

Department
for Aging and
Rehabilitative
Services

State
Fiscal
Year 2016

Adult Protective Services
Division

Annual Report



COMMONWEALTH OF VIRGINIA
DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES

JAMES A. ROTHROCK
Commissioner

8004 Franklin Farms Drive
Henrico, VA 23229

Office (804) 662-7000
Toll free (800) 552-5019
TTY Toll free (800) 464-9950
Fax (804) 662-9532

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Dear Colleagues:

Happy New Year! I am pleased to present the State Fiscal Year 2016 Adult Protective Services (APS) Division Report from the Virginia Department for Aging and Rehabilitative Services (DARS). This year's report would have not been possible without the dedication and commitment of the Division's Home Office and Regional staff.

2016 was a busy year for the APS Division. In response to House Bill 676, sponsored by Delegate Chris Peace, Division staff and community stakeholders convened a workgroup to examine the issue of adult financial exploitation in the Commonwealth. The workgroup published a report highlighting statistics from 141 substantiated financial exploitation cases. The report, which also outlined eight recommendations to respond to financial exploitation in Virginia, will serve as a blueprint to address this problem that jeopardizes the economic security of older adults and individuals with disabilities. The report is available on the Legislative Information System website at: [http://leg2.state.va.us/dls/h&sdocs.nsf/By+Year/HD132016/\\$file/HD13.pdf](http://leg2.state.va.us/dls/h&sdocs.nsf/By+Year/HD132016/$file/HD13.pdf).

The Division also welcomed a new staff member, Shelley Henley, in July. As a former Medicaid eligibility supervisor for a local department, Shelley brings a wealth of experience to her new role as the Auxiliary Grant (AG) Program Consultant. She'll provide technical assistance to eligibility workers, monitor local AG programs, and in the near future, offer some much needed training opportunities. We are so glad to have her on board!

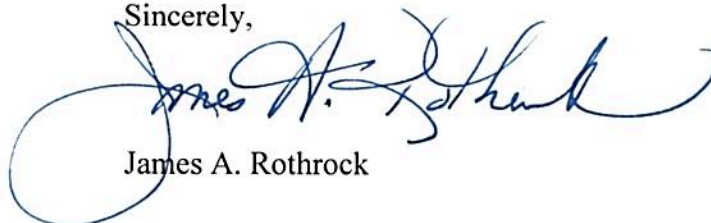
Additionally, we were pleased that funding to replace the antiquated ASAPS database system was included in the Governor's budget. The enhanced system, PeerPlace, will improve case management practices, resulting in better outcomes for our clients, and enhance APS and Adult Services (AS) data collection. Our effort to improve data collection also aligns nicely with the new federal National Adult Maltreatment Reporting System (NAMRS) initiative, the first ever national effort to "paint the picture of APS" throughout the country. The APS Division will submit federal fiscal year 2016 data to NAMRS in early 2017. Your advocacy to assure this system is supported by our General Assembly is welcome.

There are a few trends worth noting in the 2016 Annual Report. The total number of APS reports rose 3.4%, though substantiated APS reports demonstrated a more significant increase of 5.6%. Substantiated cases of financial exploitation grew 14% compared to last year signaling a troubling trend. We must remain vigilant in combating this problem!

But I want to end this year by thanking every local AS, APS, and AG worker who serves older adults and individuals with disabilities throughout the Commonwealth. You are such a critical part of our mission to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

I am looking forward to an exciting and productive 2017!

Sincerely,

A handwritten signature in blue ink, appearing to read "James A. Rothrock". The signature is fluid and cursive, with a large loop at the beginning and end.

James A. Rothrock

JAR/pm

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Overview: The APS Division at the Department for Aging and Rehabilitative Services

“The Department for Aging and Rehabilitative Services, in collaboration with community partners, provides and advocates for resources and services to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.”

The Department for Aging and Rehabilitative Services (DARS) is home to several divisions and programs that provide essential services to older adults and individuals with disabilities. Programs include the Office of the State Long-term Care Ombudsman, the Virginia Public Guardianship Program, Brain Injury Services Coordination and the Personal Assistance Services Program. DARS is also the lead agency in Virginia in addressing the employment needs of individuals with disabilities. Vocational Rehabilitation services and the Wilson Workforce Rehabilitation Center have helped individuals with physical, cognitive, and developmental disabilities become successfully employed.

In July 2013, pursuant to a change in state law, the Adult Protective Services (APS) Division relocated from the Department of Social Services (DSS) to DARS. The relocation only affected Division staff as the service delivery system for APS Division programs remained with 119 local departments of social services (LDSS).

The DARS Commissioner, who is appointed by the Governor, oversees the Division at the state level. The Division Director, the Auxiliary Grant (AG) Program Manager, AG Program Consultant and the Division’s Administrative Assistant are located in Richmond.

Five regional APS consultants are located in Abingdon, Henrico, Roanoke, Virginia Beach, and Warrenton. The regional consultants act as program liaisons to local Adult Services (AS) and APS staffs. Home office staff are identified in [Appendix B](#) and regional consultants and the LDSS they serve are identified in [Appendix C](#).

The APS Division supervises the provision of three, locally delivered programs: the **Adult Services, APS** and **AG** Programs. These programs provide protection, empowerment, and the opportunity for independence for adults. APS Division staff develops policies, procedures, regulations, training, and standards for the three program areas and are responsible for the monitoring and evaluation of those programs. The Commissioner and Richmond staff serves as liaisons to federal and state legislative and executive agencies and to local boards of social services. The Richmond staff, in collaboration with DSS, allocates and manages program funding for LDSS.

The ASAPS Case Management System and Case Type Statistics

The ASAPS automated case management and reporting system is the system of record for AS and APS cases. The majority of information in this report is derived from data entered into ASAPS by LDSS workers. Statistical data for this report covers state fiscal year (SFY) 2016 which began July 1, 2015 and ended June 30, 2016.

Each service case that an AS or APS worker opens is given an ASAPS “case type” 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 is “Needs Protective Services and Accepts.” Home-based care (companion, chore, and 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, and 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, and 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, § [64.2-2020](#). The case is opened and the redetermination date is the date the initial or annual report is due.

Tables 1 and 2 provide statewide caseload information by each case type.

Table 1-Statewide Caseload SFY 2012-2016: All Case Types

| SFY ‘12-‘16 Total Caseload ¹ | | | | | | | | | | |
|---|-------|---------------------|-------------------|--------|--------------------|-----------------------|---------------------------------------|------------------|-----------------|--------|
| SFY | 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 |
| 2016 | 4,519 | 156 | 15,479 | 20,604 | 3,745 | 2,288 | 240 | 2,675 | 11,070 | 60,776 |
| 2015 | 4,353 | 131 | 14,552 | 20,128 | 3,619 | 1,817 | 243 | 2,667 | 10,356 | 57,866 |
| 2014 | 4,949 | 151 | 13,683 | 18,622 | 3,648 | 2,068 | 248 | 2,831 | 9,682 | 55,882 |
| 2013 | 4,864 | 166 | 13,193 | 17,260 | 4,137 | 2,002 | 393 | 3,058 | 9,100 | 54,158 |
| 2012 | 4,872 | 188 | 12,473 | 15,849 | 4,283 | 2,002 | 601 | 3,312 | 8,403 | 51,983 |

Table 1 shows all case types from SFY 2012 to SFY 2016. The following information highlights some case type trends:

- Guardian Report cases have increased nearly **32%** since SFY 2012.
- Adult Services cases have increased **30%** since SFY 2012.
- Home-based services case types (combined) decreased **21%** from 2012-2015, but increased **3.7 %** from 2015 to 2016. See **Table 3** for additional information about home-based care cases.

¹ Source: ASAPS.

Table 2-Statewide Average Monthly Caseload

| SFY 2016 Average Monthly Caseload² | |
|--|---------------------------------|
| Case Type | Average Monthly Caseload |
| APS | 1,787 |
| APS-Home Based Care | 76 |
| APS Investigation | 5,052 |
| AS | 6,690 |
| AS-Home Based Care | 2,469 |
| AS-Intensive Services | 779 |
| AS- Intensive Services Home Based Care | 161 |
| ALF Reassessment | 2,212 |
| Guardian Report | 9,614 |
| All Cases Types | 28,840 |

Service Provision and Expenditures

Adult Services (AS) provides assistance to adults with an impairment³ and to 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.

Assessment and Case Management

LDSS provide a statewide system of services and provide needs assessment and case management services. 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.

² Source: ASAPS.

³ Adult with an impairment means an adult whose physical or mental capacity is diminished to the extent that he needs counseling or supervisory assistance or assistance with activities of daily living or instrumental activities of daily living (§51.5-144 of the Code of Virginia).

LDSS workers use the Virginia Uniform Assessment Instrument (UAI) to assess an individual's strengths and identify unmet needs.

Home-Based Services

Each LDSS is mandated to offer at least one home-based service to eligible individuals to the extent that federal and state matching funds are available. LDSS may recruit and approve home-based providers using uniform provider standards or contract with licensed home health and other service delivery agencies. LDSS are also authorized to act as a fiscal agent on behalf of the adult to ensure that necessary taxes are paid.

In Virginia, funding for home-based care services provided by LDSS is through the Social Service Block Grant (SSBG), which is divided among many other state programs. Funding for home-based care has not increased in several years. Many localities have been forced to reduce home-based services or service hours for their clients in order to stretch limited resources or seek other types of long-term care assistance for them.

Home-based care consists of three primary services:

- **Companion** services assist older adults and adults with disabilities 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.

Based on available information in ASAPS approximately **60%** of the home-based services provided are companion services. Homemaker services make up **37%** of the cases with the remainder being chore services. The number of SFY 2016 cases identified as home-based services cases types is shown in **Table 3**.

Table 3-Number of Adults Receiving Home-Based Services

| All Home-Based Services SFY 2012-2016 | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|
| | 2012 | 2013 | 2014 | 2015 | 2016 |
| Number of Home-based Services Case Types | 5,072 | 4,696 | 4,047 | 3,993 | 4,141 |

Preadmission Screenings

The Code of Virginia (§ [32.1-330](#)) requires that all individuals who may be eligible for community or institutional long-term care services, and who are eligible for Medicaid or will be eligible for Medicaid within six months, to be screened to determine their need for these services. The LDSS worker, in cooperation with local health department nurses, are responsible for performing community-based preadmission screenings (PAS) for Medicaid-funded long-term care services including nursing facility placement, the Elderly and Disabled with Consumer Direction (EDCD) waiver and Program for the All-Inclusive Care for the Elderly (PACE). LDSS conducted **more than 17,800 PAS** in SFY 2016, a **4.7%** increase from SFY 2015. Approximately **15,600** of these screenings were for adults and **2,100** were for children.

Assisted Living Facility (ALF) Assessment and Reassessments

Individual applying for or receiving AG must be assessed annually or whenever they experience a significant change using the UAI in order to ensure the appropriate level of care is being provided. Employees of the following agencies are authorized to complete initial assessments for individuals apply for or receiving AG:

- 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

With the exception of staff at acute care hospitals and the Department of Corrections, qualified assessors with the above-named agencies may also conduct reassessments. When qualified assessors from these agencies are unavailable, LDSS workers are the assessors of last resort.

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. The AFC is an optional program and not all LDSS offer it. An AFC Program must be authorized by the board of the local department of social services. AFC homes must be approved by the LDSS and approved providers may accept no more than three AFC residents. All placements must be authorized by the LDSS worker. Regular monitoring of the provider, the home and the individual residing in the home is required.

Adult Day Services

LDSS may use home-based care funding to purchase adult day services for an eligible adult 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 2016, adult day services were arranged in **42 cases**.

Guardianship Reports

All individuals who have been appointed as guardians by Virginia courts are required to submit the “Annual Report of Guardian for an Incapacitated Person,” along with a \$5.00 filing fee, to the LDSS in the jurisdiction in which the incapacitated adult resides. Section [64.2-2020](#) of the Code of Virginia requires the guardian report fee to be used by the LDSS to provide protective services to adults.

