

Department of Social Services

ADVISORY BOARD MEETING

APRIL 15, 3-5 PM

3811 CORPORATE RD

PETERSBURG, VA 23805

Agenda



I. Call to Order

- a. Quorum confirmation**
- b. Director's Welcome and Introduction of Regional Director**
- c. Board Introductions and PDSS Senior Leadership Team introductions**

II. Department Overview

III. Year in Review

- a. Internal Improvements**
- b. Community Engagement**

IV. Request to vote on Chair and Vice Chair

- a. Request to select meeting schedule**

IV. Adjournment



Director of Central Region

Dr. Natachia
Randles

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(804) 819-7114 *fax*

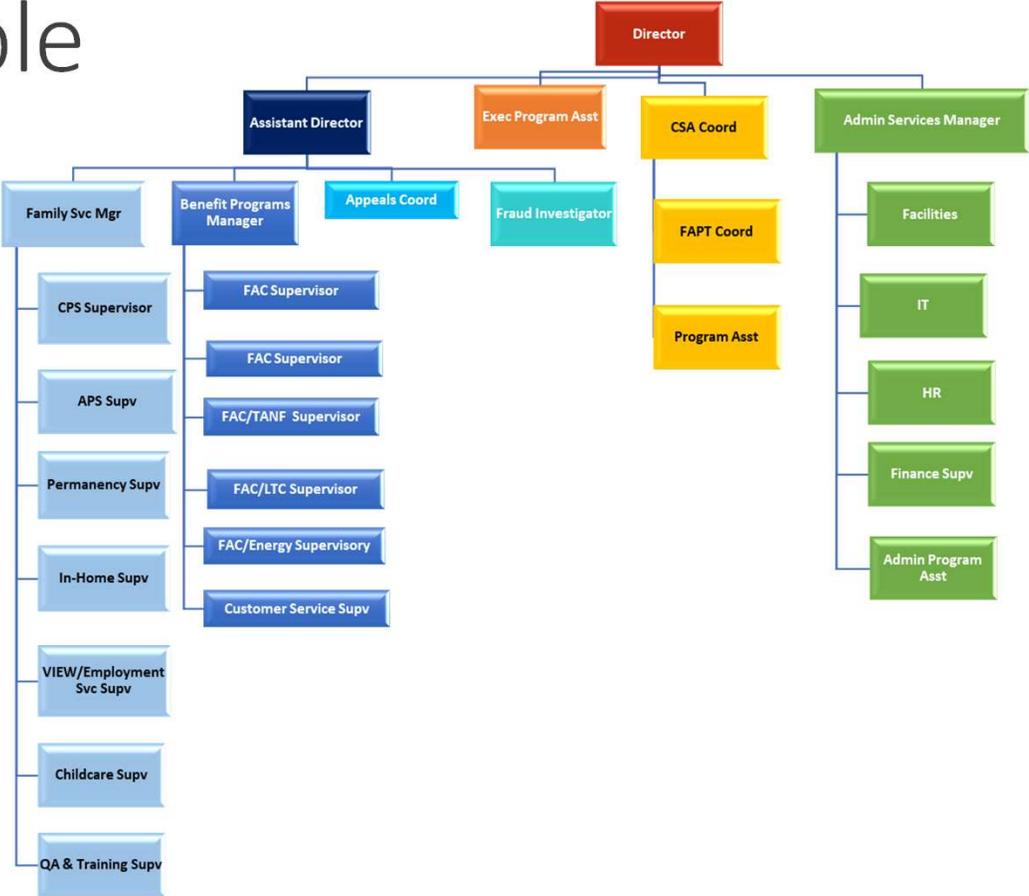
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1604 Santa Rosa Road
Suite 130
Richmond, VA 23229



Our mission to deliver quality services that promote self-sufficiency, responsibility, and safety.

Organizational Table



Division of Family Services

Virginia Children's Services Practice Model

- » We believe that all children and communities deserve to be safe.
- » We believe in family, child, and youth-driven practice.
- » We believe that children do best when raised in families.
- » We believe that all children and youth need and deserve a permanent family.
- » We believe in partnering with others to support child and family success in a system that is family-focused, child-centered, and community-based.
- » We believe that how we do our work is as important as the work we do.

