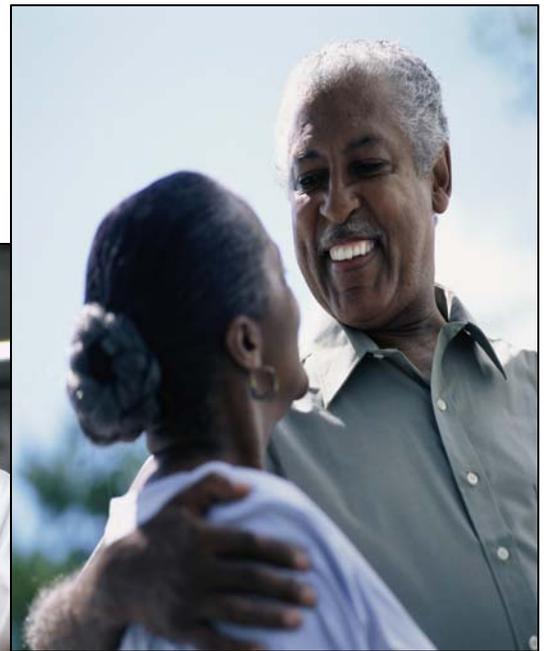
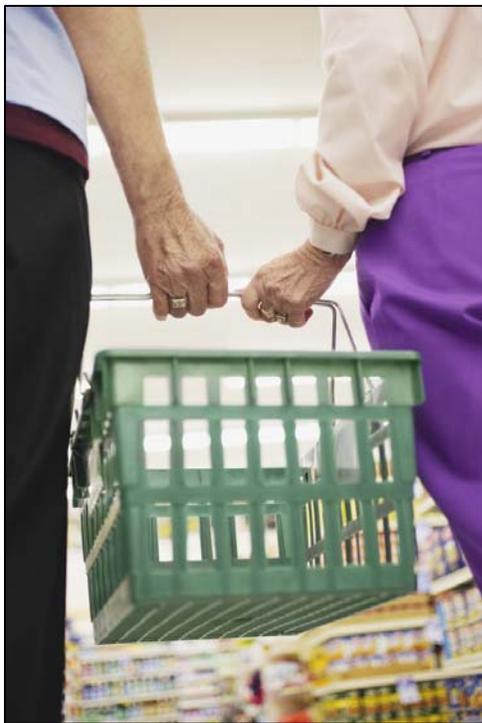


# ***2008 Adult Services Program Report***



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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 persons 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 (LDSS) 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. LDSS use federal, state, and local funds to deliver services.

## ORGANIZATION OF THE DEPARTMENT

The State Board of Social Services (SBSS), 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. SBSS members, who represent the various regions of the state, are appointed by the Governor and may serve no more than two successive four-year terms. A list of SBSS members and SBSS meeting agendas may be found at [http://www.dss.virginia.gov/geninfo/state\\_board/index.html](http://www.dss.virginia.gov/geninfo/state_board/index.html).

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 LDSS.

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).

LDSS are 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 oversees services through four locally administered program areas:

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

The *role* of the state 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.

The 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.

Meeting these needs of Virginia's aging and disabled population will be an ongoing challenge. Virginia, as well as most of the other states, is expected to see an increase in

its aging population over the next several years. Currently there are 1.2 million Virginians age 60 and older. By 2010, that number is expected to be 1.4 million. In 2030, 2.3 million Virginians will be over age 60---a 64% increase from 2010 to 2030. Additionally, state and federal budget issues pose concerns in providing assistance to this population. The only federal money for the Program comes through the Social Service Block Grant (SSBG), funds which are not specifically designated for adult services programs. The Adult Services/APS Program relies heavily on state General Fund money appropriated by the General Assembly, leaving programs susceptible to state budget constraints. Budget concerns may not only affect funding for programs but also resources for additional agency staff. As the need for adult services and APS increases, localities that are unable to fill vacant social worker positions will see their current staff managing larger and often more complex caseloads.

## Adult Services Cases

**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.

The Department and LDSS use ASAPS, the computerized case management and reporting system. ASAPS provides the majority of statistical data about AS/APS cases in Virginia. Each service case that an AS/APS worker opens 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).
- **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.
- **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.

- **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 intensive 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.
- **AS-Intensive Services-Home Based Care:** Intervention may be intensive 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 to maintain an adult's 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.

The majority of information in the Adult Services Program Report is derived from data entered into ASAPS by LDSS. Some LDSS do not enter all case information into ASAPS, which leads to underreporting of some AS/APS data. Statistical data for this report covers state fiscal year (SFY) 2008 which started on July 1, 2007 and ended June 30, 2008.

**Tables 1 and 2** provide SFY and average monthly caseloads for adult services cases.

**Table 1-STATEWIDE CASELOAD: ALL CASE TYPES<sup>1</sup>**

<b>SFY 2008 Caseload</b>										
	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
<b>Total Prior Cases</b>	1,595	155	1,516	3,712	3,378	614	306	1,543	3,080	15,899
<b>Total Opened in SFY 2008</b>	3,313	111	7,357	7,805	2,493	1,517	433	1,061	1,266	25,356
<b>Total Caseload for SFY 2008</b>	4,908	266	8,873	11,517	5,871	2,131	739	2,604	4,346	41,255

<sup>1</sup> Data source: ASAPS. May reflect underreporting.

**Table 2-STATEWIDE AVERAGE MONTHLY CASELOAD<sup>2</sup>**

<b>SFY 2008 Average Monthly Caseload</b>	
<b>Case Type</b>	<b>Average Monthly Caseload</b>
APS	409
APS-Home Based Care	22
APS Investigation	739
AS	960
AS-Home Based Care	489
AS-Intensive Services	178
AS- Intensive Services Home Based Care	62
ALF Reassessment	217
Guardian Report	362
<b>All Cases Types</b>	<b>3,438</b>

## **Assessment and Case Management**

LDSS 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. LDSS 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 (UAI) is the first step in obtaining services.

## **Home-Based Services**

Each LDSS 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. LDSS recruit and approve home-based providers using uniform provider standards. LDSS are also authorized to act as a fiscal agent on behalf of the adult to ensure that necessary taxes are paid. Licensed/approved home health and other local service delivery agencies may also be used in the provision of home-based care services.

<sup>2</sup> Data source: ASAPS. May reflect underreporting.

Home-based care consists of three primary services:

- Companion services assist older adults and incapacitated 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**

<b>Adults Receiving Home-Based Services SFY 2004-2008</b>					
	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008<sup>3</sup></b>
# Receiving Companion & Chore services	5,361	5,716	5,661	6,348	5,058
# Receiving Homemaker services	416	82	175	40	106
<b>TOTAL # OF ADULTS</b>	<b>5,777</b>	<b>5,798</b>	<b>5,836</b>	<b>6,388</b>	<b>5,164</b>

## **Community-Based Services**

### **Nursing Home Preadmission Screenings**

Local departments of social services, in cooperation with the local health departments, perform pre-admission screenings for nursing home placement and Medicaid waiver services. The Code of Virginia (§ 32.1-330) 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 the Intellectual Disability/Mental Retardation (MR) waiver.

### **Assisted Living Facility (ALF) Assessment/Reassessments**

LDSS also perform assessments of individuals and authorize the appropriate level of care for placement in ALFs. The Code of Virginia (§ 63.2-1804) requires that all residents of and applicants for ALFs, regardless whether their payment status is Auxiliary Grant (public) or private, must be assessed using the UAI to determine their need for residential

<sup>3</sup> Source: ASAPS Service Plan. May reflect underreporting.

or assisted living services. After placement, each AG resident must be reassessed annually to ensure the appropriate level of care.

For AG recipients, independent 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 (AFC) Services**

AG recipients may also have the option to reside in an AFC home. AFC provides room and board, supervision and special services to an adult who has a physical, intellectual, or mental health condition. An AFC Program must be authorized by the board of the local department of social services. Not all LDSS provide Adult Foster Care. The adult must be assessed as being incapable of independent living or unable to remain in his or her own home. AFC homes must be approved by the LDSS and approved providers may only accept up to three AFC residents. All placements must be authorized by the local Adult Services worker and regular monitoring of the provider, the home and the resident is required.

### **Adult Day Services**

Adult day services include the purchase of day-services for a portion of a 24-hour day from a provider approved by the LDSS or a licensed adult day care facility. Adult day services provide personal supervision of the adult and promote social, physical, and emotional well-being through companionship, self-education and leisure activities. Eligible persons must meet state and local board guidelines and be assessed using the UAI. In SFY 2008, adult day services were offered in 169 cases.

### **Other Adult Services**

In addition to home based services, AFC, adult day services and assisted living assessments, LDSS social workers offer a variety of other assistance and interventions. **Table 4** lists some of the numerous adult services by number provided to adults during SFY 2008.

**Table 4-NUMBER OF ADULT SERVICES**

<b>SFY 2008 Type of Service by Number<sup>4</sup></b>	
<b>Type of Adult Service</b>	<b>Number of Cases with Service</b>
Individual Counseling	696
Emergency Assistance	741
Emergency Shelter	85
Financial Management/Counseling	495
Food Assistance	257
Home Delivered Meals	312
Home Repairs	279
Housing Services	448
Legal Services	344
Medical Services	774
Nutritional Supplement	113
Social Worker Monitoring	1,731
Transportation Services	1,878

**Table 5-PURCHASED ADULT SERVICES EXPENDITURES**

<b>SFY 2008 Purchased Adult Services Expenditures<sup>5</sup></b>					
<b>Services</b>	<b>Federal &amp; State</b>	<b>Local</b>	<b>Non-reimbursed Local</b>	<b>Total Expenditures</b>	<b>% of Total Expenditures</b>
<b>Companion</b>	\$6,967,828	\$1,741,957	\$2,851,691	\$11,561,476	79%
<b>Chore</b>	\$1,568	\$392	\$0	\$1,960	<1%
<b>Homemaker</b>	\$1,205,995	\$301,499	\$360,081	\$1,867,575	13%
<b>Adult Day Services</b>	\$141,890	\$35,473	\$20,466	\$197,829	1%
<b>APS (admin.)</b>	\$691,401	\$126,825	\$76,722	\$894,948	6%
<b>Adult Foster Care</b>	\$2,820	\$705	\$0	\$3,525	<1%
<b>Nutrition</b>	\$9,612	\$2,403	\$5,629	\$17,644	<1%
<b>Total</b>	<b>\$9,021,114</b>	<b>\$2,209,254</b>	<b>\$3,314,589</b>	<b>\$14,544,957</b>	<b>100%</b>

<sup>4</sup> Source: ASAPS Service Plan

<sup>5</sup> Source: LASER

**Table 6-TWO YEAR COMPARISON OF ADULT SERVICES EXPENDITURES**

<b>Adult Services Home-Based Expenditures</b>				
<b>SFY</b>	<b>Federal &amp; State</b>	<b>Local</b>	<b>Non-reimbursed Local</b>	<b>Total Expenditures</b>
<b>2008</b>	\$9,021,114	\$2,209,254	\$3,314,589	\$14,544,957
<b>2007</b>	\$9,417,708	\$2,354,425	\$2,937,730	\$14,709,863

# 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 has 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 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).

