

Department of Social Services

Education & Human Services Committee Meeting

Director Shunda Giles, Esq

September 11, 2025



DEPARTMENT OF
**SOCIAL
SERVICES**

Department Overview



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About the Department

The **Richmond Department of Social Services** (RDSS) is comprised of several different branches with specific areas of expertise. Each of these branches house programs that help serve the citizens of Richmond. Programs and services provided by RDSS are funded through federal, state and local funds, in addition to other grants and donations. All funds are used to further progress our mission of improving the quality of life for all Richmond citizens.



About the Department

DSS is the **second largest** social services department in the state of Virginia

373.8 Full Time Employees for FY26.

\$992,399,544 in Social Services Spending in FY24 — \$16.5 million from local dollars.

We serve...

- 105,093 recipients of SNAP, TANF, or Medicaid, which is 45% of the City population
- 225 youth in foster care as of SFY 2025 (*unaudited data*)
- Received 1,285 complaints through Adult Protect Services Hotline in SFY 2025 (*unaudited data*)

Benefit Programs

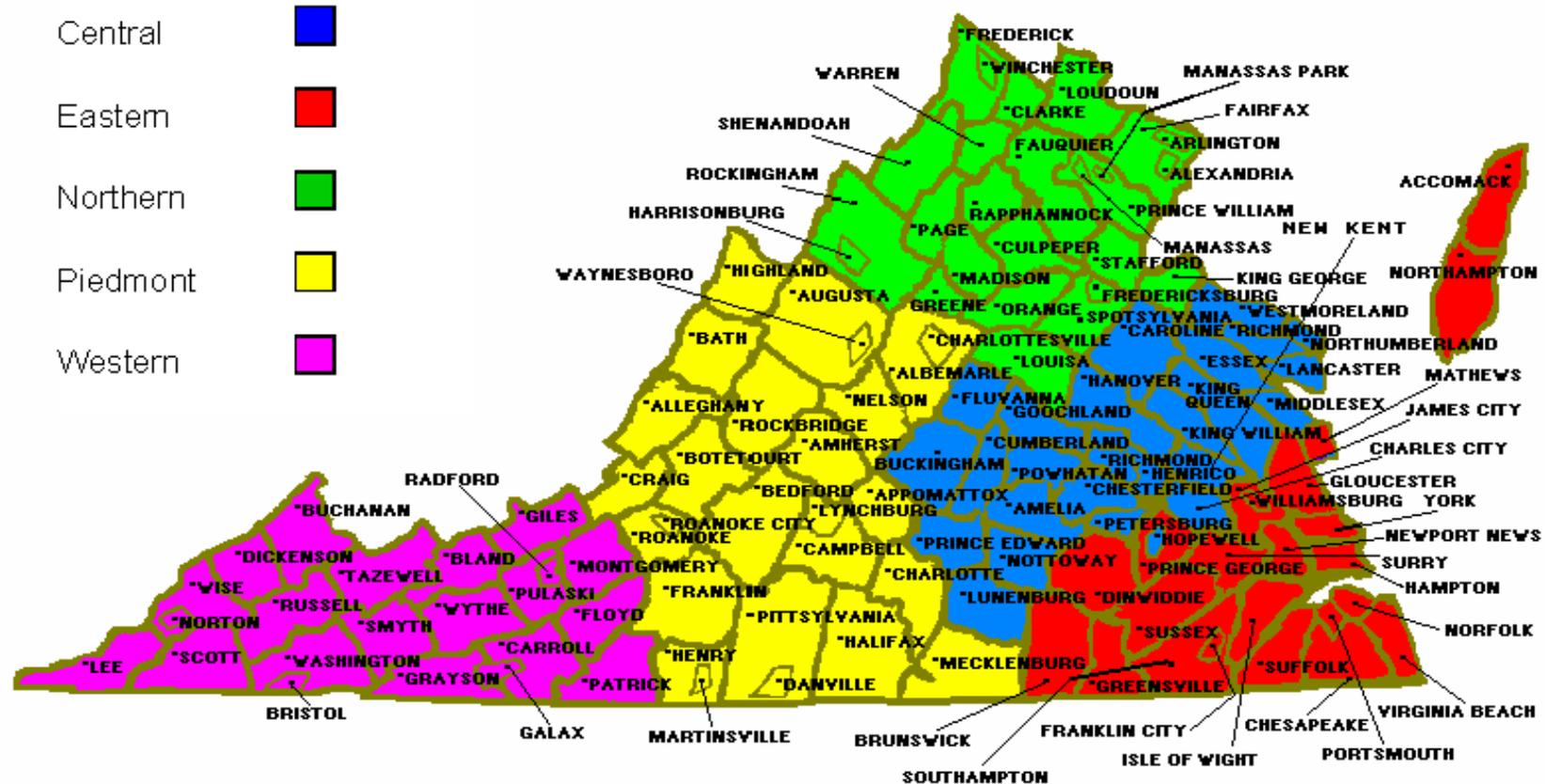


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Definitions

- State Fiscal Year is June 1- May 31
- Fiscal Year operates July 1 – June 30
- Calendar Year is January 1 - December 31
- Each LDSS is assigned to one of three levels based on the size of their agency. Of the 120 local departments across the state of Virginia, there are 33 small-sized Level I (One) agencies, 59 medium sized Level II (Two) agencies, and 28 large Level III (Three) agencies.
- Local Central Region Level III localities include:
 - Chesterfield County & Colonial Heights
 - Henrico County
 - City of Petersburg
 - City of Richmond