Foster Care

Adoptions

Fostering Futures

Interstate Compact for the Placement of Children

In-Home Services

Family Support Services

Child Protective Services

Adult Services

Adult Protective Services

VIEW

Childcare Services

Resource Parents Program

QA & Staff Development

Adoption Assistance

Title IV-E

Learnfare

SNAP Employment and Training

Division of Benefit Programs

Eligibility Programs

Medicaid

- Included Unwinding

Supplemental Nutrition Assistance Program (SNAP)

Temporary Assistance for Needy Families (TANF)

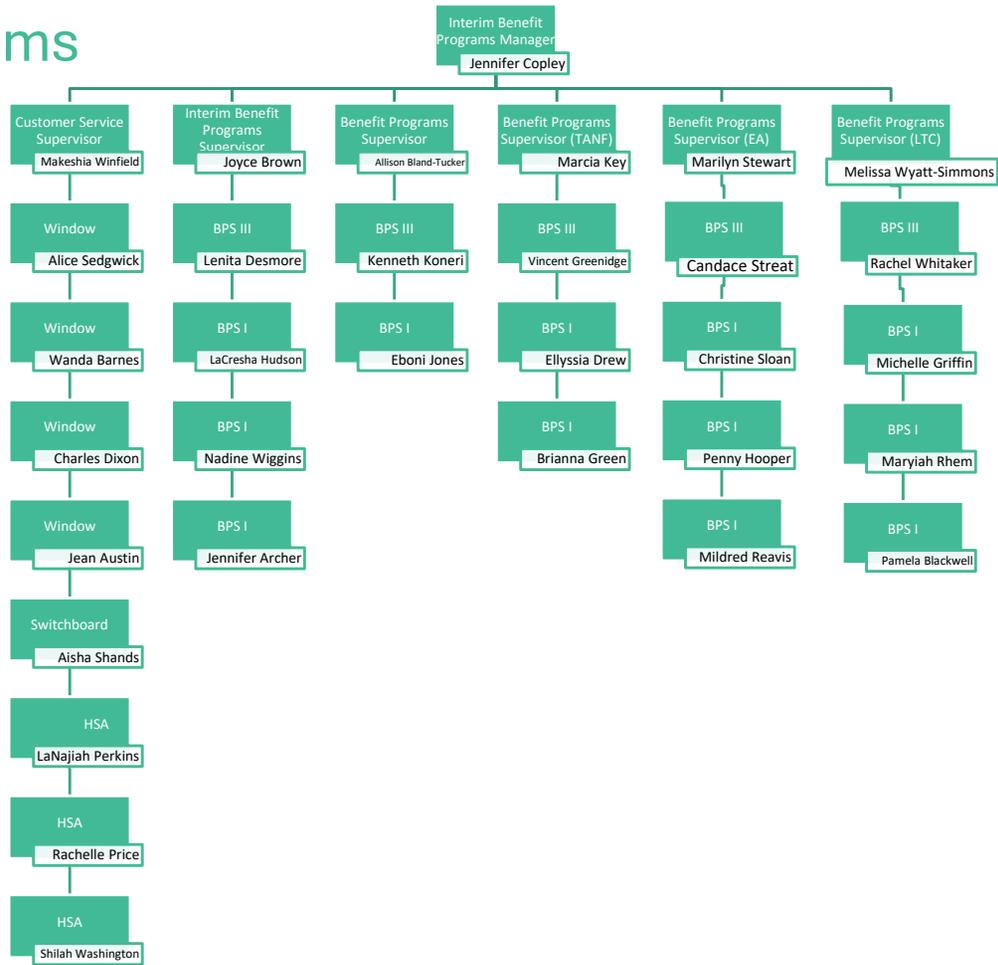
Energy Assistance

- Crisis (November 1 to March 15)
- Fuel (Second Tuesday in October - Second Friday in November)
- Cooling (June 15 to August 15)
- Weatherization (*Applies to Energy efficiency & Air Filtration*)

Application for Benefits Can Be Submitted by:

- Online at CommonHelp.Virginia.gov
- Enterprise Call Center (M-F; 7a to 6p)
- Walk-in (M-F; 8:30a to 5p)
- Mail
- Agency Dropbox
- Fax