The LDSS worker reviews the report for completeness and to determine if the content of the report indicates any safety or welfare concerns about the adult. If there is no reason to indicate the adult is being abused, neglected, or exploited or is at risk of abuse, neglect or exploitation, the worker submits the report to the clerk of the court that appointed the guardian. If the LDSS worker suspects that the adult is being abused or at risk of abuse the worker initiates an APS investigation. LDSS workers were responsible for reviewing annual guardian reports in **11,070** cases in SFY 2016.

Other Services to Support Adults

In addition to home-based services, PAS, AFC, adult day services and ALF assessments, LDSS workers offer or arrange a variety of other assistance and support for their adult clients. **Table 4** lists by type and number some of these services.

Table 4-Services by Type and Number

| SFY 2016 Services by Type and Number⁴ | |
|---|-------------------------------------|
| Type of Service | Number of Cases with Service |
| Advocacy | 1,229 |
| Case Management | 4,387 |
| Counseling (Individual) | 488 |
| Emergency Assistance | 537 |
| Emergency Shelter | 52 |
| Financial Management/Counseling | 714 |
| Food Assistance | 360 |
| Home Delivered Meals | 425 |
| Home Repairs | 242 |
| Housing Services | 568 |
| Legal Services | 644 |
| Medical Services | 943 |
| Nutritional Supplement | 131 |
| Monitoring-LDSS | 2,033 |
| Transportation Services | 544 |

⁴ Source: ASAPS service plan

Table 5-AS and APS Expenditures

| SFY 2016 Adult Services and APS Program Expenditures⁵ | | | | | |
|---|--------------------|--------------------|----------------------|--------------------|-------------------------|
| Services | Federal & State | Local | Non-reimbursed local | Total Expenditures | % of Total Expenditures |
| Companion | \$3,752,821 | \$938,205 | \$2,405,330 | \$7,096,356 | 73% |
| Chore | \$196,076 | \$49,019 | \$0 | \$245,095 | 3% |
| Homemaker | \$538,194 | \$134,549 | \$716,944 | \$1,389,686 | 14% |
| Adult Day Services | \$10,454 | \$2,613 | \$0 | \$13,067 | <1% |
| APS | \$746,521 | \$136,934 | \$71,105 | \$954,560 | 10% |
| Total | \$5,244,066 | \$1,261,320 | \$3,193,379 | \$9,698,765 | 100% |

Table 6-Five-Year Comparison of Expenditures

| 5-Year Expenditures | | | | |
|----------------------------|-----------------|-------------|----------------------|--------------------|
| SFY | Federal & State | Local | Non-reimbursed Local | Total Expenditures |
| 2016 | \$5,244,066 | \$1,261,320 | \$3,193,379 | \$9,698,765 |
| 2015 | \$4,803,338 | \$1,152,093 | \$3,404,452 | \$9,359,883 |
| 2014 | \$4,735,830 | \$1,136,584 | \$3,641,132 | \$9,513,546 |
| 2013 | \$4,973,434 | \$1,194,254 | \$3,700,227 | \$9,867,915 |
| 2012 | \$5,232,840 | \$1,261,810 | \$3,634,558 | \$10,129,208 |

Efforts by APS Division staff, VDSS and LDSS to better manage and reallocate funding LDSS use to provide homemaker, chore, and companion services resulted in a slight (3.6%) increase in expended funding in SFY 2016.

⁵ Source: LASER

Home-based Services and AFC Appeals

The DARS Commissioner is responsible for hearing home-based and adult foster care services appeals, pursuant to § 51.5-147 of the Code of Virginia. **Table 7** provides information about SFY 2016 appeals. Most of the appeals DARS received were deemed invalid as they did not pertain to local departments' actions on home-based services or adult foster care cases. The appeals DARS received were in response to denials of Medicaid funded home-based services. When this type of appeal was submitted to DARS, the constituent was informed of the error and redirected to file the appeal with the Department of Medical Assistance Services (DMAS) Appeals Unit.

Table 7- Home-based Services Appeals

| | |
|--------------------------------------|-----------|
| Appeals Received | 53 |
| Valid Appeals Received | 0 |
| Invalid Appeals | 52 |
| Appeals Withdrawn⁶ | 1 |
| Hearings Scheduled | 0 |

⁶ Appeal withdrawn before validation.

Adult Protective Services Program

APS includes the receipt and investigation of reports of abuse, neglect, or exploitation and the provision of services to stop or prevent further abuse. Protective services also include assessing service needs, determining whether the adult 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. State APS programs differ by the populations served, locations in which investigations are conducted, report response times, and post-investigation service delivery responsibilities. APS workers are typically the first responders to reports of adult abuse, neglect, and exploitation, though response mandates differ. In all states, APS programs conduct investigations in community settings, such as the adult's own home, while fewer than 50% are responsible for investigations in nursing facilities or state facilities for individuals with mental illness or developmental disabilities. In some states, local ombudsmen or other state program staff members are responsible for conducting APS investigations in facility settings.

Though there is no federal oversight, federal agencies have taken an interest in the issue of elder and adult abuse. In October 2014, Administration for Community Living (ACL) reorganized, renaming the Office of Elder Rights as the Office of Elder Justice and Adult Protective Services. This change reflected the fact that many state APS programs serve not only older adults but also individuals with disabilities. Though ACL does not provide any federal oversight of state APS programs, the importance of APS data collection in order to better paint the picture of APS across the nation, has been a major focus of ACL. ACL developed the National Adult Maltreatment Reporting System (NAMRS), a database system to collect and organize APS data submitted by each state. Though submission is voluntary, most states have agreed to submit NAMRS data beginning in early 2017.

Statutory Authority for Virginia APS

Statutory authority for APS was added to the Code of Virginia 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. 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.

Changes to the Code of Virginia over the past several years have enhanced the safety and well-being of older adults and individuals with disabilities. These changes include:

- Establishing laws regarding criminal abuse and neglect of an incapacitated adult that resulted in serious bodily injury or disease.
- Expanding the list of professionals who are mandated to report suspected adult abuse, neglect, or exploitation.
- Requiring LDSS to refer relevant information to the appropriate licensing regulatory, or legal authority for administrative action or criminal investigation.
- 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 that may report voluntarily.
- Adding criminal penalties for making a false report.
- Authorizing the Commissioner of the Department for Aging and Rehabilitative Services to impose civil penalties for cases of non-reporting by all mandated reporters with the exception of law-enforcement officers. (Civil penalties for law enforcement are the responsibility of the court system).
- Making it a Class 3 felony for the abuse or neglect of an incapacitated adult that resulted in death.
- Authorizing the creation of a state Adult Fatality Review Team (AFRT), under the Office of the Chief Medical Examiner (OCME).
- Strengthening APS workers' ability to take photographs, video recordings, or medical imaging during the course of an APS investigation.
- Making financial exploitation of a mentally incapacitated person a criminal offense. Prior to 2013, Virginia's Commonwealth's Attorneys did not have a separate criminal offense under which to prosecute individuals who financially exploited adults with a mental incapacity.
- Establishing the ability to award fees and court costs to financial exploitation victims who bring a civil action in response to deeds, contracts, or other instruments that were obtained by fraud or undue influence.
- Authorizing the formation of local or regional adult fatality review teams.
- Requiring the APS hotline staff or the LDSS to report suspected financial exploitation greater than \$50,000 immediately to local law enforcement.

Mandated Reporting in Virginia

In Virginia an APS report is an allegation made by any person to an LDSS or to the 24-hour toll-free APS Hotline (**1-888-832-3858**) that he or she suspects that an elder or an incapacitated adult is being abused, neglected or exploited.

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. A civil penalty of up to \$1,000 may be imposed for failure to report any suspected abuse, neglect or exploitation. Individuals who make APS reports in good faith are protected from civil or criminal liability.

Mandated reporters of adult abuse, neglect or exploitation in Virginia include:

- 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 (CAN), Advanced Medication Aide, Medication Aide, |
| 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, Licensed Midwife, Behavioral Analysts, Assistant Behavioral Analysts |
| Board of Pharmacy | Pharmacists; Pharmacy Interns; Permitted Physicians; Medical Equipment Suppliers; Restricted Manufacturers; Humane Societies; Physicians Selling Controlled Substances; 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 Licensees; Funeral Services Interns, 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; Nursing Home Preceptors; Assisted Living Facility Administrators; Assisted Living Facility Preceptors |
| Board of Audiology and Speech Pathology | Audiologists; Speech-Language Pathologists; School Speech-language Pathologists |
| Board of Physical Therapy | Physical Therapist; Physical Therapist Assistant |

- Any mental health services provider;
- Any emergency medical services personnel certified by the Board of Health pursuant to § 32.1-111.5, personnel immediately reports the suspected abuse, neglect or exploitation directly to the attending physician at the hospital to which the adult is transported, who shall make such report forthwith;
- Any guardian or conservator of an adult;
- 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;
- 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
- Any law-enforcement officer.

Table 8 illustrates the types of reporters who reported adult abuse, neglect, or exploitation in SFY 2016. Occupations or individuals in blue represent mandated reporters. Some reporters make anonymous reports and do not identify their occupation or their relationship to the subject of the report.

Table 8-Source of APS Reports

| SFY 2016 Reporter Type | # of Reports |
|---|---------------|
| Relative (includes ex-wife/ex-husband) | 2727 |
| Other | 2392 |
| Social Worker | 2285 |
| Nurse | 1557 |
| Law Enforcement Officer | 1265 |
| Financial Institution | 1168 |
| Nursing Home Administrator/NH Staff | 1090 |
| Hospital Staff | 1025 |
| Self | 1011 |
| Friend/Neighbor | 912 |
| Home Health Provider | 844 |
| EMS Personnel/Fire Department | 752 |
| Mental Health Provider/Psychologist/Counselor/Psychiatrist | 562 |
| CSB Staff | 528 |
| ALF Staff | 435 |
| Physician/Primary Physician/Physician Assistant | 387 |
| DBHDS Staff | 321 |
| Agency Provider-Home Based Care/EDCD/Personal Care Provider | 282 |
| Virginia Department of Social Services Staff | 255 |
| Family Services Specialist ⁷ | 232 |
| Area Agency on Aging Staff | 186 |
| Group Home Staff | 179 |
| Hospice | 111 |
| Adult Day Care Staff | 94 |
| Power of Attorney | 77 |
| Other Healthcare Professionals(PT/OT/RT/SLP) | 72 |
| Guardian/Conservator | 65 |
| Certified Nursing Assistant (CNA) | 51 |
| Attorney | 42 |
| Transportation Provider ⁸ | 38 |
| Public Housing Staff | 32 |
| Shelter Staff | 31 |
| Workshop Staff | 31 |
| Health Department Staff/Public Health Nurse | 31 |
| Clergy | 25 |
| Domestic Violence Program Staff | 21 |
| Division for Aging Staff | 13 |
| Long-term Care Ombudsmen | 12 |
| Pharmacist/Pharmacy Staff | 8 |
| Dentist/Dental Office Staff | 3 |
| Total | 21,152 |

⁷ Family services specialist (FSS) includes LDSS AS and APS workers.

⁸ Mandated reporter if employed by services organization or receiving Medicaid reimbursement.

APS Reports and Investigations

Every APS report must meet certain criteria in order for it to be deemed 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 programs or an appropriate human service agency or other service provider. The following provides definitions and indicators of adult abuse, neglect and exploitation. Some common signs of adult abuse, neglect, or exploitation are also found in [Appendix A](#).

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. However, no adult shall be considered neglected solely on the basis that such adult is receiving religious nonmedical treatment or religious nonmedical nursing care in lieu of medical care, provided that such treatment or care is performed in good faith and in accordance with the religious practices of the adult and there is a written or oral expression of consent by that adult.” This definition includes both adults who are self-neglecting, 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.

Table 9 identifies three-year trends for APS reports.

Total APS reports increased **4.7%** from SFY 2014 to 2015 and **3.4%** from 2015 to 2016. Substantiated reports increased **0.9%** from SFY 2014 to 2015 and **5.6%** from 2015 to 2016.

