



VIRGINIA DEPARTMENT OF  
**SOCIAL SERVICES**

## **Commissioner's Briefing**

**Virginia State Board of Social Services**

August 17, 2011

# **BEST IN CLASS**

## **CHARACTER FIRST:**

**Cultivating a culture of trust through character, competence and consistency.**

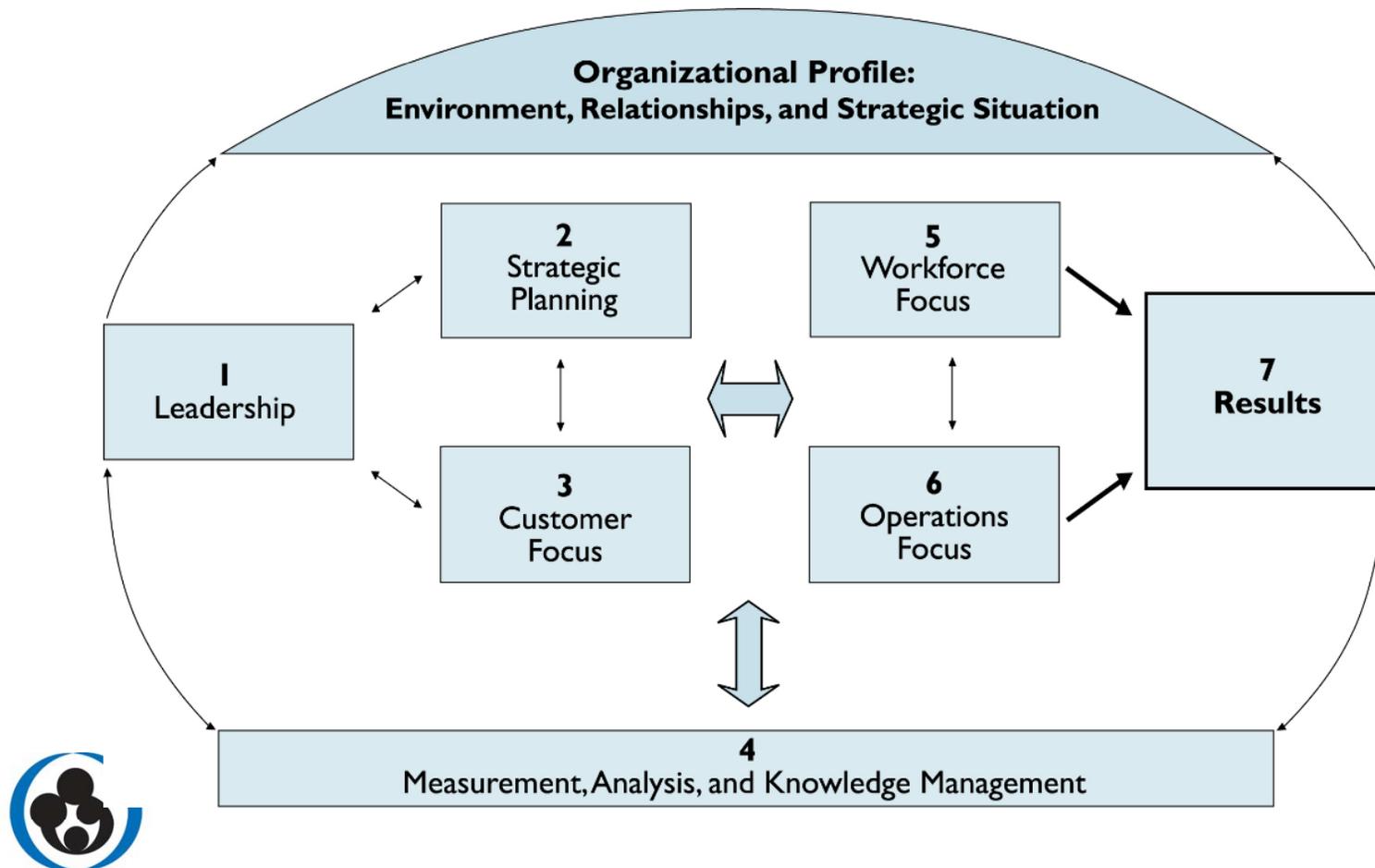
## **BALDRIDGE - SPQA:**

**Senate Productivity and Quality Assurance Award**



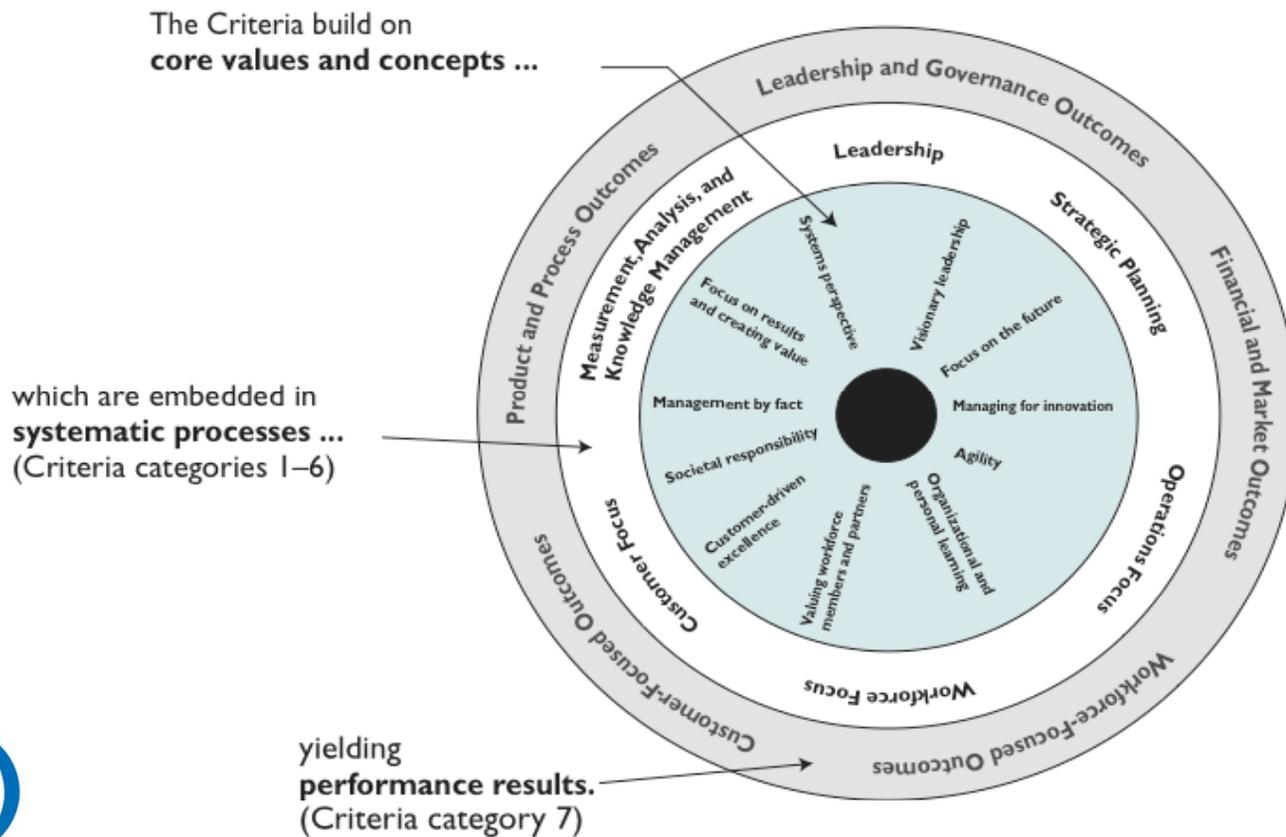
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# Baldrige Criteria for Performance Excellence Framework A Systems Perspective