A recent study by the University of Chicago, surveyed adults residing in the community about whether they had experienced verbal, financial or physical abuse in the past year. Adults who reported some type of abuse were also asked about their relationship to the person responsible. Nine percent of the adults reported verbal mistreatment, 3.5% reported financial mistreatment and 0.2% reported physical mistreatment by a family member. The study also found that odds of verbal mistreatment were higher in women and odds of financial mistreatment were higher for African Americans and lower for Latinos than for whites. (*Elder Mistreatment in the United States: Prevalence Estimates from a Nationally Representative Study*).

## HISTORY AND AUTHORITY

Statutory authority for providing adult protective services was added to the Code of Virginia (§ 63.2-1604) in 1974. LDSS were assigned authority and responsibility 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 of the Code of Virginia), abuse or neglect of an incapacitated adult resulting in serious bodily injury or disease 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.

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 representatives 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 LDSS to refer relevant information to the appropriate licensing, regulatory, or legal authority for administrative action or criminal investigation;
- Authorizing LDSS, 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. The process for imposing civil penalties for law enforcement is the responsibility of the court system.

The 2007 Session of the 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 3 felony.

In 2008, the General Assembly passed legislation (§32.1-283.5) authorizing creation of a state Adult Fatality Review Team (AFRT) under the Office of the Chief Medical Examiner (OCME) but provided no funding for the program. Efforts continue to identify potential funding sources.

The AFRT reviews deaths of adults who were the subjects of APS investigations, died due to abuse or neglect, or whose deaths were investigated by the OCME. The seventeen-member team, includes the Commissioner of the Virginia Department for the Aging, the director of the AS/APS program at VDSS, the State Long-term Care Ombudsman, as well as representatives of law-enforcement, long-term care, emergency services, LDSS, and advocates for elder and disability issues appointed by the Governor. The team is required to report to the Governor and General Assembly by October 1 of each year. The report will include policy, regulatory and budget recommendations.

## REPORTING TO ADULT PROTECTIVE SERVICES

An APS report is an allegation made by any person 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, neglect, and exploitation. In response, Virginia, like most other states, enacted laws requiring certain professionals, 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 (§ 63.2-1606) 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.

**Table 7** illustrates the types of reporters who reported adult abuse, neglect or exploitation in SFY 2008. Occupations or individuals highlighted in green represent mandated reporters.

**Table 7-SOURCE OF APS REPORTS**

<b>SFY 2008 Reporter Type<sup>6</sup></b>	<b># of Reports</b>
Relative (includes ex-wife/ex-husband)	1,807
Social Worker	1,489
Other	1,170
Nurse	714
Friend/Neighbor	683
Law Enforcement	652
Nursing Home Administrator/NH staff	641
Self	598
Hospital staff	530
Home Health Provider	470
EMS Personnel/Fire Department	371
Mental Health Provider/Psychologist/Counselor/Psychiatrist	361
ALF/Group Home Staff	351
CSB Staff	296
Physician/Primary Physician/Physician Assistant	253
DMHMRSAS staff	216
Departments of Social Services staff	193
Area Agency on Aging staff	171
Agency Provider-Home Based Care/EDCD/Personal Care Provider	128
Financial Institution	74
Hospice	64
Adult Day Care staff	52
Other Healthcare professionals(PT/OT/RT/CNA/SLP)	47
Attorney	38
Guardian/Conservator	37
Health Department Staff/Public Health Nurse	34
Power of Attorney	33
Public Housing Staff	30
Clergy	27
Long-term Care Ombudsmen	27
Licensing Programs Staff	25
Shelter Staff	18
Transportation Provider <sup>7</sup>	15
Domestic Violence Program Staff	11
Department for the Aging Staff	6
Pharmacist/Pharmacy Staff	5
Dentist/Dental Office Staff	3
Adult Foster Care Provider	3
<b>Total</b>	<b>11,643</b>

<sup>6</sup> Source: ASAPS

<sup>7</sup> Mandated reporter if employed by service organizations or receiving Medicaid reimbursement.

Virginia's mandatory reporting law (§ 63.2-1606 of the Code of Virginia) requires mandated reporters to report immediately to LDSS or to the 24 hour toll-free APS 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 any suspected abuse, neglect or exploitation and protects from liability any good faith reporting.

Every APS report must meet 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 other LDSS units or 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, and 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 are found in Appendix B.

**Table 8-THREE YEAR REVIEW OF APS REPORTS**

<b>THREE YEAR REVIEW OF APS REPORTS<sup>8</sup></b>			
	<b>2006</b>	<b>2007</b>	<b>2008</b>
Total Reports Received	13,834	13,515	14,314
Reports Investigated <sup>9</sup>	11,467	11,802	12,150
Total Reports Substantiated <sup>10</sup>	7,228	7,615	7,482
Unfounded	4,239	4,187	4,668
Pending <sup>11</sup>	1,836	829	807
Invalid <sup>12</sup>	531	884	1,357
<i>Percent of Reports Substantiated</i>	<i>63%</i>	<i>65%</i>	<i>62%</i>
<b>DISPOSITIONS OF SUBSTANTIATED REPORTS</b>			
Needs and Accepts Services	4,255	4,237	4,174
Needs and Refuses Services	1,118	1,259	1,259
Need No Longer Exists	1,855	2,081	2,039

<sup>8</sup> Source: ASAPS

<sup>9</sup> Investigated reports include substantiated and unfounded reports.

<sup>10</sup> A substantiated report is defined as a completed investigation with a disposition that the adult needs protective services.

<sup>11</sup> Pending reports include reports undergoing investigation.

<sup>12</sup> Information on invalid reports was not available prior to the implementation of the ASAPS program. Invalid (reports not meeting validity criteria) includes reports that are immediately invalidated as well as investigated reports that receive a disposition of invalid.

## **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 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.

**Table 9** reflects demographics of the APS report subjects. Sixty-nine percent of the subjects were age 60 or older. One hundred and seven of these individuals were age 100 or older. Five hundred and twenty-nine were adults ages 18-25.

**Table 9-APS REPORTS DEMOGRAPHICS**

SFY 2008 DEMOGRAPHICS OF REPORT SUBJECTS <sup>13</sup>		%
TOTAL REPORTS RECEIVED		14,314
AGE	60 years or older	69%
	18-59	31%
SEX	Female	63%
	Male	36%
	Unknown	<1%
RACE	White	72%
	African American	25%
	Unknown	2%
	Oriental/Asian	1%
	American Indian	<1%
	Alaskan Native	<1%
LIVING ARRANGEMENT AT TIME OF REPORT	Own House or Apt	63%
	Other's House or Apt	12%
	Nursing Facility	11%
	Assisted Living Facility	5%
	MHMR Facility or Group Home	4%
	Homeless	2%
	Shelter	1%
	Adult Foster Care	<1%
	Jail	<1%
	Other	2%

<sup>13</sup> Source: ASAPS

**Table 10-REGIONAL APS REPORTS**

<b>SFY 2008 Regional Demographics of Report Subjects<sup>14</sup></b>						
	<b>CENTRAL</b>	<b>EASTERN</b>	<b>NORTHERN</b>	<b>PIEDMONT</b>	<b>WESTERN</b>	<b>STATE TOTALS</b>
Reports Received	<b>2275</b>	<b>2841</b>	<b>3061</b>	<b>3557</b>	<b>2580</b>	14314
% Substantiated	61%	62%	53%	62%	72%	62%
<b>Demographics of Report Subject</b>						
60+	68%	73%	72%	67%	64%	69%
18-59	32%	27%	28%	33%	36%	31%
Female	64%	65%	63%	62%	64%	63%
Male	36%	35%	37%	38%	36%	36%
White	55%	56%	76%	74%	94%	72%
Black	42%	39%	17%	24%	5%	25%
Unknown	2%	3%	5%	2%	1%	2%
Other <sup>15</sup>	<1%	1%	2%	<1%	<1%	1%
<b>Living Arrangements of Subject at Time of Report</b>						
Own House/Apt	61%	63%	66%	61%	67%	63%
Other's House/Apt	13%	14%	11%	11%	13%	12%
Nursing Facility	10%	9%	9%	15%	8%	11%
Assisted Living Facility	5%	4%	5%	5%	7%	5%
MHMR Facility or Group Home	5%	5%	6%	4%	1%	4%
Adult Foster Care	0%	<1%	<1%	<1%	<1%	<1%
Other Living Arrangements <sup>16</sup>	5%	4%	3%	4%	4%	4%

<sup>14</sup> Source: ASAPS

<sup>15</sup> Includes Oriental/Asian, American Indian, & Alaskan Native

<sup>16</sup> Includes shelter, jail, homeless and undefined other living arrangement

**Table 11-APS REPORTS: LOCATION OF INCIDENT OF ABUSE, NEGLECT, OR EXPLOITATION**

<b>SFY 2008 APS REPORTS: Location of Incident<sup>17</sup></b>						
<b>Location</b>	<b>Central</b>	<b>Eastern</b>	<b>Northern</b>	<b>Piedmont</b>	<b>Western</b>	<b>State</b>
<b>Own House/Apt</b>	58%	62%	62%	60%	65%	62%
<b>Other's House/Apt</b>	11%	13%	11%	9%	13%	11%
<b>Nursing Facility</b>	10%	9%	9%	15%	7%	10%
<b>Assisted Living Facility</b>	5%	4%	4%	5%	6%	5%
<b>Other</b>	7%	4%	5%	4%	3%	4%
<b>MHMR Facility or Group Home</b>	4%	5%	4%	4%	1%	4%
<b>Hospital</b>	2%	1%	2%	1%	2%	2%
<b>Homeless</b>	2%	1%	1%	2%	2%	2%
<b>Day Treatment Center</b>	<1%	<1%	<1%	<1%	<1%	<1%
<b>Transportation Provider</b>	<1%	<1%	<1%	<1%	<1%	<1%
<b>Shelter</b>	<1%	<1%	<1%	<1%	<1%	<1%
<b>Adult Day Care</b>	1%	<1%	<1%	<1%	<1%	<1%
<b>Adult Foster Care</b>	<1%	<1%	0%	<1%	<1%	<1%
<b>Sheltered Workshop</b>	<1%	<1%	<1%	<1%	<1%	<1%
<b>Senior Center</b>	0%	<1%	<1%	<1%	0%	<1%

<sup>17</sup> Source: ASAPS

The following tables illustrate the number of APS reports received in each locality during SFY 2008. **Table 12** organizes the localities according to their region. **Table 13** lists the localities according to agency level or size. Level VI agencies are the largest agencies while Level I are the smallest.