VDSS Regional Boundaries

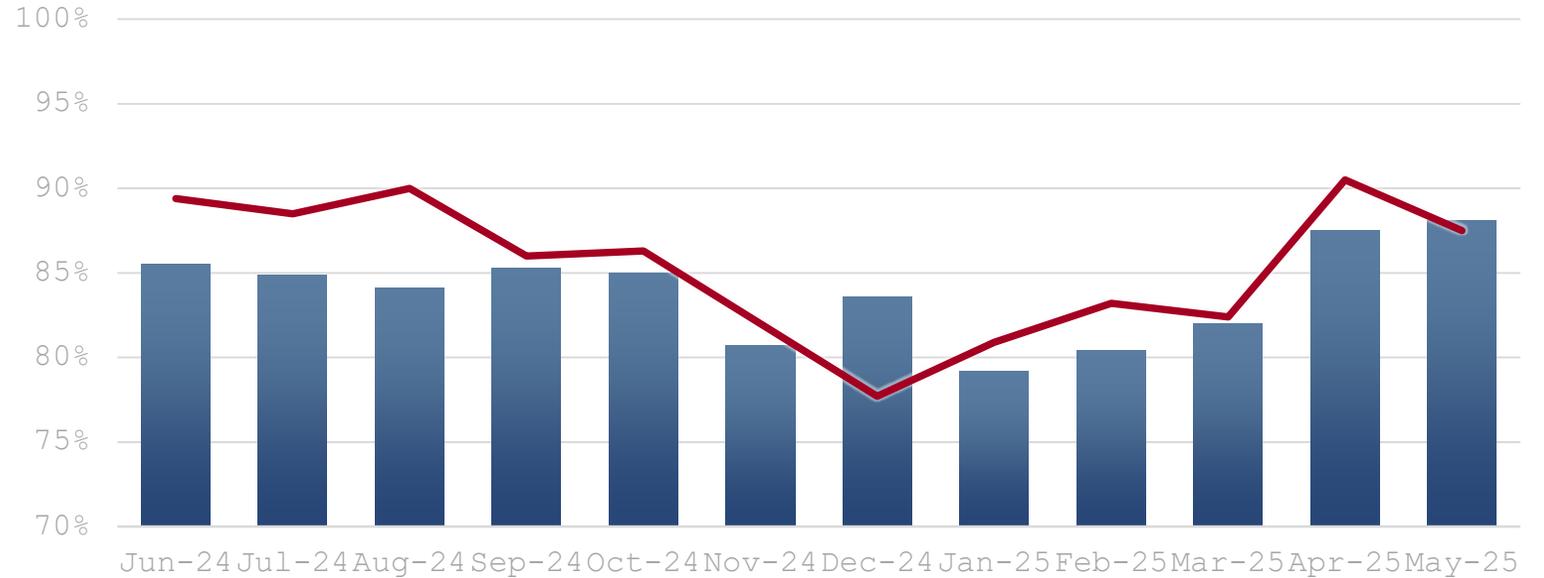


Medicaid

VDSS processing timeline for Medicaid is 45 days.

Benchmark - 97%

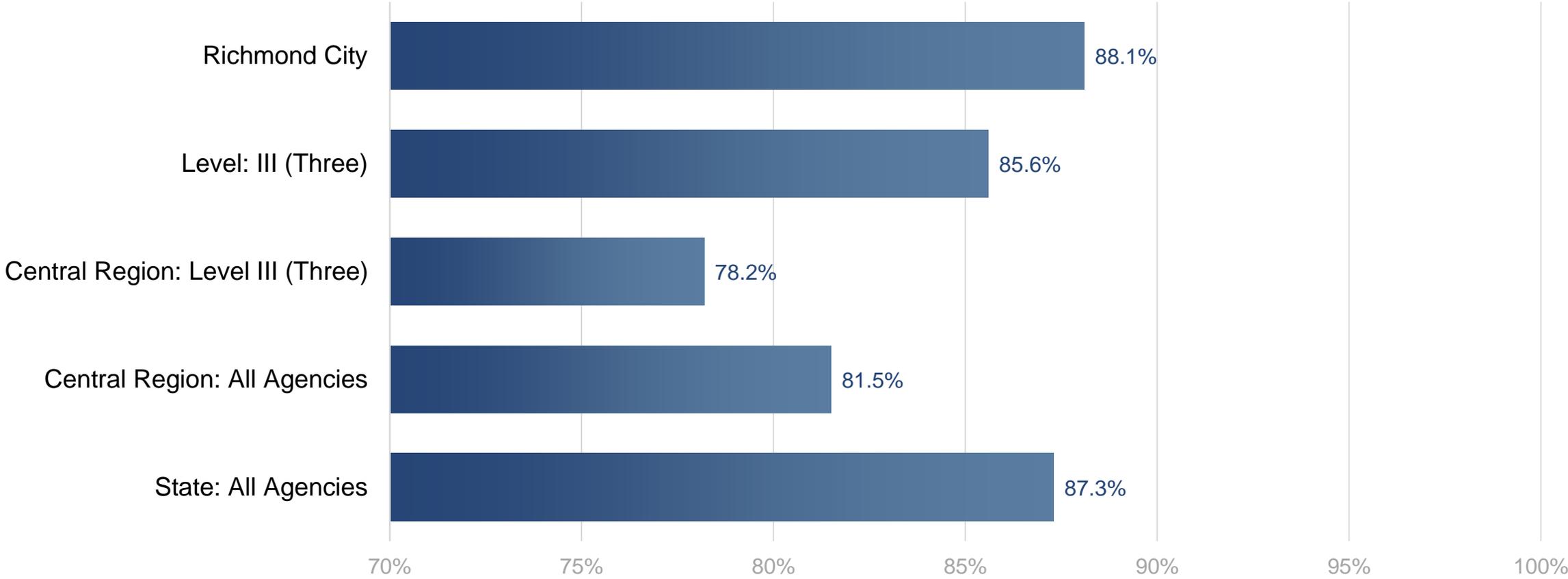
Applications Processed on Time



	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
LDSS %	85.5%	84.9%	84.1%	85.3%	85.0%	80.7%	83.6%	79.2%	80.4%	82.0%	87.5%	88.1%
State Call Center	89.4%	88.5%	90.0%	86.0%	86.3%	82.0%	77.7%	80.9%	83.2%	82.4%	90.5%	87.5%

