



**Health and Human Services
Annual Report:
Partnering to Serve Our Community**

December 3, 2019

Presentation Overview

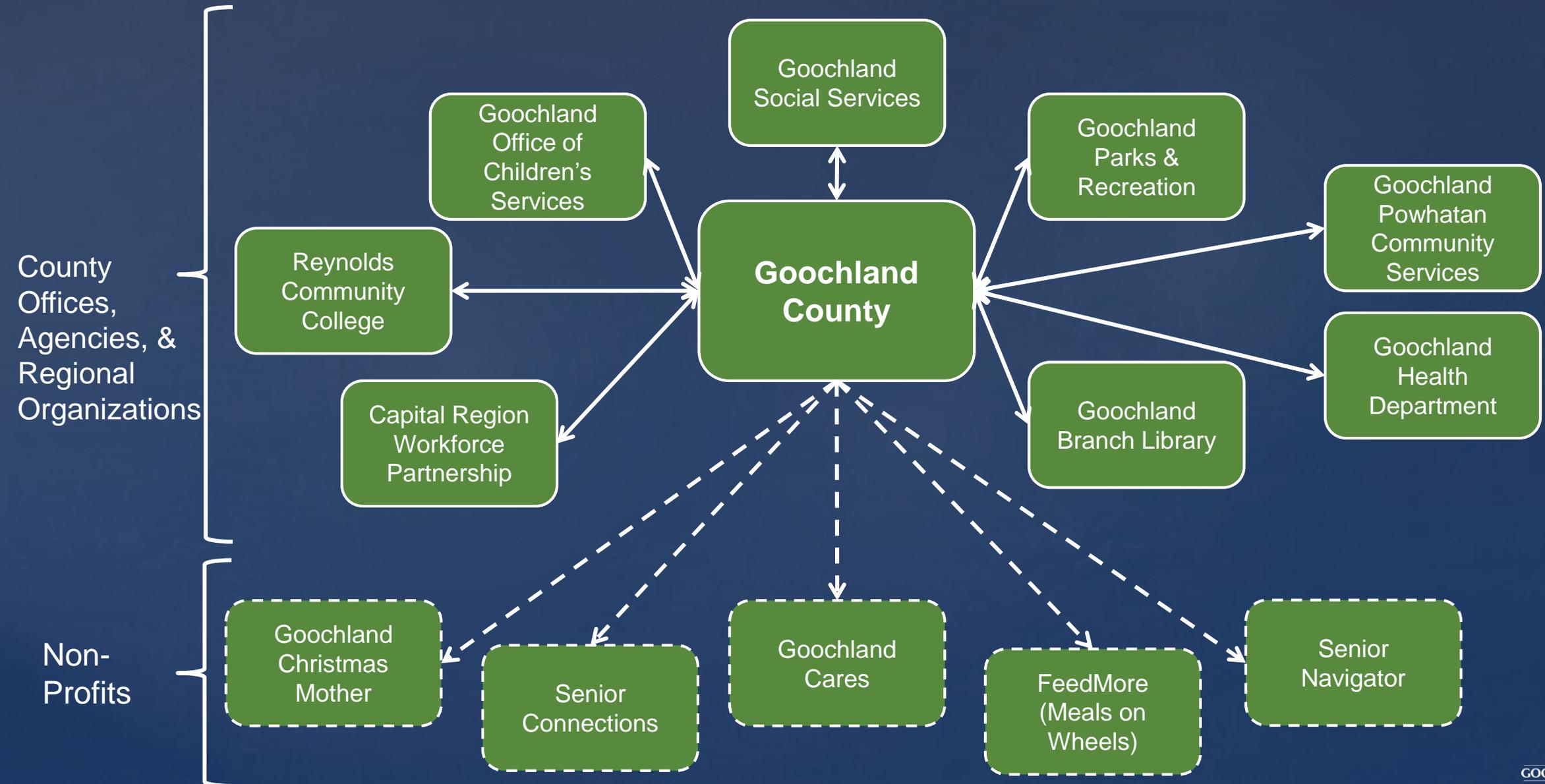
Overview of Health and Human Services

- Partnerships
- Resources
- Upcoming Projects
- Engagement

Department and Agency Presentations

- Office of Children's Services
- Department of Social Services
- Goochland Powhatan Community Services
- Goochland Health Department
- Pamunkey Regional Library
- GoochlandCares

Health and Human Services Partnerships



Workforce Development



Conducted Through:



Goochland Department of Social Services



Where are you headed?

- SCIENCE
- LIBERAL ARTS
- ENGINEERING
- TRANSFER
- ASST
- AUTOMOTIVE
- BUSINESS
- NURSING
- COMMUNITY ARTS
- GEN ED

Spring Classes 2016
Priority registration begins Nov 9
Open registration begins Nov 30



COMMUNITY COLLEGE
WORKFORCE ALLIANCE
A partnership between John Tyler & Reynolds Community Colleges



Health and Human Services Resources

The screenshot shows the Goochland County website with a navigation menu on the left containing 'Let Us Know', 'My Government Services', 'Home', and 'Stay Informed'. The main content area is titled 'Health & Human Services' and includes sections for 'Health Department', 'Goochland-Powhatan CSB', 'Office of Children's Services', and 'Social Services'. A blue graphic of a family is visible on the right side of the page.

www.goochlandva.us

The screenshot shows the 'Your Community' page on the Goochland County website. The navigation menu on the left is the same as in the previous screenshot. The main content area lists various community resources such as 'County Calendar', 'News Flash', 'Community Organizations', 'Extension Office', 'Free Clinic and Family Services', 'Goochland CASA', 'Goochland County Chamber of Commerce', 'Goochland-Powhatan Community Services', 'Parks & Facilities', 'Senior Connections', and 'Senior Navigator'.

The screenshot shows the 'COMMUNITY CARE' mobile app interface. The top header is green with the text 'COMMUNITY CARE' and a search icon. Below the header is a banner image of a group of people with the text 'COMMUNITY CARE GOOCHLAND, VA'. A list of resources is displayed below, including 'Parent Support', 'Mental Health', 'Crisis Services', 'Education and Schools', 'General Assistance', 'Substance Abuse', and 'Transportation', each with an icon and a right-pointing arrow.



The screenshot shows the SeniorNavigator website. The header includes the 'SeniorNavigator' logo and navigation tabs for 'Aging Well', 'Caregiving', 'Community', 'Financial', 'Housing', and 'Legal'. A search bar is prominently displayed with the text 'Search for local services, helpful tips, and answers - with one click!'. Below the search bar is a large banner image of an elderly couple with the text 'Providing direction for caregivers and seniors.'. There are also several smaller informational boxes and a 'I Want To...' section with links like 'Learn More', 'Ask an Expert', 'Get E-Quotients', 'Community Calendar', and 'Provide Feedback'.