Table 9-Three-Year Comparison of APS Reports

| THREE YEAR COMPARISON OF APS REPORTS | | | |
|--|-------------|-------------|-------------|
| | 2014 | 2015 | 2016 |
| Total Reports Received | 21,650 | 22,658 | 23,432 |
| Reports Investigated ⁹ | 17,319 | 17,625 | 17,764 |
| Total Reports Substantiated ¹⁰ | 9,140 | 9,224 | 9,755 |
| Unfounded | 8,179 | 8,401 | 8,009 |
| Pending ¹¹ | 114 | 110 | 41 |
| Invalid ¹² | 4,217 | 4,923 | 5,627 |
| <i>Percent of Reports Substantiated</i> | <i>53%</i> | <i>52%</i> | <i>55%</i> |
| DISPOSITIONS OF SUBSTANTIATED REPORTS | | | |
| Needs and Accepts Services | 4,066 | 4,171 | 4,416 |
| Needs and Refuses Services | 1,644 | 1,749 | 1,834 |
| Need No Longer Exists | 3,430 | 3,304 | 3,505 |

Dispositions

⁹ Investigated reports include substantiated and unfounded reports.

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

¹¹ Pending reports include reports undergoing investigation.

¹² 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 invalidated at the time they are made as well as investigated reports that receive a disposition of “invalid.”

APS 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. This disposition is also used if the adult, who is the subject of the report, dies during the course of the investigation. 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 10 reflects demographics of the APS report subjects. Seventy-three percent of the adults were age 60 or older. More than **373** of these individuals were age 96 or older. Over **900** adults were 18-25 years of age.

Table 10-Statewide Demographics of APS Reports

| SFY 2016 DEMOGRAPHICS OF REPORT SUBJECTS | | |
|---|-----------------------------|---------------|
| TOTAL REPORTS RECEIVED | | 23,432 |
| AGE | 60 years or older | 73% |
| | 18-59 | 27% |
| SEX | Female | 60% |
| | Male | 39% |
| | Unknown | <1% |
| RACE | White | 67% |
| | African American | 23% |
| | Unknown | 8% |
| | Asian | 1% |
| | American Indian | <1% |
| | Alaskan Native | <1% |
| LIVING ARRANGEMENT AT TIME OF REPORT | Own House or Apt | 64% |
| | Other's House or Apt | 12% |
| | Nursing Facility | 9% |
| | Assisted Living Facility | 5% |
| | BHDS Facility or Group Home | 4% |
| | Homeless | 2% |
| | Other ¹³ | 3% |

¹³ Other=Jail, Adult foster care home, shelter and other setting identified in case narrative

Table 11-Regional APS Reports Statistics

| SFY 2016 Regional Demographics of Report Subjects | | | | | | |
|--|----------------|----------------|-----------------|-----------------|----------------|--------------------|
| | CENTRAL | EASTERN | NORTHERN | PIEDMONT | WESTERN | STATE TOTAL |
| Reports Received | 3,846 | 5,625 | 5,110 | 6,204 | 2,647 | 23,432 |
| % Substantiated | 49% | 55% | 50% | 58% | 62% | 55% |
| Demographics of Report Subject | | | | | | |
| 60+ | 72% | 72% | 76% | 70% | 74% | 73% |
| 18-59 | 28% | 28% | 24% | 30% | 26% | 27% |
| Female | 60% | 60% | 61% | 60% | 59% | 60% |
| Male | 40% | 39% | 38% | 40% | 41% | 39% |
| White | 53% | 55% | 70% | 74% | 95% | 67% |
| Black | 36% | 36% | 15% | 19% | 3% | 23% |
| Unknown | 10% | 8% | 12% | 7% | 2% | 8% |
| Other ¹⁴ | 1% | 1% | 3% | <1% | 0% | 2% |

¹⁴ Includes Asian, American Indian, & Alaskan Native

Table 12-APS Reports: Location of Incident of Abuse, Neglect or Exploitation

| SFY 2016 APS REPORTS: Location of Incident | | | | | | |
|---|----------------|----------------|-----------------|-----------------|----------------|--------------|
| Location | Central | Eastern | Northern | Piedmont | Western | State |
| Own House/Apt | 60% | 59% | 62% | 62% | 71% | 62% |
| Other's House/Apt | 12% | 11% | 11% | 10% | 9% | 11% |
| Nursing Facility | 8% | 9% | 8% | 12% | 8% | 9% |
| Assisted Living Facility | 6% | 5% | 4% | 5% | 4% | 5% |
| Other¹⁵ | 7% | 7% | 8% | 5% | 4% | 6% |
| BHDS Facility or Group Home | 4% | 6% | 4% | 3% | 2% | 4% |
| Hospital | 1% | 2% | 2% | 1% | 1% | 2% |
| Homeless | 1% | 1% | 1% | 2% | 1% | 1% |

¹⁵ Other includes senior center, shelter, adult foster care, adult day care, jail, day treatment center, transportation provider, sheltered workshop and other undefined location of the incident.

Table 13-Statewide Demographics of Substantiated APS Reports

| SFY 2016: Demographics of Subjects of Substantiated Reports | | |
|--|-------------------|--------------|
| TOTAL SUBSTANTIATED REPORTS | | 9,755 |
| AGE | 60 years or older | 76% |
| | 18-59 | 24% |
| SEX | Female | 60% |
| | Male | 40% |
| | Unknown | <1% |
| RACE | White | 72% |
| | African American | 22% |
| | Unknown | 5% |
| | Asian | 1% |

The adult’s own home or apartment was the most common location of abuse, neglect or exploitation in substantiated APS reports. The following graph also depicts the other locations of abuse in substantiated reports. “Other” includes senior center, shelter, adult foster care, adult day care, jail, sheltered workshop and other undefined location of the incident.

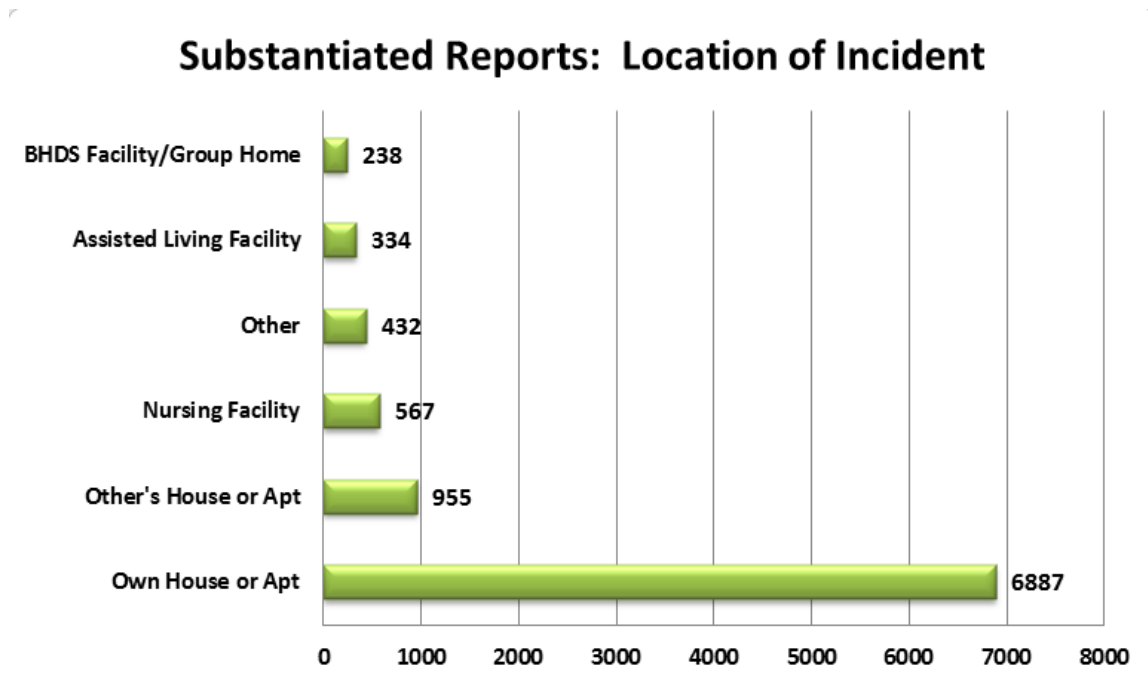
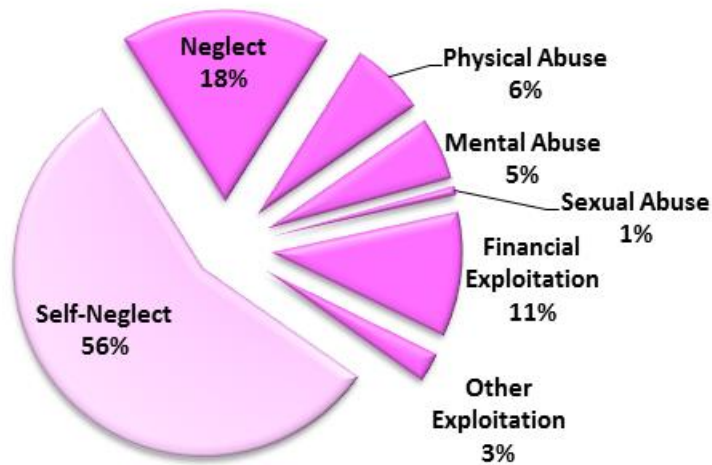


Table 14-Types of Abuse: Statewide Substantiated Reports

| Abuse Type—SFY 2016 Substantiated Reports | # |
|---|----------------------------|
| Self-Neglect | 6,154 |
| Neglect | 1,964 |
| Financial Exploitation | 1,158 |
| Physical Abuse | 698 |
| Mental Abuse | 584 |
| Other Exploitation | 279 |
| Sexual Abuse | 87 |
| Total | 10,109¹⁶ |

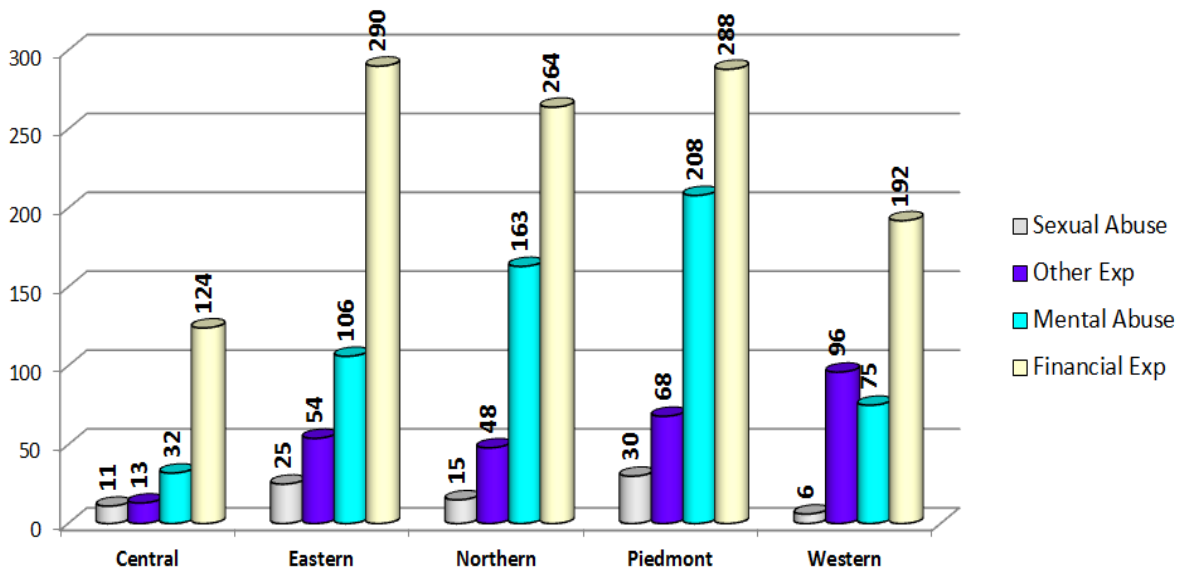
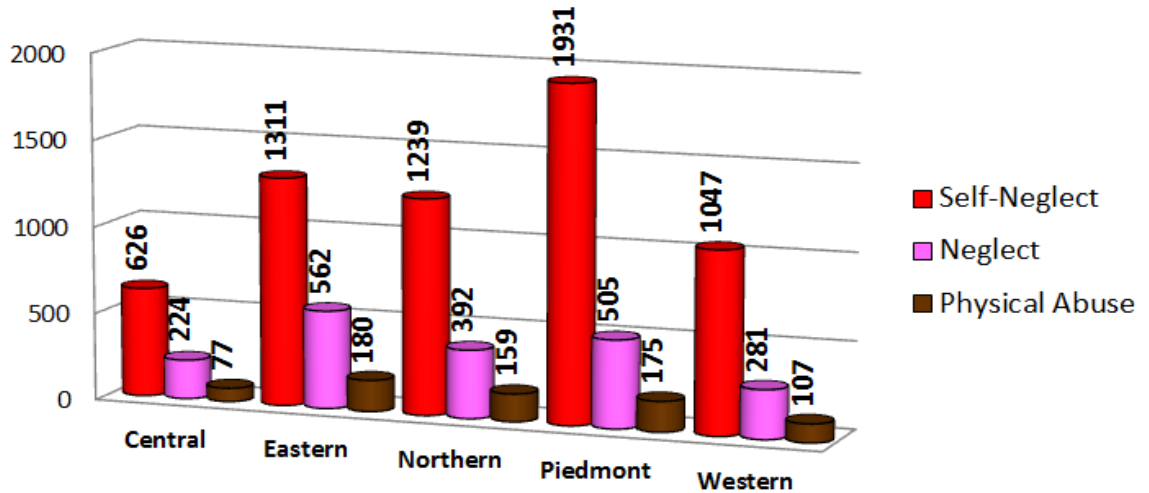
Types of Abuse: SFY 2016 Substantiated Reports