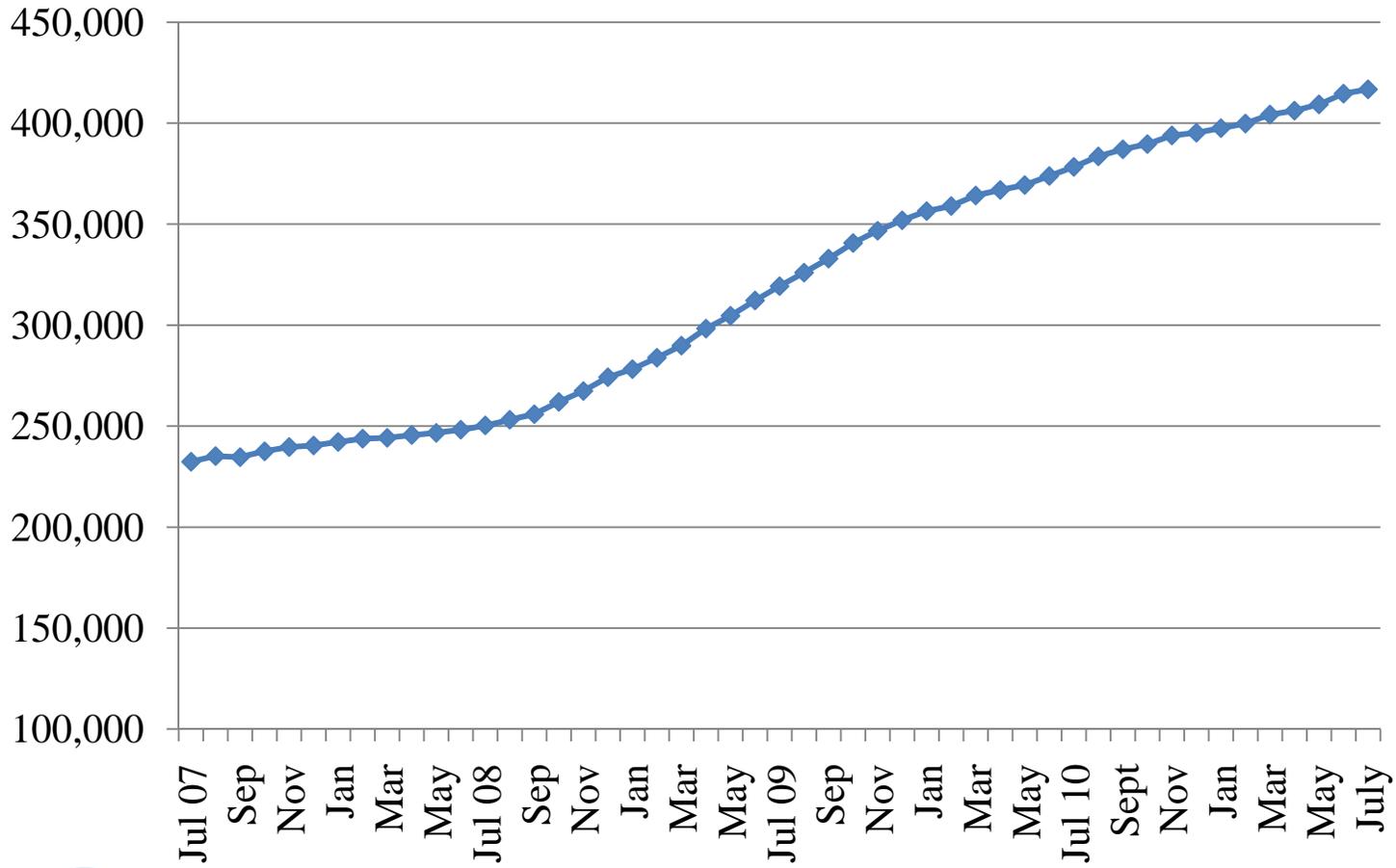
# Values – Processes - Results

## The Role of Core Values and Concepts



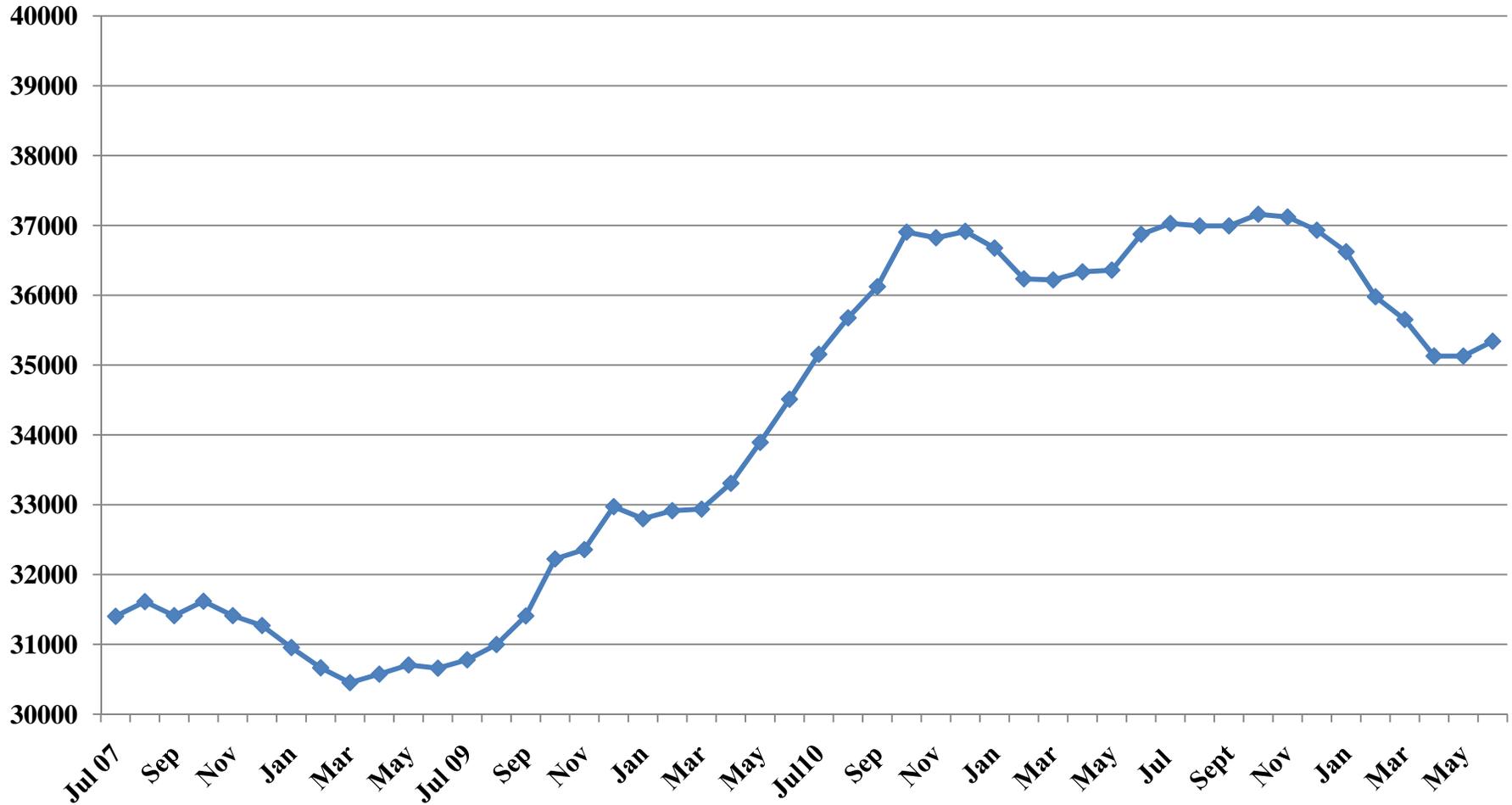
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# SNAP CASELOAD TRENDS