**Table 12-APS REPORTS BY LOCALITY**

<b>Eastern Region</b>		<b>Central Region</b>		<b>Northern Region</b>	
<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>
Accomack	67	Amelia	11	Alexandria	225
Brunswick	0	Buckingham	55	Arlington	229
Chesapeake	262	Caroline	29	Clarke	36
Dinwiddie	26	Charles City	2	Culpeper	80
Franklin City	17	Chesterfield/Colonial Heights	385	Fairfax/Fairfax City/Falls Church	851
Gloucester	97	Cumberland	17	Fauquier	148
Greensville/Emporia	18	Essex	21	Frederick	128
Hampton	92	Fluvanna	56	Fredericksburg	71
Isle of Wight	41	Goochland	15	Greene	53
James City	153	Hanover	126	Harrisonburg/Rockingham	51
Mathews	16	Henrico	619	King George	3
Newport News	357	Hopewell	67	Loudoun	255
Norfolk	197	King & Queen	7	Louisa	70
Northampton	30	King William	4	Madison	20
Portsmouth	131	Lancaster	17	Manassas City	41
Prince George	19	Lunenburg	2	Manassas Park	25
Southampton	62	Middlesex	18	Orange	115
Suffolk	104	New Kent	0	Page	28
Surry	9	Northumberland	35	Prince William	197
Sussex	36	Nottoway	9	Rappahannock	18
Virginia Beach	940	Petersburg	149	Shenandoah	132
Williamsburg	57	Powhatan	9	Spotsylvania	69
York/Poquoson	110	Prince Edward	21	Stafford	47
		Richmond City	555	Warren	94
		Richmond County	18	Winchester	75
		Westmoreland	28		
<b>Total</b>	<b>2841</b>	<b>Total</b>	<b>2275</b>	<b>Total</b>	<b>3061</b>

<b>Piedmont Region</b>		<b>Western Region</b>	
<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>
Albemarle	416	Bland	26
Alleghany/Covington/ Clifton Forge	21	Bristol	108
Amherst	122	Buchanan	37
Appomattox	15	Carroll	128
Bath	5	Dickenson	63
Bedford/Bedford City	205	Floyd	27
Botetourt	14	Galax	44
Campbell	137	Giles	74
Charlotte	19	Grayson	53
Charlottesville	321	Lee	65
Craig	1	Montgomery	513
Danville	131	Norton	1
Franklin County	128	Patrick	112
Halifax/South Boston	147	Pulaski	351
Henry/Martinsville	50	Radford	43
Highland	3	Russell	90
Lynchburg	401	Scott	39
Mecklenburg	67	Smyth	158
Nelson	7	Tazewell	297
Pittsylvania	75	Washington	55
Roanoke	357	Wise	182
Roanoke County/Salem	410	Wythe	114
Rockbridge/Buena Vista/Lexington	43		
Staunton/Augusta Waynesboro	462		
<b>Total</b>	<b>3557</b>	<b>Total</b>	<b>2580</b>

**Table 13-APS REPORTS BY AGENCY LEVEL**

Level VI		Level V		Level IV	
<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>
Fairfax/Fairfax City/Falls Church	851	Alexandria	225	Albemarle	416
Newport News	357	Chesapeake	262	Arlington	229
Norfolk	197	Chesterfield/Colonial Heights	385	Charlottesville	321
Richmond City	555	Hampton	92	Danville	131
		Henrico	619	Harrisonburg/Rockingham	51
		Portsmouth	131	Henry/Martinsville	50
		Prince William	197	Loudoun	255
		Roanoke City	357	Lynchburg	401
		Virginia Beach	940	Petersburg	149
				Roanoke County/Salem	410
				Shenandoah Valley (Staunton/Augusta/Waynesboro)	462
				Suffolk	104
				Wise	182
<b>Total</b>	<b>1960</b>	<b>Total</b>	<b>3208</b>	<b>Total</b>	<b>3161</b>

<b>Level III</b>			
<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>
Accomack	67	Louisa	70
Alleghany/Covington/ Clifton Forge	21	Manassas City	41
Amherst	122	Mecklenburg	67
Bedford/Bedford City	205	Montgomery	513
Bristol	108	Northampton	30
Brunswick	0	Orange	115
Buchanan	37	Page	28
Buckingham	55	Patrick	112
Campbell	137	Pittsylvania	75
Caroline	29	Prince Edward	21
Carroll	128	Prince George	19
Charlotte	19	Pulaski	351
Craig	1	Rockbridge Buena Vista/Lexington	43
Culpeper	80	Russell	90
Dickenson	63	Scott	39
Dinwiddie	26	Shenandoah	132
Fauquier	148	Smyth	158
Franklin City	17	Southampton	62
Franklin County	128	Spotsylvania	69
Frederick	128	Stafford	47
Fredericksburg	71	Surry	9
Giles	74	Sussex	36
Gloucester	97	Tazewell	297
Grayson	53	Warren	94
Greensville/Emporia	18	Washington	55
Halifax	147	Westmoreland	28
Hanover	126	Winchester	75
Hopewell	67	Wythe	114
Isle of Wight	41	York/Poquoson	110
James City	153		
Lee	65	<b>Total</b>	<b>5331</b>

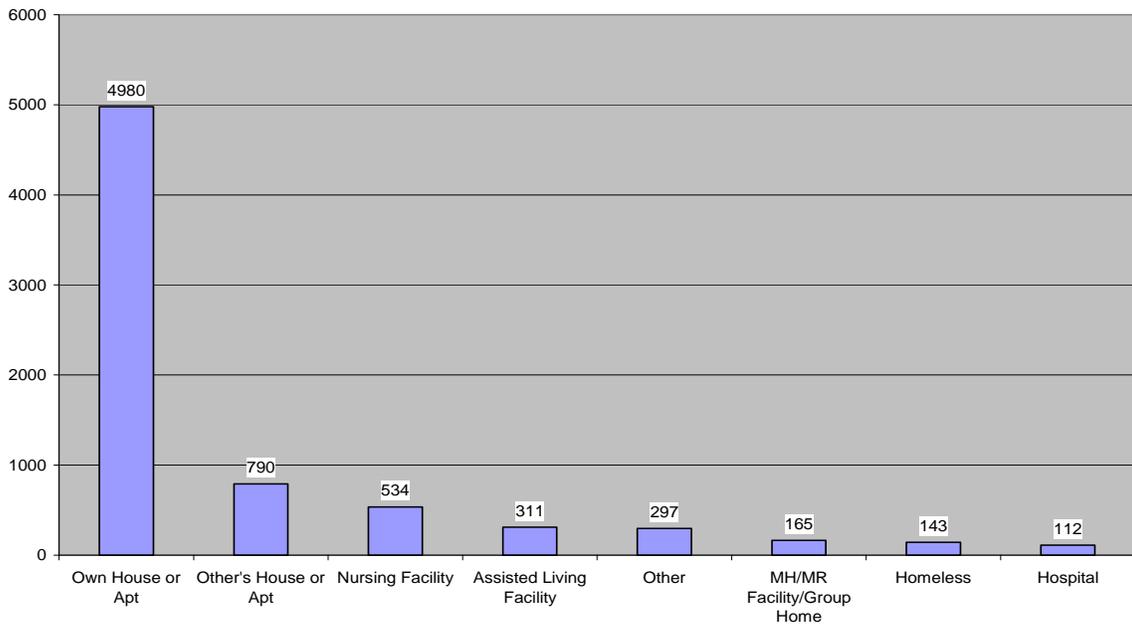
Level II		Level II		Level I	
<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>	<i>Locality</i>	<i># of APS Reports</i>
Amelia	11	Lunenburg	2	Bath	5
Appomattox	15	Madison	20	Bland	26
Botetourt	14	Manassas Park	25	Highland	3
Charles City	2	Mathews	16		
Clarke	36	Middlesex	18		
Cumberland	17	Nelson	7		
Essex	21	New Kent	0		
Floyd	27	Northumberland	35		
Fluvanna	56	Norton	1		
Galax	44	Nottoway	9		
Goochland	15	Powhatan	9		
Greene	53	Radford	43		
King and Queen	7	Rappahannock	18		
King George	3	Richmond County	18		
King William	4	Williamsburg	57		
Lancaster	17	<b>Total</b>	<b>620</b>	<b>Total</b>	<b>34</b>

**Table 14-DEMOGRAPHICS OF SUBSTANTIATED APS REPORTS**

SFY 2008: Demographics of Subjects of Substantiated Reports <sup>18</sup>		%
TOTAL SUBSTANTIATED REPORTS		7,482
AGE	60 years or older	70%
	18-59	30%
SEX	Female	62%
	Male	38%
	Unknown	<1%
RACE	White	73%
	African American	25%
	Unknown	2%
	Oriental/Asian	<1%
	American Indian	<1%
	Alaskan Native	0%

An adult’s own home or apartment was the most common location of abuse, neglect or exploitation in APS substantiated reports. The following graph depicts the seven other most frequent locations of abuse that occurred in substantiated reports.

**Substantiated Reports: Location of Abuse, Neglect or Exploitation**

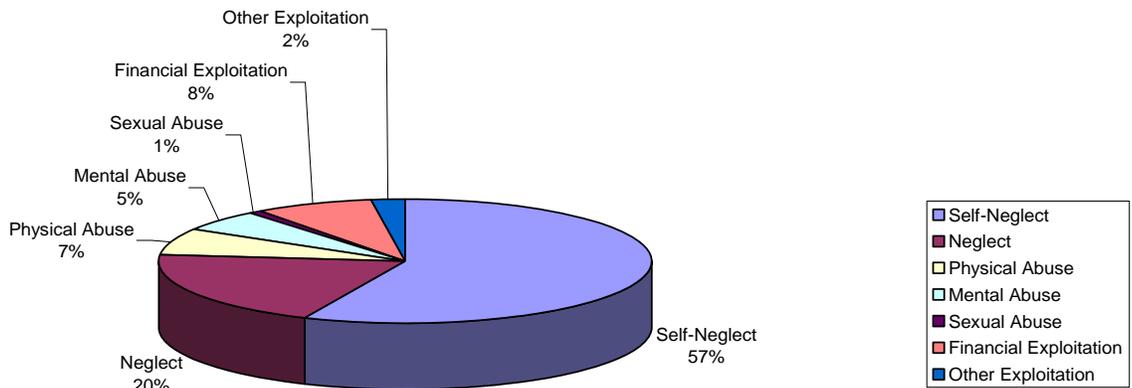


<sup>18</sup> Source: ASAPS

**Table 15-TYPES OF ABUSE: STATEWIDE SUBSTANTIATED REPORTS**

Abuse Type—SFY 2008 Substantiated Reports <sup>19</sup>	#
Self-Neglect	4,843
Neglect	1,716
Financial Exploitation	670
Physical Abuse	607
Mental Abuse	469
Other Exploitation	181
Sexual Abuse	79
<b>Total</b>	<b>8,565</b>

