



Richmond City Council

The Voice of the People

Richmond, Virginia

Office of the Council Chief of Staff

Education & Human Services Standing Committee

September 11, 2025

Prep Document for Committee Members

Previous Meeting: July 10, 2025

Next Meeting: October 9, 2025

September Meeting Agenda Overview (Thu, 9/11):

Presentation

- Metrics for Customer Service: Shunda Giles, Department of Social Services

Discussion Items

- RPS Updates: Jason Kamras, Superintendent
- DCAO HS Report: Amy Popovich, DCAO for Human Services

Papers for Consideration

- [Res. 2025-R036](#) (Avula, Approve participation in opioid-related settlement)
- [Res. 2025-R037](#) (Avula, Approve participation in opioid-related settlement)
- [Res. 2025-R038](#) (Newbille, Approve RBHA FY26/27 performance contract)

October Meeting Preview (Thu, 10/9)

- TBD

Metrics for Customer Service: Shunda Giles, Director Department of Social Services (DSS)

Notes:

- Slide 4: RDSS is second-largest local department of social services (LDSS) in VA:
 - 373.8 FTE in FY26
 - > \$992m in social services spending in FY24, with \$16.5m in local dollars (less than 2%)
 - 45% of Richmonders receive benefits administered by RDSS (SNAP, TANF, or Medicaid)
- Slide 8 (Medicaid processing timeliness):
 - VDSS sets processing time at 45 days or less and benchmark is for at least 97% of Medicaid applications to be processed within that timeframe
 - RDSS has not met that benchmark in any month since June 2024, though timeliness has been improving each month since February 2025 (up to 88.1% processed within 45 days in May '25)
- Slide 9: Richmond's 88.1% in May 2025 outperformed its peers & statewide
- Slide 10: TANF processing timeliness presented for different subset of months in different years (2019 and 2024); timeliness seems markedly worse in 2024
- Slide 11: RDSS is nearly 10 points below the 97% benchmark for TANF processing timeliness and performing worse on this metric than all comparison groups
- Slide 12: RDSS is ~ 5 % below 97% benchmark for SNAP timeliness target (non-expedited with a 30-day target)
- Slide 14: RDSS is 2.4% above 97% benchmark for child care apps (30 days)
- Slide 26: Hoping to increase Healthy Families referrals by 43% in FY26

Potential Questions:

- What is the processing time expectation for TANF applications?
- How are these metrics currently reported and updated? Can we post them on a public dashboard?
- Outline RDSS's efforts to hit state 97% benchmark for each program:
 - Medicaid
 - TANF
 - SNAP
 - Childcare applications (currently exceeding benchmark; is there a reason timeliness is so much better with these than other types?)
- Please share an update on SNAP EBT thefts and efforts to reimburse families.
- The ticket resolution times seem quite long for social services issues. Could you provide more information about time to resolution based on severity?
- How has HR-1 and removal of refugees from the definition of "qualified immigrants" impacted RDSS and families in Richmond?

Ordinances & Resolutions for Consideration

1. **Resolution 2025-R036**

Patron Mayor Avula

Title: To approve of the City's participation in the proposed settlement of opioid-related claims against Alvogen, Amneal, Apotex, Hikma, Indivior, Mylan, Sun Pharmaceuticals, Zydus, and Sandoz, and their related corporate entities, and to direct the City Attorney to execute the documents necessary to effectuate the City's participation in the settlements, including the required release of claims against the settling entities.

Notes:

- Context: Nationwide \$720 million settlement (\$16.4 million to Virginia) with 8 named companies: <https://www.oag.state.va.us/media-center/news-releases/2884-july-10-2025-attorney-general-miyares-secures-720-million-from-eight-opioid-drug-makers>
- Virginia MOU: <https://nationalopioidsettlement.com/wp-content/uploads/2021/10/VA-Opioid-Abatement-Fund-and-Settlement-Allocation-MOU1.pdf>
- Follows other settlements approved via resolution:
 - Res. 2021-R078 (McKesson, Cardinal Health, Amerisource Bergen, and Janssen Pharmaceuticals)
 - Res. 20223-R010 (Teva, Allergan, Walmart, Walgreens, CVS)
 - Res. 2024-R023 (Kroger)

Potential Questions:

- Can you explain why there's a requirement that the city sign a release of claims against the settling entities?
- How much funding does the city expect to receive through this settlement?
- What's the timeline for signing documents related to this settlement?

2. Resolution 2025-R037

Patron Mayor Avula

Title: To approve of the City's participation in the proposed settlement of opioid-related claims against Purdue Pharma and the Sackler Parties, and their related corporate entities, and to direct the City Attorney to execute the documents necessary to effectuate the City's participation in the settlements, including the required release of claims against the settling entities.

Notes:

- Context: Nationwide \$7.4 billion settlement (\$103.8 to Virginia) with Purdue and Sackler: <https://www.oag.state.va.us/media-center/news-releases/2876-june-16-2025-attorney-general-miyares-announces-7-4-billion-purdue-sackler-settlement>
- Virginia MOU: <https://nationalopioidsettlement.com/wp-content/uploads/2021/10/VA-Opioid-Abatement-Fund-and-Settlement-Allocation-MOU1.pdf>
- Follows other settlements approved via resolution:
 - Res. 2021-R078 (McKesson, Cardinal Health, Amerisource Bergen, and Janssen Pharmaceuticals)
 - Res. 20223-R010 (Teva, Allergan, Walmart, Walgreens, CVS)
 - Res. 2024-R023 (Kroger)

Potential Questions:

- Can you explain why there's a requirement that the city sign a release of claims against the settling entities?
- How much funding does the city expect to receive through this settlement?
- What's the timeline for signing documents related to this settlement?

3. Resolution 2025-R038

Patron President Newbille

Title: To approve the Richmond Behavioral Health Authority's performance contract for Fiscal Year 2026 and Fiscal Year 2027.

Notes:

- Va Code 37.2-608(B) requires approval of performance contract with behavioral health authority by September 30th each year.
- Contract covers Fiscal Years 2026 and 2027.
- \$6,130,000 was included in the city's FY26 budget (non-departmental) for this contract.

Potential Questions:

- What services does RBHA perform with this contract?
- Can you elaborate on RBHA's work with Richmond Public Schools?
- The "Highlights of Selected Changes" page (p. 5 of 338 PDF) notes that RBHA experienced increased demand for mental health and substance use treatment services in Fiscal Year 2025. *What has RBHA done in response to this increased demand?*