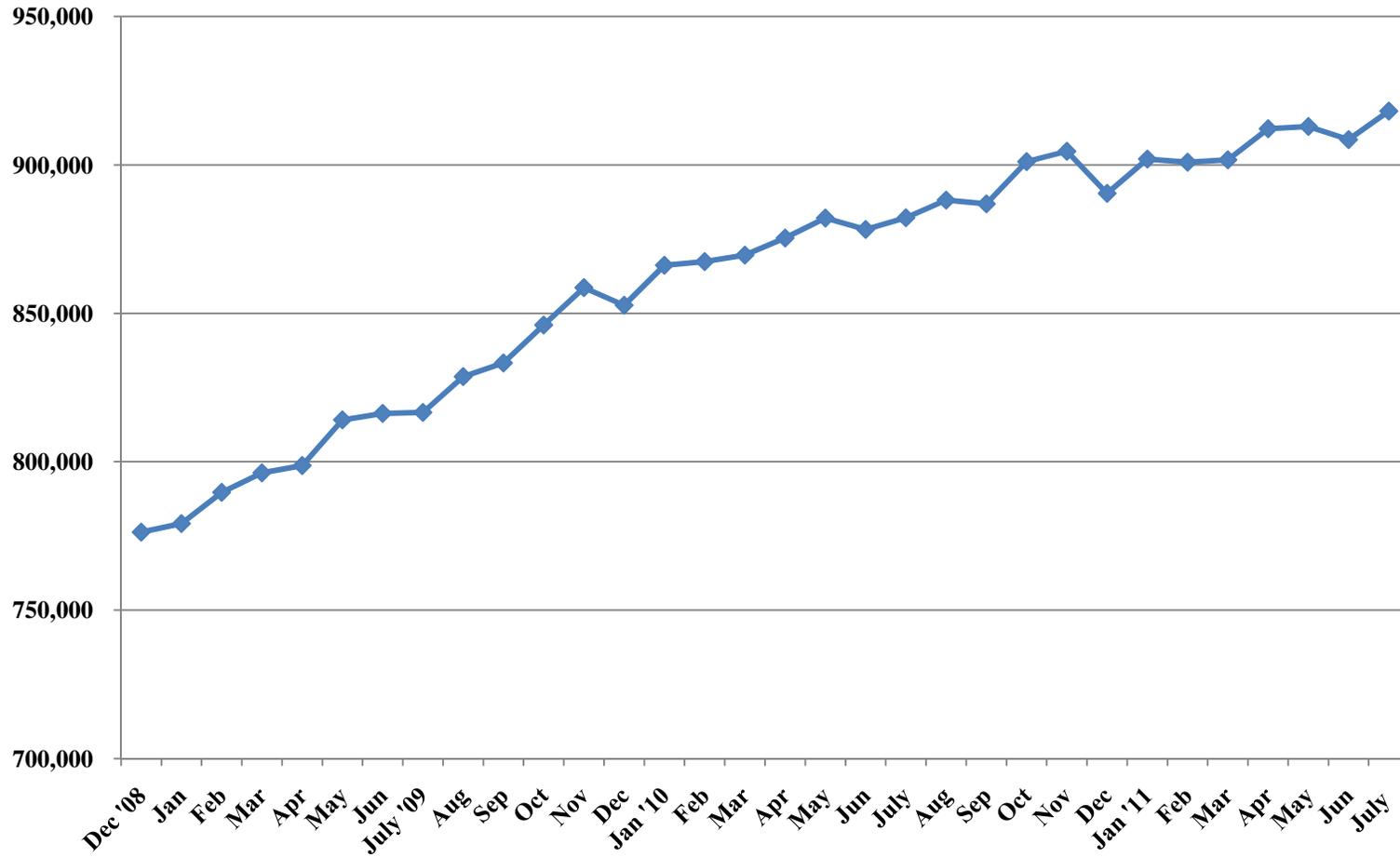
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# TANF CASELOAD TRENDS