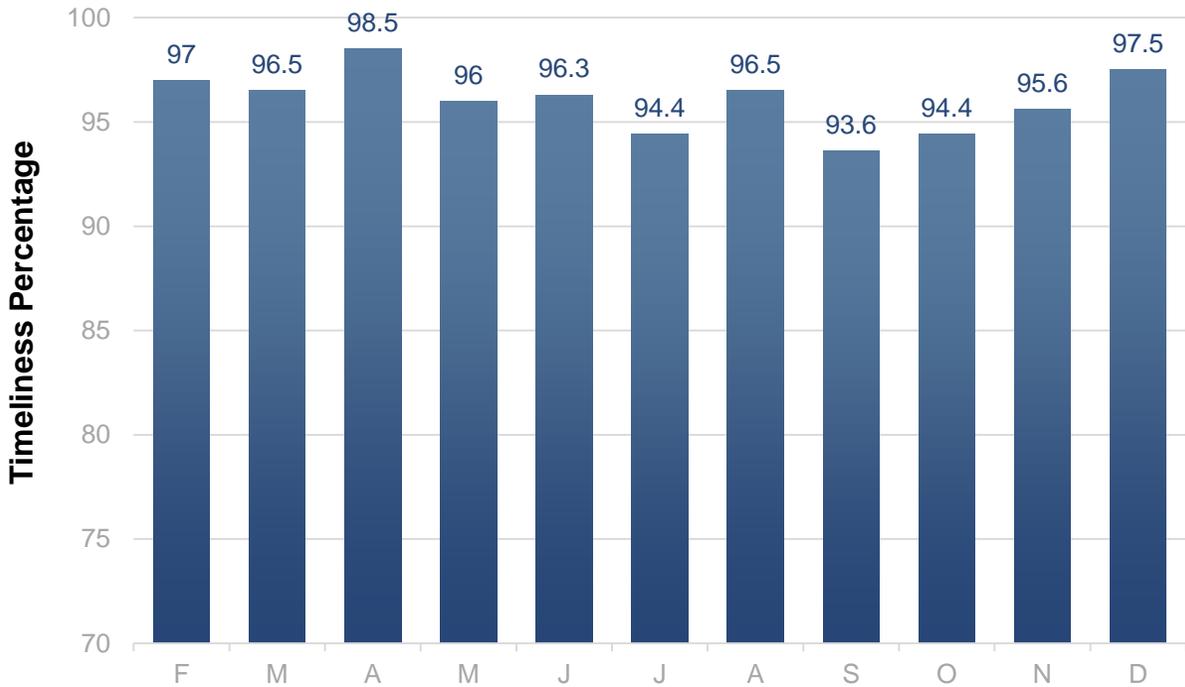
LDSS % State Call Center

Locality Comparison – Medicaid

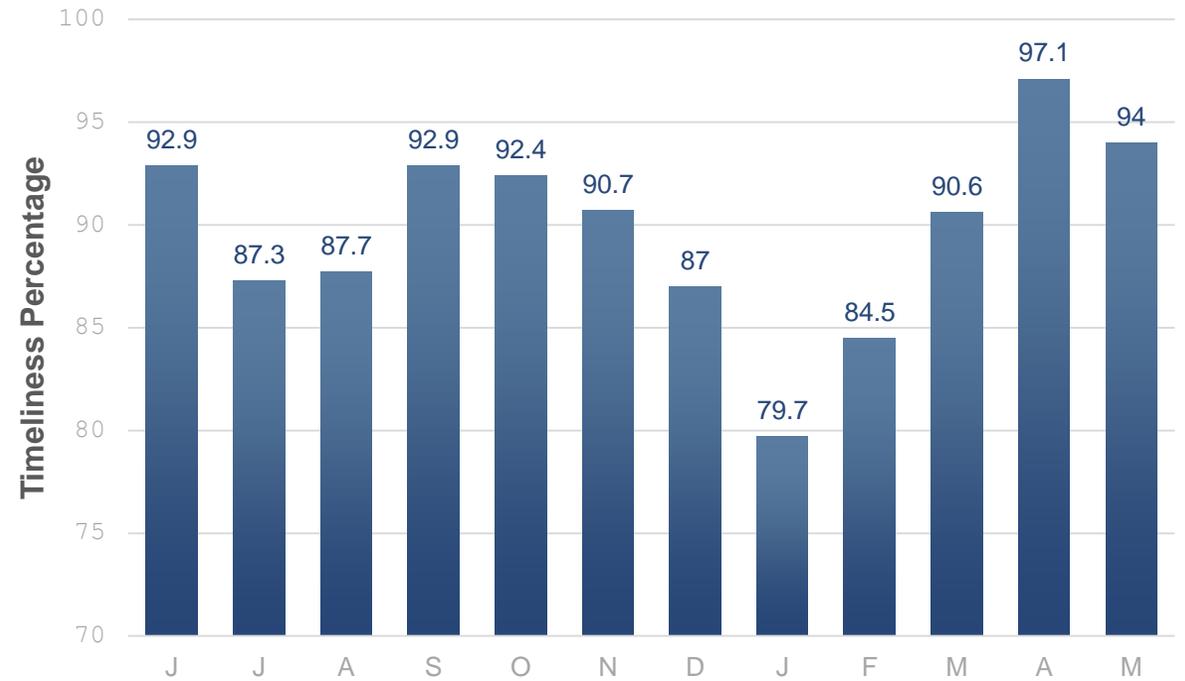


Temporary Assistance to Needy Families (TANF)