¹⁶ The total number of types of abuse is greater than the substantiated case total as cases may contain more than 1 type of abuse

Table 15-Types of Abuse: Substantiated Reports by Region

Types of Abuse: Substantiated Reports by Region

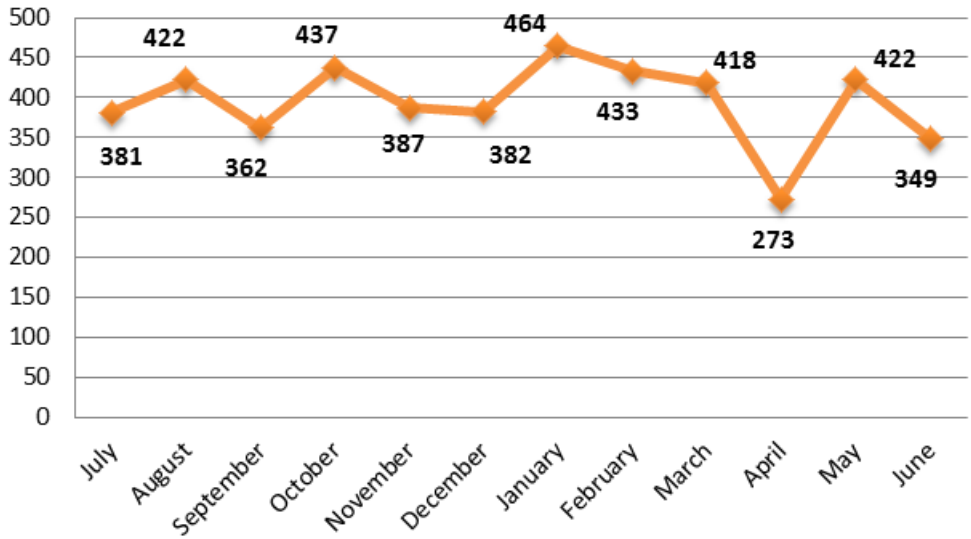


The 24-hour, 7 days a week, APS hotline is housed at DSS Home Office in Richmond. Hotline staff receive APS reports about adult abuse, neglect, or exploitation and forward

the reports to the appropriate LDSS. **Table 16** illustrates APS hotline call volume for SFY 16.

Table 16-APS Hotline Reports

SFY 2016: Monthly APS Hotline Reports



**The APS hotline
received 4,730
reports in SFY
2016**

**A 27%
increase
over SFY
2015**

The following tables illustrate the number of SFY 2016 APS reports received in each locality. **Table 17** organizes the localities according to region.

Table 17-APS Reports by Locality

| Central Region | | Eastern Region | | Northern Region | |
|-----------------------------------|---------------------|---------------------|---------------------|---|---------------------|
| <i>Locality</i> | <i># of Reports</i> | <i>Locality</i> | <i># of Reports</i> | <i>Locality</i> | <i># of Reports</i> |
| Amelia | 38 | Accomack | 76 | Alexandria | 231 |
| Buckingham | 60 | Brunswick | 33 | Arlington | 228 |
| Caroline | 93 | Chesapeake | 1,050 | Clarke | 57 |
| Charles City | 19 | Dinwiddie | 35 | Culpeper | 48 |
| Chesterfield/ Colonial Heights | 653 | Franklin City | 7 | Fairfax/Fairfax City/Falls Church | 1,062 |
| Cumberland | 57 | Gloucester | 139 | Fauquier | 348 |
| Essex | 11 | Greensville/Emporia | 6 | Frederick | 355 |
| Fluvanna | 90 | Hampton | 263 | Fredericksburg | 64 |
| Goochland | 36 | Isle of Wight | 85 | Greene | 20 |
| Hanover | 254 | James City County | 179 | Harrisonburg/ Rockingham | 251 |
| Henrico | 1,123 | Mathews | 34 | King George | 12 |
| Hopewell | 137 | Newport News | 670 | Loudoun | 551 |
| King & Queen | 26 | Norfolk | 784 | Louisa | 163 |
| King William | 35 | Northampton | 27 | Madison | 3 |
| Lancaster | 44 | Portsmouth | 222 | Manassas City | 31 |
| Lunenburg | 33 | Prince George | 88 | Manassas Park | 14 |
| Middlesex | 67 | Southampton | 56 | Orange | 113 |
| New Kent | 24 | Suffolk | 286 | Page | 50 |
| Northumberland | 3 | Surry | 21 | Prince William | 757 |
| Nottoway | 10 | Sussex | 47 | Rappahannock | 31 |
| Petersburg | 109 | Virginia Beach | 1,199 | Shenandoah | 135 |
| Powhatan | 3 | Williamsburg | 77 | Spotsylvania | 156 |
| Prince Edward | 41 | York/Poquoson | 241 | Stafford | 91 |
| Richmond City | 840 | | | Warren | 168 |
| Richmond County | 3 | | | Winchester | 171 |
| Westmoreland | 37 | | | | |
| Total | 3,846 | Total | 5,625 | Total | 5,110 |

| Piedmont Region | | Western Region | |
|-----------------------------------|---------------------|-----------------|---------------------|
| <i>Locality</i> | <i># of Reports</i> | <i>Locality</i> | <i># of Reports</i> |
| Albemarle | 317 | Bland | 8 |
| Alleghany/Covington/Clifton Forge | 50 | Bristol | 36 |
| Amherst | 86 | Buchanan | 33 |
| Appomattox | 11 | Carroll | 196 |
| Bath | 19 | Dickenson | 63 |
| Bedford | 515 | Floyd | 85 |
| Botetourt | 146 | Galax | 32 |
| Campbell | 152 | Giles | 52 |
| Charlotte | 28 | Grayson | 142 |
| Charlottesville | 287 | Lee | 37 |
| Craig | 20 | Montgomery | 239 |
| Danville | 189 | Norton | 13 |
| Franklin County | 165 | Patrick | 179 |
| Halifax/South Boston | 67 | Pulaski | 165 |
| Henry/Martinsville | 337 | Radford | 22 |
| Highland | 23 | Russell | 141 |
| Lynchburg | 592 | Scott | 177 |
| Mecklenburg | 147 | Smyth | 233 |
| Nelson | 58 | Tazewell | 308 |
| Pittsylvania | 188 | Washington | 156 |
| Roanoke City | 633 | Wise | 230 |
| Roanoke County/Salem | 727 | Wythe | 100 |
| Rockbridge/Buena Vista/Lexington | 77 | | |
| Staunton/Augusta/Waynesboro | 1,369 | | |
| Total | 6,203 | Total | 2,647 |

Table 18-APS Reports by Agency Level

Table 18 lists the number of APS reports for each locality according to agency level (size). LDSS are divided into three agency levels based on the number of full time employees (FTE).

- Level I--A small office typically has less than twenty-one (21) approved permanent FTE positions;
- Level II--A moderate office typically has twenty-one (21) to eighty (80) approved permanent FTE positions;
- Level III--A large office typically has more than eighty (81+) approved permanent FTE positions.

| Level III | |
|--------------------------------------|----------------------------|
| <i>Locality</i> | <i># of Reports</i> |
| Albemarle | 317 |
| Alexandria | 231 |
| Arlington | 228 |
| Charlottesville | 287 |
| Chesapeake | 1,050 |
| Chesterfield/Colonial Heights | 653 |
| Danville | 189 |
| Fairfax | 1,062 |
| Hampton | 263 |
| Harrisonburg/Rockingham | 251 |
| Henrico | 1,123 |
| Henry/Martinsville | 337 |
| Loudoun | 551 |
| Lynchburg | 592 |
| Newport News | 670 |
| Norfolk | 784 |
| Petersburg | 109 |
| Portsmouth | 222 |
| Prince William | 757 |
| Richmond City | 840 |
| Roanoke City | 633 |
| Roanoke County | 727 |
| Staunton/Augusta/Waynesboro | 1,369 |
| Suffolk | 286 |
| Virginia Beach | 1,199 |
| Wise | 230 |
| Total | 14,960 |

| Level II | | | | Level I | |
|---------------------|---------------------|-----------------|---------------------|-----------------|---------------------|
| <i>Locality</i> | <i># of Reports</i> | <i>Locality</i> | <i># of Reports</i> | <i>Locality</i> | <i># of Reports</i> |
| Accomack | 76 | Lee | 37 | Amelia | 38 |
| Alleghany/Covington | 50 | Louisa | 163 | Appomattox | 11 |
| Amherst | 86 | Manassas City | 31 | Bath | 19 |
| Bedford | 515 | Mecklenburg | 147 | Bland | 8 |
| Bristol | 36 | Montgomery | 239 | Botetourt | 146 |
| Brunswick | 33 | Northampton | 27 | Charles City | 19 |
| Buchanan | 33 | Orange | 113 | Clarke | 57 |
| Buckingham | 60 | Page | 50 | Cumberland | 57 |
| Campbell | 152 | Patrick | 179 | Essex | 11 |
| Caroline | 93 | Pittsylvania | 188 | Floyd | 85 |
| Carroll | 196 | Prince Edward | 41 | Galax | 32 |
| Charlotte | 28 | Prince George | 88 | Goochland | 36 |
| Craig | 20 | Pulaski | 165 | Greene | 20 |
| Culpeper | 48 | Rockbridge | 77 | Highland | 23 |
| Dickenson | 63 | Russell | 141 | King & Queen | 26 |
| Dinwiddie | 35 | Scott | 177 | King George | 12 |
| Fauquier | 348 | Shenandoah | 135 | King William | 35 |
| Fluvanna | 90 | Smyth | 233 | Lancaster | 44 |
| Franklin City | 7 | Southampton | 56 | Lunenburg | 33 |
| Franklin County | 165 | Spotsylvania | 156 | Madison | 3 |
| Frederick | 355 | Stafford | 91 | Manassas Park | 14 |
| Fredericksburg | 64 | Surry | 21 | Mathews | 34 |
| Giles | 52 | Sussex | 47 | Middlesex | 67 |
| Gloucester | 139 | Tazewell | 308 | Nelson | 58 |
| Grayson | 142 | Warren | 168 | New Kent | 24 |
| Greensville/Emporia | 6 | Washington | 156 | Northumberland | 3 |
| Halifax | 67 | Westmoreland | 37 | Norton | 13 |
| Hanover | 254 | Winchester | 171 | Nottoway | 10 |
| Hopewell | 137 | Wythe | 100 | Powhatan | 3 |
| Isle of Wight | 85 | York/Poquoson | 241 | Radford | 22 |
| James City County | 179 | | | Rappahannock | 31 |
| | | | | Richmond County | 3 |
| | | | | Williamsburg | 77 |
| | | Total | 7,397 | Total | 1,074 |

During the course of an APS investigation or during service provision, LDSS workers may find it necessary to initiate certain legal actions in order to stop the abuse, neglect or exploitation or prevent further maltreatment from occurring. In SFY 2016 LDSS, often in collaboration with local law enforcement or the LDSS attorney initiated the following actions:

- **244** petitions for guardianship
- **18** petitions for conservatorship
- **49** protective orders
- **7** emergency orders for protective services
- **42** involuntary commitments to state or private hospitals
- **6** orders for medical treatment

Additionally, **75** cases were referred to legal authorities for possible criminal abuse or neglect charges.

