not able to provide for himself or is not being provided services necessary to maintain his physical and mental health and that the failure to receive such necessary services impairs or threatens to impair his well-being.” This definition includes both adults who are self-neglecting, i.e., living under such circumstances that the adult is unable to provide for himself/herself, as well as adults whose needs for physical or mental health services are not being met by a caregiver or responsible party.

Indicators of neglect include malnourishment, dehydration, the presence of pressure sores, inadequate personal hygiene, inadequate or inappropriate clothing, inadequate or inappropriate supervision, extreme filth of person or home, severe pest/rodent infestation, offensive odors, inadequate heat, lack of electricity, or refrigeration, or untreated physical or mental health problems.

ADULT EXPLOITATION is defined by the Code of Virginia, (§ 63.2-100), as “the illegal use of an incapacitated adult or his resources for another’s profit or advantage.” Exploitation, including financial abuse and sexual exploitation, is accomplished by the use of covert, subtle, and deceitful means. It is usually a pattern of behavior rather than a single episode. Financial exploitation includes the crimes of larceny, embezzlement, theft by false pretenses, burglary, forgery, false impersonation, and extortion.

Some common signs of adult abuse, neglect, or exploitation may be found in Appendix C.

Table 5-THREE YEAR REVIEW OF APS REPORTS

THREE YEAR REVIEW OF APS REPORTS			
	2005	2006	2007
Total Reports	12,202	13,834	13,515
Reports Investigated ³	11,460	11,467	11,802
Total Reports Substantiated ⁴	7,454	7,228	7,615
Percent of Reports Substantiated	65%	63%	65%
Dispositions of Investigated Reports			
Needs and Accepts Services	4,325	4,255	4,237
Needs and Refuses Services	1,064	1,118	1,259
Need No Longer Exists	2,065	1,855	2,081
Unfounded	4,006	4,239	4,187
Investigations Pending	742	1,836	829
Invalid ⁵	na	531	884

DISPOSITIONS

Investigations result in one of the following dispositions:

∇ NEEDS PROTECTIVE SERVICES AND ACCEPTS

An adult is found to need protective services when a preponderance of evidence shows that adult abuse, neglect, or exploitation has occurred or is occurring, or there is reason to suspect that the adult is at risk of abuse, neglect, or exploitation and needs protective services in order to reduce that risk. This disposition is assigned when the adult needing protective services accepts the needed services, or the adult needing protective services is not capable of making a decision to accept needed services. In

³ Investigated reports include substantiated and unfounded reports.

⁴ A substantiated report is defined as a completed investigation with a determination that the adult needs protective services.

⁵ Information on invalid reports was not available prior to the implementation of the ASAPS program. Invalid includes reports that are immediately invalidated as well investigated reports that receive a disposition of invalid.

cases where the adult is not capable of making a decision, the APS social worker petitions the court for the provision of involuntary protective services.

∇ NEEDS PROTECTIVE SERVICES AND REFUSES

An adult is found to need protective services when a preponderance of evidence shows that adult abuse, neglect, or exploitation has occurred or is occurring or there is reason to suspect that the adult is at risk of abuse, neglect, and/or exploitation and needs protective services in order to reduce that risk. This disposition is determined when the adult is capable of making a decision about needed services and his/her decision is to refuse services.

∇ NEED FOR PROTECTIVE SERVICES NO LONGER EXISTS

This disposition is determined when there is a preponderance of evidence that adult abuse, neglect, or exploitation has occurred but the adult is no longer at risk. If this finding is made in an institutional setting, a referral is made to the appropriate regulatory or legal authority for follow-up as necessary.

∇ UNFOUNDED

This disposition is determined when a review of the facts does not show a preponderance of evidence that abuse, neglect, or exploitation has occurred or that the adult is at risk of abuse, neglect, or exploitation.

∇ INVALID

This disposition is determined when after an investigation has been initiated, the report is found not to meet the criteria of a valid report.

∇ DISPOSITION PENDING

Investigations that are ongoing at the end of the reporting period are pending until the investigation is completed and a disposition assigned.

Table 6-APS REPORTS AT A GLANCE

FY 2007 APS REPORTS Demographics of Report Subject		%
TOTAL REPORTS		13,515
AGE	60 years or older	68%
	18-59 years	32%
SEX	Female	63%
	Male	37%
	Unknown	<1%
RACE	White	72%
	African American	24%
	Unknown	2%
	Oriental/Asian	1%
	American Indian	<1%
	Alaskan Native	<1%
LIVING ARRANGEMENT AT TIME OF REPORT	Own House or Apt.	62%
	Other's House or Apt	13%
	Nursing Facility	10%
	Assisted Living Facility	7%
	MH/MR Facility	4%
	Homeless	2%
	Shelter	<1%
	Adult Foster Care	<1%
	Jail	<1%
	Other	2%

Table 7-REGIONAL SUMMARY OF APS REPORTS

FY 07 REGIONAL SUMMARY OF APS REPORTS						
	CENTRAL	EASTERN	NORTHERN	PIEDMONT	WESTERN	STATE TOTALS
Reports Received	1,919	2,640	4,088	2,440	2,428	13,515
% Substantiated	65%	60%	60%	66%	74%	65%
Demographics of Report Subject						
60+	70%	70%	69%	67%	63%	68%
18-59	30%	30%	31%	33%	37%	32%
Female	63%	63%	63%	62%	64%	63%
Male	37%	37%	37%	38%	36%	37%
White	56%	58%	75%	73%	95%	72%
Black	42%	39%	18%	26%	5%	24%
Unknown	2%	2%	5%	1%	<1%	2%
Other ⁶	<1%	1%	2%	<1%	<1%	<1%
Living Arrangements of Subject at Time of Report						
Own House/Apt	61%	61%	61%	61%	64%	62%
Other's House/Apt	15%	16%	11%	11%	14%	13%
Nursing Facility	8%	9%	11%	14%	9%	10%
Assisted Living Facility	6%	4%	6%	8%	8%	7%
MH/MR Facility	4%	5%	6%	2%	<1%	4%
Adult Foster Care	0%	<1%	<1%	<1%	<1%	<1%
Other Living Arrangements	6%	4%	4%	3%	3%	4%

⁶ Includes Oriental/Asian, American Indian, & Alaskan Native

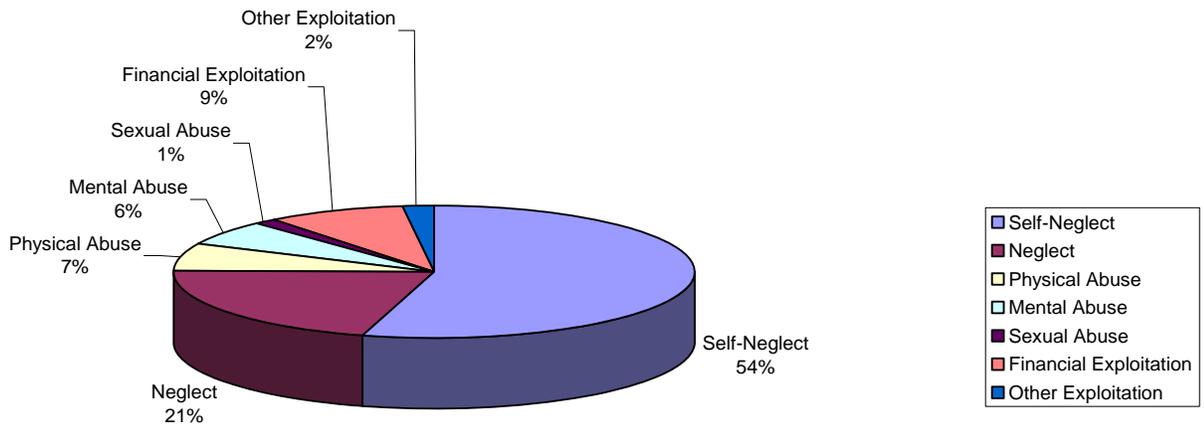
Table 8-LOCATION OF INCIDENT OF ABUSE, NEGLECT, OR EXPLOITATION

Location of Incident						
Location	Central	Eastern	Northern	Piedmont	Western	State
Own House/Apt	61%	61%	59%	61%	63%	60%
Other's House/Apt	15%	15%	9%	10%	14%	12%
Nursing Facility	8%	9%	11%	13%	8%	10%
Assisted Living Facility	5%	4%	6%	8%	9%	6%
Other	4%	3%	5%	3%	3%	4%
MH/MR Facilities	2%	4%	6%	2%	1%	3%
Hospital	1%	2%	2%	1%	2%	2%
Homeless	3%	2%	1%	<1%	1%	1%
Day Treatment Center	<1%	<1%	<1%	<1%	0%	<1%
Transportation Provider	<1%	<1%	<1%	<1%	<1%	<1%
Shelter	<1%	0%	<1%	<1%	0%	<1%
Adult Day Care	<1%	<1%	<1%	<1%	<1%	<1%
Adult Foster Care	0%	<1%	<1%	<1%	<1%	<1%
Sheltered Workshop	<1%	<1%	<1%	0%	<1%	<1%
Senior Center	<1%	0%	<1%	0%	<1%	<1%

Table 9-TYPES OF ABUSE: STATEWIDE SUBSTANTIATED REPORTS

Abuse Type—FY 2007 Substantiated Reports ⁷	#
Self-Neglect	4,480
Neglect	1,705
Financial Exploitation	701
Physical Abuse	555
Mental Abuse	501
Other Exploitation	157
Sexual Abuse	118
Total	8,217

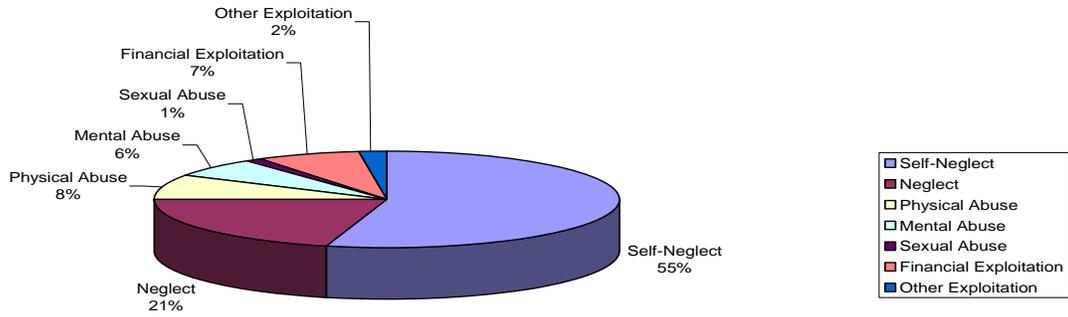
Type of Abuse: FY 2007 Substantiated Reports



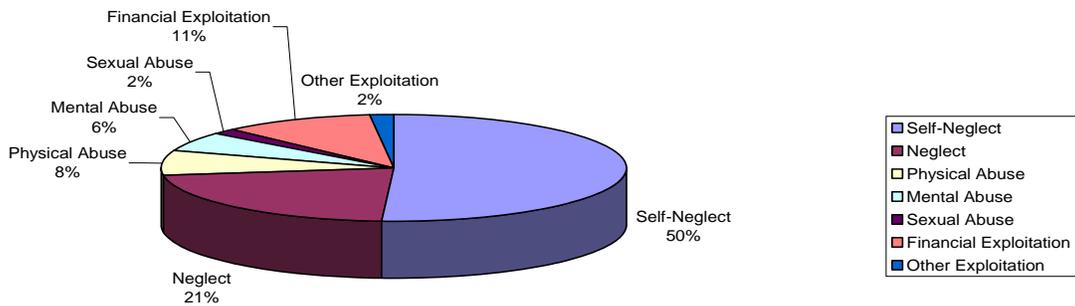
⁷ Reports may contain more than 1 type of abuse

Table 10-TYPES OF ABUSE: SUBSTANTIATED REPORTS BY REGION

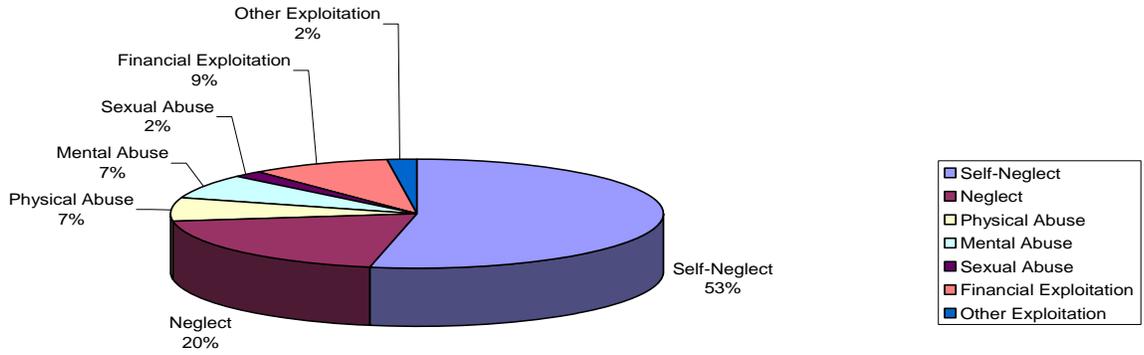
***Types of Abuse FY 2007: Substantiated Cases
Central Region***