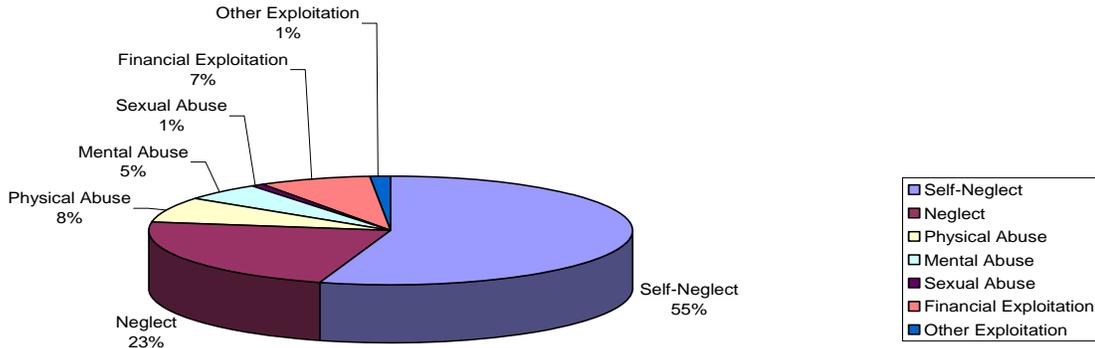
**Type of Abuse: SFY 2008 Substantiated Reports**



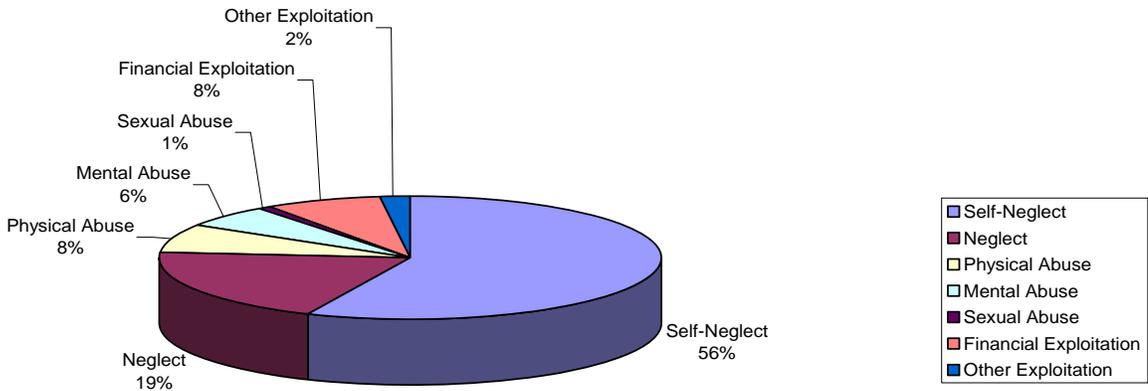
<sup>19</sup> Source: ASAPS. Reports may contain more than 1 type of abuse

**Table 16-TYPE OF ABUSE: SUBSTANTIATED REPORTS BY REGION**

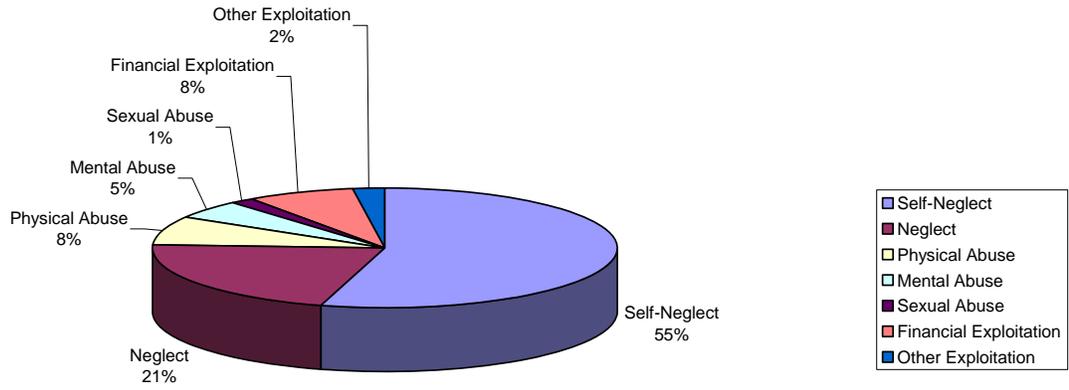
**Type of Abuse: SFY 2008 Central Region**



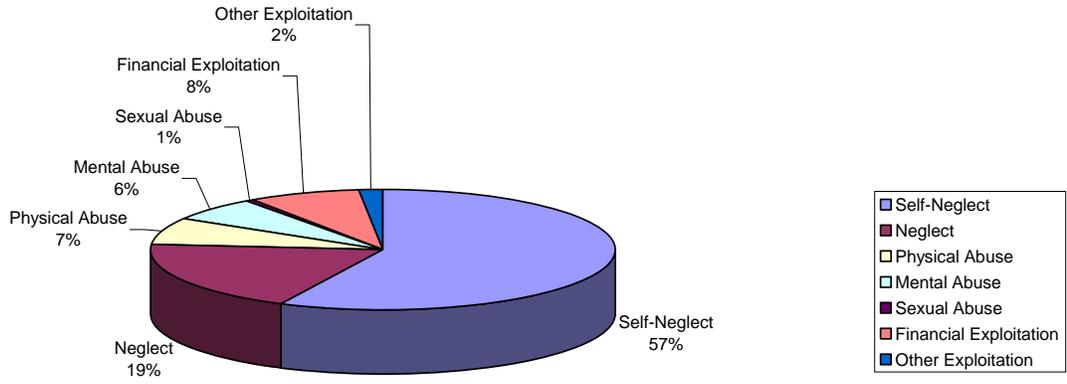
**Type of Abuse: SFY 2008 Eastern Region**



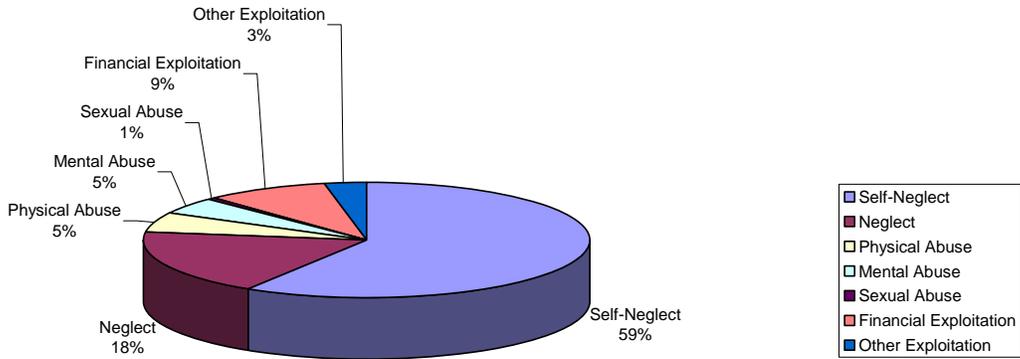
### Type of Abuse: SFY 2008 Northern Region



### Type of Abuse: SFY 2008 Piedmont Region



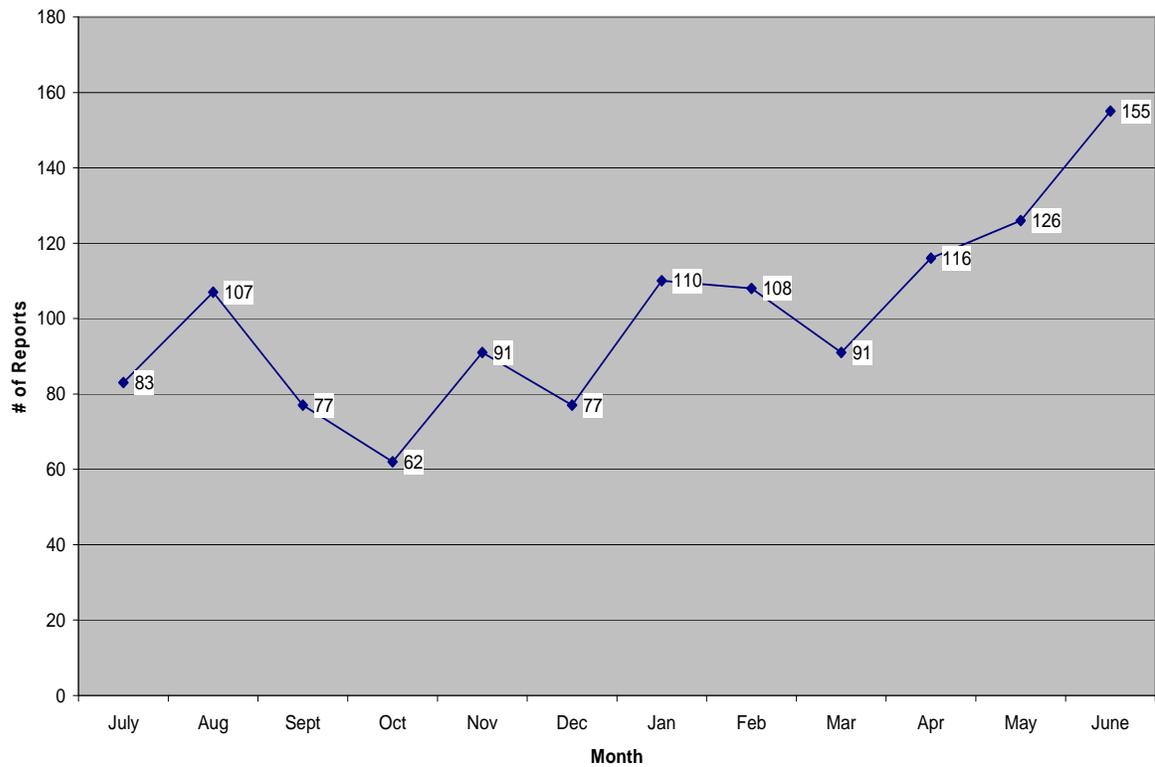
### Types of Abuse: SFY 2008 Western Region



The 24-hour APS hotline is housed within the VDSS Home Office in Richmond. Hotline staff receive reports about adult abuse, neglect, or exploitation and forward the reports on to the appropriate LDSS. **Table 17** illustrates APS hotline call volume for the SFY. A total of 1,203 APS were received by the hotline staff in SFY 2008.

### **Table 17-APS HOTLINE REPORTS**

**SFY 2008: Monthly APS Hotline Reports**



## SFY 2008 Summary of Adult Protective Services in Virginia<sup>20</sup>

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- Local departments of social services received a total of **14,314** reports of adult abuse, neglect, or exploitation.
- More reports of abuse, neglect or exploitation were received from relatives than any other type of reporter.
- **62%** or **7,482** of investigated reports were substantiated.
- **69%** of report subjects were adults age 60 years or older; **31%** were incapacitated adults ages 18-59.
- **17%** or **1,259** adults found to be in need of protective services exercised their statutory right to refuse services.
- Self-neglect was substantiated in **57%** or **4,843** of the reports and neglect was substantiated in **20%** or **1,716** of the reports.
- Over half (**63%**) of the APS reports received alleged abuse, neglect or exploitation in the adult's own home or apartment.
- **11%** of APS reports received alleged abuse, neglect or exploitation in nursing facilities.
- **5%** of APS reports received alleged abuse, neglect or exploitation in assisted living facilities.
- Local departments of social services filed **311** petitions for guardianship, **18** emergency orders for protective services, **53** involuntary commitments to state or private hospitals, **32** protective orders, **19** orders for medical treatment, and **1** order to enjoin 3<sup>rd</sup> party interference.
- **4,346** annual reports by guardians were filed with local departments of social services.
- **14** adults were reported to need a guardian or conservator but these were not available.