Statistical Trends: Adult Services and Adult Protective Services in Virginia

- In SFY 2016, LDSS provided or arranged for nearly **30,000** services for clients, including, emergency assistance, home repairs, medical services, transportation and counseling.
- Home-based services and APS expenditures increased slightly (**3.6%**) in SFY 2016.
- Homemaker, chore and companion cases have declined for the past several years but increased **3.7%** from SFY 2015 to 2016.
- In SFY 2016 as part of community-based screening teams, LDSS completed more than **15,600** preadmission screenings on adults in need of Medicaid-funded long-term care services.
- Guardian report cases have increased almost **32%** since SFY 2012.
- LDSS received a total of **23,432** reports of adult abuse, neglect, or exploitation, a **3.4%** increase from SFY 2015.
- Substantiated APS reports rose **0.9%** from SFY 2014 to 2015 and **5.6 %** from SFY 2015 to 2016.
- APS reports made by financial institution have grown almost **160%** since SFY 2011.
- In SFY 2016, **73%** of APS report subjects were adults age 60 or older.
- **Nineteen percent** of adults exercised their statutory right to refuse services, a consistent trend since SFY 2010.
- Substantiated APS cases of financial exploitation increased **14%** from the previous fiscal year.

Auxiliary Grant Program

An Auxiliary Grant (AG) is a supplement for individuals with Supplemental Security Income (SSI) and certain other aged, blind, or disabled individuals residing in an assisted living facility or an adult foster care home. In 2016, the Virginia General Assembly amended the Code of Virginia to permit 60 individuals to receive AG payments in a supportive housing (SH) setting. DARS and other stakeholders are working on regulations and guidance to implement this new AG setting.

AG payments ensure that individuals are able to maintain a standard of living that meets their basic needs. The AG Program, administered by DARS, is funded with 80 percent state money and 20 percent local money. The AG rate is set by the Virginia General Assembly and is adjusted periodically, usually in response to Cost of Living Adjustments (COLA) issued by the Social Security Administration (SSA).

Individuals are only eligible for an AG payment if they reside in assisted living facilities (ALF) licensed by the Virginia Department of Social Services, Division of Licensing Programs, an adult foster care (AFC) home approved by LDSS, or a supportive housing setting through the Department of Behavior Health and Developmental Services. Not all ALFs accept AG. As of June 30, 2016, Virginia had 558 licensed ALFs with a licensed bed capacity of 34,251. Fewer than 300 of the 558 licensed ALFs accepted individuals with AG. Some ALFs may accept one or two individuals with AG, while in other facilities nearly all of the individuals residing there receive AG.

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. Individuals must also have been a resident of Virginia for at least 90 days or have relocated to Virginia to be closer to a relative who has been a resident for at least 90 days.

Additionally to be eligible for AG in Virginia, an individual must meet all of the following:

- ◆ 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 plus the personal needs allowance;
- ◆ Have non-exempted resources less than \$2,000 for one person or \$3,000 for a couple¹⁷ and;

¹⁷ These figures are current but are subject to change. Contact the eligibility unit at the local department of social services for current information.

- ◆ Have been assessed and determined to need ALF or AFC placement.

The LDSS issues a monthly AG payment once eligibility has been established. The AG payment is mailed directly to the individual or the individual's representative who pays the ALF, AFC, or SH provider. The individual keeps a portion of the payment as a personal needs allowance.

Table 19-Auxiliary Grant Rates

| Auxiliary Grant Rates 2010-2016 | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | 1/10 | 1/11 | 1/12 | 7/12 | 1/13 | 7/13 | 1/14 | 1/15 | 1/16 |
| ALF Rate | \$1,112 | \$1,112 | \$1,136 | \$1,150 | \$1,161 | \$1,196 | \$1,207 | \$1,219 | \$1,219 |
| AFC Rate | \$1,112 | \$1,112 | \$1,136 | \$1,150 | \$1,161 | \$1,196 | \$1,207 | \$1,219 | \$1,219 |
| Planning District 8* | \$1,279 | \$1,279 | \$1,303 | \$1,317 | \$1,328 | \$1,375 | \$1,388 | \$1,402 | \$1,402 |
| Personal Needs Allowance (PNA) | \$81 | \$81 | \$81 | \$81 | \$82 | \$82 | \$82 | \$82 | \$82 |

ALF = Assisted Living Facility; AFC = Adult Foster Care

*Planning District 8 includes Arlington, Alexandria, Fairfax City and County, Falls Church, Loudoun County, Prince William County, Manassas City and Manassas Park.

The table below provides SFY 2016 average monthly AG case counts and total AG expenditures. The information is obtained from LASER, (Locality Automated System for Expenditure Reimbursement), a Department computer system.

Table 20-Auxiliary Grant Expenditures and Monthly Case Count

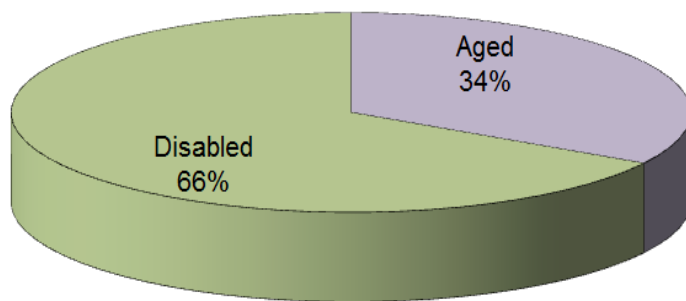
| SFY 2016 Auxiliary Grant Expenditures and Monthly Case Counts | | | |
|--|--------------------------|---------------------------------|--------------|
| | Adult Foster Care | Assisted Living Facility | Total |
| Average Monthly Caseload (Aged) | 12 | 1,432 | 1,444 |
| Average Monthly Caseload (Blind) | 0 | 5 | 5 |
| Average Monthly Caseload (Disabled) | 40 | 2,701 | 2,741 |
| Average Monthly Caseload (Total) | 52 | 4,138 | 4,190 |
| State | \$266,021 | \$20,353,777 | \$20,619,798 |
| Local | \$66,505 | \$5,088,444 | \$5,154,949 |
| Local-Non Reimbursable | \$0 | \$3,835 | \$3,835 |
| Total Expenditures | \$332,526 | \$25,446,056 | \$25,778,582 |

In SFY 2016 there were 5,056 individual (unduplicated) AG recipients who received an AG payment for at least one month during the fiscal year. The following graphs and charts depict SFY 2016 DSS Data Warehouse statistics on individuals receiving AG.

Individuals applying for AG must meet a category of aged, blind or disabled. In order to meet the category of disabled, an individual must have been determined disabled by the SSA. Individuals who are 65 or older meet the category of aged.

Individuals with a disability accounted for 66% of those who received AG. Fourteen individuals identified as blind.

Table 21-Auxiliary Grant Recipients’ Demographics: Aged, Blind and Disabled (ABD) Categories



In FY 2016, 63% of individuals were white and 33% were African American. Thirty-two individuals identified as Spanish American

The “Other” category (1%) includes individuals who identify as:

- Other Race
- Black/African American/Asian
- American Indian/Alaskan Native
- Spanish American

Table 22-Auxiliary Grant Recipients' Demographics: Race

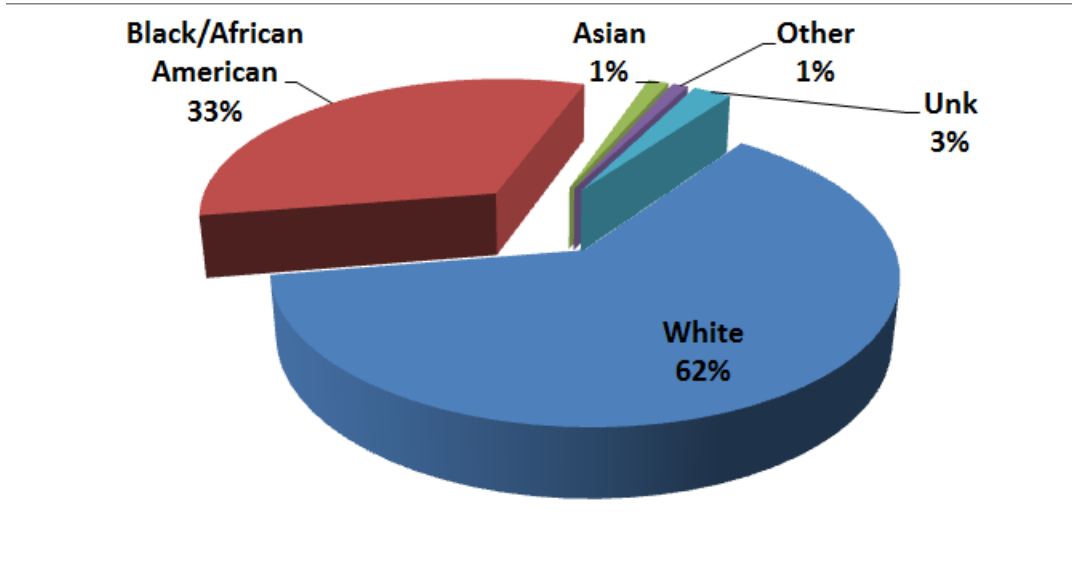
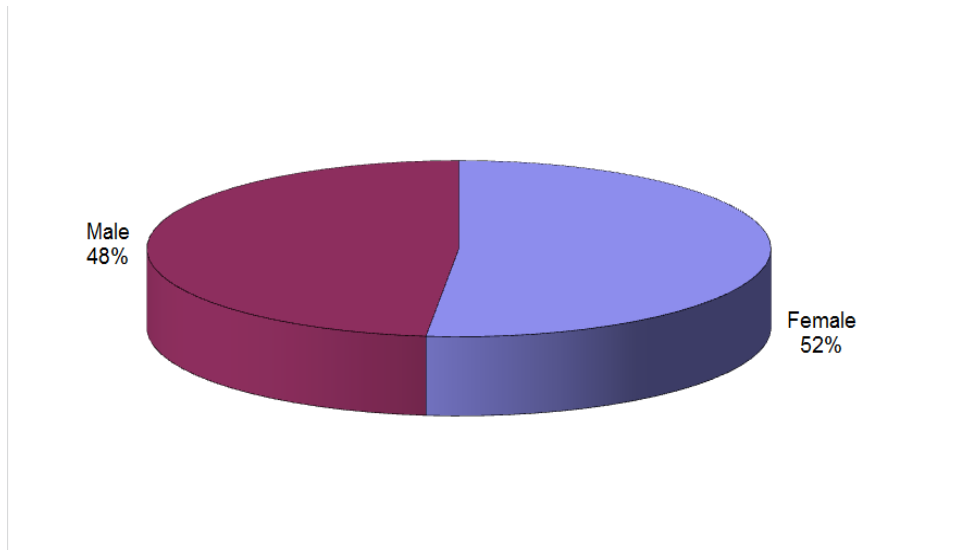


Table 23-Auxiliary Grant Recipients' Demographics: Male & Female



Appendices

APPENDIX A: Signs of Adult Abuse, Neglect or Exploitation

SIGNS OF ADULT ABUSE, NEGLECT OR EXPLOITATION



**CONTACT ADULT PROTECTIVE SERVICES (APS)
IF YOU NOTICE ANY OF THESE:**

| | | |
|--|---|--|
| <p>CAREGIVER ABUSE</p> <ul style="list-style-type: none"> • 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 | <p>FINANCIAL EXPLOITATION</p> <ul style="list-style-type: none"> • 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 | <p>PSYCHOLOGICAL/ BEHAVIORAL</p> <ul style="list-style-type: none"> • Depression • Lack of communication and talking • Isolation or withdrawal • Anxiety • Anger • Frequent change of health care professionals |
|--|---|--|






REPORT SUSPECTED ABUSE

Any person, including financial institutions, may report suspected abuse to APS. If you or someone you know is being mistreated, contact your local department of social services and ask for an APS worker, or you may call the 24-hour, toll-free hotline listed below.