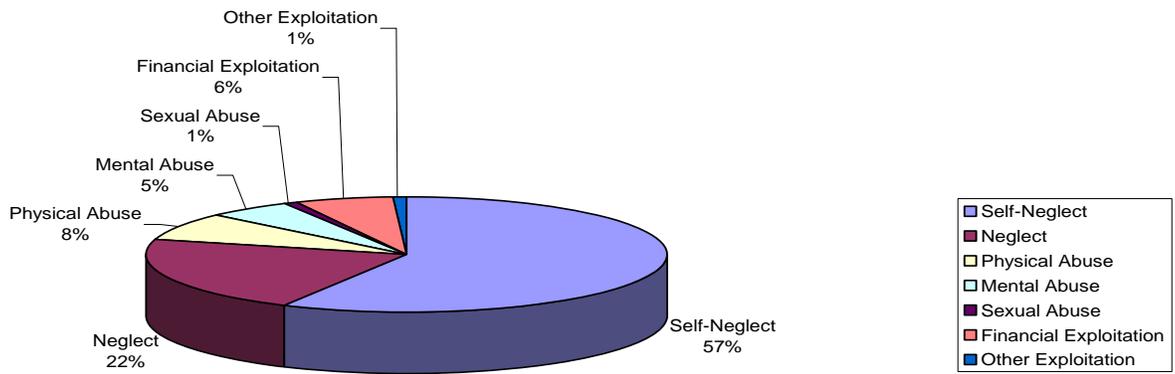
***Types of Abuse FY 2007: Substantiated Cases
Eastern Region***



**Types of Abuse FY 2007: Substantiated Cases
Northern Region**



**Types of Abuse FY 2007: Substantiated Cases
Piedmont Region**



**Types of Abuse FY 2007: Substantiated Cases
Western Region**

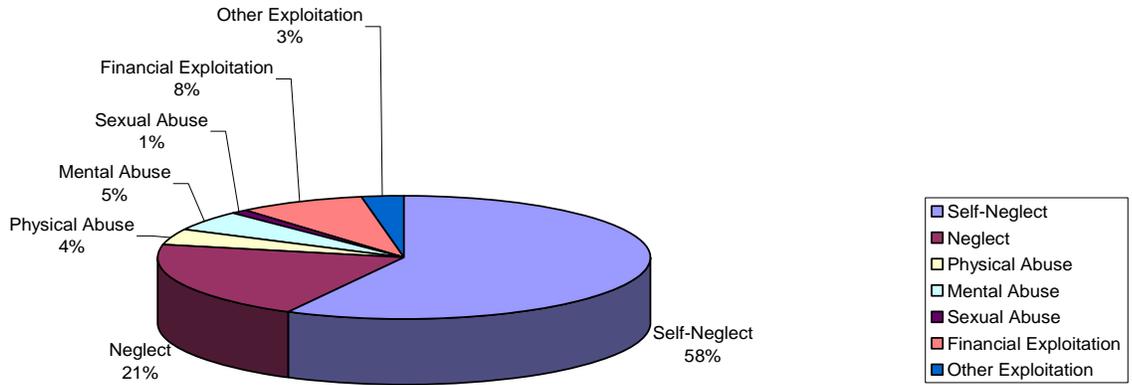


Table 11-SOURCE OF APS REPORTS

FY 2007 Report Sources ⁸	% of Reports
Relative	35%
Physician/Primary Physician/Physician Assistant	8%
Other	8%
Friend/Neighbor	6%
Social Worker	6%
Self	5%
ALF/Group Home Staff	3%
Nurse	3%
Nursing Home Administrator/NH staff	3%
Law Enforcement	3%
Home Health Provider	3%
Hospital staff	2%
CSB Staff	2%
Mental Health Provider/psychologist/counselor	1%
EMS Personnel/Fire Department	1%
Agency Provider-Home Based Care/EDCD/Personal Care Provider	1%
Departments of Social Services staff (including Licensing Program Staff)	1%
Other Healthcare professionals/PT/OT/RT/CNA	1%
Guardian/Conservator	1%
Area Agency on Aging staff	1%
DMHMRSAS staff	<1%
Financial Institution	<1%
Long-term Care Ombudsmen	<1%
Attorney	<1%
Transportation Provider ⁹	<1%
Adult Day Care staff	<1%
Clergy/Church	<1%
Hospice	<1%
Health Department staff/Public Health Nurse	<1%
Adult Foster Care Provider	<1%

⁸ Highlighted groups and individuals are mandated reporters.

⁹ Mandated reporter if employed by service organizations or receiving Medicaid reimbursement.

Table 12-FY 2007 APS HOTLINE REPORTS

FY 2007: Monthly APS Hotline Reports

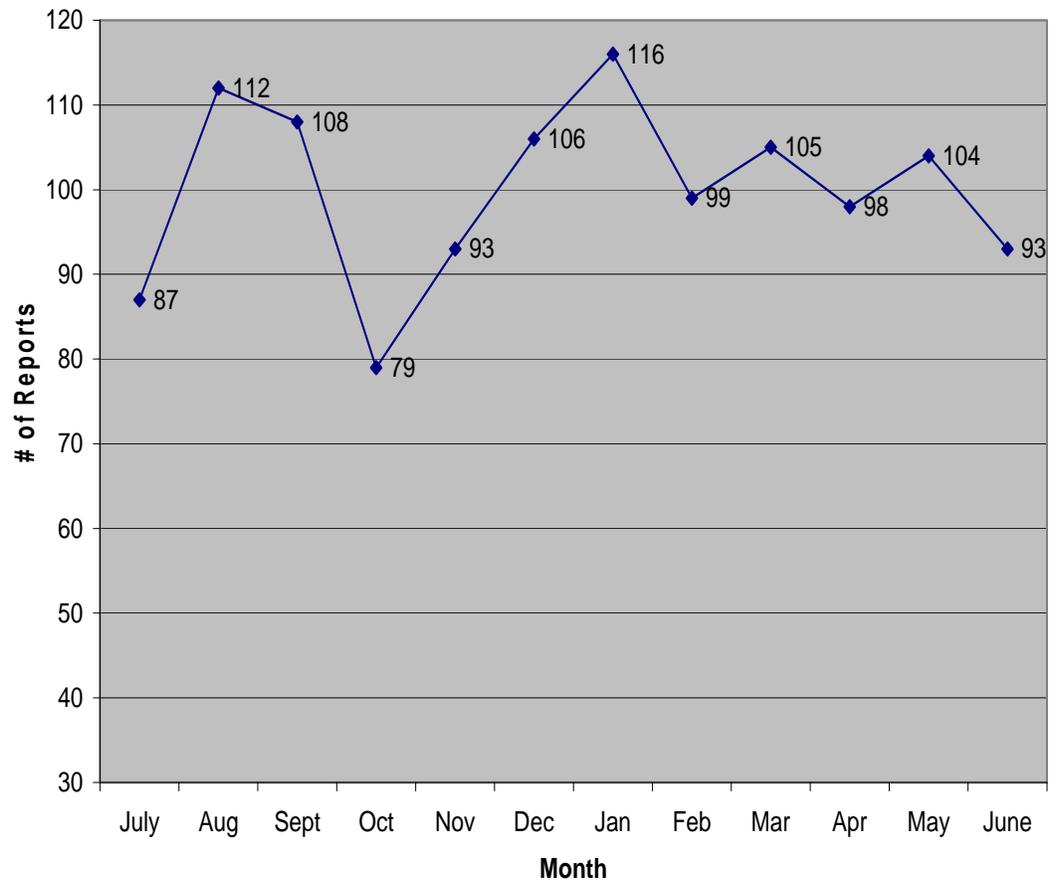


Table 13-APS HOTLINE MONTHLY TOTALS

MONTH	# OF REPORTS RECEIVED
JULY	87
AUGUST	112
SEPTEMBER	108
OCTOBER	79
NOVEMBER	93
DECEMBER	106
JANUARY	116
FEBRUARY	99
MARCH	105
APRIL	98
MAY	104
JUNE	93
TOTAL	1200

FY 2007 Facts about Adult Protective Services in Virginia

- Local departments of social services received a total of **13,515** reports of adult abuse, neglect, or exploitation.
- More reports of abuse, neglect or exploitation were received from relatives than any other type of reporter.
- **65%** of investigated reports were substantiated.
- **68%** of report subjects were adults age 60 years or older; **32%** were incapacitated adults ages 18-59.
- **1,259** adults found to be in need of protective services exercised their statutory right to refuse services.
- Self-neglect was substantiated in **54%** of the cases and neglect was substantiated in **21%**.
- Over half (**62%**) of the APS reports received alleged abuse, neglect or exploitation in the adult's own home or apartment.
- **10%** of APS reports received alleged abuse, neglect or exploitation in nursing facilities.
- **6%** of APS reports received alleged abuse, neglect or exploitation in assisted living facilities.
- Local departments of social services filed **302** petitions for guardianship, **24** emergency orders, **90** commitments to state or private hospitals, **30** protective orders, **7** orders for medical services, and **7** orders to enjoin interference.
- **3,369** annual reports by guardians were filed with local departments of social services.
- **24** adults were reported to need a guardian or conservator but these were not available.

VIRGINIA CAREGIVERS GRANT PROGRAM

A recent study by the National Alliance for Caregiving found that “the out-of-pocket costs of caring for an aging parent or spouse averages about \$5,500 a year.” These caregivers “provide not only ‘hands-on’ care but often reach into their own pockets to pay for many other expenses of care recipients” such as medical co-payments, household expenses and transportation. (New York Times, November 19, 2007, *Study Finds Higher Costs for Caregivers of Elderly*).

A 2004 review of national caregiver statistics, ranked Virginia twelfth in the number of caregivers, with over 700,000 caregivers providing assistance valued at nearly eight million dollars. (National Family Caregivers Association and Family Caregiver Alliance (2006)).

The 1999 Virginia General Assembly established the Virginia Caregivers Grant Program to recognize the contributions of caregivers who regularly provide unreimbursed care to a needy relative Code of Virginia, (§§63.2-2200 through 2204). The program provides for an annual grant up to \$500 for individuals who care for a relative who has a mental or physical impairment.

Application packages containing a program brochure, eligibility information, the application form, and a copy of the Caregivers Grant law are available after January 1 of each year. They are available at local departments of social services, local area agencies on aging, local community services boards, on the DSS website, www.dss.virginia.gov, or by calling the 24-hour toll-free Caregiver Hotline at 1-877-648-2817.

PROGRAM REQUIREMENTS

The Adult Services Program of the Virginia Department of Social Services administers the Caregivers Grant Program. Applications are accepted from February 1 through May 1 of each year, and the grants are awarded before December 31 of that year, if funds are available. The awarding of any grant is dependent upon the appropriation of funds by the General Assembly. Appropriated funds are divided equally among eligible applicants. Eligibility decisions are final and not open to appeal.

Eligibility

Both the caregiver and the relative who is receiving care must meet the following eligibility requirements:

The Caregiver Must:

1. Provide unreimbursed care for a relative who has a mental or physical impairment;

2. Have an annual Virginia adjusted gross income of not more than \$50,000;
3. Provide care to the relative for more than half the calendar year; and
4. Reside in the Commonwealth of Virginia.

The Relative Receiving Care Must:

1. Require assistance with **two** or more activities of daily living (ADLs) as defined in the *Virginia Uniform Assessment Instrument User's Manual*, revised July 2005. These ADLs include:
 - Bathing
 - Dressing
 - Toileting
 - Eating/Feeding
 - Bladder Continence
 - Bowel Continence
 - Transferring
2. Require assistance for at least half the calendar year:
3. Not be receiving Medicaid-reimbursed long-term care services except on a periodic or temporary basis; and
4. Reside in the Commonwealth of Virginia

A physician must certify that the relative receiving care meets these criteria. The relative and the caregiver must be related by blood, marriage, or adoption.

FY 2007 ACTIVITY

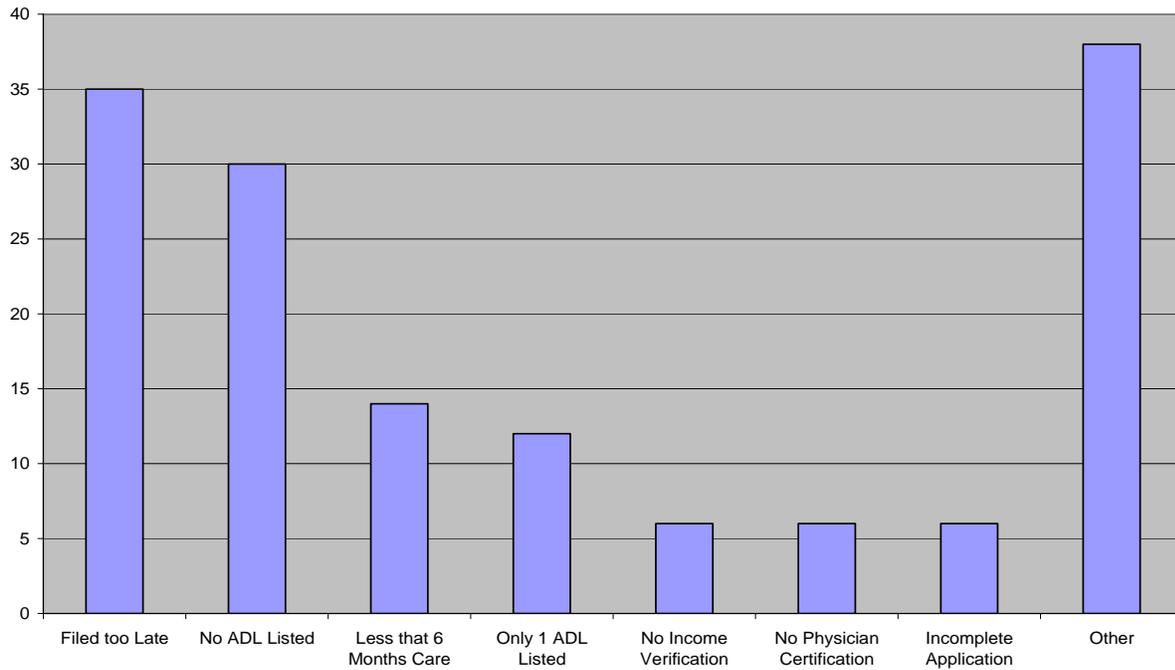
In FY 2007, 1,393 applications were received. 1,246 applications were approved and each approved applicant received a check for \$500. 147 applications were denied.