2019

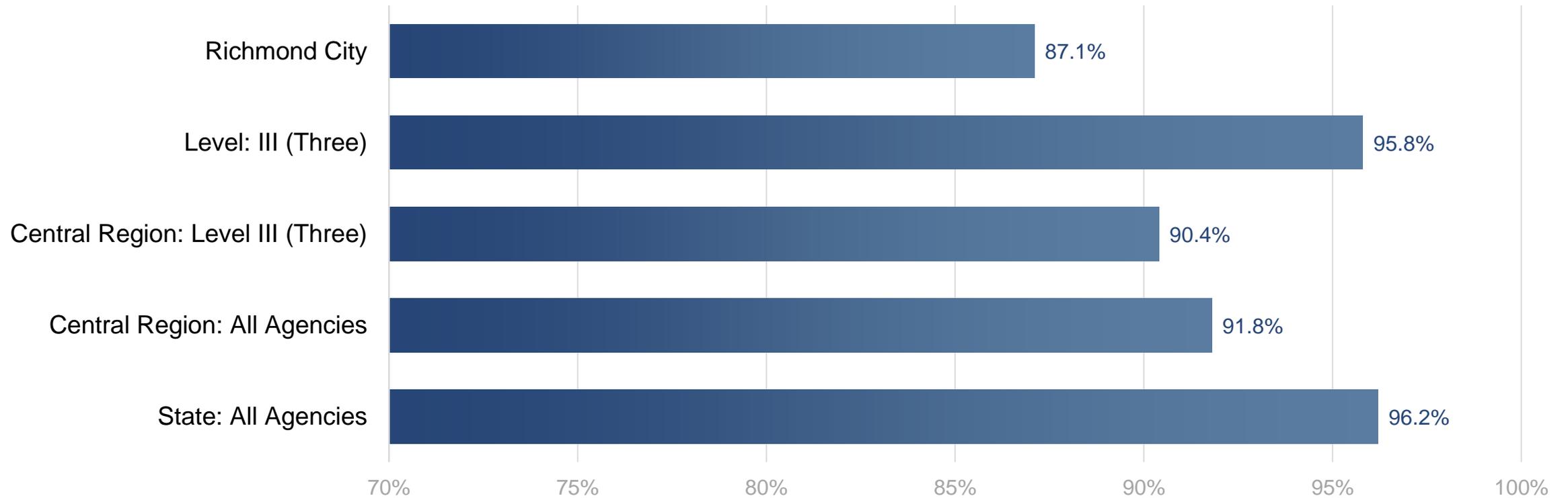


2024



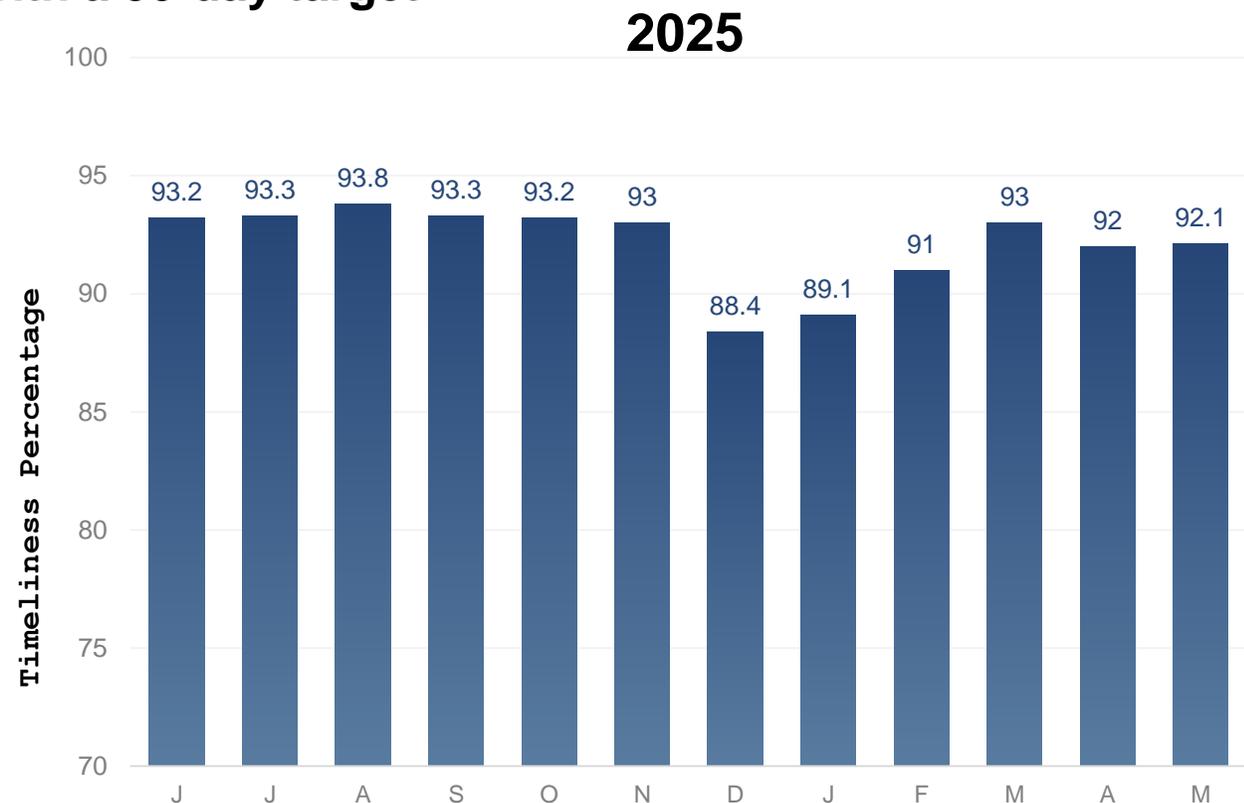
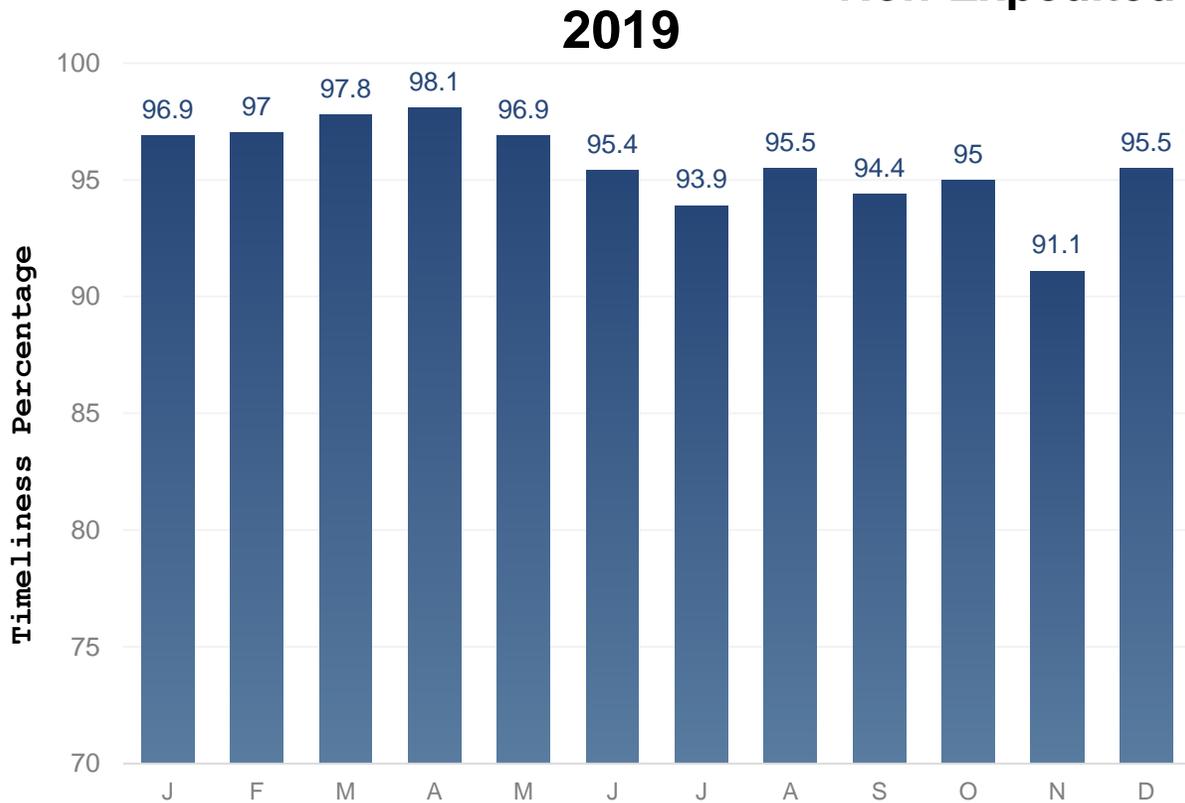
Benchmark – 97%