PHYSICAL SIGNS OF ABUSE

- Dehydration or malnutrition
- Broken bones or sprains
- Pain from touching
- Scratches, burns, bruises
- Soiled clothing or bed
- Restrained, tied to bed or chair



1-888-832-3858

24-HOUR TOLL FREE HOTLINE

Virginia Department for Aging and Rehabilitative Services
Adult Protective Services Division
<http://www.dars.virginia.gov>

032-02-0744-02-eng (07/13)

APPENDIX B: Adult Protective Services Division Contacts

| Adult Protective Services Home Office Staff 8004 Franklin Farms Drive Henrico, VA 23229 | |
|--|--|
| <p>Paige McCleary Adult Services/Adult Protective Services Director ☎ 804-662-7605 paige.mccleary@dars.virginia.gov</p> | <p>Venus Bryant Administrative Assistant ☎ 804-726-1904 venus.bryant@dars.virginia.gov</p> |
| <p>Tishaun Harris Ugworji Auxiliary Grant Program Manager ☎ 804-662-7531 tishaun.harrisugworji@dars.virginia.gov</p> | <p>Shelley Henley Auxiliary Grant Program Consultant ☎ 804-662-7071 shelley.henley@dars.virginia.gov</p> |

| Regional Staff | |
|--|---|
| <p>Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621 Carol.mccray@dars.virginia.gov</p> | <p>Andrea Jones 410 Rosedale Court, Suite 270 Warrenton, VA 20186 ☎ 540-347-6313 FAX: 540-347-6331 Andrea.jones@dars.virginia.gov</p> |
| <p>Angela Mountcastle 210 First Street, SW Suite 200 Roanoke, VA 24011 ☎ 540-204-9640 FAX: 540-561-7536 Angela.mountcastle@dars.virginia.gov</p> | <p>Margie Marker 1604 Santa Rosa Road Suite 130 Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023 Marjorie.Marker@dars.virginia.gov</p> |
| <p>Carey Raleigh 291 Independence Blvd. Pembroke IV, Suite 300 Virginia Beach, VA 23462 ☎ 757-491-3983 FAX: 757-552-1832 Carey.Raleigh@dars.virginia.gov</p> | |

APPENDIX C: Adult Services Regional Assignments

| Eastern | Central | Northern | Piedmont | Western |
|---|---|---|--|---|
| Carey Raleigh 291 Independence Blvd. Pembroke Four, Suite 300 Virginia Beach, VA 23462 ☎ 757-491-3983 FAX: 757-552-1832 | Margie Marker 1604 Santa Rosa Road Suite 130 Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023 | Andrea Jones 410 Rosedale Court Suite 270 Warrenton, VA 20186 ☎ 540-347-6313 FAX: 540-347-6331 | Angela Mountcastle 210 First Street, SW Suite 200 Roanoke, VA 24011 ☎ 540-204-9640 FAX: 540-561-7536 | Carol McCray 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 Mathews (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 Alleghany005)/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 |

APPENDIX D: Agencies and Organizations

VIRGINIA

Department for Aging and Rehabilitative Services: www.dars.virginia.gov/

- Virginia Division for the Aging: www.vda.virginia.gov
- Division of Rehabilitative Services
- Adult Protective Services Division

Department of Social Services: www.dss.virginia.gov

Department of Health: www.vdh.virginia.gov

Department of Medical Assistance Services (Medicaid): <http://dmasva.dmas.virginia.gov/default.aspx>

Department of Behavioral Health and Developmental Services: www.dbhds.virginia.gov

Virginia Board for People with Disabilities: www.vaboard.org

Virginia Center on Aging: <http://www.sahp.vcu.edu/vcoa/>

Virginia Coalition for the Prevention of Elder Abuse: www.vcpea.org

Partnership for People with Disabilities: www.vcu.edu/partnership

NATIONAL

National Center on Elder Abuse: <http://www.ncea.aoa.gov/>

National Adult Protective Services Association <http://www.napsa-now.org/>

Centers for Disease Control-Elder Abuse <http://www.cdc.gov/violenceprevention/elderabuse/>

Consumer Financial Protection Bureau: <http://www.consumerfinance.gov/older-americans/>

Center of Excellence on Elder Abuse & Neglect: <http://www.centeronelderabuse.org/>

Family Caregiver Alliance: <https://www.caregiver.org/>

National Alliance for Caregiving: <http://www.caregiving.org/>

APPENDIX E: Local Department of Social Services
ADULT SERVICES (AS) and ADULT PROTECTIVE SERVICES (APS) Contacts

| <u>COUNTIES</u> | |
|--|---|
| <p>ACCOMACK DSS NADINE GREENLEE, ACTING SUPERVISOR 22554 CENTER PARKWAY PO BOX 210 ACCOMACK, VA 23301 757-787-1530; FAX 757-787-9303</p> <p>ALBEMARLE DSS TRICIA SUSZYNSKI, APS SUPERVISOR 1600 FIFTH STREET, SUITE A CHARLOTTESVILLE, VA 22902 434-972-4010; FAX 434-972-4080 Webpage</p> <p>ALLEGHANY/COVINGTON /CLIFTON FORGE DSS WILLIAM HARRISON, FS SUPERVISOR 110 ROSEDALE AVENUE, SUITE B COVINGTON, VA 24426-1244 540-965-1780; FAX: 540-965-1787 (SW) (540) 965-1772 (EW) VOICEMAIL 540-969-4223</p> <p>AMELIA DSS SONDRRA HICKS, FS SUPERVISOR 16360 DUNN STREET, SUITE 201 PO BOX 136 AMELIA, VA 23002 804-561-2681; FAX: 804-561-6040 Webpage</p> <p>AMHERST DSS DREW COLEMAN, FS SUPERVISOR 224 SECOND STREET PO BOX 414 AMHERST, VA 24521-0414 434-946-9330; FAX 434-946-9319 Webpage</p> | <p>APPOMATTOX DSS SUSAN HUNTER, FS SUPERVISOR 318 COURT STREET PO BOX 549 APPOMATTOX, VA 24522-0549 434-352-7125; FAX: 434-352-0064</p> <p>ARLINGTON DEPT OF HUMAN SVS REGINALD LAWSON, SUPERVISOR 2100 WASHINGTON BLVD., 1st FLOOR ARLINGTON, VA 22204 703-228-1700; FAX 703-228-1771 Webpage</p> <p>BATH DSS JASON MILLER, DIRECTOR 65 COURTHOUSE HILL ROAD PO BOX 7 WARM SPRINGS, VA 24484 540-839-7271; FAX 540-839-7278 Webpage</p> <p>BEDFORD DSS ROBIN ZIMMERMAN, FS SUPERVISOR 119 EAST MAIN STREET BURKS-SCOTT BUILDING PO BOX 1187 BEDFORD, VA 24523-7750 540-586-7750; FAX 540-586-7785 Webpage</p> <p>BLAND DSS KIMBERLY SOBEY, DIRECTOR 612 MAIN STREET BLAND COUNTY COURTHOUSE, SUITE 208 POST OFFICE BOX 55 BLAND, VA 24315 276-688-4111; FAX 276-688-1468 Webpage</p> |

| | |
|---|--|
| <p>BOTETOURT DSS LEIGH MARTIN, FS SUPERVISOR 220 COMMONS PARKWAY PO BOX 99 DALEVILLE, VA 24083 540-591-5960; FAX 540-591-5969 Webpage</p> <p>BRUNSWICK DSS SHERRI HARDY, DIRECTOR 201 SHARPE STREET, SUITE 100 LAWRENCEVILLE, VA 23868 434-848-2142; FAX 434-848-2828 Webpage</p> <p>BUCHANAN DSS ELIZABETH VENCILL, FS SPECIALIST III 3174 SLATE CREEK ROAD GRUNDY, VA 24614-0674 276-935-8106; FAX 276-935-5412 Webpage</p> <p>BUCKINGHAM DSS STEPHANIE COLEMAN, FS SUPERVISOR 13360 WEST JAMES ANDERSON HIGHWAY ROUTE 60, PO BOX 170 BUCKINGHAM COURT HOUSE, VA 23921-0170 434-969-4246; FAX 434-969-1449 Webpage</p> <p>CAMPBELL DSS SUSAN R. JONES, FS SUPERVISOR 69 KABLER LANE PO BOX 860 RUSTBURG, VA 24588-0860 434-332-9585; FAX 434-332-9699</p> | <p>CAROLINE DSS OLIVIA DILLON, FS SUPERVISOR 17202 RICHMOND TURNPIKE PO BOX 430 BOWLING GREEN, VA 22427 804-633-5071; FAX 804-633-5648 Webpage</p> <p>CARROLL DSS PATRICIA DRAUGHAN, FS SUPERVISOR CARROLL COUNTY GOVERNMENTAL COMPLEX 605-8 PINE STREET HILLSVILLE, VA 24343 276-730-3130; FAX 276-730-3135 Webpage</p> <p>CHARLES CITY DSS LATOYA JOHNSON-DAVIS 10600 COURTHOUSE ROAD PO BOX 98 CHARLES CITY, VA 23030-0098 804-652-1708; FAX 804-829-2430</p> <p>CHARLOTTE DSS PHYLLIS COLLEY, FS SPECIALIST 400 THOMAS JEFFERSON HIGHWAY PO BOX 440 CHARLOTTE COURT HOUSE, VA 23923 434-542-5164; FAX 434-542-5692 Webpage</p> <p>CHESTERFIELD-COLONIAL HGHTS DSS ANJANETTE GILBERT, FS SUPERVISOR 9501 LUCY CORR CIRCLE PO BOX 430 CHESTERFIELD, VA 23832-0430 804-748-1100; FAX 804-717-6294 Webpage</p> |
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|---|---|
| <p>CLARKE DSS ROBIN CHANSELLE, FS SPECIALIST 311 EAST MAIN STREET BERRYVILLE, VA 22611 540-955-3700; FAX 540-955-3958</p> <p>CRAIG DSS JAMES WEBER, DIRECTOR 177 COURT STREET PO BOX 330 NEW CASTLE, VA 24127-0330 540-864-5117; FAX 540-864-6662 Webpage</p> <p>CULPEPER DSS LEANN SCHWAKE-ROBERTSON, FS SUPERVISOR 1835 INDUSTRY DRIVE PO BOX 1355 CULPEPER, VA 22701 540-727-0372; FAX 540-727-8496 Webpage</p> <p>CUMBERLAND DSS JESSICA OWNBY, FS SUPERVISOR 71 COMMUNITY CENTER DRIVE PO BOX 33 CUMBERLAND, VA 23040-9803 804-492-4915; FAX 804-492-9346</p> <p>DICKENSON DSS TRACY MULLINS, FS SUPERVISOR BRUSH CREEK ROAD 120 CLOVER STREET PO BOX 417 CLINTWOOD, VA 24228-0417 276-926-1661; FAX 276-926-8144 Webpage</p> | <p>DINWIDDIE DSS DORETHA TOWNES, FS SUPERVISOR 12318 BOYDTON PLANK ROAD PO BOX 107 DINWIDDIE, VA 23841 804-469-4524; FAX 804-469-4506 Webpage</p> <p>ESSEX DSS EVELYN PORTER, FS SUPERVISOR 772 RICHMOND BEACH ROAD PO BOX 1004 TAPPAHANNOCK, VA 22560-1004 804-443-3561; FAX 804-443-8254</p> <p>FAIRFAX CO DEPT OF FAMILY SERVICES BARBARA ANTLEY, DIVISION DIRECTOR 12011 GOVERNMENT CENTER PARKWAY SUITE 232 FAIRFAX, VIRGINIA 22035 703-324-7500; FAX 703-222-9487 Webpage</p> <p>FAUQUIER DSS MITTIE WALLACE, AS PROGRAM MANAGER 320 HOSPITAL DRIVE, SUITE 11 PO BOX 300 WARRENTON, VA 20188-3037 540-422-8400; FAX 540-422-8449</p> <p>FLOYD DSS TRACIE BREWSTER, DIRECTOR COURTHOUSE BUILDING 120 WEST OXFORD STREET PO BOX 314 FLOYD, VA 24091-2222 540-745-9316; FAX 540-745-9325 Webpage</p> |
|---|---|