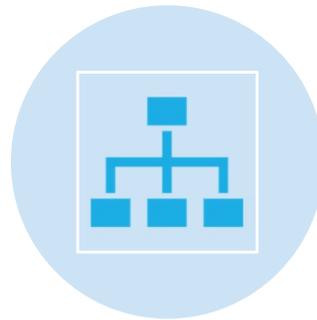
Benefit programs



CSA Overview



REFERRALS FROM COMMUNITY SERVICES BOARD (D-19) COURT SERVICES UNIT DEPARTMENT OF SOCIAL SERVICES PETERSBURG SCHOOLS 2. JUDGES THROUGH A MEMBER AGENCY BY COURT ORDER



FAMILY ASSESSMENT AND PLANNING TEAM (FAPT) IS THE INTERAGENCY GROUP THAT MANAGES THE CASE. THE TEAM DEVELOPS A PLAN AND BENCHMARKS. THEY ALSO DESIGNATE AN INDIVIDUAL TO MONITOR AND REPORT ON PROGRESS.



COMMUNITY POLICY AND MANAGEMENT TEAM (CPMT) IS THE COLLECTION OF AGENCY REPRESENTATIVES THAT CONSIDER ALL SERVICE INPUTS TO SUPPORT THE FAMILY AND COORDINATE RESOURCES BASED ON EACH CASE.

- The Administrative Unit serves as support to both Benefit Programs and Family Services.
 - Human Resources
 - IT Systems Support
 - Facilities/Fleet Management
 - Finances
 - Safety and Security



ADMINISTRATIVE

- It is essential that Admin ensures the daily operation of the LDSS is functioning efficiently and effectively.
- The Administrative Unit is responsible for:
 - Recruitment and Onboarding of new employees
 - Improving agency technology/Local Security Officer
 - Facility maintenance
 - Fleet maintenance
 - Agency Budget/Procurement
 - Customer & Staff Safety



Ways we are making a difference

INTERNAL INITIATIVES

Staffing restructure

- Non-Deviating policy
- Assistant Director, Program Assistant, BPS and FSS
- Incentives for training and completion of probation
- Restructured alignment of operations and changed reporting structure. All operations can focus on service to all programs. Fraud and Appeals Coordination now report to Assistant Director.

Employee Engagement

- Annual Appreciation Events
- Touts and Employee-of-the-Month
- Food Truck Fridays

Ongoing

CUSTOMER EXPERIENCE IMPROVEMENT

- Current and correct information
- Same-day response times
- Clear options for clients
- Escalating instead of passing complex cases

OFFICE IMPROVEMENTS

- VOIP telephones and headsets
 - Annex expansion
 - Carpet cleaning, HVAC
 - New furniture
- 

Initiatives

Community Partnerships

- Virginia Community Resource Center
- People's Advantage Federal Credit Union
- Cordish Group, Live! Casino
- Bureau of Police
- Petersburg area schools
- Memo of Understanding (MOU) with Hopewell
Healthy Families /Loving Steps
- Westview Preschool
- Crater Area Hospice Thrift Store

Advisory Boards

- Capital Area Partnership Uplifting People (CAPUP)
- Crater Regional Workforce Development
- Read-to-Them

Ways we are making a difference

Job Fairs

Career resources

Improving online presence

Downtown location presence

Vendors and provider listings



Year in Review



Turkey giveaway with Live! Casino at Thanksgiving with resounding success. Employee volunteers coordinated line of families several blocks long.



Office of Children's Services received the 1st Excellence in CSA Award for having the outstanding local CSA programs.



Year in Review

Governor's Child Welfare Appreciation in recognition of Family Services Specialist, Wolf Jean-Baptiste pictured with Governor Youngkin at Governor's Mansion in Richmond.

April is Child Abuse and Neglect Prevention Month Proclamation with City Council

Comfort Baskets at Christmas both were drive-up with Baptist Families



Proclamations
TUESDAY, APRIL 1, 2025
DEPARTMENT OF SOCIAL SERVICES & THRIVE BIRTH TO FIVE



APRIL IS NATIONAL CHILD ABUSE PREVENTION MONTH
APRIL 5 - 11, 2025 IS THE WEEK OF THE YOUNG CHILD



Service request



Responsibilities of Chair & Vice Chair

- Identify agenda items
- Ensure compliance to protocol
- Represent PDSS in the community and to public
- Serves as point of contact for fellow board members
- Commits to problem-solving for efficiency and productivity

Action items

- Motion to request volunteers to serve as chair**
- Motion to set agenda for next meeting**
- Approval of next agenda**
- Motion to close**
- Time stamp and adjournment**