Reasons for denial included:

- ◆ Filed too late (35)
- ◆ No ADLs listed (30)
- ◆ Less than 6 months of care provided during calendar year (14)
- ◆ Only 1 ADL listed (12)
- ◆ No income verification (6)
- ◆ No physician certification (6)
- ◆ Incomplete application (6)
- ◆ Other (includes: old application submitted , photocopied signatures on application, caregiver over income, and recipient receiving Medicaid reimbursed care) (38)

Table 14-REASON FOR APPLICATION DENIAL

FY 2007 Caregivers Grant: Reasons for Application Denial



Of the 1,246 approved applications, nearly half of the caregivers were between the ages of 50 and 69. Fifty-nine caregivers were 80 years of age or older. Over half of the recipients of care were between the ages of 70 and 110. However, nearly 200 recipients of care were under age 30. Tables 15 and 16 provide more information on the age distribution of the caregivers and recipients of care.

Table 15-AGE DISTRIBUTION OF CAREGIVERS AND CARE RECIPIENT

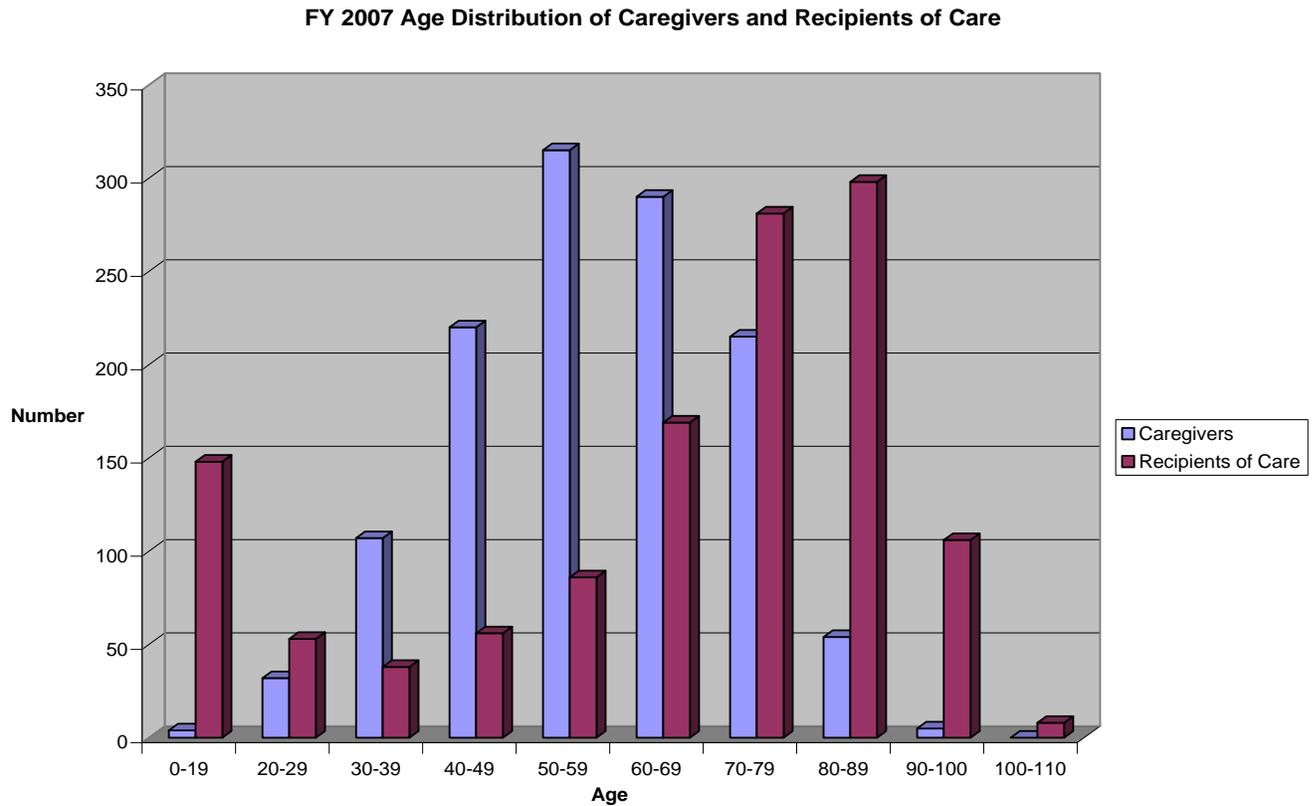


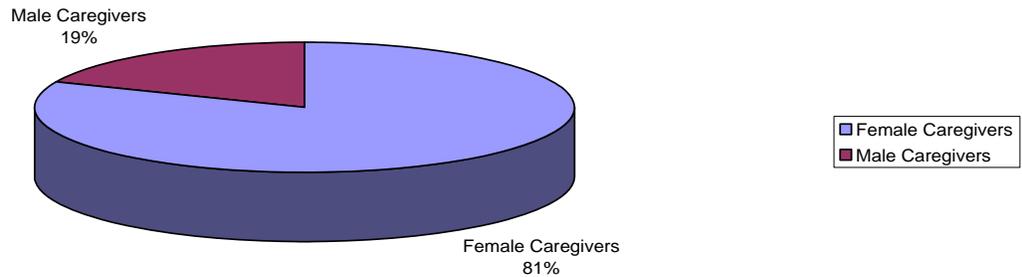
Table 16-AGE OF CAREGIVER AND CARE RECIPIENT

Caregiver									
Age	< 19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
# of people	4	32	107	220	315	290	215	54	5
%	<1%	3%	9%	18%	25%	23%	17%	4%	<1%

Recipient									
Age	< 19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
# of people	148	53	38	56	86	169	281	298	114
%	12%	4%	3%	5%	7%	14%	23%	24%	9%

Table 17-RATIO OF FEMALE TO MALE CAREGIVERS

Ratio of Female to Male Caregivers



Thirty-four percent of caregivers indentified as the adult child of a parent who needed care. Spouses were 31% of the caregivers.

Table 18-RELATIONSHIP OF CAREGIVER TO CARE RECIPIENT

Caregiver Relationship	%
Adult Child	34%
Spouse	31%
Parent	21%
Sibling	5%
Other relative	4%
Grandchild	2%
Grandparent	2%

In order to be approved for the Caregivers Grant, a physician must certify on the application that the recipient of care needs assistance with two or more ADLs. Some recipients of care needed assistance with more than two ADLs as demonstrated in Table 19.

Table 19-PROFILE OF RECIPIENTS' CARE NEEDS

ADL	#
Bathing	1,194
Dressing	1,137
Transferring	910
Toileting	855
Eating	834
Bladder Continence	675
Bowel Continence	590
Total ADLS	6,195

AUXILIARY GRANT PROGRAM

An Auxiliary Grant (AG) is a supplement to income for recipients of Supplemental Security Income (SSI) and certain other aged, blind, or disabled individuals residing in an assisted living facility or an adult foster care home. This assistance is available from local departments of social services to ensure that recipients are able to maintain a standard of living that meets a basic level of need. It is funded with 80 percent state money and 20 percent local money and is administered by the Virginia Department of Social Services. The maximum rate is determined by the Virginia General Assembly and is adjusted periodically.

The AG program is specifically for individuals who reside in assisted living facilities (ALF) licensed by the Virginia Department of Social Services, Division of Licensing Programs, or in adult foster care (AFC) homes approved by the local department of social services. Not all assisted living facilities accept the Auxiliary Grant. On July 1, 2006, there were 32,446 licensed ALF beds in Virginia. There were 596 licensed ALFs.

There are two levels of care provided in ALFs, residential and assisted living. Individuals meeting the residential level of care require minimal assistance with activities of daily living such as bathing, dressing, eating, transferring, toileting, and bowel and bladder continence, or need assistance with medication management. Individuals who need the assisted living level of care require assistance with more activities of daily living or are dependent in behavior.

How is eligibility determined?

To receive assistance from the AG program, an individual must file an application with and have his eligibility determined by the local department of social services in the locality where the individual resides. Residence for AG eligibility is determined by the city or county within Virginia where the person last lived outside of an institution or adult foster care home. Any records or statements can be used to determine residency. If residency cannot be determined or the individual is from out-of-state, residency is where the individual is living at the time of application.

To be eligible for AG in Virginia, an individual must meet all of the following:

- ◆ Be 65 or over, or be blind, or be disabled;
- ◆ Reside in a licensed assisted living facility or approved adult foster care home;
- ◆ Be a citizen of the United States or an alien who meets specified criteria;
- ◆ Have countable income less than the total of the AG rate approved for the assisted living facility plus the personal needs allowance;
- ◆ Have non-exempted resources less than \$2,000 for one person or \$3,000 for a couple* and;

- ◆ Have been assessed and determined to need assisted living facility care or adult foster care placement.

**These figures are current, but are subject to change. Contact the eligibility division of your local department of social services for current information.*

The local department of social services pays AG benefits when recipient eligibility has been established. Checks are mailed directly to the recipient or a payee who pays the assisted living facility or adult foster care provider for services provided.

What is covered under the Auxiliary Grant?

Room and Board:

- ◆ Provision of a furnished room in a facility that meets applicable building and fire safety codes;
- ◆ Housekeeping services based on the needs of the resident;
- ◆ Meals and snacks, including extra portions and special diets;
- ◆ Clean bed linens and towels as needed by the resident provided at least once a week.

Maintenance and Care:

- ◆ Minimal assistance with personal hygiene including bathing, dressing, oral hygiene, hair grooming and shampooing, care of clothing, shaving, care of toenails and fingernails, arranging for haircuts as needed, and care of needs associated with menstruation or occasional bladder or bowel incontinence;
- ◆ Medication administration as required by licensing regulations including insulin injections;
- ◆ Provision of generic personal toiletries including soap and toilet paper;
- ◆ Minimal assistance with the following: care of personal possessions, care of personal funds if requested by the recipient and residence policy allows it, use of telephone, arranging transportation, obtaining necessary personal items and clothing, making and keeping appointments, and correspondence;
- ◆ Securing health care and transportation when needed for medical treatment;
- ◆ Providing social and recreational activities as required by licensing regulations;
- ◆ General supervision for safety.

For more information

To apply for an Auxiliary Grant and to obtain current payment levels, please contact the local department of social services in the city or county where the individual lives.

An assisted living facility provider interested in participating in the Auxiliary Grant (AG) program should contact the Virginia Department of Social Services Division of Licensing Programs, at 7 North Eighth Street, Richmond, VA 23219-1849 (telephone 804-726-7143) or one of the regional licensing offices. Addresses and phone numbers of regional licensing offices may be found at

<http://www.dss.virginia.gov/division/license/district.html>.

Table 20-AUXILIARY GRANT RATES

AUXILIARY GRANT RATES 2003-2007								
	1/03	7/03	1/04	10/04	1/05	7/05	1/06	1/07
ALF Rate	\$841	\$854	\$866	\$894	\$909	\$944	\$982	\$1,048
AFC Rate	\$581	\$854	\$866	\$894	\$909	\$944	\$982	\$1,048
Planning District 8*	\$966	\$982	\$996	\$1028	\$1045	\$1086	\$1,129	\$1,205

ALF = Assisted Living Facility; AFC = Adult Foster Care

*Planning District 8 includes Arlington, Alexandria, Fairfax City and County, Falls Church, Loudoun County, Prince William County, Manassas City and Manassas Park.

Table 21-AUXILIARY GRANT EXPENDITURES AND MONTHLY CASE COUNT

FY 2007 Auxiliary Grant Expenditures and Monthly Case Count		
	Adult Foster Care	Assisted Living Facility
Average Monthly Caseload (Aged)	3	2,241
Average Monthly Caseload (Blind)	0	11
Average Monthly Caseload (Disabled)	8	3,233
Average Monthly Caseload (Total)	11	5,485
State	\$44,648	\$22,896,781
Local	\$11,162	\$5,724,194
Local-Non Reimbursable	\$0	\$37,112
Total Expenditures	\$55,810	\$28,658,087

Appendices

APPENDIX A: ADULT SERVICES FY 2006 PROGRAM REPORT TABLES AND CHARTS¹⁰

FY 2006 Open Reports									
APS	APS- Home Based Care	APS Investigation	AS	AS- Home Based Care	AS- Intensive Services	AS- Intensive Services- Home Based Care	ALF Reassessment	Guardian Report	Total
5,380	207	7,582	12,139	3,529	2,547	759	1,704	2,429	36,276

FY 2006 Average Monthly Caseload	
Case Type	Average Monthly Caseload
APS	1,997
APS-Home Based Care	147
APS Investigation	1,770
AS	4,823
AS-Home Based Care	2,429
AS-Intensive Services	939
AS- Intensive Services Home Based Care	453
ALF Reassessment	838
Guardian Report	1,674
All Case Types	15,070

¹⁰ FY 2006 data source: 1st quarter (VACIS).2nd, 3rd, 4th quarters (ASAPS)

Adults Receiving Home-Based Services FY 2002-2006					
	FY 02	FY 03	FY 04	FY 05	FY 06
# Receiving Companion & Chore services	5,437	5,247	5,361	5,716	5,661
# Receiving Homemaker services	124	144	416	82	175
TOTAL # OF ADULTS	5,597	5,391	5,777	5,798	5,836