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<sup>20</sup> Source: ASAPS

# 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. Legislative changes implemented during the 2007 Session of the General Assembly allowed an individual’s guardian to apply for the grant.

## PROGRAM REQUIREMENTS

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

If funding is appropriated, application packages containing eligibility information, the application form, and a copy of the Caregivers Grant law 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](http://www.dss.virginia.gov); or by calling the 24-hour toll-free Caregiver Hotline at 1-877-648-2817.

### Eligibility

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

### **The Caregiver Must:**

1. Provide unreimbursed care for a person or 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 person for more than half the calendar year; and
4. Reside in the Commonwealth of Virginia.

### **The Person 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 person receiving care meets these criteria. The recipient of care and the caregiver must be related by blood, marriage, or adoption or the caregiver must be the guardian of the person to whom they are providing care.

## **SFY 2008 ACTIVITY**

Due to statewide budget issues, funding for the 2008 Caregivers Grant Program was eliminated and no grants were awarded. However, applications had been received and processed before funding was eliminated and statistical information from the applications is reflected in the following tables and charts.

In SFY 2008, 1,531 applications were received; 1,263 applications were approved; and 268 applications were denied.

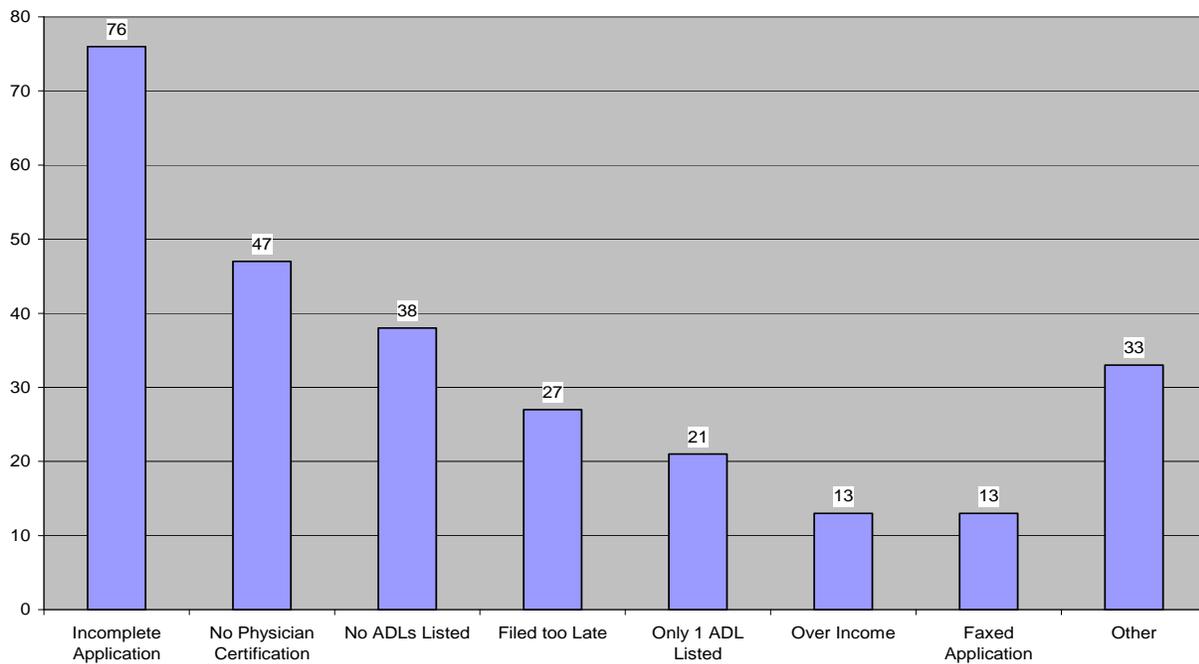
Reasons for denial included:

- ◆ Incomplete application (76)
- ◆ No physician certification (47)
- ◆ No ADLs listed (38)
- ◆ Filed too late (27)

- ◆ Only 1 ADL listed (21)
- ◆ Over income (13)
- ◆ Faxed application (13)
- ◆ Other (includes: no income validation, caregiver not related or not guardian, not a Virginia resident, and recipient receiving Medicaid reimbursed care) (33)

**Table 18-REASON FOR APPLICATION DENIAL**

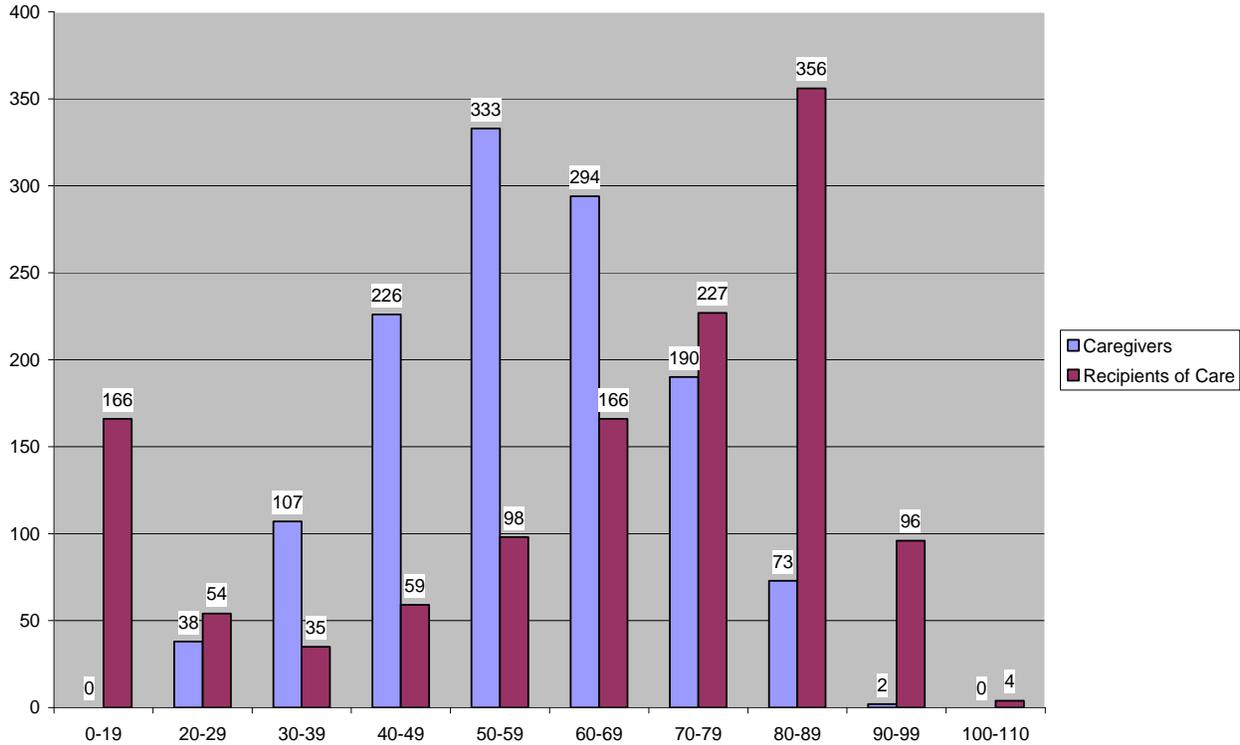
**SFY 2008 Caregivers Grant: Reasons for Application Denial**



Of the 1,263 approved applications, 626 of the caregivers were between the ages of 50 and 69. Seventy-five caregivers were 80 years of age or older. Almost seven hundred of the recipients of care were 70 years of age or older. Over 200 recipients of care were under age 30. **Tables 19** and **20** provide more information on the age distribution of the caregivers and recipients of care. **Table 21** reflects the ratio of male to female caregivers.

**Table 19-AGE DISTRIBUTION OF CAREGIVERS AND CARE RECIPIENT**

**SFY 2008 Age Distribution of Caregivers and Recipients of Care**



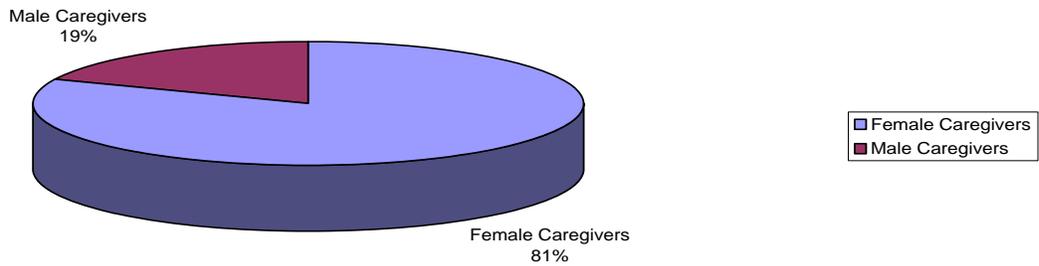
**Table 20-AGE OF CAREGIVER AND CARE RECIPIENT**

<b>SFY 2008: Caregiver Age</b>									
<b>Age</b>	<b>&lt; 19</b>	<b>20-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>60-69</b>	<b>70-79</b>	<b>80-89</b>	<b>90+</b>
# of people	0	38	107	226	332	294	190	73	2
%	0%	3%	8%	18%	26%	23%	15%	6%	1%

<b>SFY 2008: Recipient Age</b>									
<b>Age</b>	<b>&lt; 19</b>	<b>20-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>60-69</b>	<b>70-79</b>	<b>80-89</b>	<b>90+</b>
# of people	166	54	35	59	98	166	227	356	100
%	13%	4%	3%	5%	8%	13%	18%	28%	8%

**Table 21-RATIO OF FEMALE TO MALE CAREGIVERS**

**Ratio of Female to Male Caregivers**



Thirty-two percent of caregivers identified as the adult child of a parent who needed care. Spouses totaled 35% of the caregivers.

**Table 22-RELATIONSHIP OF CAREGIVER TO CARE RECIPIENT**

Caregiver Relationship	%
Spouse	35%
Adult Child	32%
Parent	19%
Sibling	4%
Other relative	4%
Grandchild	3%
Grandparent	2%

In order to qualify 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 23**.

**Table 23-PROFILE OF RECIPIENTS' CARE NEEDS**

<b>ADL</b>	<b>#</b>
<b>Bathing</b>	1,190
<b>Dressing</b>	1,136
<b>Transferring</b>	890
<b>Toileting</b>	874
<b>Eating</b>	823
<b>Bladder Continence</b>	707
<b>Bowel Continence</b>	90
<b>Total ADLS</b>	5,710

# 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 LDSS 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 Department. 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 LDSS. Not all ALFs accept AG. As of November 3, 2008, there were 31,502 licensed ALF beds in Virginia. There were 572 licensed ALFs. Over 300 of these ALFs accept AG residents.

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 LDSS 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. For purposes of the AG program, hospitals, ALFs, and AFC homes are considered institutions. 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 an ALF or approved AFC 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 ALF or AFC 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 LDSS pays AG benefits when recipient eligibility has been established. Checks are mailed directly to the recipient or a payee who pays the ALF or AFC 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**

Individuals interested in applying for AG should contact their LDSS.