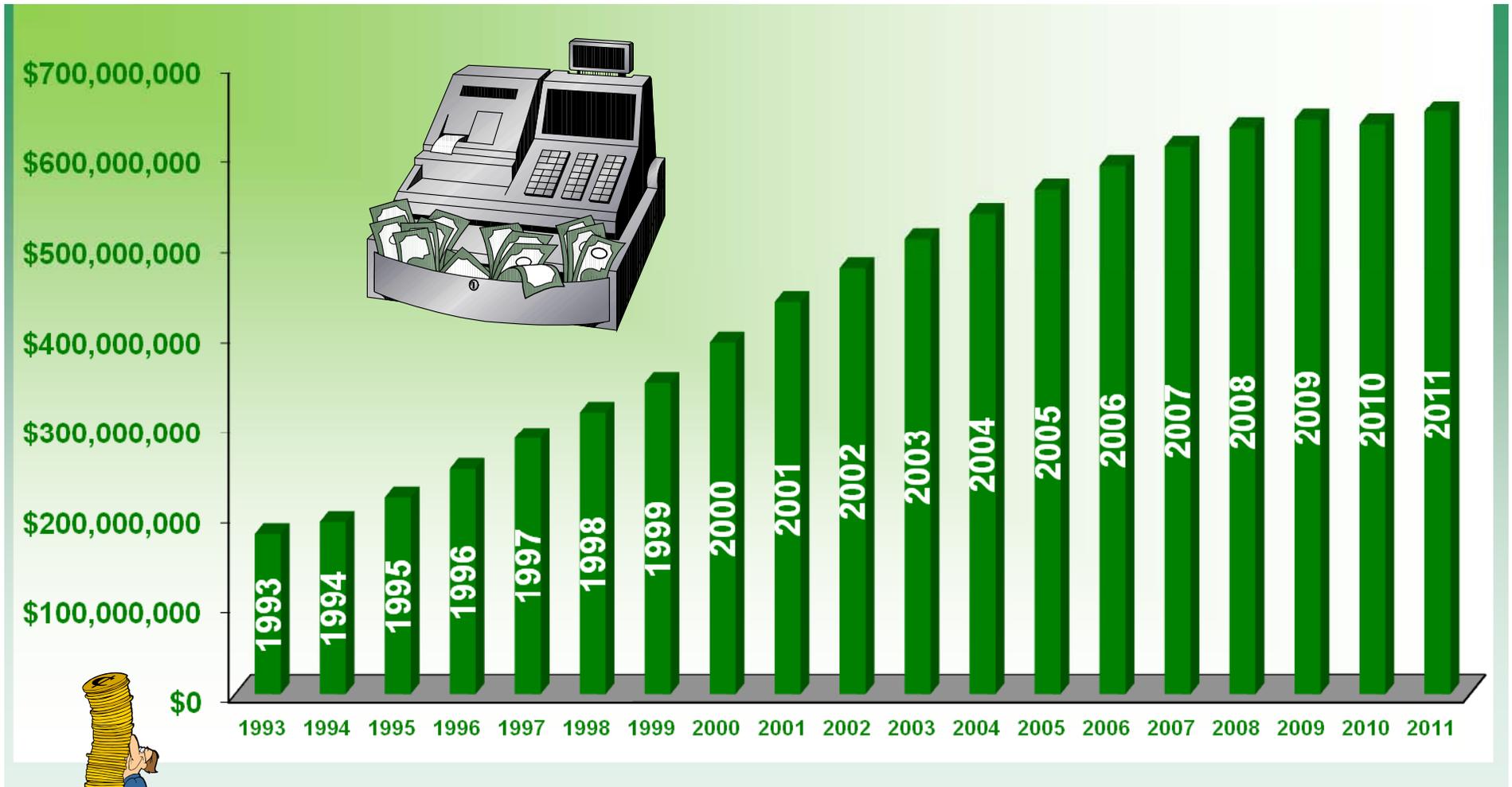
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# MEDICAID RECIPIENTS



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# VIRGINIA DIVISION OF CHILD SUPPORT ENFORCEMENT TOTAL COLLECTIONS: SFY 1993 - SFY 2011