Locality Comparison – TANF Applications Processed on Time



Supplemental Nutrition Assistance Program (SNAP)

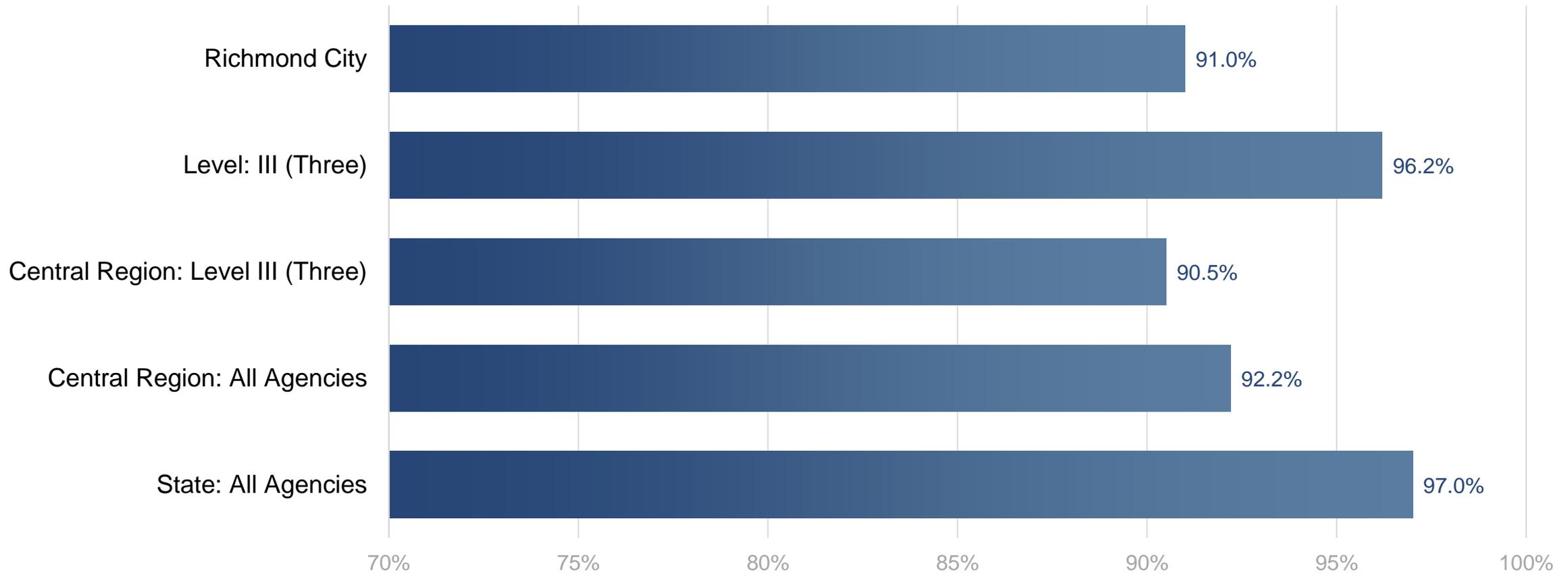
Non-Expedited with a 30-day target



* This reflects calendar year.