FLUVANNA DSS

KAREN HEBERT, FS SUPERVISOR
8880 B JAMES MADISON HIGHWAY
PO BOX 98
FORK UNION, VA 23055
434-842-8221; FAX 434-842-2776

FRANKLIN COUNTY DSS

BRANDON MCGHEE, FS SUPERVISOR
11161 VIRGIL H. GOODE HIGHWAY
ROCKY MOUNT, VA 24151
540-483-9247; FAX 540-483-1933
[Webpage](#)

FREDERICK DSS

SUSAN HOCKENSMITH, FS SUPERVISOR
107 NORTH KENT STREET, THIRD FLOOR
WINCHESTER, VA 22601
540-665-5688; FAX 540-535-2146
[Webpage](#)

GILES DSS

PHILIP BLANKENBECKLER, FS SUPERVISOR
211 MAIN STREET, SUITE 109
NARROWS, VA 24124
540-726-8315; FAX 540-726-8253

GLOUCESTER DSS

KELLEY KULZER, FS SUPERVISOR
6641 SHORT LANE
PO BOX 1390
GLOUCESTER, VA 23601-0186
804-693-2671; FAX 804-693-5511
[Webpage](#)

GOOCHLAND DSS

KENDALL TANAKA, FS SUPERVISOR
1800 SANDY HOOK ROAD, SUITE 200
PO BOX 34
GOOCHLAND, VA 23063-0034
804-556-5880; FAX 804-556-4718
[Webpage](#)

GRAYSON DSS

ANGIE THOMAS, FS SUPERVISOR
129 DAVIS STREET
PO BOX 434
INDEPENDENCE, VA 24348-0434
276-773-2452; FAX 276-773-2361
[Webpage](#)

GREENE DSS

KEVIN CARTER, FS SUPERVISOR
10009 SPOTSWOOD TRAIL
STANARDSVILLE, VA 22973-0117
434-985-5246; FAX 434-985-5266

GREENSVILLE-EMPORIA DSS

LEBRINA MOSELEY, SR SUPERVISOR
1748 EAST ATLANTIC STREET
PO BOX 1136
EMPORIA, VA 23847-1136
434-634-6576 APS; FAX 434-634-9504

HALIFAX DSS

TRISH BARGER, FS SUPERVISOR
1030 COWFORD ROAD
PO BOX 1189
HALIFAX, VA 24558-0666
434-476-6594; FAX 434-476-5258
[Webpage](#)

HANOVER DSS

CHRISTINE TILLMAN, FS SUPERVISOR
12304 SOUTH WASHINGTON HIGHWAY
ASHLAND, VA 23005
804-365-4100; FAX 804-365-4110

[Webpage](#)

HARRISONBURG/ROCKINGHAM DSS

TABITHA MORRIS, FS SUPERVISOR
110 NORTH MASON STREET
PO BOX 809
HARRISONBURG, VA 22803
540-574-5100; FAX 540-574-5127

[Webpage](#)

HENRICO COUNTY DSS

CAROL YOUNG, AS/APS SUPERVISOR
8600 DIXON POWERS DRIVE
PO BOX 90775
HENRICO, VA 23273-7032
804-501-4001; FAX 804-501-4006

[Webpage](#)

HENRY/MARTINSVILLE DSS

RONDA HANDY, FS SUPERVISOR
20 PROGRESS DRIVE
PO DRAWER 4946
MARTINSVILLE, VA 24115
276-656-4300; FAX 276-656-4303

[Webpage](#)

HIGHLAND DSS

SARAH REXRODE, DIRECTOR
COURTHOUSE ANNEX
158 COURTHOUSE LANE
PO BOX 247
MONTEREY, VA 24465-0247
540-468-2199; FAX 540-468-3099

ISLE OF WIGHT DSS

LISA WATSON, FS SUPERVISOR
17100 MONUMENT CIRCLE, SUITE A
ISLE OF WIGHT, VA 23397-0110
757-365-0880; FAX 757-365-0886

[Webpage](#)

JAMES CITY COUNTY DSS

CATHY BINGMAN, FS SUPERVISOR
5249 OLD TOWNE ROAD
WILLIAMSBURG, VA 23188
757-259-3100; FAX 757-259-3188

[Webpage](#)

KING & QUEEN DSS

GINA KANE, FS SUPERVISOR
241 ALLEN CIRCLE
PO BOX 7
KING & QUEEN COURTHOUSE, VA 23085
804-769-5003; FAX 804-785-5885

[Webpage](#)

KING GEORGE DSS

BERNADETTE DEEGAN, FS SPECIALIST
10069 KINGS HIGHWAY
PO BOX 130
KING GEORGE, VA 22485-0130
540-775-3099; FAX 540-775-3098

[Webpage](#)

KING WILLIAM DSS

AMANDA TRAYLOR, FS SUPERVISOR
172 COURTHOUSE LANE
PO BOX 187
KING WILLIAM, VA 23086-0187
804-769-4905; FAX 804-769-4979

[Webpage](#)

LANCASTER DSS

DAWN MAHAFFEY, FS SUPERVISOR
9049 MARY BALL ROAD
PO BOX 185
LANCASTER, VA 22503
804-462-5141; FAX 804-462-0330

LEE DSS

SALLY LEWIS, FS SUPERVISOR
108 HILL STREET
PO BOX 348
JONESVILLE, VA 24263-0348
276-346-1010; FAX 276-346-2217
[Webpage](#)

LOUDOUN DFS

VALERIE BURTON, APS FIELD SUPERVISOR
102 HERITAGE WAY, NE, SUITE 103
PO BOX 7400
LEESBURG, VA 20177
703-777-0353; FAX 703-771-5214
[Webpage](#)

LOUISA DHS

VICKE NESTER, FS MANAGER
103 MCDONALD STREET
PO BOX 425
LOUISA, VA 23093-0425
540-967-1320; FAX 540-967-0593
[Webpage](#)

LUNENBURG DSS

MEDINA TRENT, FS SUPERVISOR
11387 COURTHOUSE ROAD
LUNENBURG, VA 23952
434-696-2134; FAX 434-696-2534
[Webpage](#)

MADISON DSS

ROBIN BRECKENRIDGE, FS SPECIALIST
101 SOUTH MAIN STREET
PO BOX 176
MADISON, VA 22727-0176
540-948-5521; FAX 540-948-3762
[Webpage](#)

MATHEWS DSS

LISA BURNS-BROWN, FS SUPERVISOR
ROUTE 611, 536 CHURCH STREET
PO BOX 925
MATHEWS, VA 23109-0925
804-725-7192; FAX 804-725-7086
[Webpage](#)

MECKLENBURG DSS

JOY L. GUPTON, FS SUPERVISOR
911 MADISON STREET
PO BOX 400
BOYDTON, VA 23917
434-738-6138; FAX 434-738-6150
[Webpage](#)

MIDDLESEX DSS

REBECCA BASS, FS SUPERVISOR
2893 GENERAL PULLER HIGHWAY
PO BOX 216
URBANNA, VA 23175-0216
804-758-2348; FAX 804-758-2357

MONTGOMERY DSS

AMY ANDERSON, FS SUPERVISOR
210 SOUTH PEPPER STREET, SUITE B
PO BOX 789
CHRISTIANSBURG, VA 24073
540-382-6990; FAX 540-382-6945
[Webpage](#)

| | |
|---|---|
| <p>NELSON DSS GRACE DESHONG, FS SUPERVISOR 203 FRONT STREET PO BOX 357 LOVINGSTON, VA 22949 434-263-7160; FAX 434-263-8605 Webpage</p> <p>NEW KENT DSS SUZANNE GRABLE, FS SUPERVISOR 7911 COURTHOUSE WAY, SUITE 100 PO BOX 299 NEW KENT, VA 23124 804-966-1853; FAX 804-966-9170 Webpage</p> <p>NORTHAMPTON DSS NAUDYA MAPP, FS SUPERVISOR GREG ROUTZONG, SR SOCIAL WORKER 5265 THE HORNES PO BOX 568 EASTVILLE, VA 23347-0568 757-678-5153 X 331; FAX 757-678-0475 Webpage</p> <p>NORTHUMBERLAND DSS VICTORIA MORRIS, FS SUPERVISOR 6373 NORTHUMBERLAND HIGHWAY, SUITE A PO BOX 399 HEATHSVILLE, VA 22473-0399 804-580-3477; FAX 804-580-5815</p> <p>NOTTOWAY DSS BERNETTA S. WATKINS, FS SUPERVISOR 288 WEST COURTHOUSE ROAD PO BOX 26 NOTTOWAY, VA 23955-0026 434-645-8494; FAX 434-645-7643</p> | <p>ORANGE COUNTY DSS JEN PHILLIPS, FS SUPERVISOR 146 MADISON ROAD, SUITE 201 ORANGE, VA 22960 540-672-1155; FAX 540-672-9118 Webpage</p> <p>PAGE DSS GEORGIA BERRY, FS SUPERVISOR 215 WEST MAIN STREET, SUITE A PO BOX 47 STANLEY, VA 22851 540-778-1053; FAX 540-778-1504</p> <p>PATRICK DSS MELISSA SNOW, FS SUPERVISOR 106 RUCKER STREET, SUITE 128 STUART, VA 24171 276-694-3328; FAX 276-694-8210 Webpage</p> <p>PITTSYLVANIA DSS VALERIE WEIR, FS SUPERVISOR 220 H. G. MCGHEE DRIVE PO BOX E CHATHAM, VA 24531 434-432-7281; FAX 434-432-0923</p> <p>POWHATAN DSS LYNNETT MURPHY, FS SUPERVISOR ZAKIYA WORSHAM, FS SPECIALIST 3908 OLD BUCKINGHAM ROAD, SUITE 2 POWHATAN, VA 23139-0099 804-598-5630; FAX 804-598-5614 Webpage</p> |
|---|---|

PRINCE EDWARD DSS

KIMBERLEY ALLEN, FS SUPERVISOR
 111 SOUTH STREET
 PO DRAWER 628
 FARMVILLE, VA 23901-0628
 434-392-3113; FAX 434-392-8453

[Webpage](#)

PRINCE GEORGE DSS

LIBBY VINISH, FS SUPERVISOR
 6450 ADMINISTRATION DRIVE, BUILDING 12
 PO BOX 68
 PRINCE GEORGE, VA 23875-0068
 804-733-2650; FAX 804-733-2652

PRINCE WILLIAM DSS

MARIE BARNES, AS/APS MANAGER
 15941 DONALD CURTIS DRIVE
 WOODBRIDGE, VA 22191
 703-792-7500; FAX 703-792-7370

[Webpage](#)