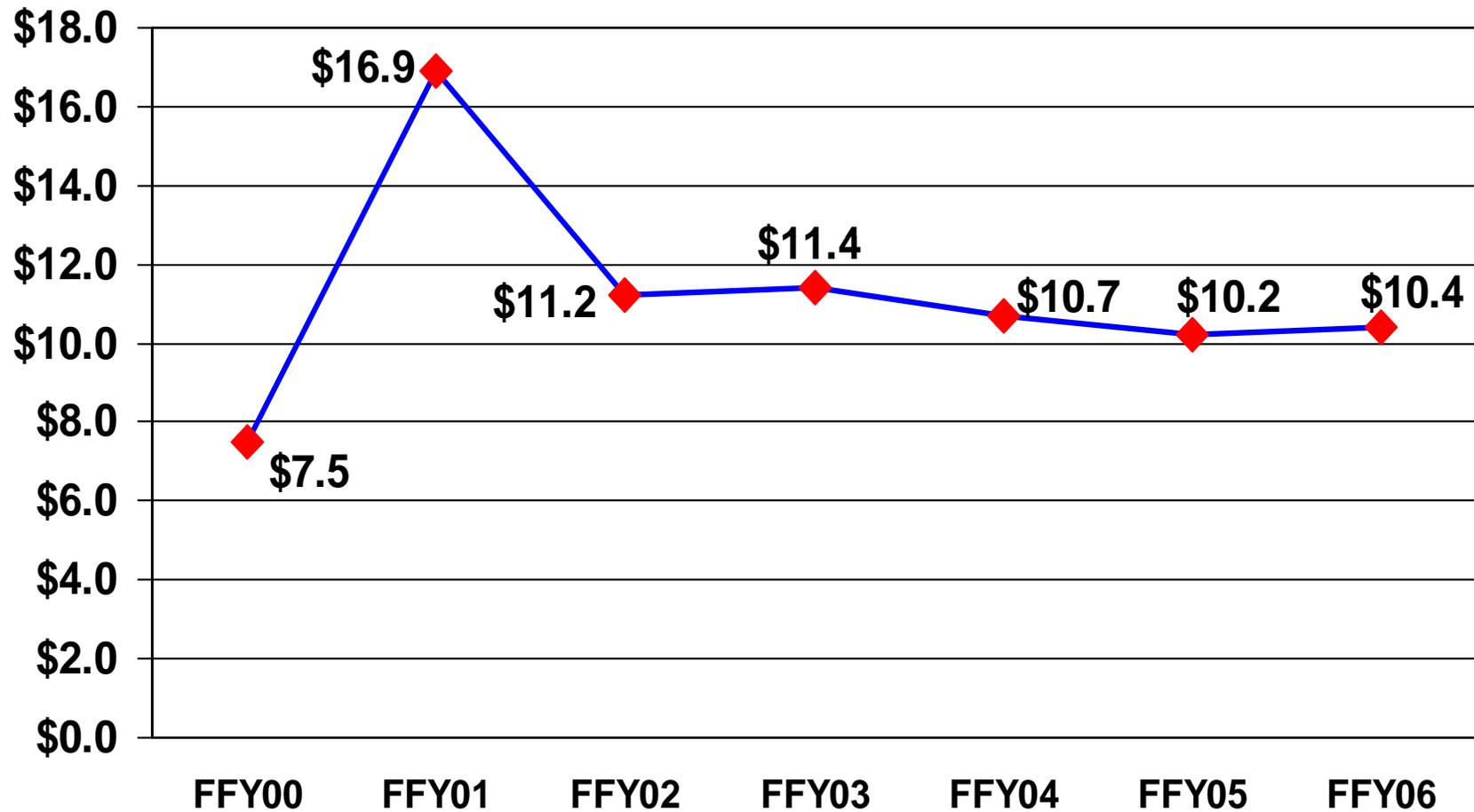
**TOTAL = \$8,431,173,350**

**BASED ON THE COMBINATION OF PERFORMANCE SCORES USED FOR THE FEDERAL INCENTIVE AWARD, VIRGINIA RANKS 15<sup>TH</sup> IN THE NATION!**

**OFFICE OF CHILD SUPPORT ENFORCEMENT**  
**Performance Indicator Scores and Incentives Earned**  
**Fiscal Year 2010**

Rank	States	Percent of paternity established		Percent of support orders established	Percent of current support collected	Percent of arrearage collections	Cost effectiveness ratio
		IV-D	Statewide				
1	South Dakota	104.37	0.00	82.38	68.88	66.76	11.34
2	North Dakota	108.14	0.00	89.78	74.21	68.70	5.61
3	Pennsylvania	105.65	98.21	89.90	83.24	83.14	5.68
4	West Virginia	104.91	94.36	86.21	64.20	71.40	4.98
5	Vermont	104.03	0.00	90.05	67.62	69.18	3.34
6	Wisconsin	100.17	0.00	85.33	70.58	62.09	5.81
7	Minnesota	100.39	0.00	85.27	69.63	70.02	3.70
8	Washington	101.44	0.00	89.47	65.79	62.87	4.43
9	Wyoming	114.68	84.99	91.00	65.14	68.91	12.54
10	Iowa	99.31	92.57	85.06	69.75	68.82	6.02
11	Montana	108.31	93.25	87.61	60.80	65.86	4.31
12	Colorado	92.99	97.37	88.09	62.70	69.65	4.19
13	Nebraska	94.39	94.82	83.88	68.99	68.05	4.84
14	New Hampshire	107.10	94.17	85.05	60.94	69.43	4.18
<b>15</b>	<b>Virginia</b>	<b>97.12</b>	<b>95.51</b>	<b>86.39</b>	<b>61.96</b>	<b>60.48</b>	<b>6.83</b>

## VIRGINIA DCSE TOTAL INCENTIVE AWARD IN MILLIONS FOR SEVEN YEARS



# Children's Services System Transformation

- **Since implementation of Transformation reform initiatives Virginia has increased performance in all child welfare outcomes.**
  - **Virginia has safely reduced the number of children in foster care**
  - **Virginia has increased the number of children exiting to permanency (adoption, custody transfer to relative, reunification)**
  - **Virginia has increased family based placements and has reduced the number of children placed in group settings**
- **Entry cohort analysis shows that children's experiences in Virginia's Foster Care System are improving.**



<b>DFS Critical Outcome Measure</b>	<b>12/07</b>	<b>07/11</b>	<b>Percent Change</b>	<b>Difference</b>
<b>Safely Reduce Foster Care Caseload</b>	<b>7557</b>	<b>4718</b>	<b>-37.57%</b>	<b>-2839</b>
<b>Re-Entries within 12 months of Exit</b>	<b>9.59%</b>	<b>5.40%</b>	<b>-43.71%</b>	<b>-4.19%</b>
<b>Increase Discharges to Permanency</b>	<b>1743</b>	<b>2180</b>	<b>25.07%</b>	<b>437</b>
<b>Increase Discharges to Permanency</b>	<b>64.29%</b>	<b>72.76%</b>	<b>13.18%</b>	<b>8.47%</b>