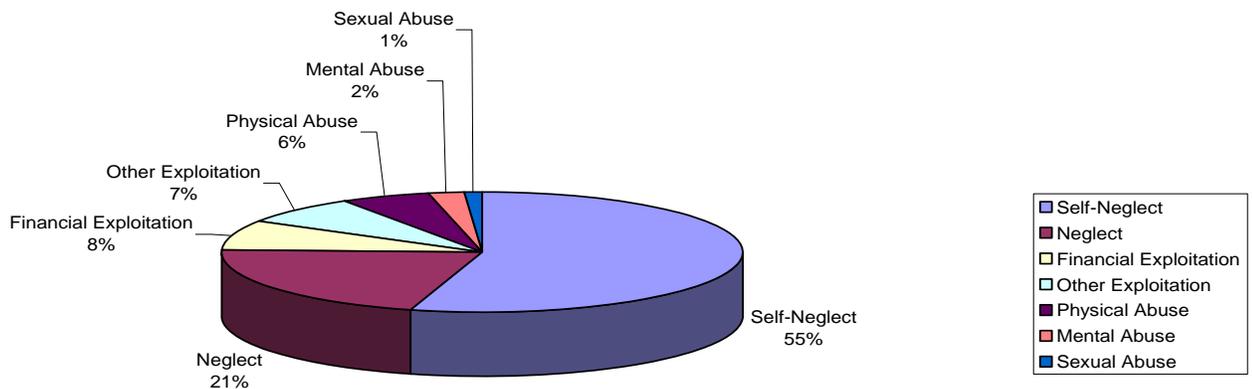
FY 2006 Purchased Adult Services Expenditures					
Services	Federal	Local	Non-reimbursed Local	Total Expenditures	% of Total Expenditures
Companion & Chore	\$7,195,221	\$1,798,806	\$1,995,811	\$10,989,838	73%
Homemaker	\$1,089,481	\$272,370	\$1,562,272	\$2,924,123	19%
Adult Day Services	\$130,319	\$32,579	\$1,264	\$164,162	1%
APS (admin)	\$633,800	\$158,450	\$8,770	\$801,020	5%
Other	\$190,569	\$47,642	\$23,728	\$261,939	2%
Total	\$9,239,390	\$2,309,847	\$3,591,845	\$15,141,082	100%

THREE YEAR REVIEW OF APS REPORTS			
	2004	2005	2006
Total Reports	11,821	12,202	13,834
Reports Investigated	11,116	11,460	11,467
Total Reports Substantiated	7,152	7,454	7,228
Percent of Reports Substantiated	64%	65%	63%
Dispositions of Investigated Reports			
Needs and Accepts Services	4,325	4,325	4,255
Needs and Refuses Services	1,083	1,064	1,118
Need No Longer Exists	1,744	2,065	1,855
Unfounded	3,964	4,006	4,239
Investigations Pending	705	742	1,836
Invalid	na	na	531

FY 2006 APS REPORTS: Demographics of Report Subject		%
TOTAL REPORTS		13,834
AGE	60 years or older	69%
	18-59 years	31%
SEX	Female	63%
	Male	36%
	Unknown	1%
RACE	White	69%
	African American	25%
	Unknown/Unspecified	5%
	Asian	1%
	Other	<1%
	American Indian	<1%
	Hispanic	<1%
	Alaskan Native	<1%
LIVING ARRANGEMENT AT TIME OF REPORT	Own House	48%
	Other's House or Apt	11%
	Nursing Facility	10%
	Unspecified/Other	7%
	With spouse/relative	6%
	Assisted Living Facility	6%
	Alone	5%
	DMHMRSAS Facilities	3%
	Homeless	1%
	Shelter	1%
	Adult Foster Care	<1%
	Jail	<1%

Abuse Type—FY 2006 Statewide Substantiated Reports ¹¹		#
Self-Neglect		4,161
Neglect		1,611
Financial Exploitation		616
Physical Abuse		560
Mental Abuse		431
Other Exploitation		173
Sexual Abuse		80
Total		7,632

Types of Abuse FY 2006 Substantiated Reports



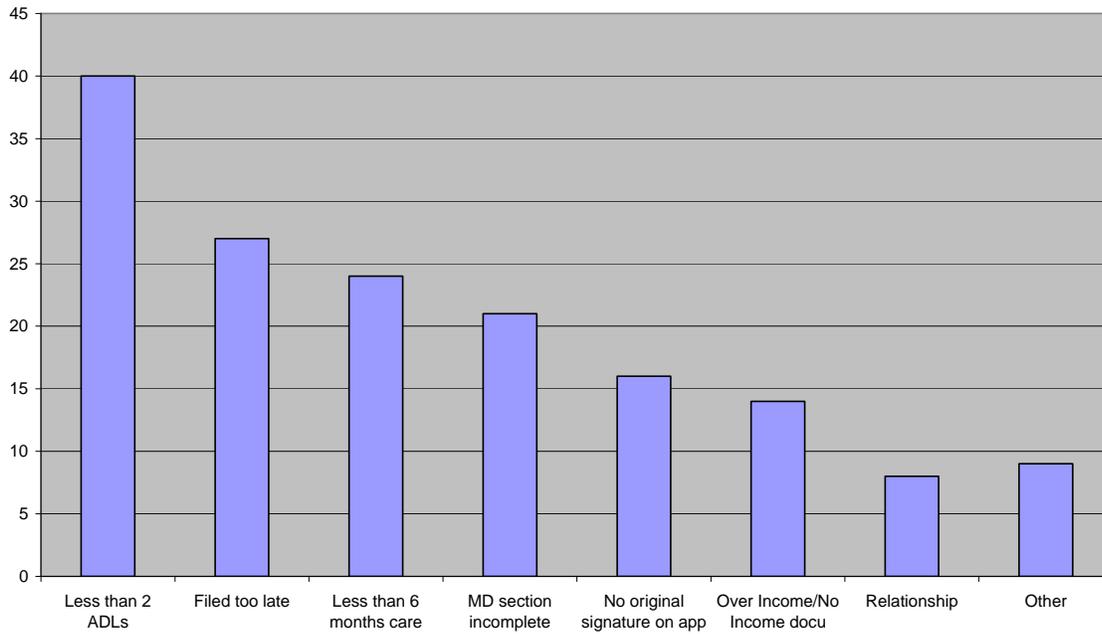
¹¹ Cases may contain more than 1 type of abuse

Source of APS Reports ¹²	# of Reports
Relative	2,118
Anonymous/Unknown	1,478
Other	1,212
Social Worker	1,023
Friends/Neighbors	814
Physicians/Nurses	768
Hospital /Clinic Staff	693
Nursing Home Administrator/Staff	650
Law Enforcement	599
Home Health	582
Self	520
ALF/Group Home Staff	295
CSB Staff	277
DMHMRSAS Staff	251
EMT/Fire Department	247
Mental Health Provider/Psychologist/Counselor	214
Area Agency on Aging/VDA staff	191
Companion /EDCD/Personal Care Providers	173
Departments of Social Services (including Licensing Program Staff)	156
Other Healthcare professionals/PT/OT/RT/CNA	62
Health Departments/Public Health Nurses	50
Financial Institution	49
Hospice	42
Adult Day Care	39
Attorney	33
Long-term Care Ombudsmen	27
Clergy/Church	26
Guardian/Conservator	22
Transportation Provider ¹³	10
Adult Foster Care Provider	2

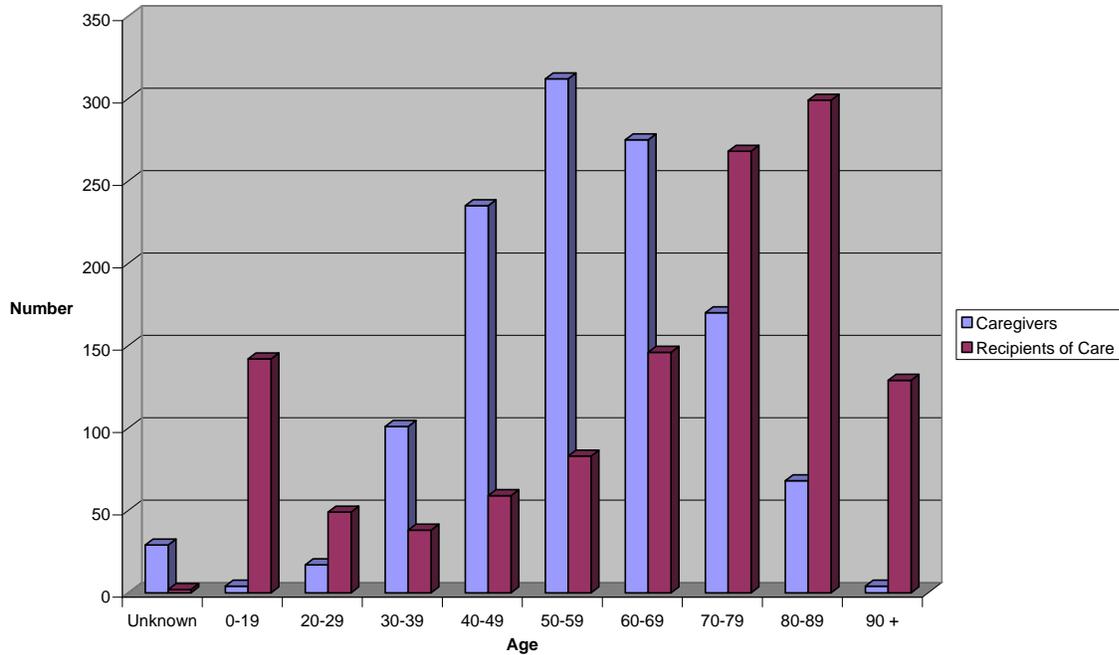
¹² Highlighted groups and individuals are mandated reporters

¹³ Mandated to report if employed by service organization or receiving Medicaid reimbursement

**2006 Caregivers Grant:
Reason for Application Denial**



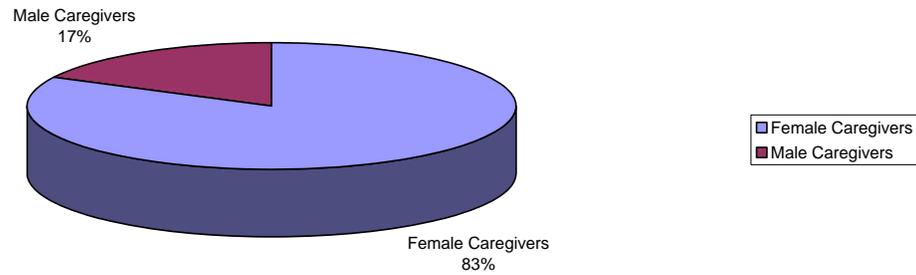
2006 Caregivers Grant: Age Distribution of Caregivers and Recipients of Care



2006 CAREGIVERS GRANT: AGE OF CAREGIVER										
Age	Unknown	< 19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
# of people	29	4	17	101	235	312	275	170	68	4
%	2%	<1%	1%	8%	19%	26%	23%	14%	6%	<1%

2006 CAREGIVERS GRANT: AGE OF RECIPIENT										
Age	Unknown	< 19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
# of people	2	142	49	38	59	83	146	268	299	129
%	<1%	12%	4%	3%	5%	7%	12%	22%	25%	11%

FY 2006: Ratio of Female to Male Caregivers



2006 Caregiver Grant: Caregiver Relationship	%
Adult Child	37%
Spouse	28%
Parent	21%
Sibling	5%
Other relative	4%
Grandchild	3%
Grandparent	2%

2006 Caregivers Grant: Care Recipient ADLs	#
Bathing	1,165
Dressing	1,239
Toileting	1,033
Eating	877
Transferring	586
Bladder Continence	560
Bowel Continence	393
Total ADLS	5,853

2006 Auxiliary Grant Expenditures and Monthly Case Count				
Average Monthly Cases	State	Local	Local Non-Reimbursable	Total
5,961	\$21,829,491	\$5,457,373	\$135,479	\$27,422,342

APPENDIX B: ADULT SERVICES CODE CITATIONS

VIRGINIA DEPARTMENT OF SOCIAL SERVICES ADULT SERVICES CODE CITATIONS as of 7/07

Citation in **bold** denote new citations or citation amended by the 2007 Session of the General Assembly).

ALL DEPARTMENT PROGRAMS

63.2-100	Social Services Definitions.
63.2-101	Allowing access to records and information for public assistance programs; penalty.
63.2-104	Confidential records and information concerning social services; penalty.
63.2-104.1	Confidentiality of records of persons receiving domestic and sexual violence services.
63.2-219	Establishment of entrance and performance standards for Social Workers.
63.2-318	Payment of legal fees and expenses for certain local department employees.
2.2-3700	Virginia Freedom of Information Act.
2.2-3800	Government Data Collection and Dissemination Practices Act [formally the Privacy Protection Act].
2.2-3806	Rights of Data Subjects.
54.1-3700	Social work definitions for licensure.

ADULT SERVICES

63.2-800	Auxiliary Grants (AG); administration of program.
63.2-1600	Home-based services.
63.2-1601	Authority to provide adult foster home services.
63.2-1601.1	Criminal history check for agency approved providers of services to adults.
63.2-1602	Other adult services.
63.2-1602.1	Appeal to Commissioner regarding home-based and adult foster care services.
63.2-1612	Responsibilities of Department: domestic violence prevention and services.
63.2-1804	Uniform Assessment Instrument (UAI).

63.2-2200	Definitions for Caregiver grants.
63.2-2201	Caregivers Grant.
19.2-389	Dissemination of criminal history record information.
32.1-330	Preadmission screening required.
37.2-504	Community services board; local government departments; powers and duties.
37.2-505	Coordination of services for preadmission screening and discharge planning.
37.2-605	Behavioral health authorities; powers and duties.
37.2-837	Discharge from state hospitals or training centers, conditional release, and trial or home visits for consumers.
37.2-838	Discharge of persons from a licensed hospital.
37.2-843	Providing drugs or medicines for certain persons discharged from state facilities.