<http://goochland.seniornavigator.org/>

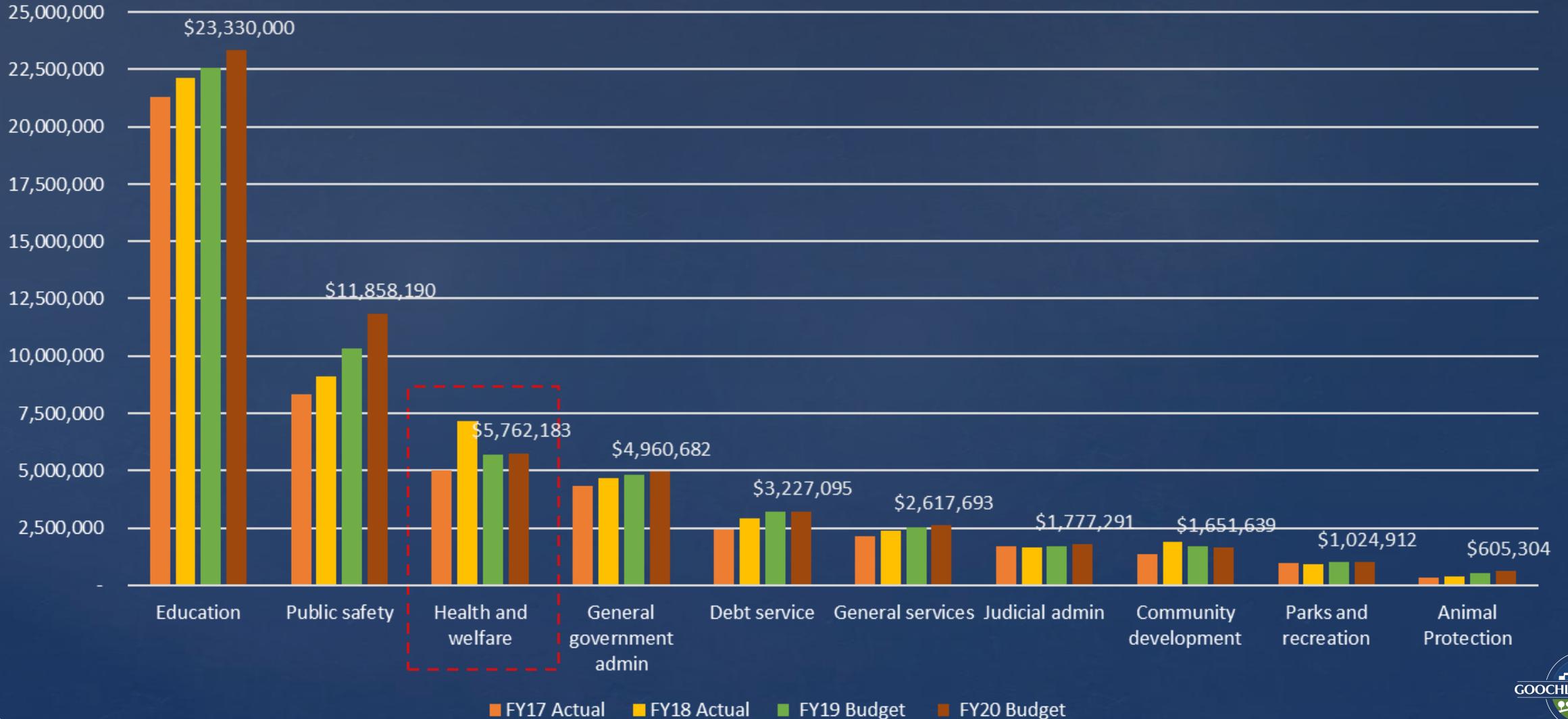
The screenshot shows the Rural Substance Abuse Awareness Coalition website. The header features the organization's logo and tagline 'Saving Lives in Goochland and Powhatan Counties'. Below the header is a navigation menu with links for 'ABOUT US', 'RESOURCES', 'CALENDAR OF EVENTS', 'VOLUNTEER', 'IN THE NEWS', and 'FACEBOOK'. The main content area has a blue background with the text 'Vision: A Community Free from Substance Abuse.'

<http://www.rsaac.org>

The screenshot shows the Virginia 2-1-1 website. The header features the 'Virginia 2-1-1' logo and the tagline 'Get Connected. Get Answers.'. Below the header is a search bar with the text 'Search for Services in Virginia:' and input fields for 'ZIP or county' and 'Area of need (e.g. "food" or "rent")', along with a 'Go' button. A phone icon and the text '... or dial 2-1-1 to speak to a contact specialist.' are also visible.

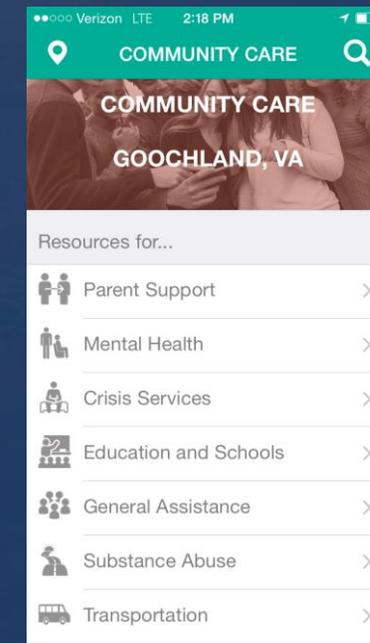
<https://211.getcare.com/consumer/>

FY2020 General Fund Budget Expenditures Functional Area



Current/Upcoming Projects

- Chickahominy Health District conducted Community Health Assessment (CHA) for Goochland in 2018 - 2019
- Steering Committee has worked on Community Health Improvement Plan (CHIP) in 2019 and finalizing report for 2020.
- Updating the Community Care app to add features, resources, and make it more user friendly for citizens and staff.



Engagement

Goochland County Staff and Elected Officials are involved with numerous Health and Human Services Organizations & Boards

- GoochlandCares
- James River Juvenile Detention Commission
- Goochland YMCA
- Goochland Community Partners
- Rural Substance Abuse Awareness Coalition (RSAAC)
- Children's Services Act – State and Local Advisory Team

Department and Agency Presentations

Questions will follow after
Department and Agency presentations

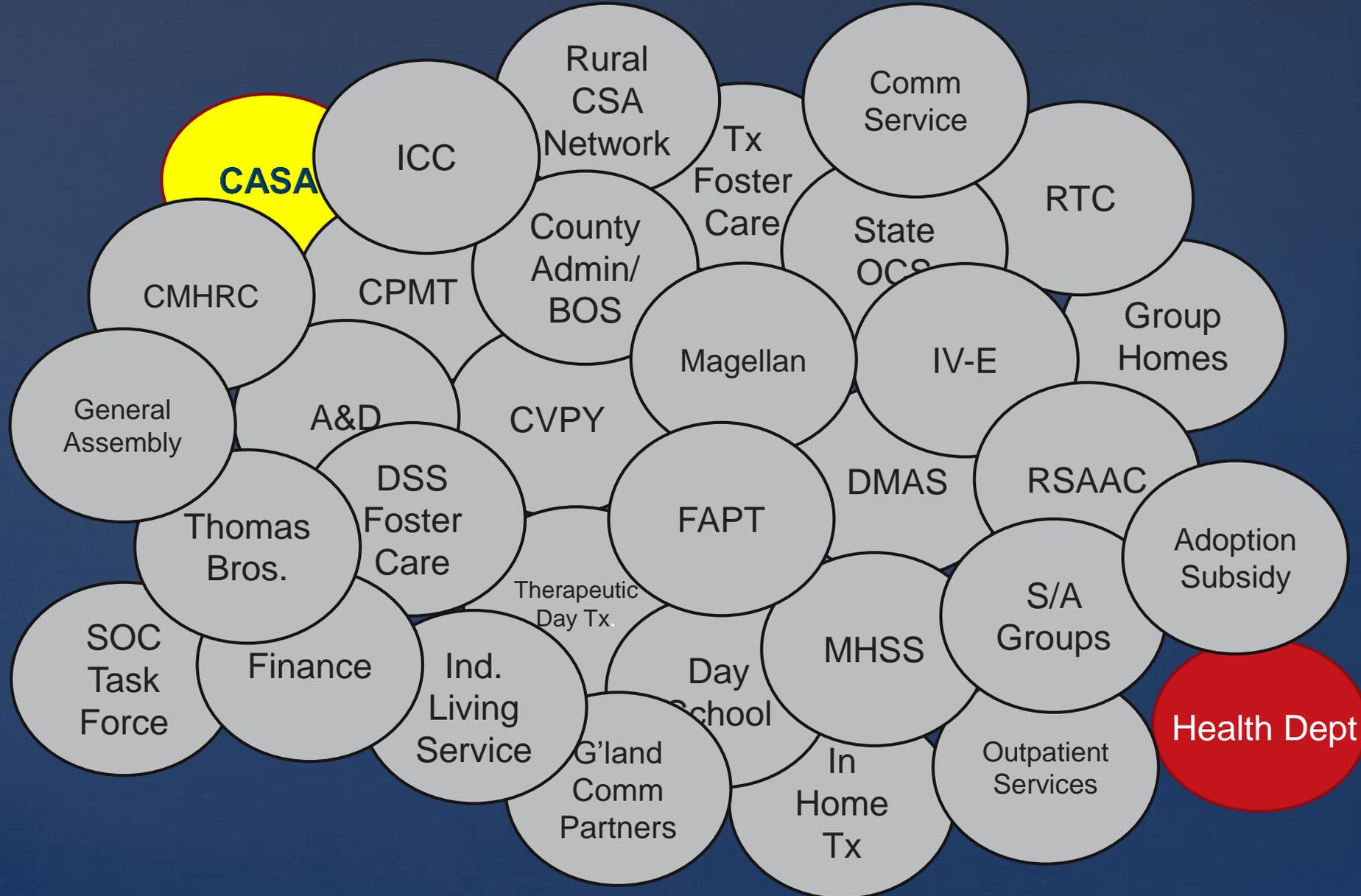


Office of Children's Services Annual Report

Office of Children's Services (OCS)