<b>DFS Critical Outcome Measure</b>	<b>12/07</b>	<b>07/11</b>	<b>Percent Change</b>	<b>Difference</b>
<b>Increase the Percentage of Family Based Placements</b>	<b>71.43%</b>	<b>86.05%</b>	<b>20.47%</b>	<b>14.62%</b>
<b>Decrease the Number of Children in Group Care</b>	<b>1922</b>	<b>702</b>	<b>-63.48%</b>	<b>-1220</b>
<b>Decrease the Percentage of Children in Group Care</b>	<b>25.43%</b>	<b>14.88%</b>	<b>-41.49%</b>	<b>-10.55%</b>
<b>Increase the Number of Children in Kinship Care</b>	<b>425</b>	<b>262</b>	<b>-38.35%</b>	<b>-163</b>
<b>Increase the Percentage of Children in Kinship Placements</b>	<b>5.62%</b>	<b>5.55%</b>	<b>-1.19%</b>	<b>-0.07%</b>



## Continuing to Reform

- **Adoptions have increased in each year of the Transformation jumping from 706 in SFY 2010 to 820 in SFY 2011. A 16.1% increase in one year.**
  - **While the numbers of adoption are increasing there are currently 1,297 children with the goal of adoption.**
  - **48% of these children have had Termination of Parental Rights (TPR) and are awaiting an adoptive placement**
- **New initiatives for SFY 2012 seek to increase Virginia's already improving permanency rate with a heavy focus on adoption**





# Virginia Case Management and Electronic Child Care



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# Case Management and Time and Attendance Tracking

- **Consistent and standardized statewide operations**
- **Accurate and timely tracking of child care authorizations and payments**
- **Automated eligibility determination by local departments**
- **Interfaces that provide data needed for efficient case management and reporting**
- **Collection and tracking of vendor specific information in a central repository**
- **Reporting capabilities that permit adequate business analysis and forecasting of funds disbursement**
- **Assurance that payments are made to legally operating vendors only**
- **On-line application process for customers**