An ALF provider interested in participating in the AG Program should contact the Virginia Department of Social Services, Adult Services Program, 7 North Eighth Street, Richmond, VA 23219 (telephone 804-726-7533). Providers need to fill out a Provider Agreement and return the completed agreement and a copy of their facility license to the Adult Services Program.

**Table 24-AUXILIARY GRANT RATES**

<b>Auxiliary Grant Rates 2004-2008</b>								
	<b>1/04</b>	<b>10/04</b>	<b>1/05</b>	<b>7/05</b>	<b>1/06</b>	<b>1/07</b>	<b>7/07</b>	<b>1/08</b>
<b>ALF Rate</b>	\$866	\$894	\$909	\$944	\$982	\$1,048	\$1,061	\$1,075
<b>AFC Rate</b>	\$866	\$894	\$909	\$944	\$982	\$1,048	\$1,061	\$1,075
<b>Planning District 8*</b>	\$996	\$1028	\$1045	\$1086	\$1,129	\$1,205	\$1,220	\$1,236
<b>Personal Needs Allowance (PNA)</b>	\$62	\$62	\$62	\$62	\$70	\$75	\$75	\$77
<p>ALF = Assisted Living Facility; AFC = Adult Foster Care</p> <p>*Planning District 8 includes Arlington, Alexandria, Fairfax City and County, Falls Church, Loudoun County, Prince William County, Manassas City and Manassas Park.</p>								

The table below provides SFY 2008 information about the AG program obtained from LASER, (Locality Automated System for Expenditure Reimbursement), a Department computer system.

**Table 25-AUXILIARY GRANT EXPENDITURES AND MONTHLY CASE COUNT**

<b>SFY 2008 Auxiliary Grant Expenditures and Monthly Case Count<sup>21</sup></b>		
	<b>Adult Foster Care</b>	<b>Assisted Living Facility</b>
<b>Average Monthly Caseload (Aged)</b>	3	2,233
<b>Average Monthly Caseload (Blind)</b>	0	10
<b>Average Monthly Caseload (Disabled)</b>	11	3,168
<b>Average Monthly Caseload (Total)</b>	<b>14</b>	<b>5,411</b>
<b>State</b>	\$50,132.80	\$23,704,479.39
<b>Local</b>	\$12,533.20	\$5,926,119.87
<b>Local-Non Reimbursable</b>	\$0	\$55,317.00
<b>Total Expenditures</b>	<b>\$62,666.00</b>	<b>\$29,685,916.26</b>

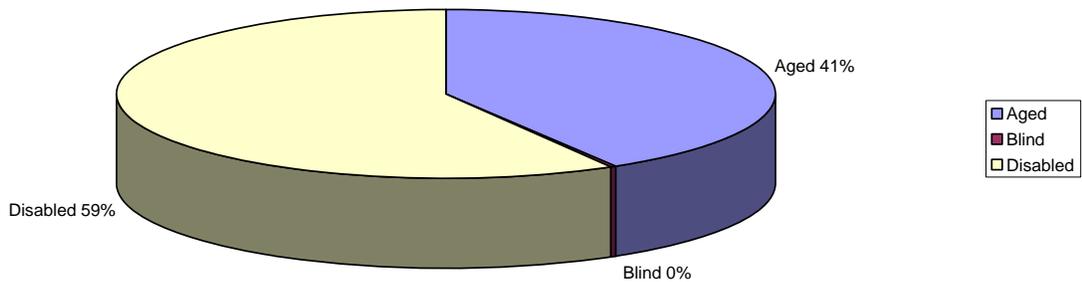
<sup>21</sup> Source: LASER

In an effort to develop a more comprehensive picture of the demographics of AG recipients, information from the VDSS Data Warehouse database was analyzed. In SFY 2008 there were 6,646 individual AG recipients who received an AG payment for at least one month during the fiscal year. The following tables and charts depict SFY 2008 Data Warehouse statistics on individual AG recipients.

AG applicants must meet a category of aged, blind or disabled. Most AG recipients were individuals with a disability, with aged individuals being the next largest category. Eight individuals met the blind category.

**Table 26-AUXILIARY GRANT RECIPIENTS DEMOGRAPHICS:  
Aged, Blind and Disabled (ABD) Categories**

**SFY 2008 ABD AG Recipients**

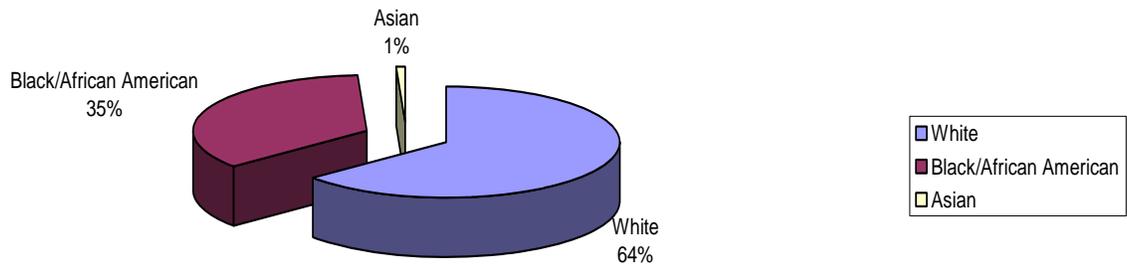


In SFY 2008, 64% of individual AG recipients were white while 35% were black. One percent of the recipients identified as Asian.

Twenty-five AG recipients identified as Spanish American.

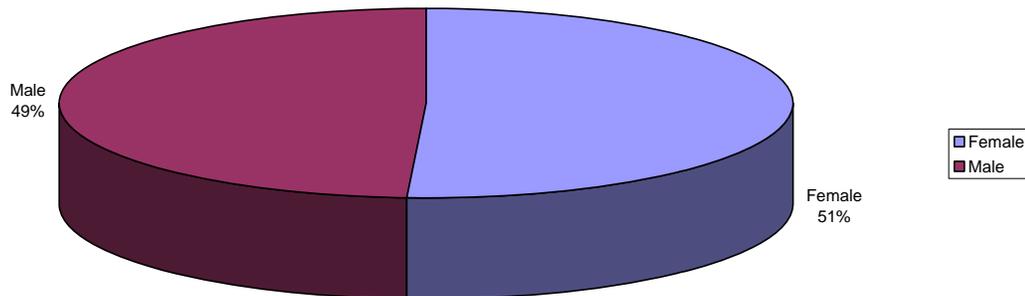
**Table 27-AUXILIARY GRANT RECIPIENTS DEMOGRAPHICS:**  
**Race**

**SFY 2008 Race of AG Recipients**



**Table 28-AUXILIARY GRANT RECIPIENTS DEMOGRAPHICS:  
Male & Female**

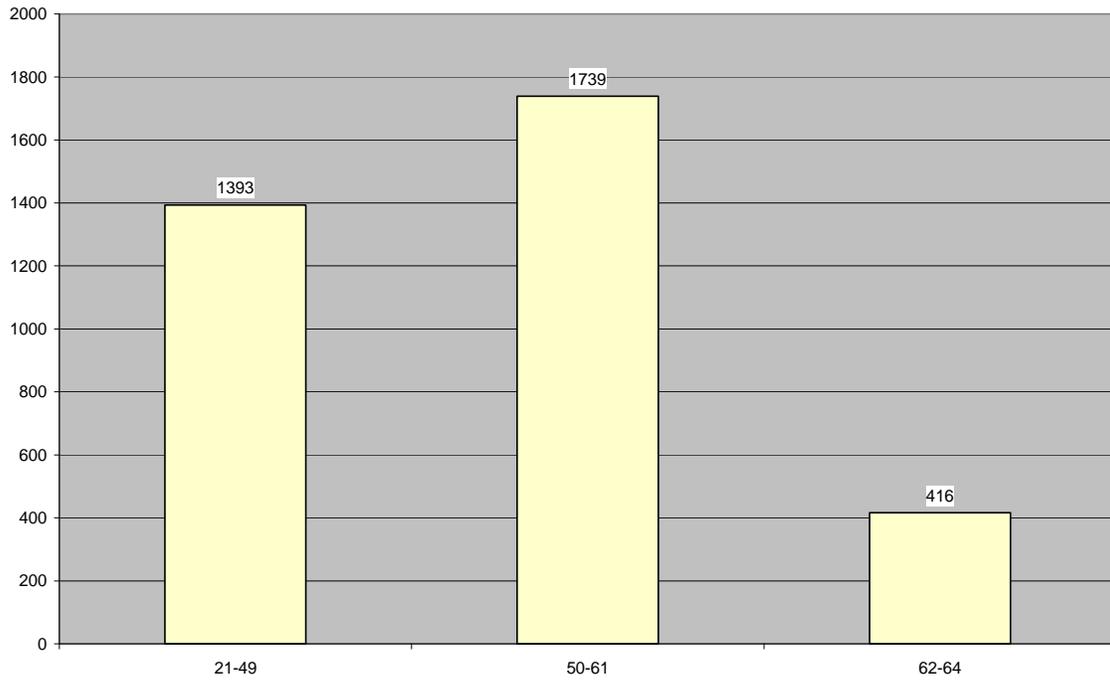
SFY 2008 Male & Female AG Recipients



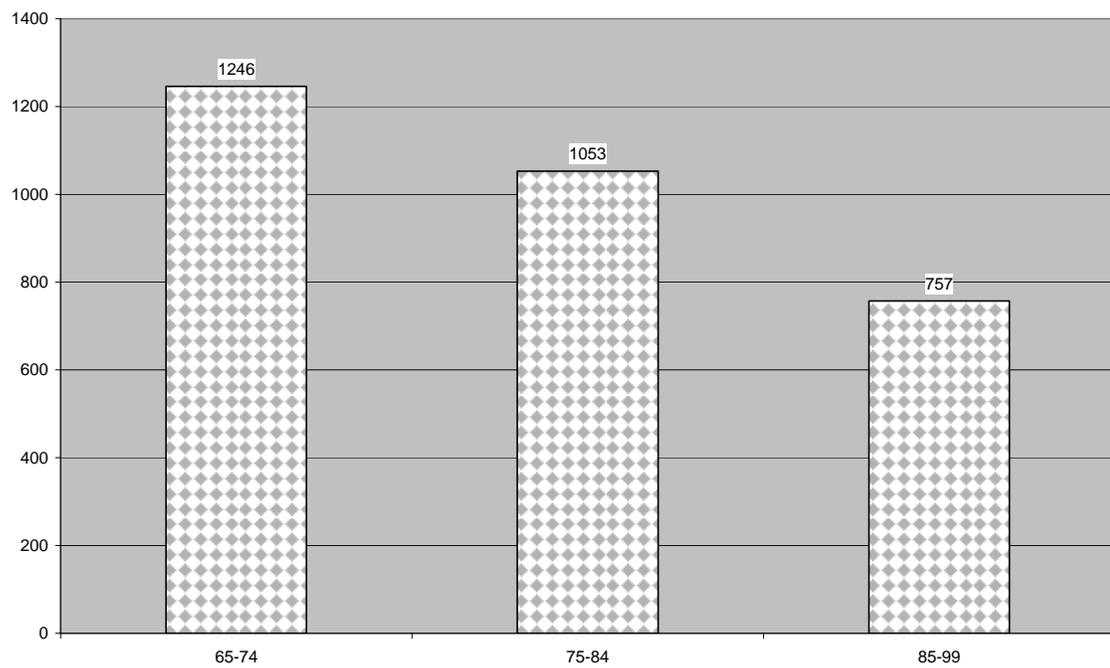
**Table 29-AUXILIARY GRANT RECIPIENTS DEMOGRAPHICS:  
Ages**

In SFY 2008, 14 AG recipients were 18 to 20 years old. Twenty-eight AG recipients were 100 years old or older. Other age ranges are presented in the following two charts.