ADULT PROTECTIVE SERVICES

63.2-1603	Protection of aged or incapacitated adults; definitions.
63.2-1604	Establishment of Adult Protective Services Unit: powers and duties.
63.2-1605	Protective services for adults by local departments.
63.2-1606	Protection of aged or incapacitated adults; mandated and voluntary reporting; penalty for failure to report.
63.2-1607	[Repealed]
63.2-1608	Involuntary adult protective services.
63.2-1609	Emergency order for adult protective services.
63.2-1610	Voluntary adult protective services.
18.2-67.10	Definition of Sexual abuse used in 63.2-1606.
18.2-369	Abuse and exploitation of incapacitated adults - criminal penalty.
18.2-386.1	Unlawful filming, videotaping or photographing of another; penalty [Code cite used in 63.2-1605].
32.1-111.5.	Certification and recertification of emergency medical services personnel. [Code cite used in 63.2-1606].
32.1-127.1:03	Patient Health Records Privacy. (Release to APS)
37.2-427	Mistreatment of consumers in hospital or training center.
37.2-1018	Discovery of information and records regarding actions of certain agents and attorneys-in-fact
2.2-3705(3)	Exclusions from FOIA. (APS records)
52-34.4	Virginia Senior Alert program.
54.1-2400.1.	Mental health service providers; duty to protect third parties; immunity. [Code cite used in 63.2-1606]
54.1-2503.	Boards within Department (of Health Professions) [Code cite used in 63.2-1606]
54.1-2966.1	Physician report disabilities of driver.

46.2-322 Examination of licensee believed incompetent (non-disclosure of reporter identity if relative or physician).

NURSING HOMES

32.1-123 Definitions (of Nursing Homes (NH)). [Code cite used in 63.2-1606]

32.1-126.01 Employment for compensation of persons convicted of certain offenses prohibited; criminal records check required; suspension or revocation of license.

32.1-127 Regulations (requires APS reporting training for NH staff) (sex offender registry-automatic notification).

32.1-138 Rights and responsibilities of residents in a Nursing Home (sex offender check at admission).

32.1-138.1 Implementation of transfer and discharge policies (NHs)

32.1-138.2 Certain contracts and provisions prohibited. (Medicare & Medicaid).

32.1-138.3 Third party guarantor prohibition.

32.1-138.4 Retaliation or discrimination against complainants. (NHs)

32.1-138.5 Confidentiality of complainant's identity. (NHs)

ASSISTED LIVING FACILITIES

63.2-1729 Confidentiality of complainant's identity. (ALFs)

63.2-1730 Retaliation or discrimination against complainants. (ALFs)

63.2-1731 Retaliation against reports of child or adult abuse or neglect.

63.2-1732 Regulations for ALF (sex offender registry automatic notification).

63.2-1800 Licensure requirements.

63.2-1801 Access to ALFs by Community Service Boards.

63.2-1802 Safe, secure environments for residents with serious cognitive impairments.

63.2-1803 Staffing of ALFs (disclosure of staffing, services provided & hours).

63.2-1805 Admissions & Discharges (**sex offender registry check at admission**).

63.2-1806 Hospice care (in ALF).

63.2-1808 Rights and responsibilities of residents in Assisted Living Facilities (how to access the sex offender registry).

HEALTH CARE DECISIONS

54.1-2981 Short title.

54.1-2982 Definitions.

54.1-2983 Procedure for making advance directive; notice to physician.

54.1-2984 Suggested form of written advance directive.

54.1-2985 Revocation of an advance directive.

54.1-2986	Procedure in absence of an advance directive; no presumption; persons who may authorize treatment for patients incapable of informed decisions; applicability restricted to non-protesting patients.
54.1-2987	Transfer of patient by physician who refuses to comply with an
54.1-2987.1	Durable Do Not Resuscitate Orders.
54.1-2988	Immunity from liability; burden of proof; presumption.
54.1-2989	Willful destruction, concealment, etc., of declaration or revocation; penalties.
54.1-2990	Medically unnecessary treatment not required; mercy killing or euthanasia prohibited.
54.1-2991	Effect of declaration; suicide; insurance; declarations executed prior to effective date.
54.1-2992	Preservation of existing rights.
54.1-2993	Reciprocity.

JUDICIAL AUTHORIZATION OF TREATMENT

37.2-1100	Definitions.
37.2-1101	Judicial authorization of treatment.
37.2-1102	Certain actions may not be authorized.
37.2-1103	Emergency custody orders for adult persons who are incapable of making an informed decision as a result of physical injury or illness.
37.2-1104	Temporary detention in hospital for testing, observation or treatment.
37.2-1105	Appeal from order.
37.2-1106	When health professional or licensed hospital not liable.
37.2-1107	Fees and expenses.
37.2-1108	Effect of chapter on other laws.

POWER OF ATTORNEY

11-9.1	Power of attorney not terminated by principal's disability.
11-9.2	Powers of attorney not revoked, prior to their termination date, until actual notice of death or disability.
11-9.4	Contingent powers of attorney.
11-9.5	Gifts under a POA.
11-9.6	Certain duties of attorneys-in-fact and agents empowered to act under 11-9.1 (Release of information at request of APS/others, also after death of grantor).

VOLUNTARY ADMISSION

37.2-805	Voluntary admission.
37.2-806	Judicial certification of eligibility for admission of persons with mental retardation.

INVOLUNTARY DETENTION / ADMISSION

37.2-431	Contriving or conspiring to maliciously obtain admission of person.
37.2-808	Emergency custody; issuance and execution of order.
37.2-809	Involuntary temporary detention; issuance and execution of order.
37.2-810	Transportation of person in the temporary detention process.
37.2-814	Commitment hearing for involuntary admission; written explanation; right to counsel; rights of petitioner.
37.2-815	Commitment hearing for involuntary admission; examination required.
37.2-816	Commitment hearing for involuntary admission; preadmission screening report.
37.2-817	Involuntary admission and outpatient treatment orders.
37.2-821	Appeal of involuntary admission or certification order.
37.2-825	Admission raises no presumption of legal incapacity.
37.2-829	Transportation of person in civil admission process.
37.2-1029	Department to be notified in certain cases.
37.2-400	Rights of consumers.
54.1-2970	Medical treatment for certain persons incompetent to give informed consent.

GUARDIANSHIP & CONSERVATORSHIP

37.2-1000	Definitions.
37.2-1001	Filing of petition; jurisdiction; instructions to be provided.
37.2-1002	Who may file petition; contents.
37.2-1003	Appointment of guardian ad litem.
37.2-1004	Notice of hearing; jurisdictional.
37.2-1005	Evaluation report.
37.2-1006	Counsel for respondent.
37.2-1007	Hearing on petition to appoint.
37.2-1009	Court order of appointment; limited guardianships and.
37.2-1010	Eligibility for public guardian or conservator.
37.2-1011	Qualification of guardian or conservator; clerk to record order and.
37.2-1012	Petition for restoration, modification or termination; effects.
37.2-1013	Standby guardianship or conservatorship for incapacitated persons.
37.2-1014	Clerk to index findings of incapacity or restoration; notice to.
37.2-1014	When no guardian or conservator appointed within one month of.
37.2-1016	Trustees for incapacitated ex-service persons and their beneficiaries.
37.2-1017	Payments from U.S. Department of Veterans Affairs.
19.2-159	Determination of indigency; guidelines; statement of indigence; appointment of counsel.

- 19.2-159.1 Interrogation by court.
- 19.2-160 Appointment of counsel: waiver of rights.
- 19.2-161 Penalty for false swearing with regard to statement of indigence.
- 19.2-163 Compensation of court-appointed counsel.

POWERS & DUTIES OF GUARDIANS / CONSERVATORS

- 37.2-1019 Taking of bond by clerk of court.
- 37.2-1020 Duties and powers of guardian.
- 37.2-1021 Annual reports by guardians.
- 37.2-1022 General duties and liabilities of conservator.
- 37.2-1023 Management powers and duties of conservator.**
- 37.2-1024 Estate planning.
- 37.2-1025 Taking possession of incapacitated person's estate and suits relative thereto; retaining for his own debt.
- 37.2-1026 Fiduciary to prosecute and defend.
- 37.2-1027 Surrender of incapacitated person's estate.
- 37.2-1028 Surrender of incapacitated person's estate not limited by provisions relating to expenses.
- 37.2-1029 Department to be notified in certain cases.
- 26-12. Inventories to be filed with commissioners.
- 26-12.1. Forms for inventories.
- 26-12.2. When inventory and settlement not required.
- 26-12.3. Waiver of inventory and settlement for certain estates.
- 26-13. Enforcing filing of such inventories.
- 26-17.4 Guardians, curators, committees, trustees under 37.1-134 and receivers under 55-44. (Reporting to the Commissioner of Accounts).
- 26-17.5 Personal representatives.
- 26-17.10 Miscellaneous (Other reporting requirements-SSA, SSI,VA).
- 26-18 Failure to make settlement; enforcement. Quarterly listing of delinquent accounts.
- 26-20 Exhibition of accounts when sum does not exceed certain amount (\$15,000).
- 26-20.1 Statement in lieu of settlement of accounts by personal representative or representatives in certain circumstances.
- 26-59 Nonresident fiduciary.
- 46.2-604. Contents of registration card and certificate; vehicle color data; notation of certain disabled owners.
- 46.2-731. Disabled parking license plates; owners of vehicles specially equipped and used to transport persons with disabilities; fees.

VIRGINIA PUBLIC GUARDIAN AND CONSERVATOR PROGRAM

- 2.2-711 Policy statement.
- 2.2-712 Powers and duties of the Department (Aging).
- 2.2.713 Minimum requirements for local programs; authority.

- 2.2-2411 Public Guardian and Conservator Advisory Board created; duties; membership; terms.
- 2.2-2412 Powers and duties of the Board.

DOMESTIC VIOLENCE SERVICES

- 63.2-1611 Policy of Commonwealth; Department designated agency to coordinate state efforts.
- 63.2-1613 Responsibilities of local departments.
- 16.1-228 Definitions for Domestic Violence.
- 16.1-241 Juvenile and domestic relations.
- 16.1-243 Venue.
- 16.1-253 Preliminary protective order.
- 16.1-253.1 Preliminary protective order in cases of family abuse.**
- 16.1-253.2 Violation of provisions of protective order.**
- 16.1-253.4 Emergency protective order authorized in certain cases**
- 16.1-260. Intake; petition; investigation.
- 16.1-279.1 Protective order in cases of family abuse.
- 17.1-272 Process and service fees generally (No fees for DV actions).
- 18.2-57.2 Assault and battery against family or household member.
- 18.2-57.3 Person charged with first offense of assault & battery against a family or household member.
- 18.2-60 Threats of death or bodily injury to a person or member of his family; threats to commit serious bodily harm to persons on school property; penalty.
- 18.2-60.3 Stalking; penalty.
- 18.2-60.4 Violation of stalking protective orders; penalty.
- 18.2-61 Criminal sexual assault - rape.
- 18.2-67.2:1 Marital sexual assault.
- 18.2-67.3. Aggravated sexual battery.
- 18.2-67.4 Sexual Battery.
- 19.2-81 Arrest without warrant authorized in certain cases.
- 19.2-81.3 Arrest without a warrant authorized in cases of assault and battery against a family or household member.

MEDICAID FRAUD

- 32.1-310 Declaration of purpose; authority to audit records.
- 32.1-312 Fraudulently obtaining excess or attempting to obtain excess benefits or payments.
- 32.1-317 Collecting excess payment for services; charging, soliciting, accepting or receiving certain consideration as precondition for admittance to facility or requirement for continued stay; penalty.
- 32.1-318 Knowing failure to deposit, transfer or maintain patient trust funds in separate account; penalty.

32.1-320	Duties of Attorney General; medical services providers audit and investigation unit.
32.1-321	Prosecution of cases.
OTHER	
2.2-109	Required appearances by officers.
2.2-110	Officers of Commonwealth and its institutions to make reports to Governor.
2.2-111	Suits, actions, etc., by Governor.
2.2-212	Position established, agencies for which responsible, additional powers (Secretary of Health and Human Resources – Coordinator of Long Term-Care Policy).
2.2-604.1	Designation of officials: Interest of senior citizens and adult with disabilities.
2.2-700	Department for the Aging.
2.2-704	Ombudsman Program.
2.2-716	Establishes Respite Care Grant Program.
2.2-5510	Strategic Plan (All depts. report on LTC).
6.1-70	Payment of balance of deceased person or person under disability to personal representative, committee, etc. (\$15,000)
6.1-71	Payment of small balance to distributees or other persons (\$15,000)
6.1-332.1	Limited access to safe deposit box.
9.1-914	Automatic notification of registration to certain entities (sex offender registry).
15.2-2291	Group homes of eight or fewer; single-family homes.
15.2-901	Locality may provide for removal or disposal of trash, cutting grass.
15.2-905.	Authority to restrict keeping of inoperable motor vehicles, etc., on residential or commercial property in certain localities; removal of such vehicles.
15.2-1512.4	Right of local employees to contact elected officials.
15.2-1718.1	Receipt of missing senior adult report.
17.1-266	Services rendered in Commonwealth cases (No Fees).
18.2-164	Unlawful use of, or injury to, telephone and telegraph lines: copying or obstructing messages; penalty.
32.1-125.4	Retaliation or discrimination against complainants (Hospitals).
32.1-125.5	Confidentiality of complainants identity (Hospitals).
32.1-283	Investigations of deaths (medical examiner).
32.1-288	Disposition of dead body; how expenses paid.
37.2-423	Office created; appointment of Inspector General for Mental Health, Mental Retardation and Substance Abuse Services.
46.2-731	Disabled parking license plates.
46.2-1207.	Certification of disposal (automobiles; reimbursement of locality by Commissioner.
51.5-39.1	Office of Protection and Advocacy.
55-248.9:1	Confidentiality of tenant records.