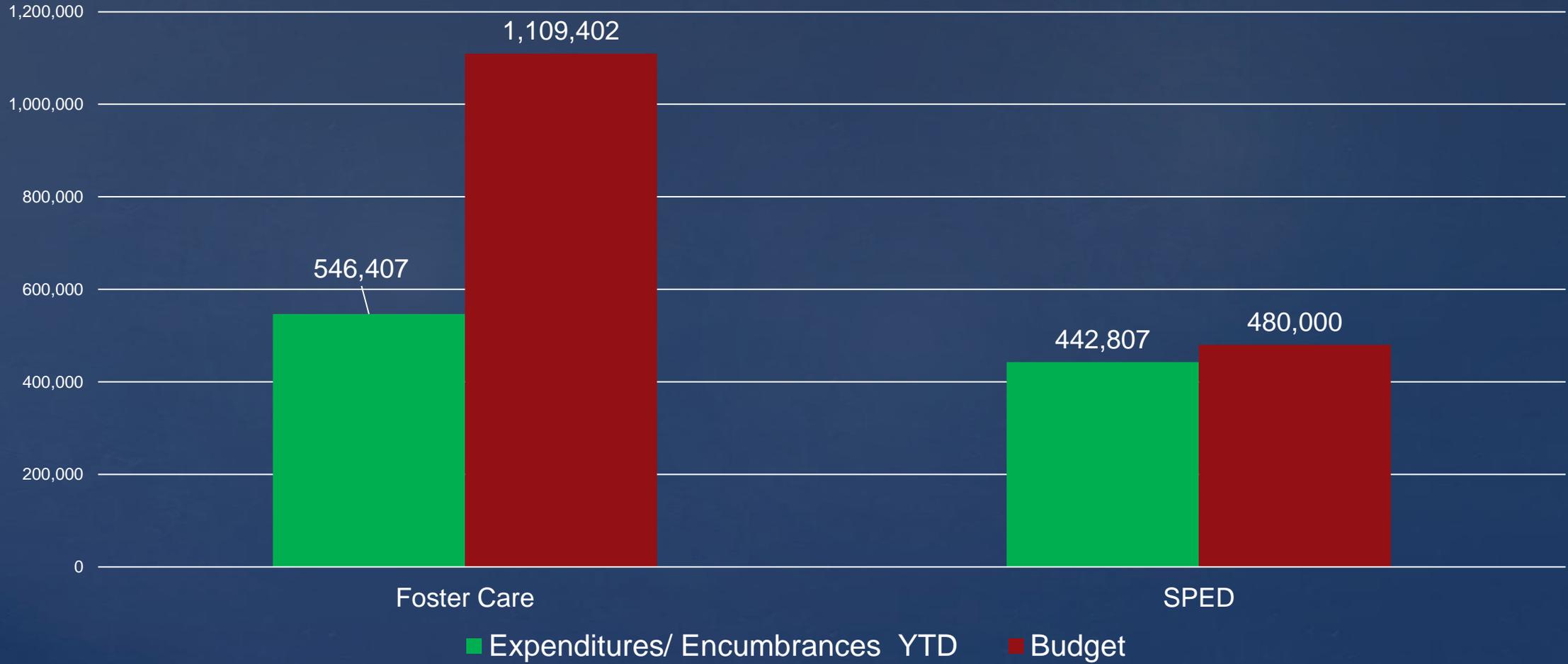


Office of Children's Services (OCS) Interaction

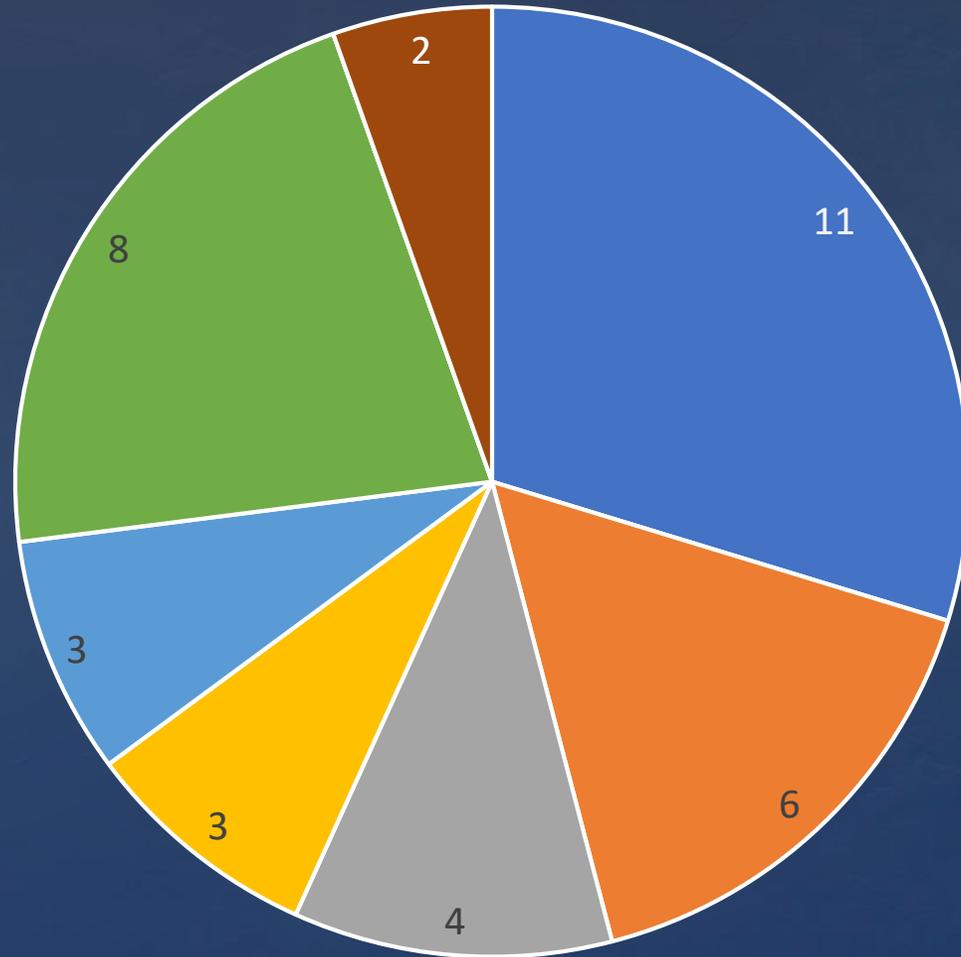


FY 2019 Expenditures versus Budget

FY Expenditures= \$989,214



FY 2019 - 37 Children Served



- Family Foster Care
- Treatment Foster Care
- Group Homes
- Level C Residential
- Fostering Futures/ IL Programs
- Private Day Education (Only)
- Foster Care Trial Home Placement
- Community-Based Service Only



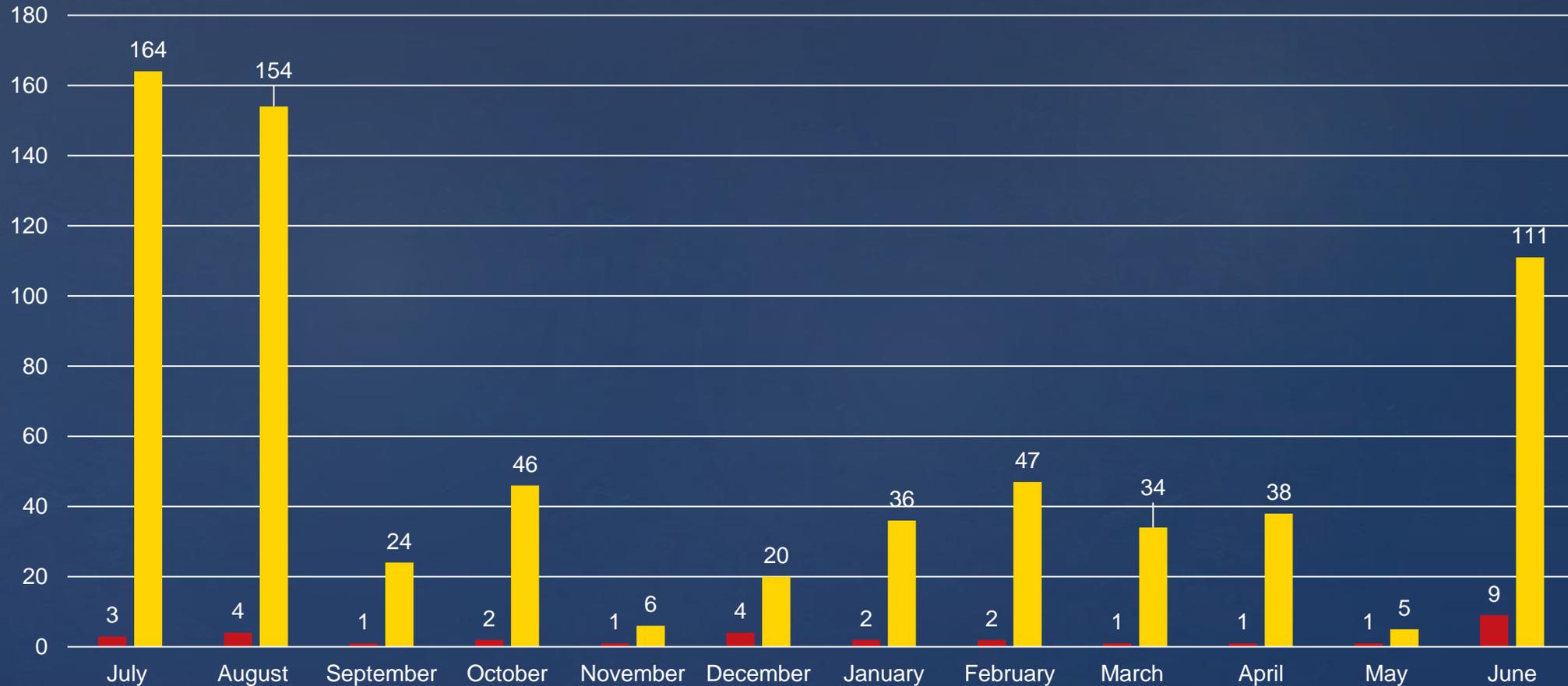
VJCCCA - Community Service Program - FY 2019