**SFY 2008: Age Ranges of AG Recipients**



**SFY 2008: Age Ranges of AG Recipients**



# Appendices

# **APPENDIX A: ADULT SERVICES CODE** **CITATIONS**

## **VIRGINIA DEPARTMENT OF SOCIAL SERVICES ADULT SERVICES CODE CITATIONS as of 7/08**

Citations in **bold** denote new citations or citation amended by the 2008 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.
<b>2.2-3700</b>	<b>Virginia Freedom of Information Act.</b>
<b>2.2-3800</b>	<b>Government Data Collection and Dissemination Practices Act [formally the Privacy Protection Act].</b>
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.
<b>63.2-2201</b>	<b>Caregivers Grant.</b>
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.
<b>37.2-837</b>	<b>Discharge from state hospitals or training centers, conditional release, and trial or home visits for consumers.</b>
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.
<b>63.2-1606</b>	<b>Protection of aged or incapacitated adults; mandated and voluntary reporting; penalty for failure to report.</b>
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].
<b>32.1-127.1:03</b>	<b>Patient Health Records Privacy. (Release to APS)</b>
<b>32.1-283.5</b>	<b>Adult Fatality Review Team: duties; membership; confidentiality; penalties; report.</b>
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.
<b>54.1-2994</b>	<b>Advanced Health Care Directive Registry established.</b>

## **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.
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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.**

**37.2-817.1 Monitoring mandatory outpatient treatment plan.**

**37.2-817.2 Court review of mandatory outpatient treatment plan.**

**37.2-817.3 Rescission of mandatory outpatient treatment order.**

**37.2-817.4 Continuation of mandatory outpatient treatment order.**

**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

	Commissioner, commissioner of accounts, Secretary of Board of Elections, and CCRE.
37.2-1015	When no guardian or conservator appointed within one month of adjudication.
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.
- 2.2-703.1 Powers and duties of VDA relating to four year plan for aging services.**
- 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).
<b>32.1-283</b>	<b>Investigations of deaths (medical examiner).</b>
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 B: 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

### 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

### Psychological/Behavioral Signs

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

### 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 C: ADULT SERVICES PROGRAM CONTACTS

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

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

<b>Adult Services Regional Staff</b>	
<p>Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621 <a href="mailto:Carol.mccray@dss.virginia.gov">Carol.mccray@dss.virginia.gov</a></p>	<p>David Stasko 170 West Shirley Avenue, Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331 <a href="mailto:David.stasko@dss.virginia.gov">David.stasko@dss.virginia.gov</a></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 <a href="mailto:William.parcell@dss.virginia.gov">William.parcell@dss.virginia.gov</a></p>	<p>Barbara Jenkins 1604 Santa Rosa Road Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023 <a href="mailto:Barbara.jenkins@dss.virginia.gov">Barbara.jenkins@dss.virginia.gov</a></p>
<p>Heather Crutchfield Pembroke Office Park, Pembroke IV, Suite 300 Virginia Beach, VA 23462 ☎ 757-491-3983 FAX: 757-552-1832 <a href="mailto:Heather.crutchfield@dss.virginia.gov">Heather.crutchfield@dss.virginia.gov</a></p>	

**APPENDIX D: ADULT SERVICES AREA ASSIGNMENTS<sup>22</sup>**

Eastern	Central	Northern	Piedmont	Western
<b>Heather Crutchfield</b> Pembroke Four, Suite 300 Virginia Beach, VA 23462 ☎ 757-491-3983 FAX: 757-552-1832	<b>Barbara Jenkins</b> 1604 Santa Rosa Road Suite 130 Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023	<b>David Stasko</b> 170 West Shirley Avenue Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331	<b>Bill Parcell</b> 210 Church Avenue, SW Roanoke, VA 24011 ☎ 540-857-6502 FAX: 540-857-7364	<b>Carol McCray</b> 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621
Agencies	Agencies	Agencies	Agencies	Agencies
Accomack (001) 22 Brunswick (025) 13 Chesapeake (550) 23 Dinwiddie (053) 19 Franklin City (620) 23 Gloucester (073) 18 Greensville (081)/Emporia (595) 19 Hampton (650) 23 Isle of Wight (093) 23 James City (095) 23 Matthews (115) 18 Newport News (700) 23 Norfolk (710) 23 Northampton (131) 22 Portsmouth (740) 23 Prince George (149) 19 Southampton (175) 23 Suffolk (800) 23 Surry (181) 19 Sussex (183) 19 Virginia Beach (810) 23 Williamsburg (830) 23 York (199)/Poquoson (735) 23	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	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	Albemarle (003) 10 Alleghany(005)/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)	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

<sup>22</sup> The number in parenthesis following the locality name is the FIPS code. The number following the FIPS code is the Planning District.

## **APPENDIX E: STATE AGENCY WEBSITES**

Virginia Department of Social Services [www.dss.virginia.gov](http://www.dss.virginia.gov)

Virginia Department for the Aging [www.vda.virginia.gov](http://www.vda.virginia.gov)

Virginia Department of Health [www.vdh.virginia.gov](http://www.vdh.virginia.gov)

Virginia Department of Medical Assistance Services (Medicaid)  
[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

Virginia Department of Mental Health, Mental Retardation and  
Substance Abuse Services [www.dmhmrzas.virginia.gov](http://www.dmhmrzas.virginia.gov)

Virginia Department of Rehabilitative Services [www.vadrs.org](http://www.vadrs.org)

Virginia Board for People with Disabilities [www.vaboard.org](http://www.vaboard.org)

Office of the State Long-term Care Ombudsman  
[www.vaaaa.org/LTCOP/](http://www.vaaaa.org/LTCOP/)

Virginia Department of Social Services Knowledge Center

✓ To check course availability and register online for courses, log  
onto

[https://covkc.virginia.gov/kc/login/login.asp?kc\\_ident=kc0001&str  
Url=https://covkc.virginia.gov/dss/external/Default.asp](https://covkc.virginia.gov/kc/login/login.asp?kc_ident=kc0001&strUrl=https://covkc.virginia.gov/dss/external/Default.asp)

# **APPENDIX F: 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, SW SUPERVISOR  
1600 FIFTH STREET, SUITE A  
CHARLOTTESVILLE, VA 22902  
434-972-4010; FAX 434-972-4080  
[http://www.albemarle.org/departments.asp?section\\_id=1827&department=soc\\_services](http://www.albemarle.org/departments.asp?section_id=1827&department=soc_services)

### **ALLEGHANY/COVINGTON /CLIFTON FORGE DSS**

KAY P. WRENN, SW SUPERVISOR  
110 ROSEDALE AVENUE, SUITE B  
COVINGTON, VA 24426-1244  
540-965-1780; FAX: 540-965-1787  
VOICE-MAIL 540-969-4223  
[http://www.co.alleghany.va.us/social\\_services.htm](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 24521-0414  
434-946-9330; FAX 434-946-9319

### **APPOMATTOX DSS**

SUSAN HUNTER, SW SUPERVISOR  
318 COURT STREET  
PO BOX 549  
APPOMATTOX, VA 24522-0549  
434-352-7125; FAX: 434-352-0064

### **ARLINGTON DEPT OF HUMAN SVS**

KAREN HANNIGAN, SOCIAL WORKER  
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, VA 24523-7750  
540-586-7750x253; FAX 540-586-7785  
<http://www.co.bedford.va.us/Res/Social/>

### **BLAND DSS**

CAROL BRUNTY, ACTING 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 24090-0160  
540-473-8210; FAX 540-473-8325  
<http://www.co.botetourt.va.us/government/services.php>

**BRUNSWICK DSS**

DEBBIE BURKETT, SW SUPERVISOR  
201 SHARPE STREET, SUITE 100  
LAWRENCEVILLE, VA 23868  
434-848-2142; FAX 434-848-2828  
[http://www.tourbrunswick.org/Brunswick-County\\_DSS.htm](http://www.tourbrunswick.org/Brunswick-County_DSS.htm)

**BUCHANAN DSS**

CECIL STILTNER, SW SUPERVISOR  
3174 SLATE CREEK RD  
GRUNDY, VA 24614-0674  
276-935-8106; FAX 276-935-5412  
<http://www.bcdss.org/>

**BUCKINGHAM DSS**

STEPHANIE COLEMAN, SW SUPERVISOR  
ROUTE 60, PO BOX 170  
BUCKINGHAM, VA 23921-0170  
434-969-4246; FAX 434-969-1449

**CAMPBELL DSS**

SUSAN R. JONES, SW SUPERVISOR  
69 KABLER LANE  
PO BOX 860  
RUSTBURG, VA 24588-0860  
434-332-9585; FAX 434-332-9699  
<http://www.co.campbell.va.us/depts/socialservices/Pages/index.aspx>

**CAROLINE DSS**

CYNTHIA GREEN, DIRECTOR  
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**

BYRON ADKINS, DIRECTOR  
10600 COURTHOUSE ROAD  
PO BOX 98  
CHARLES CITY, VA 23030-0098  
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**

JOAN KAPELL, SW SUPERVISOR  
9501 LUCY CORR CIRCLE  
PO BOX 330  
CHESTERFIELD, VA 23832-0430  
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, VA 22611  
540-955-3700; FAX 540-955-3958

**CRAIG DSS**

BILL WILCHER, DIRECTOR  
COURT STREET  
PO BOX 330  
NEW CASTLE, VA 24127-0330  
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://web.culpepercounty.gov/CountyGovernment/HumanServices/SocialServicePrograms.aspx>

**CUMBERLAND DSS**

KIMBERLY WHITE, SW SUPERVISOR  
1550 ANDERSON HIGHWAY  
PO BOX 33  
CUMBERLAND, VA 23040-9803  
804-492-4915; FAX 804-492-9346

**DICKENSON DSS**

SUZZIE VANOVER, SR SOCIAL WORKER  
BRUSH CREEK ROAD  
120 CLOVER STREET  
PO BOX 417  
CLINTWOOD, VA 24228-0417  
276-926-1661; FAX 276-926-8144

**DINWIDDIE DSS**

DORTHEA TOWNES, SW SUPERVISOR  
14012 BOYDTON PLANK ROAD  
PO BOX 107  
DINWIDDIE, VA 23841  
804-469-4524; FAX 804-469-4506