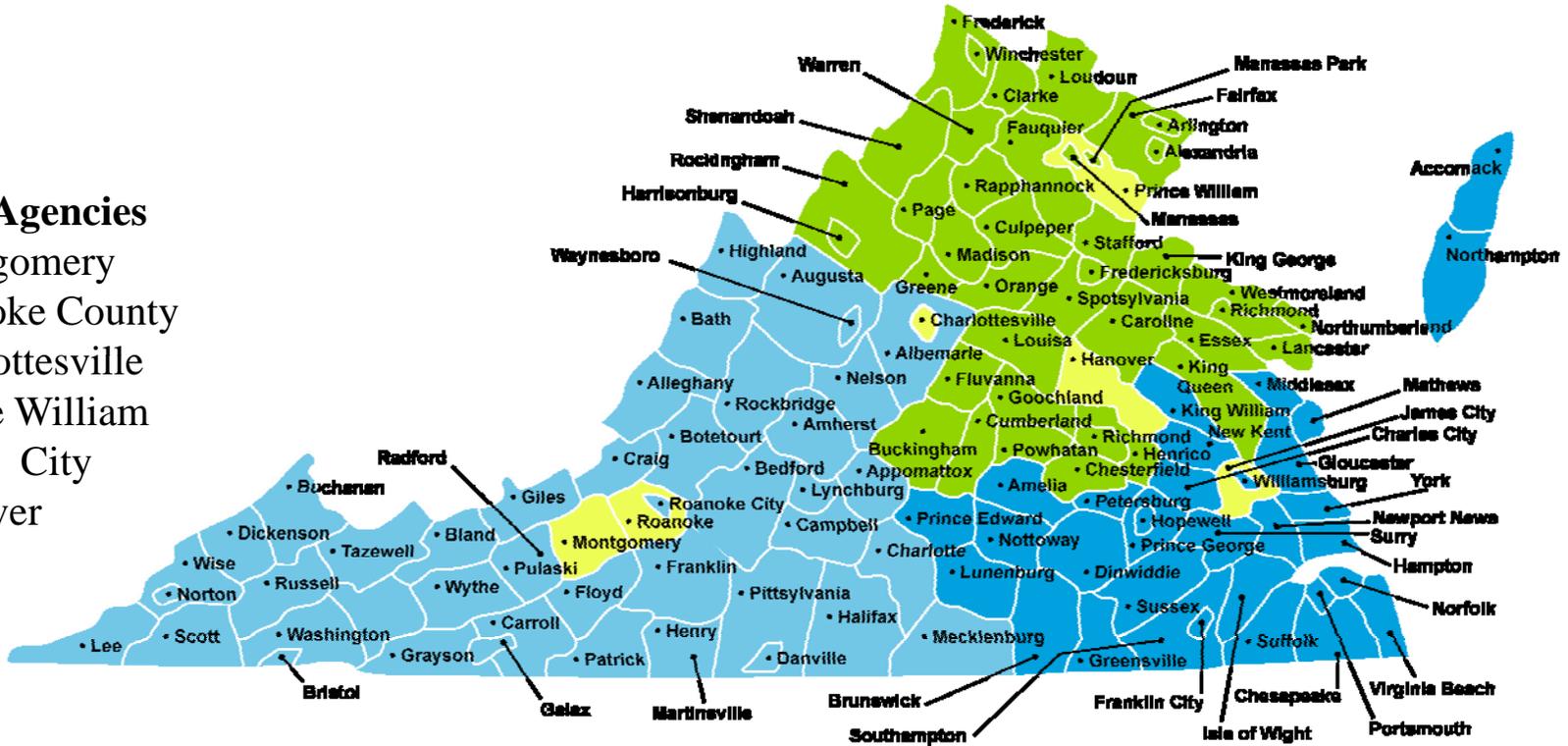
# 2011

- ✓ User Acceptance Testing
  - May – July
- ✓ Training
  - Local staff
  - Vendors
  - Parents
- ✓ Pilot (August 10<sup>th</sup>)
  - Montgomery, Roanoke County,
  - Charlottesville, Hanover, James City,
  - Prince William
- ✓ Go- Live
  - Three waves – **October, November, December**

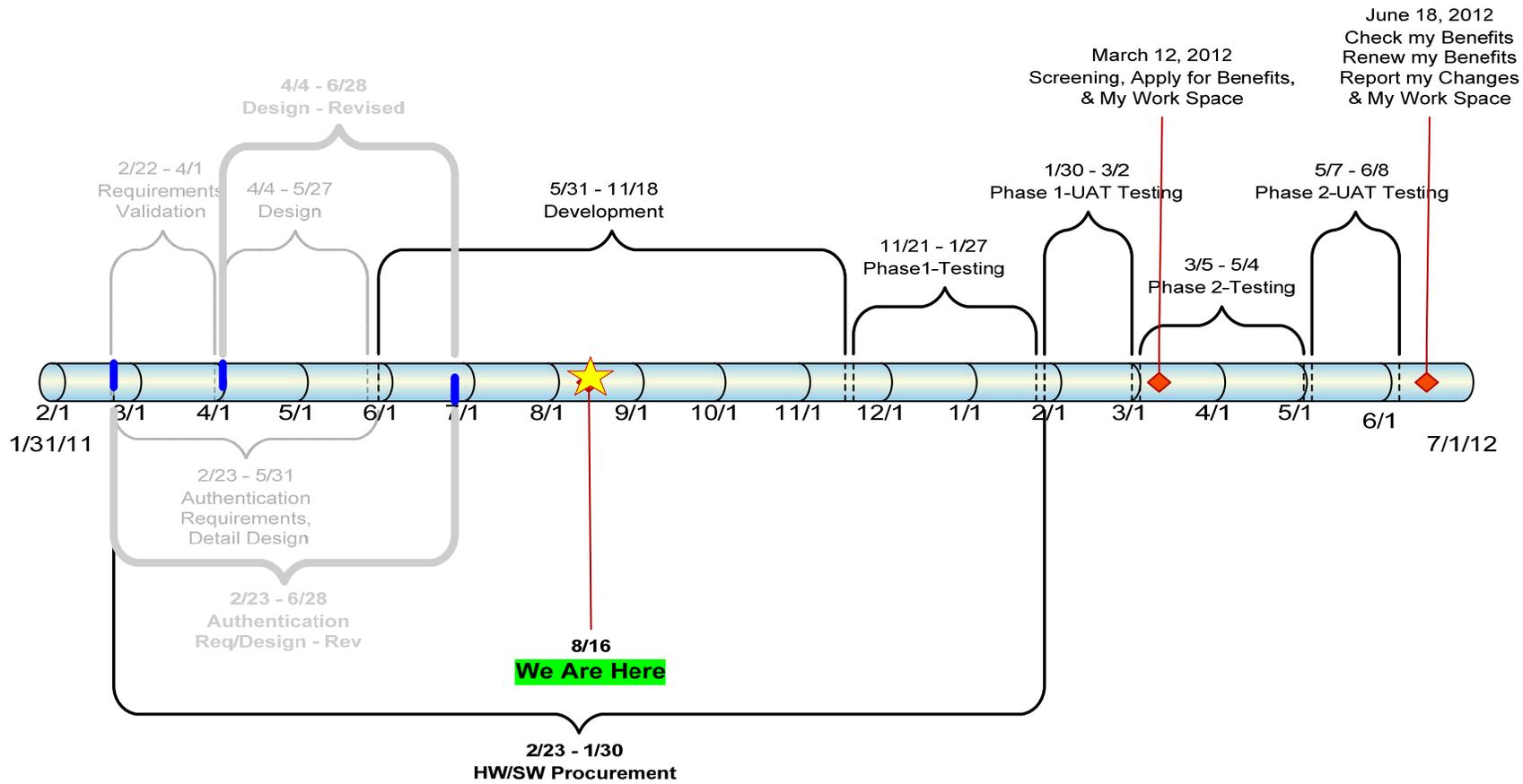


# Implementation Includes A Pilot and Three Waves

**Pilot Agencies**  
 Montgomery  
 Roanoke County  
 Charlottesville  
 Prince William  
 James City  
 Hanover



# CUSTOMER PORTAL



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# SUMMARY

- External Threats
  - National economic picture
- Internal Strengths
  - High performing personnel
  - High performing local agencies
- Opportunities
  - Consistency in service delivery state-wide
  - Maximizing the use of technology