Youth Served: 30

Total Hours: 749

FY 2018: 33

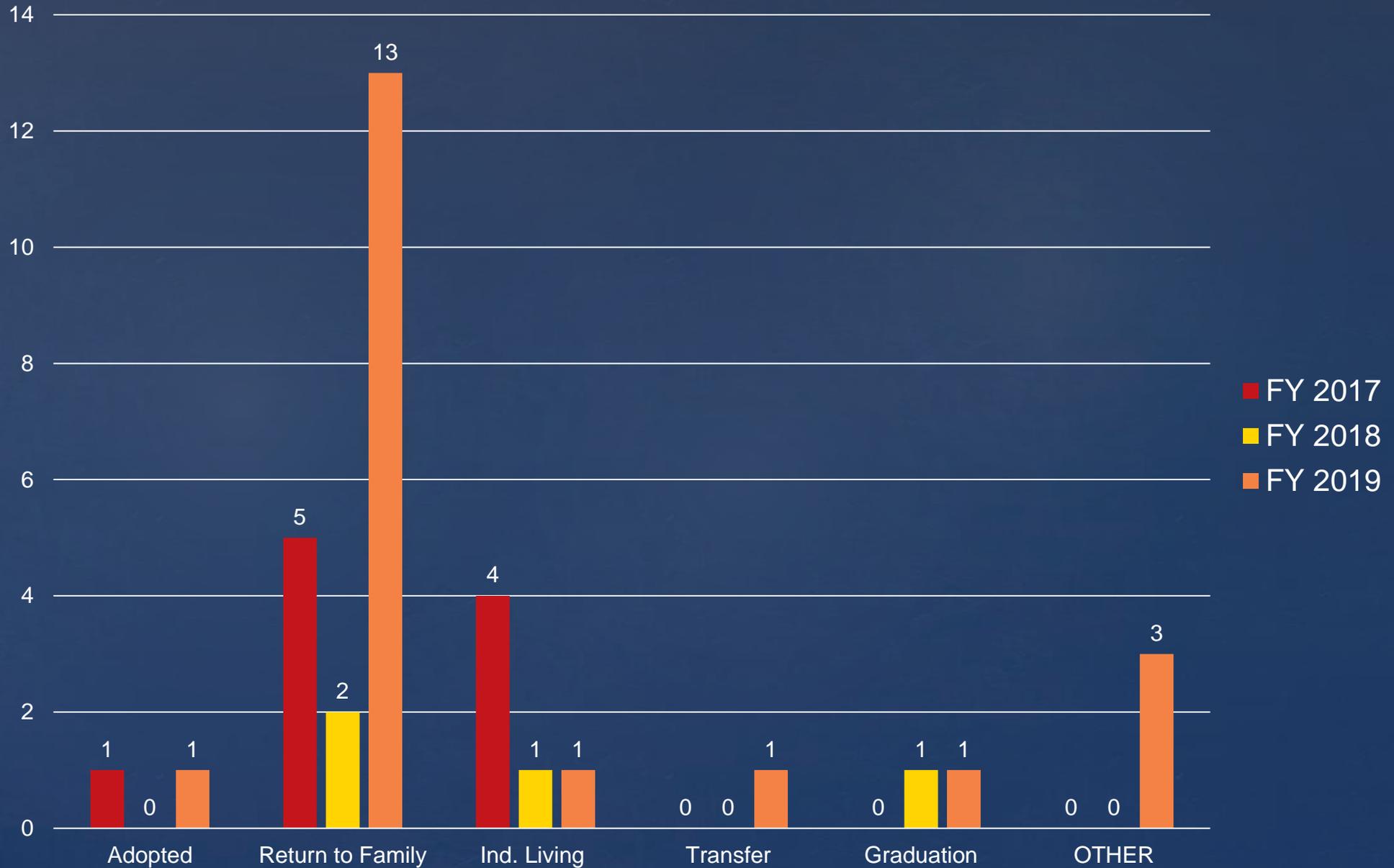
FY 2018: 877



■ Youth Served ■ Community Service Hours Completed



Children Reaching Permanency- FY 2017 – 2019



OCS OUTCOMES

Q1 & Q2 FY 2020

- 1 Family completed their Parent Coaching curriculum.
- 1 Foster Youth transitioned to Independent Living Status.
- 1 Foster Youth currently supervised on Trial Home Visits.
- 1 Youth transitioned to the community from Residential Care.
- 4 Parents completed Fall Parenting Class
(Parenting the Love and Logic Way).

Office of Children's Services -Community Involvement

State/ Local Advisory Team- Local Representative

Central Virginia Systems of Care Grant

Rural Substance Abuse Awareness Coalition

Central Virginia Partnership on Youth

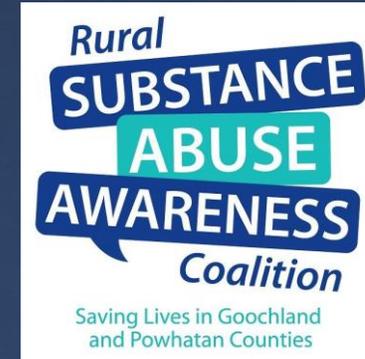
Rural CSA Network

Goochland Community Collaborative Meetings

Goochland Family Treatment Court Advisory Committee

Goochland County Community Partners

Community Care Mobile APP



Goochland Department of Social Services

Presentation to the Board of Supervisors
December 3, 2019

Success

- Family Engagement meetings
- On-going Partnerships with Community Organizations
 - Medicaid Expansion
 - Family Treatment Court

Challenges

- Staff turnover
- System inaccuracies (Data Warehouse, VaCMS)
- Child Welfare cases involving Substance abuse

Future

- Retirements
- Families First Prevention Act
- Opioid Epidemic

Future Outlook

- New Technology for Services staff
- New Database for Child Welfare (3-5 years)
- New Database for Employee Tracking (5+ years)
 - SNAP “Take the Pledge”