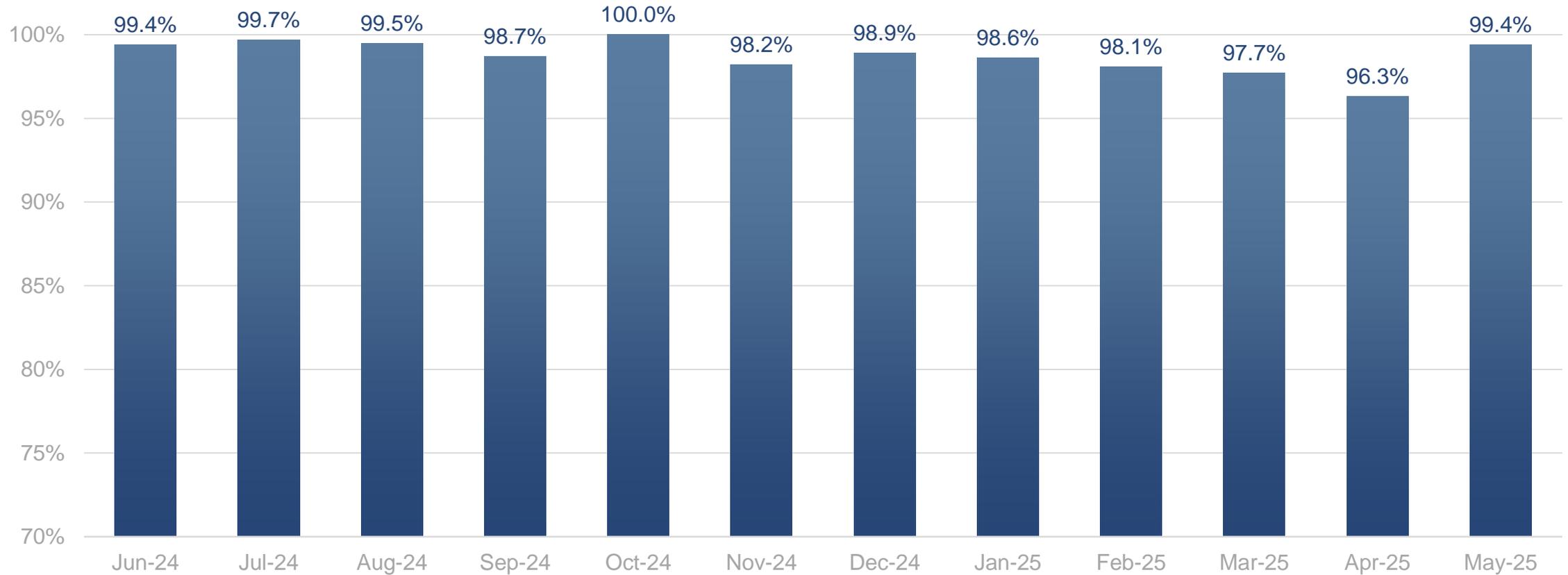
Benchmark – 97%

Locality Comparison – SNAP Non-Expedited



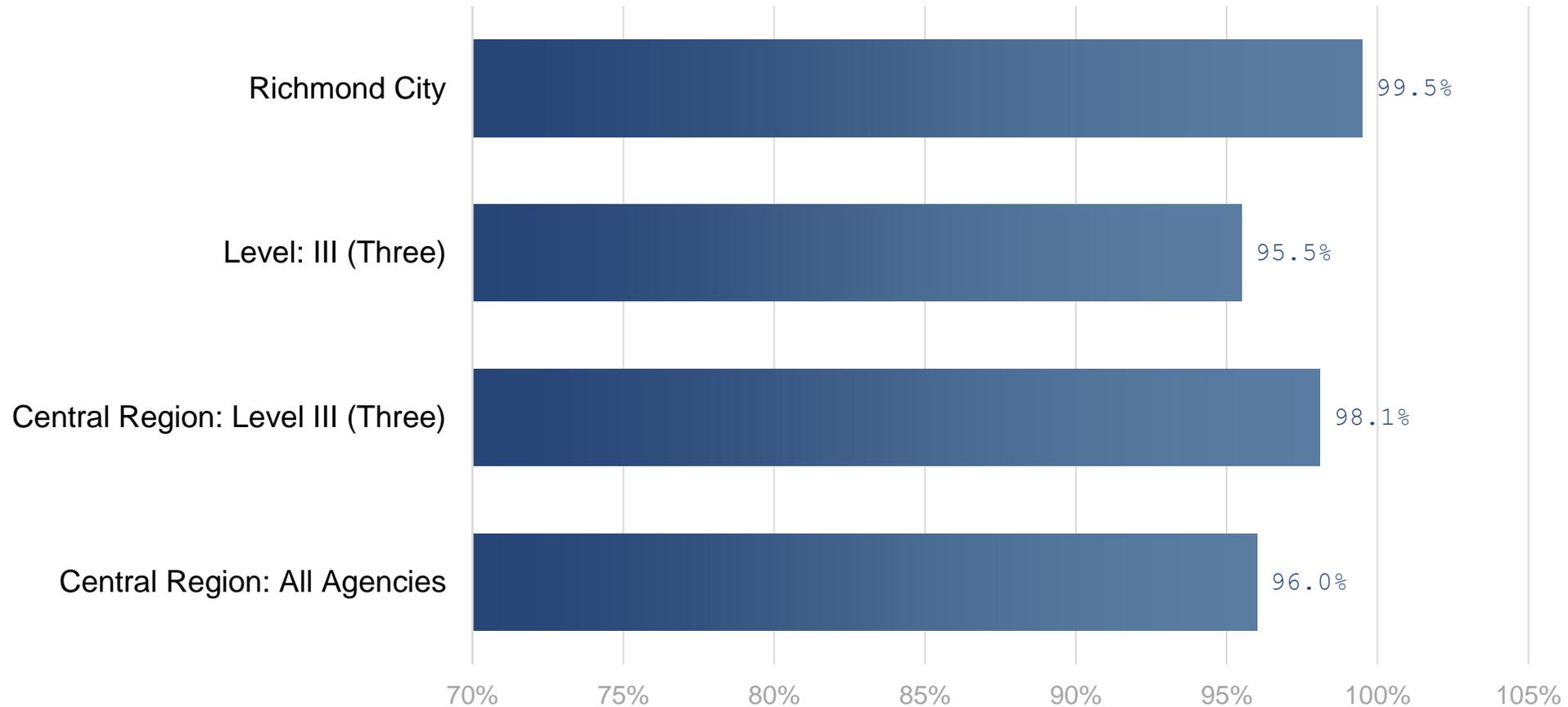
Note: "State: All Agencies" includes 120 localities comprised of Level I, II and III agencies

Child Care Applications Timeliness (30 days)



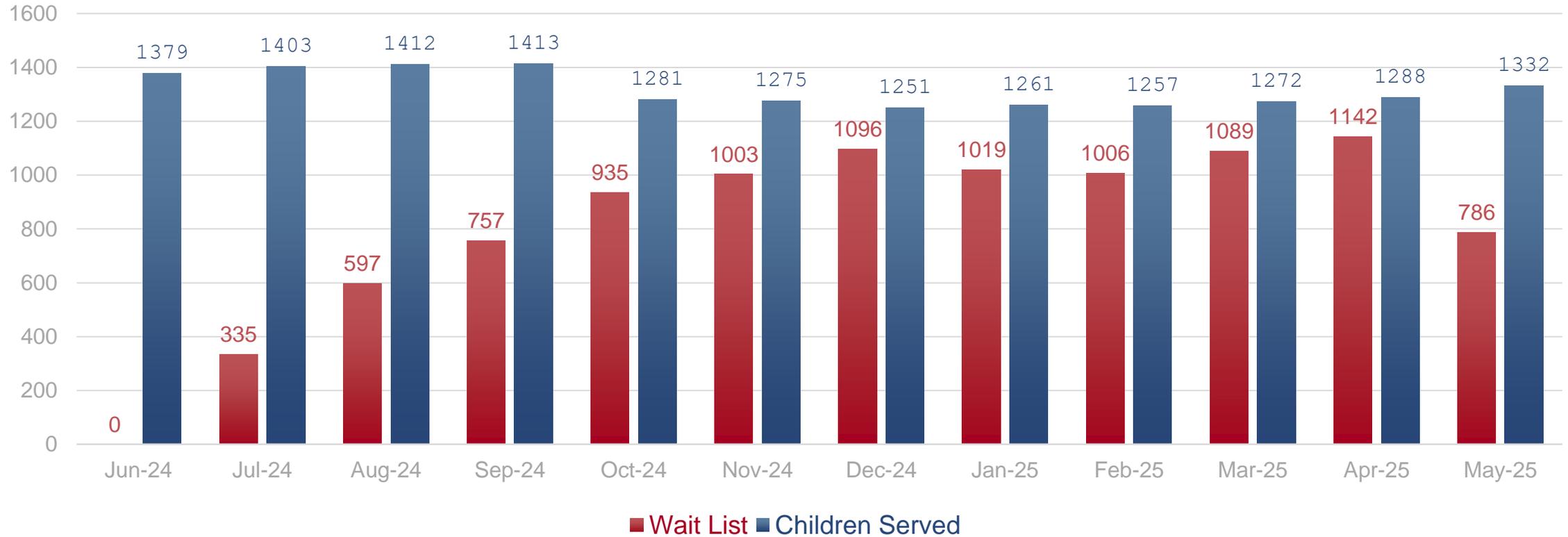
Benchmark – 97%

Locality Comparison – Child Care Timeliness



Child Care Waitlist

Children Served and Children on Wait List



*Funding is provided directly to recipient from the Virginia Department of Social Services

Federal Updates



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SNAP Payment Accuracy

Beginning in October 2027, states with SNAP Payment Accuracy rates above six percent, will be required to contribute a state match for SNAP benefits to eligible low-income Virginians as required by HR-1. **Currently, the Commonwealth's SNAP Payment Error Rate is 11.5%. Richmond's is 14.1%.**

Solutions in Place:

- RDSS is partnering with VDSS to reduce its state share of payment errors.
- All RDSS benefits staff is currently engaged in SNAP refresher training.
- VDSS has a team of reviewers engaged in randomly selecting agency cases prior to authorization.
- RDSS has implemented case reviews in excess of state requirements.
- A dedicated Quality Assurance & Quality Control Team within RDSS could help to reduce payment or procedural errors before they occur.