63.2-2004 Donations of Professional Services.
64.1-136.1 Funeral expenses.

**TITLE 63.2. of the Code of Virginia
(Social Services)**

Subtitle I: General Provisions Relating to Social Services

Chapter 1: General provisions
Chapter 2: State Social Services
Chapter 3: Local Social Services
Chapter 4: Funding of Public Assistance and Social Services

Subtitle II: Public Assistance

Chapter 5: General Provisions
Chapter 6: TANF
Chapter 7: Economic Employment Improvement Program for Disadvantaged Persons
Chapter 8: Other Grants of Public Assistance

Subtitle III: Social Services Programs

Chapter 9: Foster Care
Chapter 10: Interstate Compact on Placement of Children
Chapter 11: Implementation of Interstate Compact
Chapter 12: Adoption
Chapter 13: Adoption assistance for Children with Special Needs
Chapter 14: Uniform Act on adoption and Medical assistance
Chapter 15: Child abuse and Neglect
Chapter 16: Adult Services

Subtitle IV: Licensure

Chapter 17: Licensure and Registration Process
Chapter 18: Facilities and Programs

Subtitle V: Administrative Child Support

Chapter 19 Child support Enforcement

Subtitle VI: Grants Programs and Funds

Chapter 20: Neighborhood Assistance Act
Chapter 21: Family and Children's Trust fund
Chapter 22: Virginia Caregivers Grant Program

To search the Code of Virginia visit:

<http://leg1.state.va.us/000/src.htm>

APPENDIX C: SIGNS OF ADULT ABUSE, NEGLECT AND EXPLOITATION

Signs of Adult Abuse, Neglect, or Exploitation

Physical Signs

- Dehydration or malnutrition
- Broken bones or sprains
- Pain from touching
- Scratches, burns, bruises
- Soiled clothing or bed
- Unsafe or unsanitary housing

Psychological/Behavioral Signs

- Depression
- Lack of communication and talking
- Isolation or withdrawal
- Anxiety
- Anger
- Frequent change of healthcare professionals

Signs of Caregiver Abuse

- Forced isolation
- Lack of affection or care for the adult
- Communicates to others that adult is a burden
- Conflicting stories or accounts of details
- Prevents adult from speaking with others
- Prevents visitation from family and friends
- Inappropriate sexual relationship or language
- History of dysfunctional behavior, criminal behavior, or family violence

Signs of Financial Exploitation

- Missing personal belongings
- Suspicious signatures
- Adult has no knowledge of monthly income
- Frequent checks made out to “cash”
- Numerous unpaid bills
- Discrepancies in tax returns
- Large bank withdrawal
- Unusual bank activity
- A changed will or POA

To report adult abuse, neglect, or exploitation, please call your local department of social services or the 24-hour toll-free hotline at

1-888-832-3858.

APPENDIX D: ADULT SERVICES PROGRAM CONTACTS

Virginia Department of Social Services
7 North Eighth Street
Richmond, VA 23219
Telephone: 804-726-7533 FAX 804-726-7895

Adult Services Home Office Staff	
<p>Gail S. Nardi Adult Services/Adult Protective Services Program Manager ☎ 804-726-7537 gail.nardi@dss.virginia.gov</p>	<p>Venus Bryant Administrative Assistant ☎ 804-726-7533 venus.bryant@dss.virginia.gov</p>
<p>Paige McCleary Adult Services/Adult Protective Services Program Consultant ☎ 804-726-7536 paige.mccleary@dss.virginia.gov</p>	<p>Tishaun Harris-Ugworji Adult Services/Adult Protective Services Program Consultant ☎ 804-726-7560 tishaun.harrisugworji@dss.virginia.gov</p>

Adult Services Regional Staff	
<p>Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621 Carol.mccray@dss.virginia.gov</p>	<p>David Stasko 170 West Shirley Avenue, Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331 David.stasko@dss.virginia.gov</p>
<p>Bill Parcell 210 Church Avenue, S.W. Commonwealth of VA Building, Suite 100 Roanoke, VA 24011-1524 ☎ 540-857-6502 FAX: 540-857-7364 William.parcell@dss.virginia.gov</p>	<p>Barbara Jenkins 1604 Santa Rosa Road Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023 Barbara.jenkins@dss.virginia.gov</p>
<p>Eastern Regional Staff-vacant Pembroke Office Park, Pembroke IV, Suite 300 Virginia Beach, VA 23462</p>	

APPENDIX E: ADULT SERVICES AREA ASSIGNMENTS¹⁴

Central	Northern	Piedmont	Western
Barbara Jenkins 1604 Santa Rosa Road, Suite 130 Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023	David Stasko 170 West Shirley Avenue, Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331	Bill Parcell 210 Church Avenue, SW, Suite 100 Roanoke, VA 24011 ☎ 540-857-6502 FAX: 540-857-7364	Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621
Agencies	Agencies	Agencies	Agencies
Amelia (007) 14 Buckingham (029) 14 Caroline (033) 16 Charles City (036) 15 Chesterfield (041)/ Colonial Heights (570) 15 Cumberland (049) 14 Essex (057) 18 Fluvanna (065) 10 Goochland (075) 15 Hanover (085) 15 Henrico (087) 15 Hopewell (670) 19 King and Queen (097) 18 King William (101) 18 Lancaster (103) 17 Lunenburg (111) 14 Middlesex (119) 18 New Kent (127) 15 Northumberland (133) 17 Nottoway (135) 14 Petersburg (730) 19 Powhatan (145) 15 Prince Edward (147) 14 Richmond City (760) 15 Richmond County (159) 17 Westmoreland (193) 17 Brunswick (025) 13 Chesapeake (550) 23 Gloucester (073) 18 Isle of Wight (093)23 Norfolk (710) 23 Surry (181) 19	Alexandria (510) 8 Arlington (013) 8 Clarke (043) 7 Culpeper (047) 9 Fairfax (059)/Fairfax City (600)/Falls Church (610) 8 Fauquier (061) 9 Frederick (069) 7 Fredericksburg (630) 16 Greene (079) 10 Harrisonburg (660) 6/ Rockingham (165) King George (099) 16 Loudoun (107) 8 Louisa (109) 10 Madison (113) 9 Manassas City (683) 8 Manassas Park (685) 8 Orange (137) 9 Page (139) 7 Prince William (153) 8 Rappahannock (157) 9 Shenandoah (171) 7 Spotsylvania (177) 16 Stafford (179) 16 Warren (187) 7 Winchester (840) 7 Accomack (001) 22 Dinwiddie (053) 19 Mathews (115) 18 Newport News (700) 23 Southampton (175) 23 Virginia Beach (810) 23	Albemarle (003) 10 Alleghany005)/Covington (580) 5/ Clifton Forge (560) 5 Amherst (009) 11 Appomattox (011) 11 Bath (017) 6 Bedford (019)/Bedford City (515) 11 Botetourt (023) 5 Campbell (031) 11 Charlotte (037) 14 Charlottesville (540) 10 Craig (045) 5 Danville (590) 12 Franklin County (067) 12 Halifax (083)/South Boston (780) 13 Henry (089)/ Martinsville (690) 12 Highland (091) 6 Lynchburg (680) 11 Mecklenburg (117) 13 Nelson (125) 10 Pittsylvania (143) 12 Roanoke (770) 5 Roanoke Co. (161)/Salem (775) 5 Rockbridge (163)/Buena Vista (530)/ Lexington (678) 6 Shenandoah Valley (Staunton (790) Augusta (015)/ Waynesboro (820) 6 Greensville (081)/Emporia (595) 19 James City (095) 23 Prince George (149) 19 Williamsburg (830) 23 York (199)/Poquoson (735) 23	Bland (021) 3 Bristol (520) 3 Buchanan (027) 2 Carroll (035) 3 Dickenson (051) 2 Floyd (063) 4 Galax (640) 3 Giles (071) 4 Grayson (077) 3 Lee (105) 1 Montgomery (121) 4 Norton (720) 1 Patrick (141) 12 Pulaski (155) 4 Radford (750) 4 Russell (167) 2 Scott (169) 1 Smyth (173) 3 Tazewell (185) 2 Washington (191) 3 Wise (195) 1 Wythe (197) 3 Northampton (131) 22 Franklin City (620) 23 Hampton (650) 23 Portsmouth (740) 23 Suffolk (800) 23 Sussex (183) 19

¹⁴ Agencies in bold have been temporarily redistributed from the Eastern Region to the regional specialists in the four other regions. The number in parenthesis following the locality name is the FIPS code. The number following the FIPS code is the Planning District.

APPENDIX F: STATE AGENCY WEBSITES

Virginia Department of Social Services www.dss.virginia.gov

Virginia Department for the Aging www.vda.virginia.gov

Virginia Department of Health www.vdh.virginia.gov

Virginia Department of Medical Assistance Services (Medicaid)
www.dmas.virginia.gov

Virginia Department of Mental Health, Mental Retardation and
Substance Abuse Services www.dmhmrsas.virginia.gov

Virginia Department of Rehabilitative Services www.vadrs.org

Virginia Board for People with Disabilities www.vaboard.org

Office of the State Long-term Care Ombudsman
www.vaaaaa.org/LTCOP/index.html

Virginia Institute for Social Services Training Activities (VISSTA)
✓ To check course availability and register online for VISSTA
courses, log onto www.vcu.edu/vissta

APPENDIX G: LOCAL DEPARTMENTS OF SOCIAL SERVICES

ADULT SERVICES (AS) and ADULT PROTECTIVE SERVICES (APS)

ACCOMACK DSS

WAYMAN F. TRENT, SW SUPERVISOR
22554 CENTER PARKWAY
PO BOX 210
ACCOMACK, VA 23301
757-787-1530; FAX 757-787-9303

ALBEMARLE DSS

SUE DWOSKIN, AS SUPERVISOR
1600 FIFTH STREET, SUITE A
CHARLOTTESVILLE, VA 22902
434-972-4010; FAX 434-972-4080
http://www.albemarle.org/department.asp?section_id=1827&department=soc_services.

ALLEGHANY/COVINGTON /CLIFTON FORGE DSS

KAY P. WRENN, SW SUPERVISOR
110 ROSEDALE AVENUE, SUITE B
COVINGTON, VA 24426
540-965-1780; FAX: 540-965-1787
VOICE-MAIL 540-969-4223
http://www.co.alleghany.va.us/social_services.htm

AMELIA DSS

SONDRA HICKS, SW SUPERVISOR
16360 DUNN STREET, SUITE 201
PO BOX 136
AMELIA, VA 23002
804-561-2681; FAX: 804-561-6040

AMHERST DSS

RICHARD GROFF, SW SUPERVISOR
224 SECOND STREET
PO BOX 414
AMHERST, VA 24521
434-946-9330; FAX 434-946-9319

APPOMATTOX DSS

SUSAN HUNTER, SW SUPERVISOR
318 COURT STREET
PO BOX 549
APPOMATTOX, VA 24522
434-352-7125; FAX: 434-352-0064

ARLINGTON DEPT OF HUMAN SVS

KAREN HANNIGAN, SW SUPERVISOR
3033 WILSON BLVD., SUITE 600A
ARLINGTON, VA 22201
703-228-1550; FAX 703-228-1122
<http://www.arlingtonva.us/Departments/HumanServices/HumanServicesMain.aspx>

BATH DSS

JASON MILLER, AS/APS WORKER
COURTHOUSE GROUND FLOOR
PO BOX 7
WARM SPRINGS, VA 24484
540-839-7271; FAX 540-839-7278
<http://www.bathcountyva.org/services.htm>.

BEDFORD DSS

ROBIN ZIMMERMAN, SW SUPERVISOR
119 EAST MAIN STREET
BURKS-SCOTT BUILDING
BEDFORD, VIRGINIA 24523
540-586-7750x253; FAX 540-586-7785
<http://www.co.bedford.va.us/Res/Social/>.