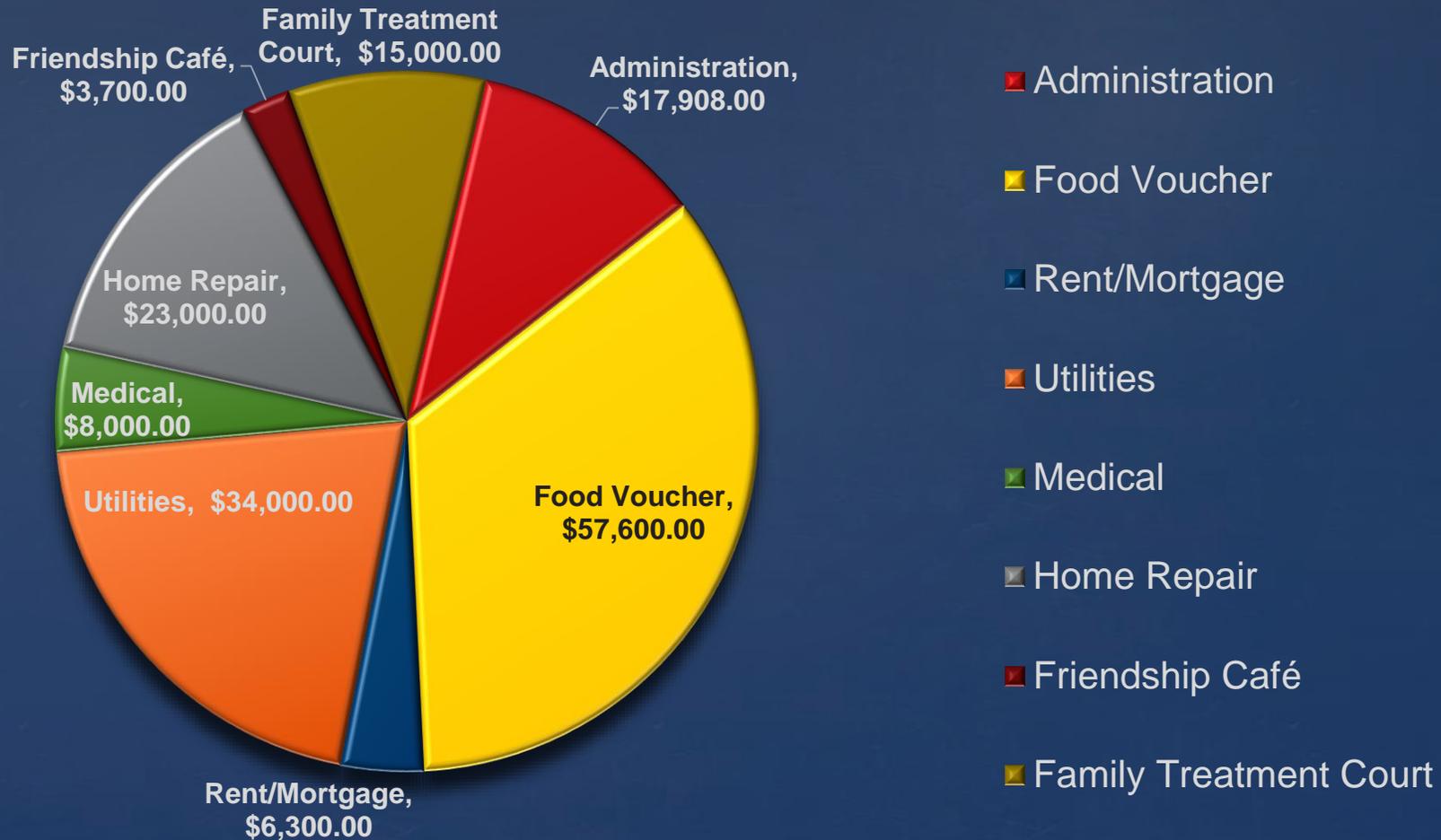
Community Action

- ❑ Funds for electric, rent, mortgage, food
- ❑ Partnership with Schools (Pre-school programs and Summer Feeding mobile unit)
- ❑ Partnership with GFCFS (Home Repair program)
- ❑ Partnership with Community Services Board (Family Treatment Court position)
- ❑ Partnership with local churches (Brown Bag, Friendship Café')

