



COMMONWEALTH of VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

S. Duke Storen
Commissioner

March 23, 2026

MEMORANDUM

TO: Members, State Board of Social Services

FROM: Duke Storen *Duke Storen*

POLICY: Administrative/Human Resources Manual for Local Departments of Social Services

ACTION: Updates to Chapters 5 & 8

The Administrative/Human Resources Manual for Local Departments of Social Services sets forth policies and procedures for local departments of social services that follow the Department of Social Services' (DSS) policies. The State Board of Social Services authority to approve such policies is established in §§ 63.2-217 and 63.2-219 of the Code of Virginia.

The DSS Division of Human Resources and the Virginia League of Social Services Personnel Committee (a joint committee consisting of state and local employees) embarked on a long-term project to conduct a comprehensive review and update of the manual. There are eight chapters of the manual and all have been updated. Due to the volume of changes, chapters will be presented in increments over the coming meetings.

At the 4/13/2026 meeting, Human Resources staff will present Chapter 5, Operations of LDSS, and Chapter 8, Employee Records & Record Management. For your convenience, your packet includes charts summarizing the changes. Hard copies of the charts, as well as the chapters, will be available at the April meeting.

I request that you approve the updates to Chapters 5 & 8, for submission to the Office of Secretary of Health & Human Resources. If you have questions concerning this action, please contact Jennifer Wright, Compliance Program Manager, Division of Human Resources, at 804-726-7033, Jennifer.wright@dss.virginia.gov

DS:kc
Attachments