BLAND DSS

LINDA JOHNSON, DIRECTOR
612 MAIN STREET
BLAND COUNTY COURTHOUSE, SUITE 208
POST OFFICE BOX 55
BLAND, VA 24315
276-688-4111; FAX 276-688-1468
<http://www.bland.org/government/socialservices.html>

BOTETOURT DSS

WILLIAM O. BURLESON, SW SUPERVISOR
20 SOUTH ROANOKE STREET, SUITE 102
PO BOX 160
FINCASTLE, VA 24090
540-473-8210; FAX 540-473-8325
<http://www.co.botetourt.va.us/government/services.php>

BRUNSWICK DSS

DEBBIE BURKETT, SERVICES SUPERVISOR
201 SHARPE STREET, SUITE 100
LAWRENCEVILLE, VA 23868
434-848-2142; FAX 434-848-2828
http://www.tourbrunswick.org/Brunswick-County_DSS.htm

BUCHANAN DSS

CECIL STILTNER, SW SUPERVISOR
ROUTE 5, BOX 108 E
GRUNDY, VA 24614
276-935-8106; FAX 276-935-5412
<http://www.bcdss.org/>

BUCKINGHAM DSS

STEPHANIE COLEMAN, SW SUPERVISOR
ROUTE 60, PO BOX 170
BUCKINGHAM, VA 23921
434-969-4246; FAX 434-969-1449

CAMPBELL DSS

SUSAN R. JONES, SW SUPERVISOR
69 KABLER LANE
PO BOX 860
RUSTBURG, VA 24588
434-332-9585; FAX 434-332-9699
<http://www.co.campbell.va.us/depts/socialservices/Pages/index.aspx>

CAROLINE DSS

KIMBERLY DAVIS, SOCIAL WORKER
17202 RICHMOND TURNPIKE
PO BOX 430
BOWLING GREEN, VA 22427
804-633-5071; FAX 804-633-5648
<http://www.co.caroline.va.us/socialservices.html>

CARROLL DSS

CURTIS SIZEMORE, SW SUPERVISOR
CARROLL COUNTY GOVERNMENTAL COMPLEX
605-8 PINE STREET
HILLSVILLE, VA 24343
276-730-3130; FAX 276-730-3135

CHARLES CITY DSS

ELIZABETH WINSTON, SW SUPERVISOR
10600 COURTHOUSE ROAD
PO BOX 98
CHARLES CITY, VA 23030
804-652-1708; FAX 804-829-2430

CHARLOTTE DSS

PATSY CREWS, AS/APS WORKER
400 THOMAS JEFFERSON HIGHWAY
PO BOX 440
CHARLOTTE COURT HOUSE, VA 23923
434-542-5164; FAX 434-542-5692

CHESTERFIELD-COLONIAL HIGHTS DSS

KAREN KIRBY, SW SUPERVISOR
9501 LUCY CORR CIRCLE
PO BOX 330
CHESTERFIELD, VA 23832
804-748-1100; FAX 804-717-6294
<http://www.co.chesterfield.va.us/HumanServices/SocialServices/default.asp>

CLARKE DSS

ROBIN RHODES, AS/APS WORKER
311 EAST MAIN STREET
BERRYVILLE, VIRGINIA 22611
540-955-3700; FAX 540-955-3958

CRAIG DSS

BILL WILCHER, DIRECTOR
COURT STREET
PO BOX 330
NEW CASTLE, VA 24127-3046
540-864-5117; FAX 540-864-6662

CULPEPER DSS

SARAH BERRY, ADULT SERVICES
219 EAST DAVIS STREET, SUITE 10
CULPEPER, VIRGINIA 22701
540-727-0372 X427; FAX 540-727-7584
<http://www.culpepercounty.gov/humanserv/>

CUMBERLAND DSS

VALERIE GRAY, SOCIAL WORKER
1550 ANDERSON HIGHWAY
PO BOX 33
CUMBERLAND, VA 23040
804-492-4915; FAX 804-492-9346

DICKENSON DSS

MELISSA TURNER, SUPERVISOR
BRUSH CREEK ROAD
120 CLOVER STREET
PO BOX 417
CLINTWOOD, VA 24228
276-926-1661; FAX 276-926-8144

DINWIDDIE DSS

NANCY S. MARTIN, SW SUPERVISOR
14012 BOYDTON PLANK ROAD
PO BOX 107
DINWIDDIE, VA 23841
804-469-4524; FAX 804-469-4506

ESSEX DSS

ELIZBETH GIESE, SOCIAL WORKER
772 RICHMOND BEACH ROAD
PO BOX 1004
TAPPAHANNOCK, VIRGINIA 22560
804-443-3561; FAX 804-443-8254

FAIRFAX CO DEPT OF FAMILY SERVICES

ELIZABETH SHIRLEY, PROGRAM MANAGER
12011 GOVERNMENT CENTER PARKWAY SUITE
232
FAIRFAX, VIRGINIA 22035
703-324-7500; FAX 703-222-9487
<http://www.fairfaxcounty.gov/dfs/>

FAUQUIER DSS

MITTIE WALLACE, PROGRAM MANAGER
320 HOSPITAL DRIVE, SUITE 11
PO BOX 300
WARRENTON, VA 20188
540-347-2316; FAX 540-341-2788
<http://www.fauquiercounty.gov/government/departments/socialservices/>

FLOYD DSS

CARL E. AYERS, DIRECTOR II
120 WEST OXFORD STREET
COURTHOUSE BUILDING
PO BOX 314
FLOYD, VA 24091
540-745-9316; FAX 540-745-9325

FLUVANNA DSS

KIMBERLY MABE, SW SUPERVISOR
PO BOX 98
FORK UNION, VA 23055
434-842-8221; FAX 434-842-2776

FRANKLIN COUNTY DSS

THEA QUILLEN, SW SUPERVISOR
11161 VIRGIL H. GOODE HIGHWAY
ROCKY MOUNT, VA 24151
540-483-9247; FAX 540-483-1933
http://www.franklincountyva.org/soc_serv.htm

FREDERICK DSS

KAREN O. SHIPP, SR. SOCIAL WORKER
107 NORTH KENT STREET, THIRD FLOOR
WINCHESTER, VA 22601
540-665-5688; FAX 540-535-2146

GILES DSS

MIKE DOBBINS, SW SUPERVISOR
211 MAIN STREET, SUITE 109
NARROWS, VA 24124
540-726-8315; FAX 540-726-8253

GLOUCESTER DSS

LINDA KERSEY, SW SUPERVISOR
6641 SHORT LANE
PO BOX 1390
GLOUCESTER, VA 23601
804-693-2671; FAX 804-693-5511

GOOCHLAND DSS

BARBARA SPEAS, SW SUPERVISOR
1800 SANDY HOOK ROAD, SUITE 200
PO BOX 34
GOOCHLAND, VA 23063
804-556-5880; FAX 804-556-4718
<http://www.co.goochland.va.us/county.asp?section=1562&subsection=1839>

GRAYSON DSS

JENNY HALL, SR SOCIAL WORKER
129 DAVIS STREET
PO BOX 434
INDEPENDENCE, VA 24348
276-773-2452; FAX 276-773-2361

GREENE DSS

JEANENE PEARSON, SOCIAL WORKER
10009 SPOTSWOOD TRAIL
STANARDSVILLE, VA 22973
804-985-5246; FAX 804-985-5266
<http://www.gcva.us/dpts/ss/default.htm>

GREENSVILLE-EMPORIA DSS

HILDA MOODY, SW SUPERVISOR
1748 WEST ATLANTIC STREET
PO BOX 1136
EMPORIA, VA 23847
434-634-6576 APS; FAX 434-634-9504
<http://www.gedss.org>

HALIFAX DSS

TRISH BARGER, AS SUPERVISOR
1030 COWFORD ROAD
PO BOX 1189
HALIFAX, VA 24558
434-476-6594; FAX 434-476-5258

HANOVER DSS

SHEILA M. CROSSEN-POWELL
ASSISTANT DIRECTOR
12304 S. WASHINGTON HIGHWAY
ASHLAND, VA 23005
804-365-4100; FAX 804-365-4110
<http://www.co.hanover.va.us/socslvcs/default.htm>

HARRISONBURG/ROCKINGHAM DSS

NANCY O'BAUGH, SW SUPERVISOR
110 NORTH MASON STREET
HARRISONBURG, VIRGINIA 22803-0809
540-574-1856/540-574-5163;
FAX 540-574-5268
<http://www.rockinghamcountyva.gov/showpage.aspx?PageID=164>

HENRICO COUNTY DSS

SUSAN UMIDI, AS/APS SUPERVISOR
8600 DIXON POWERS DRIVE
RICHMOND, VIRGINIA 23273-7032
804-501-4014; FAX 804-501-4002
<http://www.co.henrico.va.us/dss/>

HENRY/MARTINSVILLE DSS

RONDA HANDY, SW SUPERVISOR
20 EAST CHURCH STREET
PO BOX 832
MARTINSVILLE, VA 24114
276-656-4300; FAX 276-656-4303

HIGHLAND DSS

SHARON SPONAUGLE, DIRECTOR
COURTHOUSE ANNEX
PO BOX 247
MONTEREY, VA 24465
540-468-2199; FAX 540-468-3099

ISLE OF WIGHT DSS

MAXINE BYRD, SW SUPERVISOR
17100 MONUMENT CIRCLE, SUITE A
ISLE OF WIGHT, VA 23397-0110
757-365-0880; FAX 757-365-0886
http://www.co.isle-of-wight.va.us/index.php?option=com_content&task=view&id=125&Itemid=84

JAMES CITY COUNTY DSS

SHARON BRYSON, SW SUPERVISOR
5249 OLD TOWNE ROAD
WILLIAMSBURG, VA 23188
757-259-3100; FAX 757-259-3188
<http://www.jccgov.com/socialservices/index.html>

KING & QUEEN DSS

ANGELA LAND, SOCIAL WORKER
241 ALLEN CIRCLE
PO BOX 7
KING & QUEEN CH, VA 23085
804-769-5003; FAX 804-785-5885
<http://www.kingandqueenco.net/html/Govt/socser.html>

KING GEORGE DSS

BERNADETTE DEEGAN, SOCIAL WORKER
10069 KINGS HIGHWAY
PO BOX 130
KING GEORGE, VA 22485
540-775-3544; FAX 540-775-3098
http://www.co.kinggeorge.state.va.us/content14.cfm?cont_uid=9

KING WILLIAM DSS

ANNE M. MITCHELL, SERVICES SUPERVISOR
172 COURTHOUSE LANE
PO BOX 187
KING WILLIAM, VA 23086
804-769-4905; FAX 804-769-4979

LANCASTER DSS

DAWN MAHAFFEY, SW SUPERVISOR
9049 MARY BALL ROAD
PO BOX 185
LANCASTER, VA 22503
804-462-5141; FAX 804-462-0330

LEE DSS

BARBARA G. SURBER, SW SUPERVISOR
MAIN STREET
PO BOX 348
JONESVILLE, VA 24263
276-346-1010; FAX 276-346-2217

LOUDOUN DSS

DINAH DITTON, APS SUPERVISOR
NICOLE EDWARDS, APS CASE AIDE
102 HERITAGE WAY, NE, SUITE 200
LEESBURG, VA 20176-4544
703-777-0353; FAX 703-771-5214
<http://www.loudoun.gov/Default.aspx?tabid=1306>

LOUISA DSS

WENDY EMANUELE, SR SOCIAL WORKER
103 MCDONALD STREET
PO BOX 425
LOUISA, VA 23093
540-967-1320; FAX 540-967-0593

LUNENBERG DSS

DOROTHY A NEWCOMB, DIRECTOR
11387 COURTHOUSE ROAD
LUNENBURG, VA 23952
434-696-2134; FAX 434-696-2534

MADISON DSS

LINDA GIGEL, SOCIAL WORKER
101 SOUTH MAIN STREET
PO BOX 176
MADISON, VA 22727
540-948-5521; FAX 540-948-3762

MATHEWS DSS

LISA A. BROWN, SR SOCIAL WORKER
ROUTE 611, 536 CHURCH STREET
PO BOX 925
MATHEWS, VA 23109
804-725-7192; FAX 804-725-7086

MECKLENBURG DSS

JOY L. GUPTON, SW SUPERVISOR
911 MADISON STREET
PO BOX 400
BOYDTON, VIRGINIA 23917
434-738-6138; FAX 434-738-6150

MIDDLESEX DSS

ANNE MOSS, SOCIAL WORKER
2893 GENERAL PULLER HIGHWAY
PO BOX 216
URBANNA, VA 23175
804-758-2348; FAX 804-758-2357

MONTGOMERY DSS

LINDA EATON, AS/APS WORKER
210 SOUTH PEPPER STREET, SUITE B
PO BOX 789
CHRISTIANSBURG, VA 24073
540-382-6990; FAX 540-382-6945

NELSON DSS

BRENDA PAYNE, SOCIAL WORKER
203 FRONT STREET
PO BOX 357
LOVINGSTON, VA 22949
434-263-8334; FAX 434-263-8605
<http://www.nelsoncounty.com/agencies/socialservices>

NEW KENT DSS

TERESA THRALL, SW SUPERVISOR
3610 NORTH COURTHOUSE ROAD
PO BOX 399
PROVIDENCE FORGE, VA 23140
804-966-1853 x20; FAX 804-966-9170

NORTHAMPTON DSS

GREG ROUTZONG, SR SOCIAL WORKER
5265 THE HORNES
PO BOX 568
EASTVILLE, VA 23347
757-678-5153 X 331; FAX 757-678-0475

NORTHUMBERLAND CO DSS

KIM MOODY, SW SUPERVISOR
6373 NORTHUMBERLAND HIGHWAY, SUITE A
PO BOX 399
HEATHSVILLE, VA 22473
804-580-3477; FAX 804-580-5815

NOTTOWAY DSS

BERNETTA S. WATKINS, SW SUPERVISOR
288 W. COURTHOUSE ROAD
PO BOX 26
NOTTOWAY, VA 23955
434-645-8494; FAX 434-645-7643
http://www.nottoway.org/social_services.shtml

ORANGE COUNTY DSS

CAROLE SUE GRAVES, SERVICE SUPERVISOR
146 MADISON ROAD, SUITE 201
ORANGE, VA 22960
540-672-1155; FAX 540-672-9118
http://orangecountyva.gov/social_serv/index.asp

PAGE DSS

WILLIAM N. AMONETTE, APS SOCIAL WORKER
215 WEST MAIN STREET, SUITE A
PO BOX 47
STANLEY, VA 22851
540-778-1053; FAX 540-778-1504

PATRICK DSS

SHARON KIMBLE, SOCIAL WORKER
106 RUCKER STREET, SUITE 128
STUART, VIRGINIA 24171
276-694-3328 X222; FAX 276-694-8210

PITTSYLVANIA DSS

LINDA BENGSTON, SW SUPERVISOR
220 H. G. MCGHEE DRIVE
PO BOX E
CHATHAM, VA 24531
434-432-7281; FAX 434-432-0923

POWHATAN DSS

ZAKIYA A. WORSHAM, SOCIAL WORKER
3908 OLD BUCKINGHAM ROAD, SUITE 2
POWHATAN, VA 23139
804-598-5630; FAX 804-598-5614
<http://www.powhatanva.gov/DepartmentsGZ/SocialServices/tabid/78/Default.aspx>