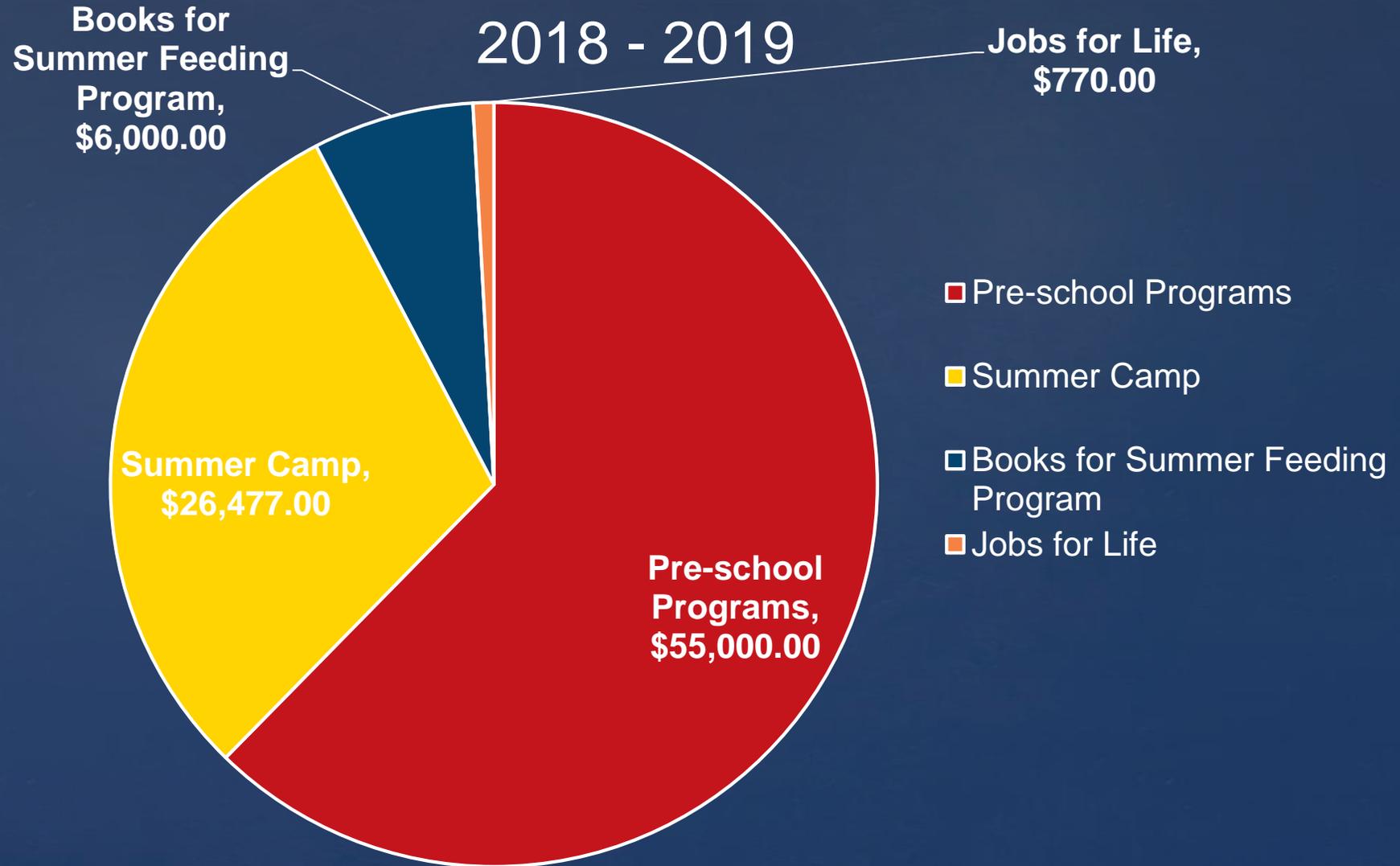
Community Action

CSBG expenditures = \$165,508

2018 - 2019

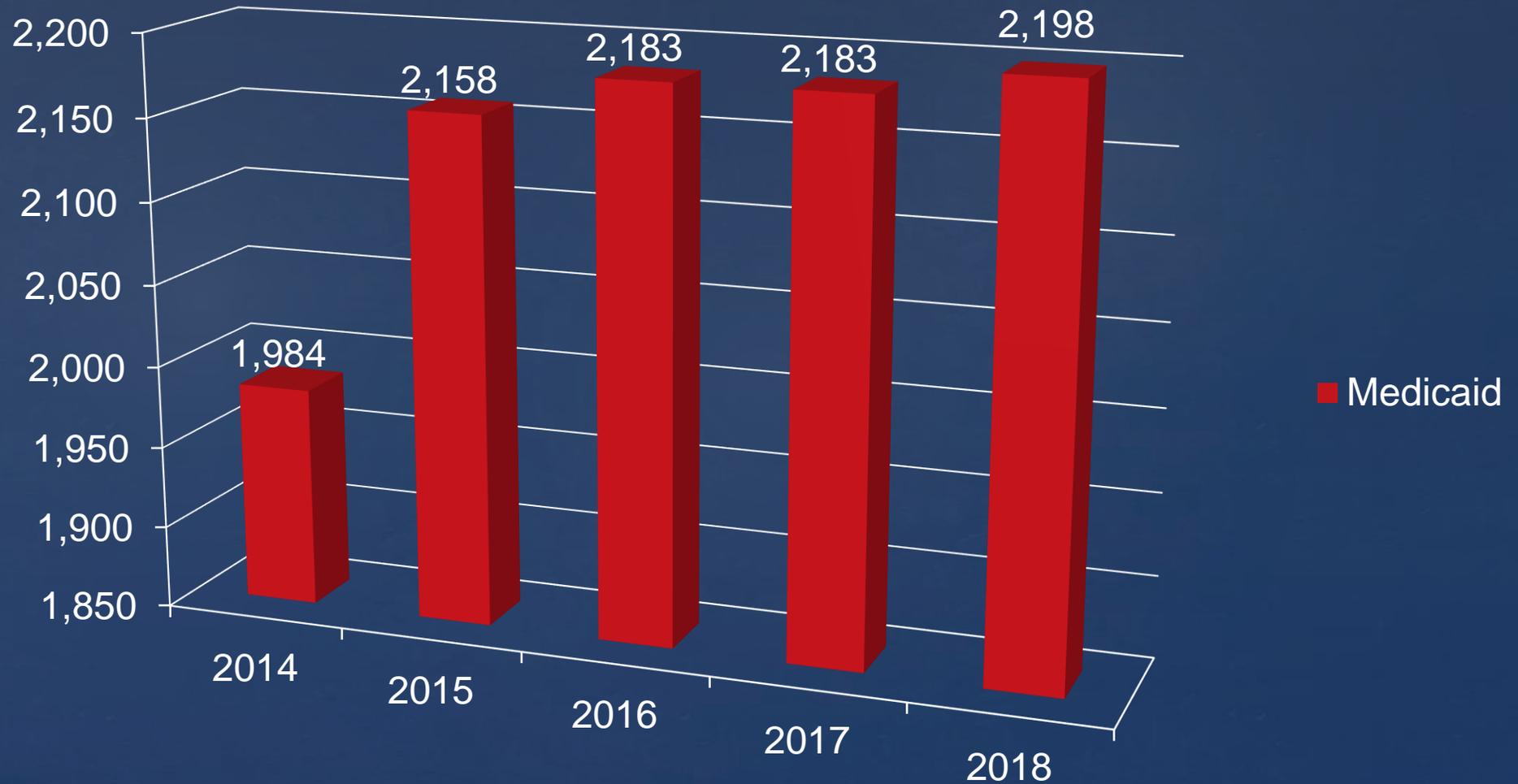


Community Action- TANF Funds-\$88,247



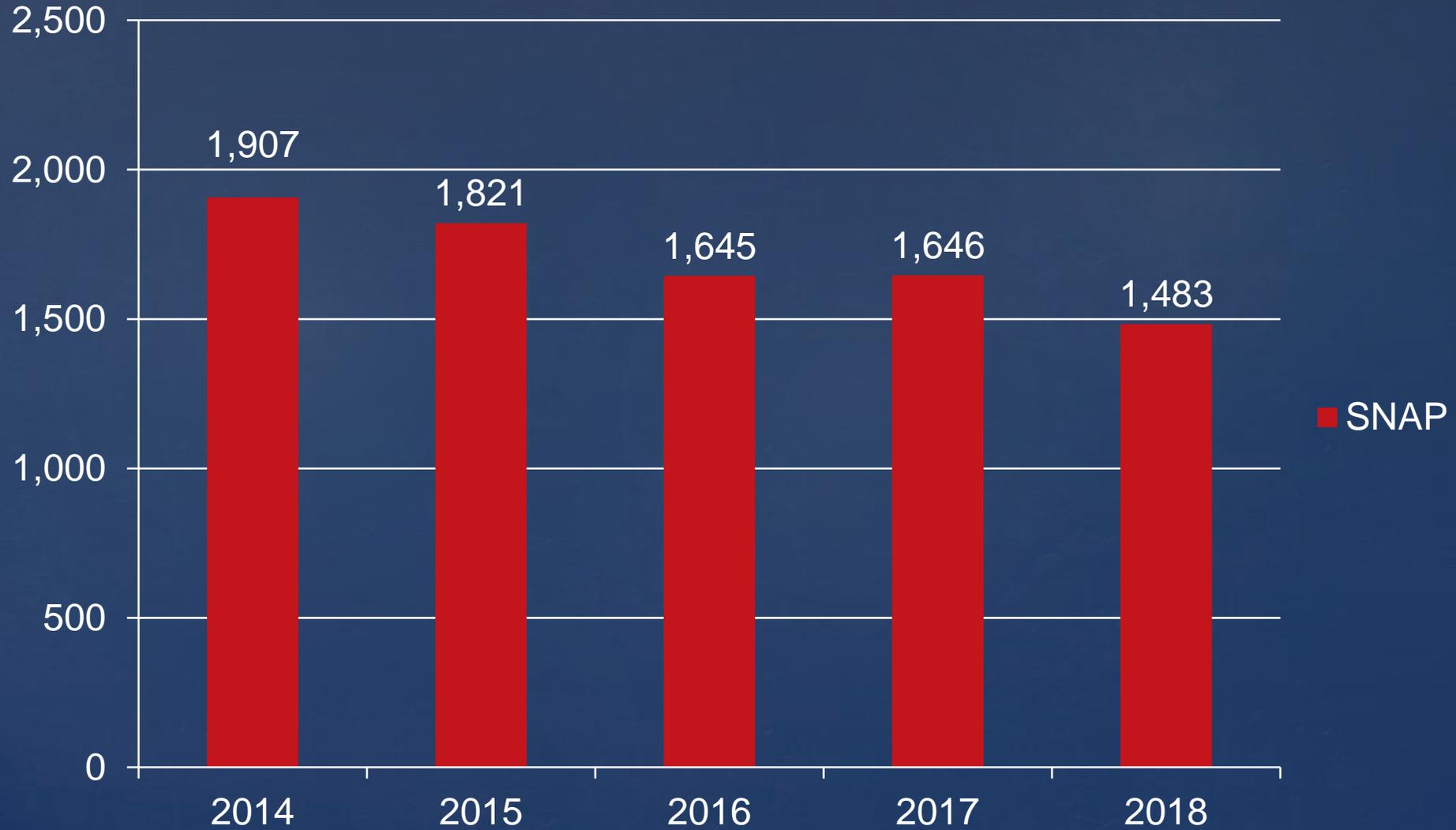
Medicaid- (all types)

Medicaid



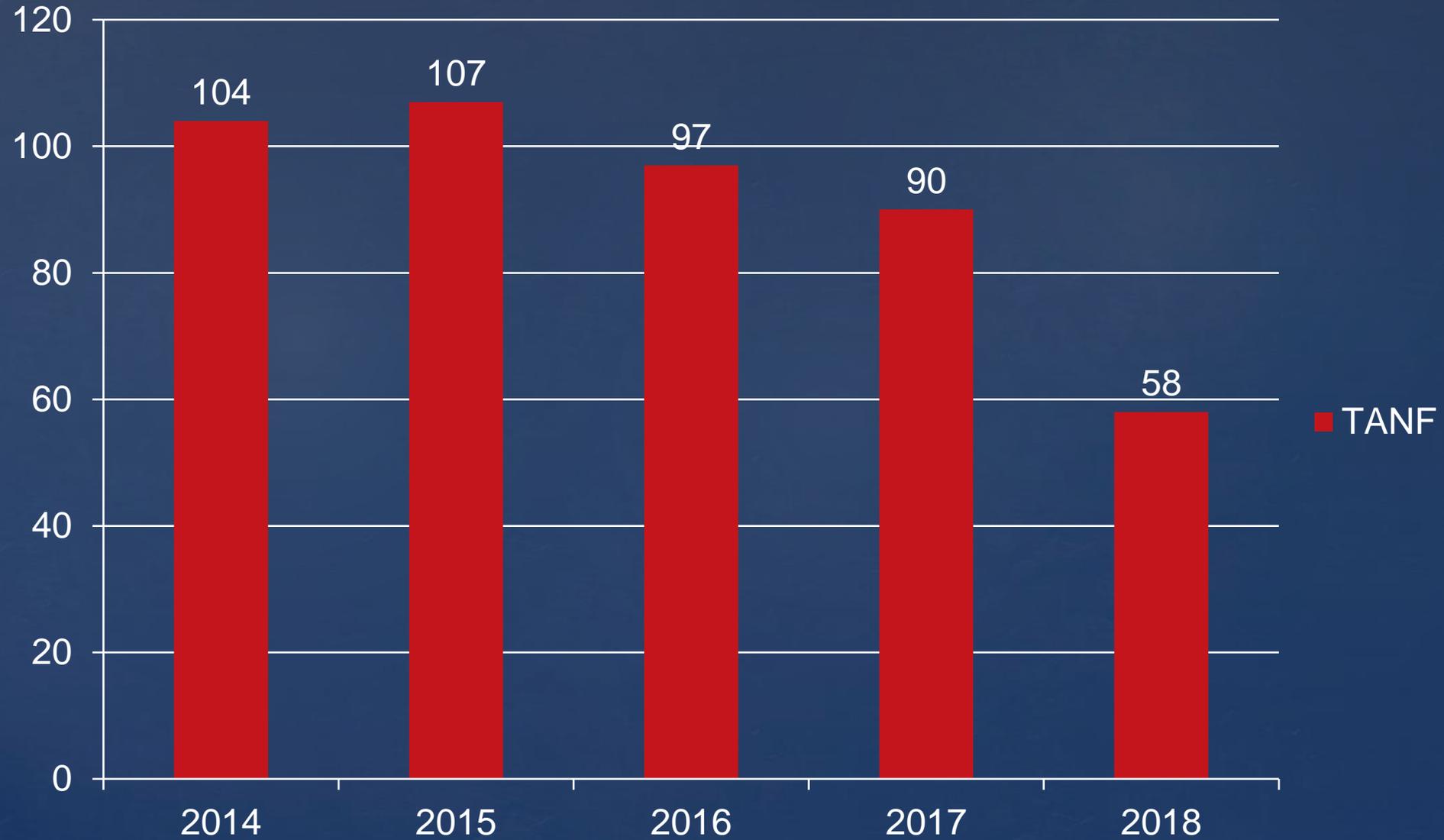
SNAP caseloads

SNAP



TANF

TANF



Foster Care caseloads

Foster Care (total served)