Medicaid

- Beginning in January 2027, states must implement a “community engagement” requirement for certain Medicaid enrollees (able-bodied adults 19-64 who do not qualify for an exemption)
- Localities will be required to conduct Medicaid eligibility re-determinations every six months for expansion populations
- In Expansion states, such as Virginia, allowable provider taxes, which fund the Medicaid program will be reduced each year between 2028-2034 from 6% to 3.5%, which may also impact federal funding for the program
- H.R.-1 also removes refugees from the definition of “qualified immigrants”, which effectively eliminates their access to federal health benefits

Children, Family & Adult Programs



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About the Division

The **Division of Children, Families, and Adults** focuses on ensuring that families and children are safe and secure in their own homes, in foster homes, and throughout the community at large.

Programs included within CF&A include Family Preservation, Child Protective Services, Adoption & Foster Care, Adult Services & Adult Protective Services, and others.



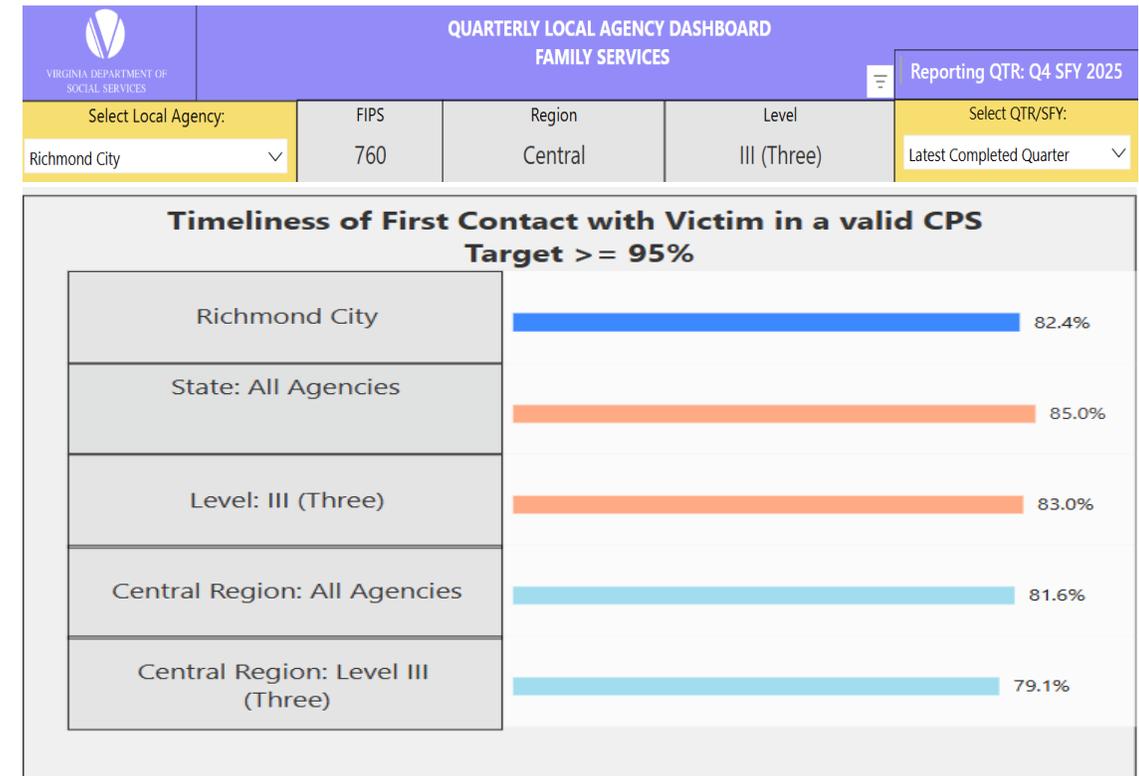
Adult Services in collaboration with the Office on Aging and Disability Services, launched a monthly seminar series aimed to educate Older Adults and their loved ones.

Child Protective Services

When a CPS referral is validated, a worker must interview and observe the alleged victim child within a set response time. The timeframe depends on the severity of the abuse or neglect:

- 24 hours – Severe allegations (serious injury, immediate danger, or victim under age 2)
- 48 hours – Less severe cases requiring urgent response
- 5 days (40 working hours) – Lower-risk cases where danger is not immediate