PRINCE EDWARD DSS

CYNDI P. GABLE, SW SUPERVISOR
111 SOUTH STREET
PO BOX 628
FARMVILLE, VIRGINIA 23901
434-392-3113 X149; FAX 434-392-8453

PRINCE GEORGE DSS

PATSY JONES, SW SUPERVISOR
6450 ADMINISTRATION DRIVE, BUILDING 12
PO BOX 68
PRINCE GEORGE, VA 23875-0068
804-733-2650; FAX 804-733-2652

PRINCE WILLIAM DSS

SHARON H DURHAM, SOCIAL WORKER III
7987 ASHTON AVENUE, SUITE 200
MANASSAS, VA 20109
703-792-7500; FAX 703-792-7363
<http://www.pwcgov.org/default.aspx?topic=040041>

PULASKI DSS

SALLY QUESENBERRY, ASSISTANT DIRECTOR
143 THIRD STREET, NW
PO BOX 110
PULASKI, VIRGINIA 24301
540-980-7995; FAX 540-980-7993

RAPPAHANNOCK DSS

SHARON PYNE, AS/APS SOCIAL WORKER
354 GAY STREET
PO BOX 87
WASHINGTON, VA 22747
540-675-3313; FAX 540-675-3315

RICHMOND COUNTY DSS

ELIZABETH SMITH, SW SUPERVISOR
5579 RICHMOND ROAD
PO BOX 35
WARSAW, VA 22572-0035
804-333-4088; FAX 804-333-0156

ROANOKE COUNTY DSS

HEATHER DAWN RIDDLE, SW SUPERVISOR
220 EAST MAIN STREET
P O BOX 1127
SALEM, VA 24153
540-387-6087; FAX 540-387-6210
<http://www.roanokecountyva.gov/Departments/SocialServices/Default.htm>

ROCKBRIDGE/BUENA VISTA/LEXINGTON AREA DSS

HAROLD SETLIFF, SOCIAL WORKER
20 EAST PRESTON STREET
LEXINGTON, VA 24450
540-463-7143; FAX 540-464-9110

RUSSELL DSS

CATHERINE L. SANDEFUR, SW SUPERVISOR
76 ROGERS STREET
PO BOX 1207
LEBANON, VA 24266
276-889-3031 x140; FAX 276-889-8662

SCOTT DSS

LUANNE MCMURRAY, SW SUPERVISOR
112 BEECH STREET, SUITE 2
PO BOX 637
GATE CITY, VIRGINIA 24251
276-386-3631; FAX 276-386-6031

SHENANDOAH COUNTY DSS

KATHLEEN NIES-HEPNER, AS/APS WORKER
SHENANDOAH COUNTY GOVERNMENT CENTER
600 NORTH MAIN STREET, SUITE 108
WOODSTOCK, VA 22664
540-459-6226; FAX 540-459-6223
<http://www.shenandoahcountyva.us/social/>

SHENANDOAH VALLEY DSS (WAYNESBORO OFFICE)

NICOLE MEDINA, SUPERVISOR, 820
1200 SHENANDOAH AVENUE
WAYNESBORO, VA 22980
540-942-6646; FAX 540-942-6658
<http://www.waynesboro.va.us/ss.html>

SHENANDOAH VALLEY DSS (STAUNTON-AUGUSTA OFFICE)

NICOLE MEDINA, SUPERVISOR, 015 & 790
68 DICK HUFF LANE
PO BOX 7
VERONA, VA 24482-0007
540-245-5800; FAX 540-245-5880
<http://www.co.augusta.va.us/Index.aspx?page=467>

SMYTH DSS

KENNETH P. ARNOLD, DIRECTOR
121 BAGLEY CIRCLE, SUITE 200
MARION, VA 24354
276-783-8148 X 255; FAX 276-783-6327

SOUTHAMPTON DSS

DORIS S. MAGETTE, SOCIAL WORK
SUPERVISOR
26022 ADMINISTRATION CENTER DRIVE
PO BOX 550
COURTLAND, VA 23837
757-653-3080; FAX 757-653-0357
<http://www.southamptoncounty.org/socialservices.asp>

SPOTSYLVANIA DSS

BETTY H. BAZEMORE, SW SUPERVISOR
10304 SPOTSYLVANIA AVENUE, SUITE 410
MAILING: PO BOX 249
SPOTSYLVANIA, VA 22553
540-507-7898; FAX 540-710-7726
<http://www.spotsylvania.va.us/departments/socialservices/>

STAFFORD DSS

JANE NAMIOT, SW SUPERVISOR
STAFFORD COUNTY GOVERNMENT CENTER
1300 COURTHOUSE ROAD
PO BOX 7
STAFFORD, VA 22555-0007
540-658-8720; FAX 540-658-8798
http://co.stafford.va.us/Departments/Social_Services/

SURRY DSS

JOAN BROWN, SR SOCIAL WORKER
ROUTE 626, 45 SCHOOL STREET
PO BOX 263
SURRY, VA 23883-0263
757-294-5240; FAX 757-294-5248

SUSSEX DSS

TRAMALL HOLMES, SR SW SUPERVISOR
20103 PRINCETON ROAD
PO BOX 1336
SUSSEX, VA 23884
434-246-7020; FAX 434-246-2504
http://sussexcounty.gov/office.com/index.asp?Type=B_BASIC&SEC={F8D8A523-A406-4FEC-A2B5-55D39B2001C4}

TAZEWELL DSS

ANNE COATES, AS/APS SUPERVISOR
315 SCHOOL STREET
PO BOX 149
TAZEWELL, VA 24651
276-988-2521; FAX 276-988-2765

WARREN DSS

JULIE MUSIC, SOCIAL WORKER
912 WARREN AVENUE
FRONT ROYAL, VA 22630
540-635-3430; FAX 540-635-8451
http://www.warrencountyva.net/social_services.asp

WASHINGTON CO DSS

JENNIFER HENSLEY, SW SUPERVISOR
15068 LEE HIGHWAY, SUITE 100
BRISTOL, VA 24202
276-645-5000; FAX 276-645-5055

WESTMORELAND DSS

KATHRYN KNOELLER, SW SUPERVISOR
PEACH GROVE LANE
18849 KING'S HIGHWAY
PO BOX 302
MONTROSS, VA 22520
804-493-9305; FAX 804-493-9309
http://www.westmoreland-county.org/cc_ss.htm

WISE DSS

VICKI HALL, AS SUPERVISOR
5612 NORTH BEAR CREED ROAD
PO BOX 888
WISE, VA 24293-0888
276-328-8056; FAX 276-328-8632
<http://www.wisecounty.org/DSS/dss.html>

WYTHE DSS

EDIE HURT, SW SUPERVISOR
275 SOUTH FOURTH STREET
WYTHEVILLE, VA 24382-2597
276-228-5493; FAX 276-228-9272

YORK-POQUOSON SOCIAL SERVICES

KIMBERLY IRVINE, DIRECTOR
301 GOODWIN NECK ROAD
YORKTOWN, VA 23692
757-890-3787; FAX 757-890-3934
<http://www.yorkcounty.gov/socialsrvs/>

CITIES**ALEXANDRIA DSS**

RON L. LYONS, SW SUPERVISOR
2525 MT. VERNON AVENUE
ALEXANDRIA, VA 22301
703-838-0700; FAX 703-838-2355
<http://alexandriava.gov/humanservices/default.aspx?id=59>

BRISTOL DSS

DEBORAH HARVEY, SW SUPERVISOR
621 WASHINGTON STREET
BRISTOL, VA 24201
276-645-7450; FAX 276-645-7475

CHARLOTTESVILLE DSS

JOYCE E. MARTIN, LCSW, APS SUPERVISOR
120 SEVENTH STREET, NE
PO BOX 911
CHARLOTTESVILLE, VA 22902-0911
434-970-3400; FAX 434-970-3444
<http://www.charlottesville.org/Index.aspx?page=36>

CHESAPEAKE DSS

SUSAN C. VANHORN, SW SUPERVISOR
100 OUTLAW STREET
PO BOX 15098
CHESAPEAKE, VA 23320
757-382-2000; FAX 757-543-1644
<http://cityofchesapeake.net/services/depart/humanservices/index.shtml>

DANVILLE DSS

GLEN HARRIS, SW SUPERVISOR
510 PATTON STREET
PO BOX 3300
DANVILLE, VA 24543
434-799-6543; 434-797-8818
<http://www.danville-va.gov/departments.asp?menuid=2820&sub1menuid=2834>

FRANKLIN CITY DSS

DEBRA ADAMS, SW SUPERVISOR
306 NORTH MAIN STREET
PO BOX 601
FRANKLIN, VA 23851
757-562-8520; FAX 757-516-6683
http://www.franklinva.com/city_social.html

FREDERICKSBURG DSS

BETH GIRONE, SW SUPERVISOR
608 JACKSON STREET
PO BOX 510
FREDERICKSBURG, VA 22404
540-372-1032; FAX 540-372-1157
<http://www.fredericksburgva.gov/socialservices.asp>

GALAX DSS

SUSAN CLARK, DIRECTOR
105 EAST CENTER STREET
PO BOX 166
GALAX, VA 24333
276-236-8111; FAX 276-236-9313
http://www.ingalax.net/galax_government2.htm#social

HAMPTON DSS

BARBARA STEWART, SUPERVISOR
1320 LASALLE AVENUE
HAMPTON, VA 23669
757-727-1800; FAX 757-727-1835
<http://www.hampton.va.us/socialservices/index.html>

HOPEWELL DSS

PEGGY TRICKLER, SW SUPERVISOR
256 EAST CAWSON STREET
HOPEWELL, VA 23860
804-541-2330; FAX 804-541-2347
http://ci.hopewell.va.us/data/publish/social_services.shtml

LYNCHBURG DSS

TED CAMPBELL, SW SUPERVISOR
99 NINTH STREET
PO BOX 6798
LYNCHBURG, VA 24505
434-847-1551; FAX 434-847-1785
<http://www.lynchburgva.gov/Index.aspx?page=81>

MANASSAS DSS

SOPHIA J. LENK, SOCIAL WORKER III
8955 CENTER STREET
MANASSAS, VA 20110
703-361-8277; FAX 703-361-6933
<http://www.manassascity.org/index.asp?ID=165>

MANASSAS PARK DSS

TAMMY MESZAROS, ACTING DIRECTOR,
SW SUPERVISOR
CITY HALL
ONE PARK CENTER COURT
MANASSAS PARK, VA 20111
703-335-8898; FAX 703-335-8899

NEWPORT NEWS DSS

TERESA CARTER, SW SUPERVISOR
ROUSE TOWER
6060 JEFFERSON AVENUE
NEWPORT NEWS, VA 23605
757-926-6300; FAX 757-926-6118
<http://www.nngov.com/human-services/social-services>

NORFOLK DSS

BARBARA CRAIG, ASSISTANT DIRECTOR
PROGRAMS
FRANKLIN BUILDING
741 MONTICELLO AVENUE
NORFOLK, VA 23510
757-664-6000; FAX 757-664-3275
<http://www.norfolk.gov/HumanServices/>

NORTON DSS

LESHANA JOHNSON, SR SERVICE WORKER
938 PARK AVENUE
PO BOX 378
NORTON, VA 24273
276-679-2701; FAX 276-679-0607

PETERSBURG DSS

MARGARET MORGAN, SW SUPERVISOR
400 FARMER STREET
PETERSBURG, VIRGINIA 23804
804-861-4720 x3021; FAX 804-861-0137
<http://www.petersburg-va.org/dss/index.asp>

PORTSMOUTH DSS

ELLEN P. AMOS, SOCIAL WORK SUPERVISOR
1701 HIGH STREET, SUITE 101
PORTSMOUTH, VIRGINIA 23704
757-405-1800 X8114; FAX 757-405-1877
<http://www.portsmouthva.gov/socialservices/>

RADFORD DSS

TRACIE BREWSTER, SUPERVISOR
928 WEST MAIN STREET
RADFORD VA 24141
540-731-3663; FAX 540-731-5000
<http://www.radford.va.us/>

RICHMOND CITY DSS

THOM BUTCHER, APS SUPERVISOR
900 EAST MARSHALL STREET
RICHMOND, VIRGINIA 23219
804-646-7516; FAX 646-7018
<http://www.ci.richmond.va.us/departments/socialservices/>

ROANOKE CITY DSS

NANCY NORCROSS MANNING, MS

SW SUPERVISOR

1510 WILLIAMSON ROAD, NE

ROANOKE, VIRGINIA 24012

540-853-2395; FAX 540-853-2027

<http://www.roanokeva.gov/WebMgmt/ywbase61b.nsf/CurrentBaseLink/N254PLYT679LABTEN>

SUFFOLK DSS

CYNTHIA LEWIS, SW SUPERVISOR II

440 MARKET STREET

SUFFOLK, VIRGINIA 23434

757-923-3053; FAX 757-923-3070

<http://www.suffolk.va.us/citygovt/ca/socsvcs.html>

VIRGINIA BEACH DSS

BARBARA PRATT, SW SUPERVISOR

3432 VIRGINIA BEACH BOULEVARD

VIRGINIA BEACH, VIRGINIA 23452

757-437-3550; FAX 757-437-3430

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WILLIAMSBURG DSS

WENDY BROWN, SW SUPERVISOR

401 LAFAYETTE STREET

WILLIAMSBURG, VIRGINIA 23185

757-220-6159; FAX 757-220-6113

<http://www.ci.williamsburg.va.us/dept/wdss/index.htm>

WINCHESTER DSS

WALTER J. TURKOWSKY, PROTECTIVE

SERVICES TEAM COORDINATOR

33 EAST BOSCAWEN STREET

WINCHESTER, VIRGINIA 22601

540-662-3807; FAX 540-662-3279