Optimism is the most important human trait, because it allows us to evolve our ideas, to improve our situation, and to hope for a better tomorrow.

Seth Godin

Goochland Powhatan
COMMUNITY SERVICES

Connect. Grow. Thrive.



December 3, 2019



Same Day Access

Fully implemented January 2, 2019

299 individuals served when they walked in the door January through October

Before

After



Hurry up and wait



During the Fiscal Year 2019 (July 1, 2018 – June 30, 2019), some numbers:

- Mental Health First Aid: GPCS trained 68 individuals
- Emergency Services: 73 pre-screenings were completed
- Revive!: GPCS trained 45 individuals on opiate overdose intervention
- Served over 70 individuals through IDDD Waiver Services
- Served approximately 1200 individuals across all services



Highlights:

Monacan Services hosted a rousing musical talent show starring Monacan attendees in August.

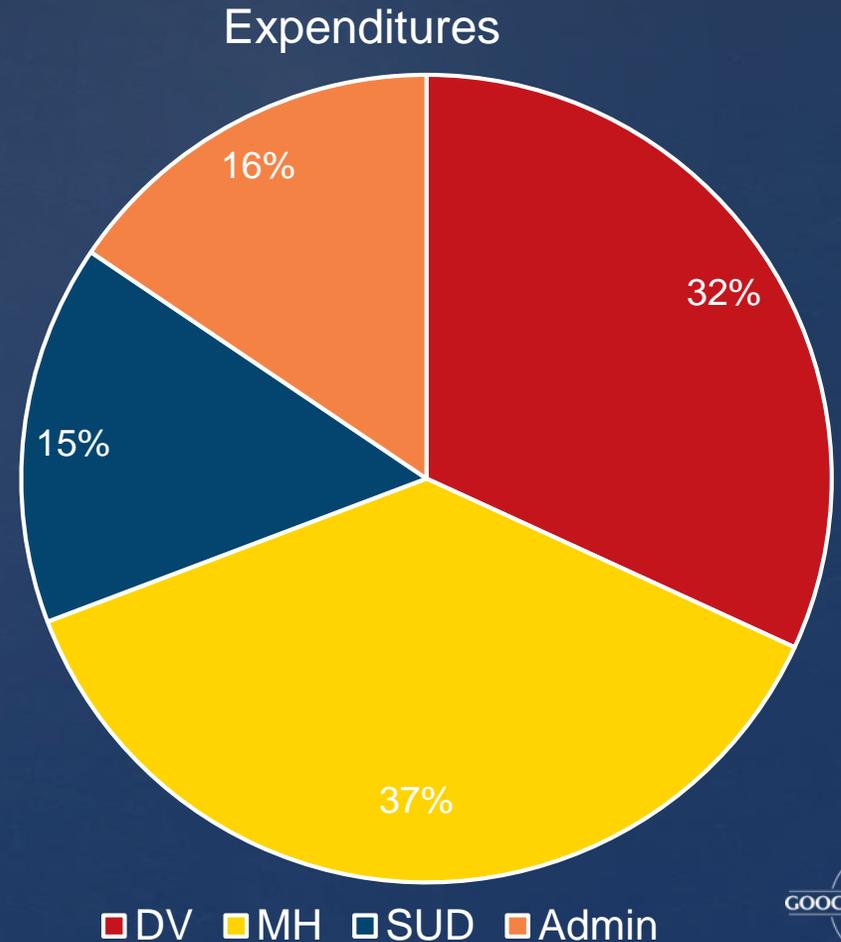
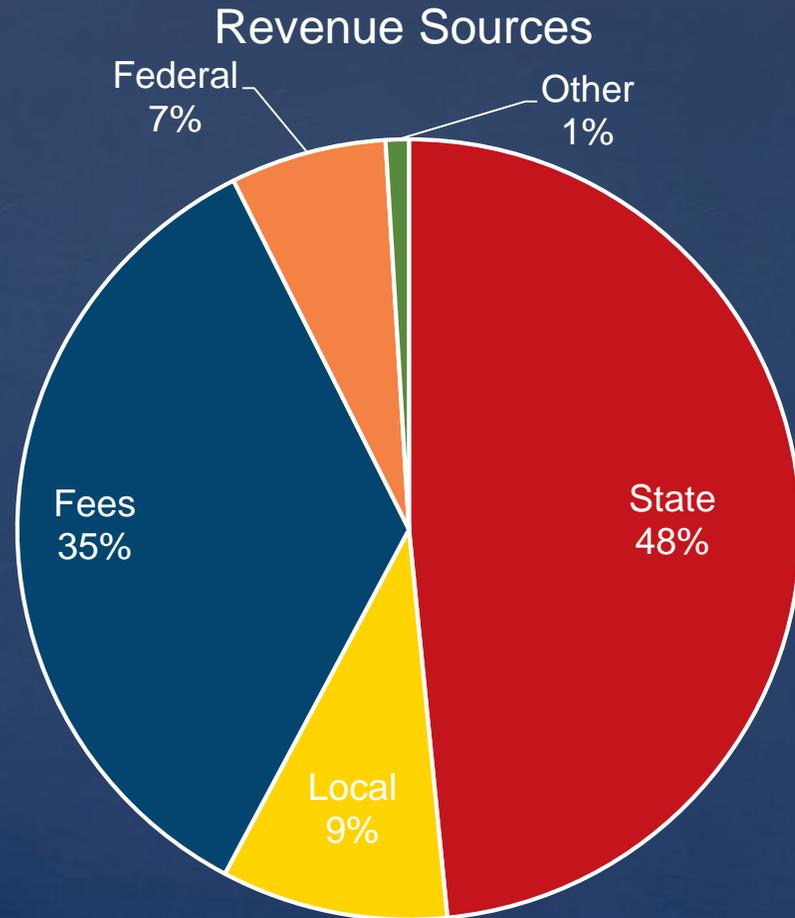
GPCS in collaboration with Pinnacle Communications Resource Company produced and award-winning video about recovery from addiction (available for viewing at rsaac.org)

GPCS worked with Lonesome Dove Equestrian Center to host an informational event for Veterans and those who serve veterans.





FY20 Budget: \$5,315,814





Current Challenges/Opportunities:

- Workforce Issues: increasing need for licensed and credentialed staff with a shrinking work force. Parts of Goochland are considered a health care provider shortage area.
- Increasing demand from state and federal funders for data collection and reporting across all services.
- Implementation of STEP-VA – Same Day Access and Primary Care Screening implemented. Next up growth of Outpatient Services with an emphasis on serving youth.
- Visibility of GPCS in the community: room to grow.
- Aging buildings and space challenges.
- Medicaid Expansion: more people are eligible for health care coverage; does not equal cuts to CSB budgets.