**ESSEX DSS**

TONYA CHRISTIAN, SW SUPERVISOR  
772 RICHMOND BEACH ROAD  
PO BOX 1004  
TAPPAHANNOCK, VA 22560-1004  
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 20188-0300  
540-347-2316; FAX 540-341-2788  
<http://www.fauquiercounty.gov/government/departments/socialservices/>

**FLOYD DSS**

CARL E. AYERS, DIRECTOR  
COURTHOUSE BUILDING  
PO BOX 314  
FLOYD, VA 24091-0314  
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.gov/county-social-services>

**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 23601-0186  
804-693-2671; FAX 804-693-5511

**GOOCHLAND DSS**

BARBARA SPEAS, SW SUPERVISOR  
1800 SANDY HOOK ROAD, SUITE 200  
PO BOX 34  
GOOCHLAND, VA 23063-0034  
804-556-5880; FAX 804-556-4718  
<http://www.co.goochland.va.us/Departments/SocialServices/tabid/86/Default.aspx>

**GRAYSON DSS**

JENNY HALL, SR SOCIAL WORKER  
129 DAVIS STREET  
PO BOX 434  
INDEPENDENCE, VA 24348-0434  
276-773-2452; FAX 276-773-2361

**GREENE DSS**

JEANENE PEARSON, SOCIAL WORKER  
10009 SPOTSWOOD TRAIL  
STANARDSVILLE, VA 22973-0117  
434-985-5246; FAX 434-985-5266  
<http://www.gcva.us/dpts/ss/default.htm>

**GREENSVILLE-EMPORIA DSS**

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

**HALIFAX DSS**

TRISH BARGER, SW SUPERVISOR  
1030 COWFORD ROAD  
PO BOX 1189  
HALIFAX, VA 24558-0666  
434-476-6594; FAX 434-476-5258

**HANOVER DSS**

CHRISTINE TILLMAN, APS SUPERVISOR  
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, VA 22803  
540-574-5100; FAX 540-574-5127  
<http://www.rockinghamcountyva.gov/showpage.aspx?PageID=164>

**HENRICO COUNTY DSS**

SUSAN UMIDI, AS/APS SUPERVISOR  
8600 DIXON POWERS DRIVE  
RICHMOND, VIRGINIA 23273-7032  
804-501-4001; FAX 804-501-4006  
<http://www.co.henrico.va.us/dss/>

**HENRY/MARTINSVILLE DSS**

ANGELA PENN, 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 24465-0247  
540-468-2199; FAX 540-468-3099

**ISLE OF WIGHT DSS**

MAXINE BYRD, SOCIAL WORKER  
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](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, SW SUPERVISOR  
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 22485-0130  
540-775-3544; FAX 540-775-3098  
[http://www.co.kinggeorge.state.va.us/content14.cfm?cont\\_uid=9](http://www.co.kinggeorge.state.va.us/content14.cfm?cont_uid=9)

**KING WILLIAM DSS**

ANNE M. MITCHELL, SW SUPERVISOR  
172 COURTHOUSE LANE  
PO BOX 187  
KING WILLIAM, VA 23086-0187  
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 24263-0346  
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  
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 23093-0425  
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 22727-0176  
540-948-5521; FAX 540-948-3762

**MATHEWS DSS**

LISA BURNS-BROWN, SW SUPERVISOR  
ROUTE 611, 536 CHURCH STREET  
PO BOX 925  
MATHEWS, VA 23109-0925  
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**

CYNTHIA COLE, SOCIAL WORKER  
2893 GENERAL PULLER HIGHWAY  
PO BOX 216  
URBANNA, VA 23175-0216  
804-758-2348; FAX 804-758-2357

**MONTGOMERY DSS**

LINDA EATON, SW SUPERVISOR  
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  
434-263-7160; 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 23347-0568  
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 22473-0399  
804-580-3477; FAX 804-580-5815

**NOTTOWAY DSS**

BERNETTA S. WATKINS, SW SUPERVISOR  
288 W. COURTHOUSE ROAD  
PO BOX 26  
NOTTOWAY, VA 23955-0026  
434-645-8494; FAX 434-645-7643  
[http://www.nottoway.org/social\\_services.shtml](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](http://orangecountyva.gov/social_serv/index.asp)

**PAGE DSS**

WILLIAM N. AMONETTE, SR 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**

BRAD BURDETTE, SW SUPERVISOR  
3908 OLD BUCKINGHAM ROAD, SUITE 2  
POWHATAN, VA 23139-0099  
804-598-5630; FAX 804-598-5614  
<http://www.powhatanva.com/socialservices.htm>

**PRINCE EDWARD DSS**

CYNDI P. GABLE, SW SUPERVISOR  
111 SOUTH STREET  
PO BOX 628  
FARMVILLE, VIRGINIA 23901-0628  
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**

LYNDA WORKMAN, SOCIAL WORKER MANAGER  
7987 ASHTON AVENUE, SUITE 200  
MANASSAS, VA 20109  
703-792-7500; FAX 703-792-7363  
<http://www.pwcgov.org/default.aspx?topic=040081>

**PULASKI DSS**

SALLY QUESENBERRY, ASSISTANT DIRECTOR  
 143 THIRD STREET, NW  
 PO BOX 110  
 PULASKI, VA 24301-0110  
 540-980-7995; FAX 540-980-7993

**RAPPAHANNOCK DSS**

SHARON PYNE, AS/APS SOCIAL WORKER  
 354 GAY STREET  
 PO BOX 87  
 WASHINGTON, VA 22747-0087  
 540-675-3313; FAX 540-675-3315

**RICHMOND COUNTY DSS**

CLAUDETTE HENDERSON DIRECTOR  
 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 276-889-2662

**SCOTT DSS**

LUANNE MCMURRAY, SW SUPERVISOR  
 112 BEECH STREET, SUITE 2  
 PO BOX 637  
 GATE CITY, VIRGINIA 24251-0637  
 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://waynesboro.va.us/ss.php>

**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**

MARY BETH SHEETS, SW SUPERVISOR  
 121 BAGLEY CIRCLE, SUITE 200  
 MARION, VA 24354  
 276-783-8148 X 255; FAX 276-783-6327

**SOUTHAMPTON DSS**

MICHELLE STIVERS, SOCIAL WORK SUPERVISOR  
 26022 ADMINISTRATION CENTER DRIVE  
 PO BOX 550  
 COURTLAND, VA 23837-0550  
 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 540-507-7806  
<http://www.spotsylvania.va.us/departments/socialservices/>

**STAFFORD DSS**

LARRY DAVIS, SOCIAL WORKER  
 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/](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 23884-1336  
434-246-7020; FAX 434-246-2504  
[http://sussexcounty.gov/office.com/index.asp?Type=B\\_BASIC&SEC={F8D8A523-A406-4FEC-A2B5-55D39B2001C4}](http://sussexcounty.gov/office.com/index.asp?Type=B_BASIC&SEC={F8D8A523-A406-4FEC-A2B5-55D39B2001C4})

**TAZEWELL DSS**

ANNE COATES, AS/APS SUPERVISOR  
253 CHAMBER DRIVER  
PO BOX 149  
TAZEWELL, VA 24651  
276-988-8500; FAX 276-988-2765

**WARREN DSS**

JULIE MUSIC, SOCIAL WORKER  
912 WARREN AVENUE  
FRONT ROYAL, VA 22630-0506  
540-635-3430; FAX 540-635-8451  
[http://www.warrencountyva.net/social\\_services.asp](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 22520-0302  
804-493-9305; FAX 804-493-9309  
[http://www.westmoreland-county.org/cc\\_ss.htm](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  
276-228-5493; FAX 276-228-9272

**YORK-POQUOSON SOCIAL SERVICES**

KENDALL FERGUSON, SW SUPERVISOR  
301 GOODWIN NECK ROAD  
YORKTOWN, VA 23692-0917  
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 24201-4644  
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**

PAM COLE, SW SUPERVISOR  
100 OUTLAW STREET  
PO BOX 15098  
CHESAPEAKE, VA 23320  
757-382-2000; FAX 757-543-1644  
<http://cityofchesapeake.net/services/depart/humanse/r/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](http://www.franklinva.com/city_social.html)

**FREDERICKSBURG DSS**

JANINE SEWELL, DIRECTOR  
608 JACKSON STREET, SUITE 100  
FREDERICKSBURG, VA 22401  
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 24333-0166  
276-236-8111; FAX 276-236-9313  
[http://www.ingalax.net/galax\\_government2.htm#social](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**

STACEY MITCHELL, AS 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](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?NID=186>

**MANASSAS PARK DSS**

JACQUELINE PRESCOD, SOCIAL WORKER  
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, PROGRAM MANAGER  
FRANKLIN BUILDING  
741 MONTICELLO AVENUE  
NORFOLK, VA 23510  
757-664-6000; FAX 757-664-3275  
<http://www.norfolk.gov/HumanServices/>

**NORTON DSS**

LESHANA JOHNSON, SW SUPERVISOR  
938 PARK AVENUE  
PO BOX 378  
NORTON, VA 24273-0378  
276-679-2701; FAX 276-679-0607

**PETERSBURG DSS**

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

**PORTSMOUTH DSS**

ELLEN P. AMOS, SW SUPERVISOR  
1701 HIGH STREET, SUITE 101  
PORTSMOUTH, VA 23704  
757-405-1800 X8114; FAX 757-405-1874  
<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  
MARSHALL PLAZA BUILDING  
900 EAST MARSHALL STREET  
PO BOX 10129  
RICHMOND, VA 23240  
804-646-7212; FAX 804-646-7018  
<http://www.ci.richmond.va.us/departments/socialservices/>

**ROANOKE CITY DSS**

NANCY NORCROSS, MS SW SUPERVISOR  
1510 WILLIAMSON ROAD, NE  
ROANOKE, VA 24012  
540-853-2591; FAX 540-853-2027  
<http://www.roanokeva.gov/WebMgmt/ywbase61b.nsf/CurrentBaseLink/N254PLYT679LABTEN>

**SUFFOLK DSS**

CYNTHIA LEWIS, SW SUPERVISOR II  
440 MARKET STREET  
SUFFOLK, VA 23434-1818  
757-514-7450; FAX 757-923-3047  
<http://www.suffolk.va.us/citygovt/ca/socsvcs.html>

**VIRGINIA BEACH DSS**

WENDY SWALLOW, AS/APS SUPERVISOR  
3432 VIRGINIA BEACH BOULEVARD, SUITE 342  
VIRGINIA BEACH, VA 23452-4420  
757-437-3200; FAX 757-437-3466  
<http://www.vbgov.com>

**WILLIAMSBURG DSS**

BARBARA ANDERSON, SW COORDINATOR OF  
AS/APS  
401 LAFAYETTE STREET  
WILLIAMSBURG, VA 23185  
757-220-6161; FAX 757-220-6113  
<http://www.ci.williamsburg.va.us/index.aspx?page=35>

**WINCHESTER DSS**

HOLLY DAY, SOCIAL WORKER II  
33 EAST BOSCAWEN STREET  
WINCHESTER, VA 22601  
540-662-3807; FAX 540-662-3279