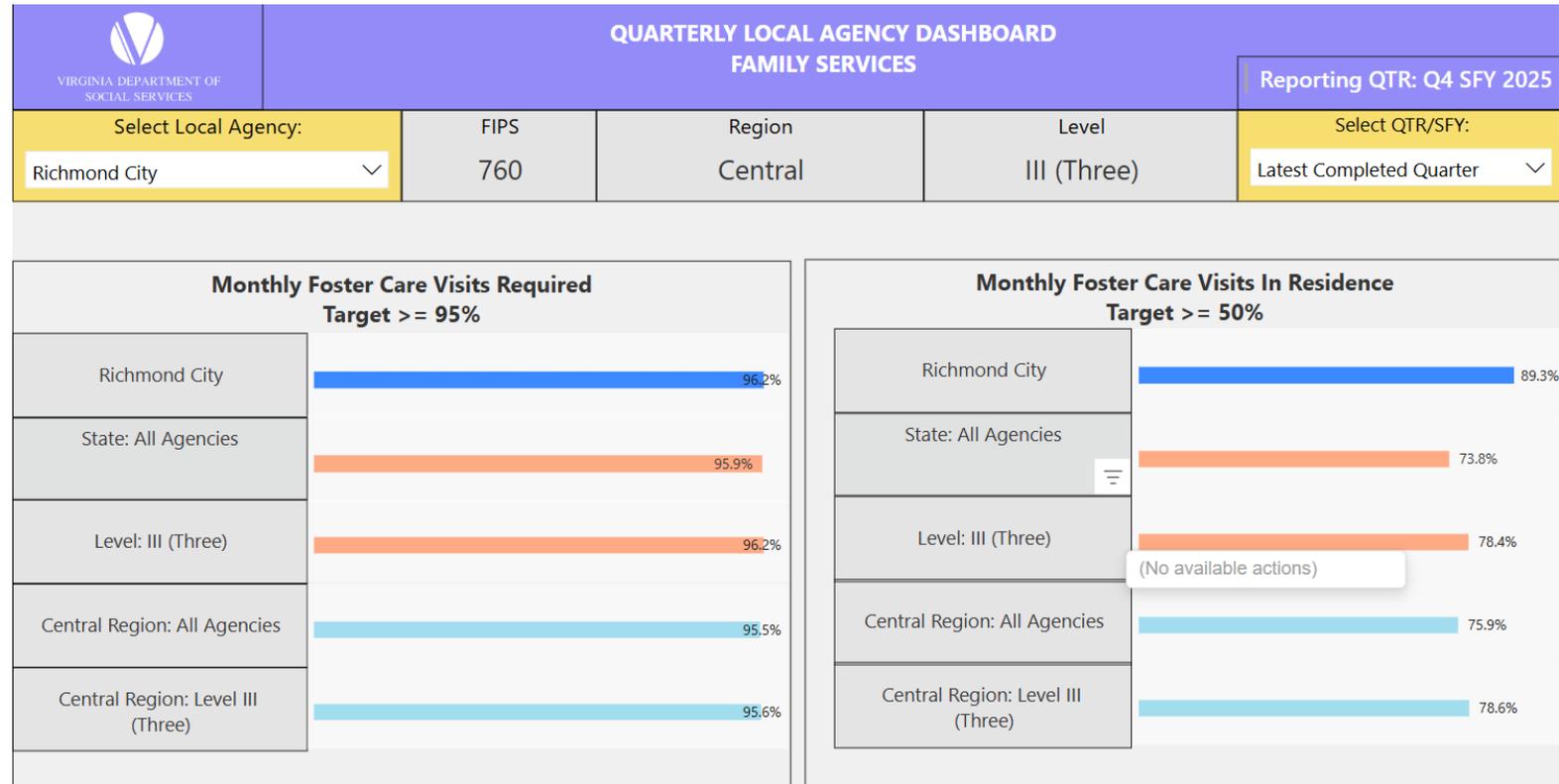
Note: Timeliness of first contact measures the actual interview/observation, not attempts to locate the child.



**Data is unaudited*

Foster Care

Foster Care provides services and treatment for children placed in the Department's legal custody by a Virginia court due to abuse, neglect, or service needs. Support is offered to both the child and family to prevent future placements and to achieve permanency.



Adult Protective Services

Adult Protective Services investigates abuse, neglect, and exploitation of older and incapacitated adults and provide social, legal, and emergency support, including guardianship, to prevent further harm. If a case is valid/founded, the report may be referred to law enforcement/regulatory agencies with a service safety plan in place. The APS staff will manage the case through final disposition. If it is not valid but additional services/supports are needed then it is referred to the Adult Services team.

- Total APS complaints received: 1,303
- Investigated reports: 817 valid cases
- **62.7% of all complaints investigated and validated**

** Data from the Virginia Department of Aging and Rehabilitative Services FY25 unaudited*

Adult Services

Adult Services support individuals aged 18+ with no minor children who are disabled, elderly, or homeless. Services aim to promote independence in the least restrictive setting by strengthening family and social support or assisting with self-determination. These services are voluntary.

Services include assessments, care management, community referrals, assisted living and Medicaid screenings, transportation, and other supports to help adults live independently.

FY24 Highlights

- 282 Guardianship Cases Managed
- 40 ongoing companion cases

Healthy Families Program

The **Healthy Families Program** is an intensive home visiting program for families with prenatal and young children who reside within the City of Richmond. Home visitors work with enrolled families until the target child is three years of age. The program is designed for parents facing challenges such as single parenthood, low income, childhood history of abuse and other adverse childhood experiences, and current or previous issues related to substance abuse, mental health issues, and/or domestic violence.

FY 2025 Stats (unaudited)

- 92 families referred
- 37 families served
- 166 youth served
- 871 home visits

We have partnered with Richmond Public Schools, local hospitals, or other City agencies to increase our referrals. We want to reach at least 132 referrals for FY26.

Customer Service

The **RDSS Solution Support Center** works in conjunction with RVA311 agents to resolve inquiries quickly and effectively to reduce caller frequency and the need to visit one of the two RDSS locations. The primary service goal is to leave customers with a positive impression of our ability to be proactive and responsive.

Ticket Resolution Overview

- Total Tickets Opened: 26,804
- Total Tickets Resolved: 26,098
- Closure Rate: 97% — a strong indicator of operational efficiency and responsiveness.

Ticket Volume Trends

- Current Open Ticket Volume: 1,682
- Previous Average (7/24 – 1/25): 2,415
- 30% decrease in open ticket volume

Resolution Time Improvement

- Average Closure Time (7/24): 38 days
- Average Closure Time (1/25): 29 days
- Average Closure Time (7/25): 21 days
- 24% reduction in resolution time

Social Services is Moving!



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300 E. Franklin Street

- **Project Scope:**
 - To centrally consolidate the city's Department of Social Services operations and logistics at the former Richmond Times Dispatch building which consists of approximately 113,319 square feet of office spaces as well as an attached parking garage.
- **Project Timeline:**
 - **Construction (220 days) Phase** - January 2025 – October 2025
- **Project Status:**
 - The construction phase is currently underway with final improvements (composite cleanup, aluminum framing and glazing, painting, furniture and appliance installation, ceiling tile and flooring installation, security trim out and hardware, wiring trade, and re-inspections, etc.) being made to four floors. Stakeholders receive weekly progress reports along with photos of completed work as well as work-in-progress. *The project is currently on track to be completed within the timeline.*
- **Project Completion:** Expected date of completion is October/November 2025.



Customer Service at Southside Plaza

The DSS Customer Service Center will remain at Southside Plaza and citizens are able to continue to receive assistance at this location.

Lease: Lease renewal (amendment) efforts are underway. The department is currently on a month-to-month lease.

Improvements: New carpet was installed in the lobby on August 24, 2025. Other improvements are being negotiated with the landlord.

Questions?



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