PULASKI DSS

HEATHER WRIGHT, FS SUPERVISOR
 53 COMMERCE STREET
 PO BOX 110
 PULASKI, VA 24301-0110
 540-980-7995; FAX 540-980-7993

RAPPAHANNOCK DSS

SHARON PYNE, FS SPECIALIST
 354 GAY STREET
 PO BOX 87
 WASHINGTON, VA 22747-0087
 540-675-3313; FAX 540-675-3315

RICHMOND COUNTY DSS

VANESSA LIVINGSTONE, DIRECTOR
 5579 RICHMOND ROAD
 PO BOX 35
 WARSAW, VA 22572-0035
 804-333-4088; FAX 804-333-0156

ROANOKE COUNTY DSS

DAWN RIDDLE, FS SUPERVISOR
 220 EAST MAIN STREET
 P O BOX 1127
 SALEM, VA 24153-1127
 540-387-6087; FAX 540-387-6210

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ROCKBRIDGE/BUENA VISTA/LEXINGTON DSS

TERESA AYERS, ACTING FS SUPERVISOR
 20 EAST PRESTON STREET
 LEXINGTON, VA 24450
 540-463-7143; FAX 540-464-9110

RUSSELL DSS

MIRANDA HUGHES, FS SUPERVISOR
 79 ROGERS STREET
 PO BOX 1207
 LEBANON, VA 24266
 276-889-3031 x140; FAX 276-889-2662

SCOTT DSS

HOPE YEARY, FS SUPERVISOR
 190 BEECH STREET, SUITE 101
 PO BOX 637
 GATE CITY, VA 24251-0637
 276-386-3631; FAX 276-386-6031

SHENANDOAH COUNTY DSS

SARAH NICKERSON, FS SUPERVISOR
 494 NORTH MAIN STREET, SUITE 200
 WOODSTOCK, VA 22664
 540-459-6226; FAX 540-459-6223

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SHENANDOAH VALLEY DSS (WAYNESBORO OFFICE)

NICOLE MEDINA, FS SUPERVISOR (820)
1200 SHENANDOAH AVENUE
WAYNESBORO, VA 22980
540-942-6646; FAX 540-942-6658

SHENANDOAH VALLEY DSS (STAUNTON-AUGUSTA OFFICE)

NICOLE MEDINA, FS SUPERVISOR (015 & 790)
68 DICK HUFF LANE
PO BOX 7
VERONA, VA 24482-0007
540-245-5800; FAX 540-245-5880

[Webpage](#)

SMYTH DSS

BETSY FRITZ, SENIOR WORKER
121 BAGLEY CIRCLE, SUITE 200
MARION, VA 24354
276-783-8148; FAX 276-783-6327

SOUTHAMPTON DSS

DONNA BLYTHE, FS SUPERVISOR
26022 ADMINISTRATION CENTER DRIVE
PO BOX 550
COURTLAND, VA 23837-0550
757-653-3080; FAX 757-653-0357

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SPOTSYLVANIA DSS

REGINA JOHNSON, FS SUPERVISOR
9019 OLD BATTLEFIELD BOULEVARD, 2nd FLR.
SPOTSYLVANIA, VA 22553
MAILING: PO BOX 249
SPOTSYLVANIA, VA 22553
540-507-7898; FAX 540-507-7810

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STAFFORD DSS

KAREN STIDSEN, FS SUPERVISOR
STAFFORD COUNTY GOVERNMENT CENTER
1259 COURTHOUSE ROAD, SUITE 102
PO BOX 7
STAFFORD, VA 22555-0007
540-658-8720; FAX 540-658-8798

[Webpage](#)

SURRY DSS

WANDA SAVEDGE, FS SUPERVISOR
ROUTE 626, 45 SCHOOL STREET
PO BOX 263
SURRY, VA 23883-0263
757-294-5240; FAX 757-294-5248

[Webpage](#)

SUSSEX DSS

CHEQUILA FIELDS, DIRECTOR
20103 PRINCETON ROAD
PO BOX 1336
STONY CREEK, VA 23882-1336
434-246-1083; FAX 434-246-2504

[Webpage](#)

TAZEWELL DSS

ANNE COATES, FS SUPERVISOR
253 CHAMBER DRIVE
PO BOX 149
TAZEWELL, VA 24651
276-988-8500; FAX 276-988-2765

[Webpage](#)

WARREN DSS

JESSICA HUNTER, FS SUPERVISOR
465 W15TH STREET, SUITE 100
FRONT ROYAL, VA 22630
540-635-3430 x3317; FAX 540-635-8451

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WASHINGTON CO DSS

CANDY MUSICK, FS SUPERVISOR
15068 LEE HIGHWAY, SUITE 100
BRISTOL, VA 24202
276-645-5000; FAX 276-645-5055

WESTMORELAND DSS

BELINDA JOHNSON, FS SUPERVISOR
18849 KING'S HIGHWAY
PO BOX 302
MONTROSS, VA 22520-0302
804-493-9305; FAX 804-493-9309

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WISE DSS

JESSICA TURNER, SUPERVISOR
5612 NORTH BEAR CREEK RD
PO BOX 888
WISE, VA 24293-0888
276-328-8056; FAX 276-328-8632

[Webpage](#)

WYTHE DSS

EDIE HURT, FS SUPERVISOR
290 S. 4th STREET
WYTHEVILLE, VA 24382
276-228-5493; FAX 276-228-9272

[Webpage](#)

YORK-POQUOSON SOCIAL SERVICES

KENDALL FERGUSON, FS SUPERVISOR
301 GOODWIN NECK ROAD
YORKTOWN, VA 23692-0917
757-890-3787; FAX 757-890-3934

[Webpage](#)

CITIES

ALEXANDRIA DSS

VELDA WEATHERS, FS SPECIALIST
JO-ANN CALLENDER, AS SUPERVISOR
4401 FORD AVENUE, SUITE 102
ALEXANDRIA, VA 22302
703-746-5999; FAX 703-746-5975

[Webpage](#)

BRISTOL DSS

KAREN MARION, FS SUPERVISOR
621 WASHINGTON STREET
BRISTOL, VA 24201-4644
276-645-7450; FAX 276-645-7475

CHARLOTTESVILLE DSS

DIANE HOFFMAN, FS SUPERVISOR
120 SEVENTH STREET, NE
PO BOX 911
CHARLOTTESVILLE, VA 22902-0911
434-970-3400; FAX 434-970-3444

[Webpage](#)

CHESAPEAKE DSS

BEVERLY JACKSON, CHIEF OF SERVICES SUP.
ELISE PUGH, FS SUPERVISOR (APS)
SHEREE GONZALEZ, FS SUPERVISOR (AS)
100 OUTLAW STREET; PO BOX 15098
CHESAPEAKE, VA 23320
757-382-2000; FAX 757-543-1644

[Webpage](#)

DANVILLE DSS

GLEN HARRIS, FS SUPERVISOR
510 PATTON STREET
PO BOX 3300
DANVILLE, VA 24541
434-799-6543; 434-797-8818

[Webpage](#)

FRANKLIN CITY DSS

BRANDY COLLINS, SR FS SUPERVISOR
GLORIA WIGGINS, FS SPECIALIST
306 NORTH MAIN STREET
PO BOX 601
FRANKLIN, VA 23851
757-562-8520; FAX 757-516-6683

[Webpage](#)

FREDERICKSBURG DSS

SHANNON HARTUNG, FS SUPERVISOR
608 JACKSON STREET, SUITE 100
FREDERICKSBURG, VA 22401
540-372-1032; FAX 540-372-1157

[Webpage](#)

GALAX DSS

SUSAN CLARK, DIRECTOR
105 EAST CENTER STREET
PO BOX 166
GALAX, VA 24333-0166
276-236-8111; FAX 276-236-9313

HAMPTON DSS

BARBARA STEWART, FS SUPERVISOR
1320 LASALLE AVENUE
HAMPTON, VA 23669
757-727-1800; FAX 757-727-1835

[Webpage](#)

HOPEWELL DSS

WANDA WALKER, FS SUPERVISOR
316 EAST CAWSON STREET
HOPEWELL, VA 23860
804-541-2330; FAX 804-541-2347

[Webpage](#)

LYNCHBURG DSS

REBECCA NEILANS, APS SUPERVISOR
 99 NINTH STREET
 PO BOX 6798
 LYNCHBURG, VA 24505
 434-455-5850; FAX 434-847-1785

[Webpage](#)

MANASSAS DSS

MELANIE TRABOSH, SERVICE PROG. MAN.
 9324 WEST STREET
 MANASSAS, VA 20110
 703-361-8277; FAX 703-361-6933

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MANASSAS PARK DSS

JACQUELINE PRESCOD, FS SUPERVISOR
 CITY HALL
 ONE PARK CENTER COURT
 MANASSAS PARK, VA 20111
 703-335-8880; FAX 703-335-8899

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NEWPORT NEWS DSS

JEAN MORRISON, FS SUPERVISOR
 GLORIA DIXON, FS SUPERVISOR
 ROUSE TOWER
 6060 JEFFERSON AVENUE
 NEWPORT NEWS, VA 23605
 757-926-6300; FAX 757-926-6118

[Webpage](#)

NORFOLK DSS

JANICE ROACH, FS SUPERVISOR (APS)
 PAM COLE, SW SUPERVISOR (AS)
 FRANKLIN BUILDING
 6350 INTERSTATE CENTER DRIVE, BLDG. 5
 NORFOLK, VA 23502-1506
 757-664-6000; FAX 757-233-9225

[Webpage](#)

NORTON DSS

CHRISTINA "CRICKET" BLAIR, DIRECTOR
 644 PARK AVENUE
 PO BOX 378
 NORTON, VA 24273-0378
 276-679-2701; FAX 276-679-0607

PETERSBURG DSS

MARGARET MORGAN, FS SUPERVISOR
 400 FARMER STREET
 PO BOX 2127
 PETERSBURG, VA 23804
 804-861-4720; FAX 804-861-0137

[Webpage](#)

PORTSMOUTH DSS

GLORIA TWITTY, FS SUPERVISOR
 1701 HIGH STREET, SUITE 101
 PORTSMOUTH, VA 23704
 757-405-1800 X8114; FAX 757-405-1877

RADFORD DSS

MELISSA ALMOND, FS SUPERVISOR
 928 WEST MAIN STREET
 RADFORD VA 24141
 540-731-3663; FAX 540-731-5000

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RICHMOND CITY DSS

LAWANDA THROWER, APS SUPERVISOR
 AISHA EVERETT FRANCIS, AS SUPERVISOR
 MARSHALL PLAZA BUILDING
 900 EAST MARSHALL STREET
 RICHMOND, VA 23219
 MAILING ADDRESS:
 PO BOX 10129
 RICHMOND, VA 23240
 804-646-7212; FAX 804-646-7018

[Webpage](#)

ROANOKE CITY DSS

CHRISTINA SCHOENDORF, FS SUPERVISOR
1510 WILLIAMSON ROAD, NE
ROANOKE, VA 24012
540-853-2591; FAX 540-853-2027

[Webpage](#)

SUFFOLK DSS

INEZ CRAIG, FS SUPERVISOR
440 MARKET STREET
SUFFOLK, VA 23434
757-514-7341; FAX 757-923-3070

[Webpage](#)

VIRGINIA BEACH DSS

WENDY SWALLOW, FS SUPERVISOR
JENNIFER DELAWRENCE, FS SUPERVISOR
3432 VIRGINIA BEACH BOULEVARD, SUITE 342
VIRGINIA BEACH, VA 23452-4420
757-385-3200; FAX 757-437-3430

[Webpage](#)

WILLIAMSBURG DSS

WENDY EVANS, FS SUPERVISOR
401 LAFAYETTE STREET
WILLIAMSBURG, VA 23185
757-220-6161; FAX 757-220-6113

[Webpage](#)

WINCHESTER DSS

SARAH WINGFIELD, FS SUPERVISOR
24 BAKER STREET
WINCHESTER, VA 22601
540-662-3807, FAX 540-662-3279

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