Goochland Health Department

Annual Report to the
Board of Supervisors
December 3, 2019

Goochland Health Department Mission & Vision:

To improve the health of our community by
preventing disease,
promoting healthy lifestyles, and
protecting people from environmental hazards

Vision: “Healthy People in Healthy Communities”



Goochland Health Department Agency Goals:

- 1. Maintain a competent and valued workforce**
- 2. Prevent chronic disease by promoting healthy lifestyles**
- 3. Protect the public from contagious diseases**
- 4. Promote food safety & prevent foodborne illness**
- 5. Protect the public from environmental hazards**
- 6. Prepare for all emergencies of public health significance**

Goochland Health Department

Core Program Areas:

1. Clinical Services	2. Environmental Health	3. Special Programs
<ul style="list-style-type: none"> ❖ Immunizations ❖ Maternity Care ❖ Family Planning ❖ STD Clinics ❖ WIC Program ❖ Every Woman's Life ❖ Nursing home screens ❖ Rabies control-humans 	<ul style="list-style-type: none"> ❖ Restaurant inspections ❖ Well & septic permits ❖ Soil Evaluations ❖ Drinking water ❖ Tourist establishment inspections ❖ Swimming pools ❖ Rabies control-animals 	<ul style="list-style-type: none"> ❖ Population Health ❖ Epidemiology ❖ Outbreak Control ❖ Emergency Preparedness ❖ Medical Reserve Corps ❖ Community outreach ❖ Vital statistics

Goochland Health Department Clinical Service Levels:

Program Area	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019
Communicable Dz Investigations	117	152	115	95	89	95
Immunization Visits	217	209	151	139	123	165
Family Planning Visits	264	275	226	200	172	156
Maternity visits	62	42	33	55	59	39
Nursing Home Screenings	19	23	26	25	28	26
STD visits	42	30	41	49	33	35
WIC Client Visits	n/a	493	463	405	366	380
TB Assessments	344	170	207	175	161	154

Goochland Health Department FY2019 Accomplishments:

- ❖ **County Health Rankings:** Goochland's health outcomes improved from 14th in 2018 to 10th in 2019, out of 133 jurisdictions in Virginia.
- ❖ **Goochland Community Health Assessment report** was published in 2019 and was presented at the International Conference on Health, Wellness & Society at U.C. Berkeley, in Sept 2019.
- ❖ **Community Health Improvement Plan: Steering Committee** of 25 members met monthly in 2019; report to be published in early 2020.
- ❖ **In response to opioid crisis, hired a new Opioid Response Outreach Coordinator (CDC funding):** 4 REVIVE training sessions, 76 doses of Narcan, and hundreds of drug disposal kits dispensed.
- ❖ **Supported Disaster Survivor Day & other Health/Safety Fairs.**

Goochland Health Department Future Outlook/Challenges:

- ❖ Community Health Improvement Plan is addressing 3 top priorities identified by the Community Health Assessment: Access to Care, Transportation, and Economic Stability.
- ❖ Health Department continues to develop its Population Health program:
 - Community Health Improvement Plan (focus for 2019-2020)
 - New FTE - Community Health Educator: split 50/50 with New Kent Co
- ❖ Growth in population => residential development => Envir. Health workload
 - New FTE – Envir. Health Specialist – split 50/50 with New Kent Co
- ❖ Improving dental access to children through Health Department’s “Bright Smiles for Babies” program and Goochland Schools’ SMILE program.
- ❖ Opioid/Mental Health crisis

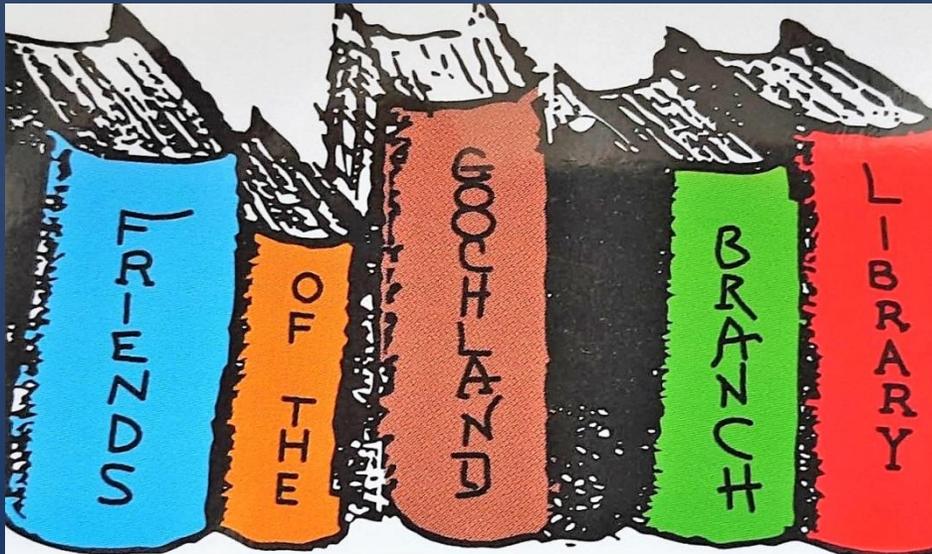
Pamunkey Regional Library

Presentation to the Board of Supervisors
December 3, 2019

Pamunkey Regional LIBRARY



....a regional partnership between
Goochland, Hanover, King and Queen and King William counties
to provide public library service.



We especially thank
Friends of the Goochland Branch Library
for their continued support!

The library is a community partner....in many ways



- Summer Reading with GCPS and FOGL
- Christmas Tree Lighting with Goochland County Parks and Rec and the YMCA
- Goochland County Fall Festival with Goochland County
- Celebrating Older Americans Fair at the Central High School and Educational Complex
- Preschool Storytime visits at Mt. Gilead Preschool

- School Visits to promote Kindergarten Library Card Sign-up Campaign
- Promoted Library card sign-ups through Middle School Librarian to sign up approx. 150 additional student cards
- Partnered with Goochland Elementary school to provide a grant funded storytime focused on fairy tales to 57 students
- Adult Digital Literacy program offered in partnership with the Capital Region Education Program
- Outbreak Exhibit and science programming to provide educational opportunities in partnership with J. Sargeant Reynolds
- Goochland County Broadband Internet Initiatives partner



Library Services



Ask a Librarian



Books for Babies



Classes



Copies/Printing/FAX
3D Printing



Exhibit Spaces



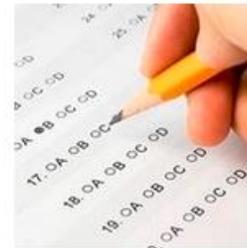
How Do I?...



Media Transfer
Station



Newspapers



Proctoring



Readers' Advisory



Reference Librarians



Request a Title



Reserve A Room

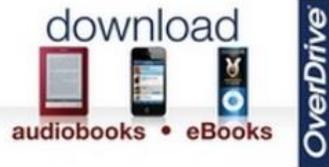


Storytimes



Virginia

OverDrive



- Get OverDrive eBooks & eAudiobooks
- OverDrive Help
- OverDrive's YouTube Channel

OverDrive is compatible with the following devices:



hoopla



- Get hoopla's Movies, Music, Comics, eBooks, & Audiobooks
- hoopla Help
- hoopla YouTube Channel

hoopla is compatible with the following devices:



Kanopy



- Stream Kanopy's Movies
- Kanopy Help

Kanopy is compatible with the following devices:



RBDigital



- Get RBDigital Magazines (formerly Zinio for Libraries)
- Get RBDigital eBooks & audiobooks
- Get Started with RBDigital (.pdf)
- RBDigital App Overview (video) and more videos
- Sign up for an RBDigital training webinar

RBDigital is compatible with these devices:



Materials Circulation

Branch	FY18 Totals	FY19 Totals	Change Over Prior Year
Goochland	64,575	70,852	9.72%
Ashland	99,257	94,193	-5.10%
Atlee	130,890	145,640	11.27%
Hanover	34,467	44,488	29.07%
Mechanicsville	152,019	158,210	4.07%
Montpelier	33,048	31,602	-4.38%
Rockville	26,104	26,853	2.87%
King and Queen	10,678	9,766	-8.54%
Upper King William	36,430	36,031	-1.10%
West Point	35,287	37,538	6.38%
Totals	656,213	713,166	8.68%

Attendance at Library Sponsored Programs

County	FY19 Totals	FY19 Forecast	Total Percentage
Goochland	6,539	5,905	110.7%
Hanover	35,091	36,325	96.6%
King and Queen	1,121	608	184.4%
King William	5,476	5,530	99.0%
Totals	48,227	48,368	99.7%



Wifi Usage

	FY19 Total
Goochland	21263
Ashland	27402
Atlee	26565
Hanover	6296
Mechanicsville	29385
Montpelier	6852
Rockville	4949
King & Queen	4407
Upper King William	7747
West Point	12272
Total	147138



Library Visits

Branch	FY19 Totals	FY19 Forecast	Total Percentage
Goochland	59,436	77,420	76.8%
Ashland	99,871	89,199	112.0%
Atlee	92,445	86,195	107.3%
Hanover	23,660	26,771	88.4%
Mechanicsville	115,085	126,633	90.9%
Montpelier	28,858	28,920	99.8%
Rockville	13,950	16,110	86.6%
King and Queen	13,370	17,363	77.0%
Upper King William	18,619	23,728	78.5%
West Point	50,344	45,023	111.8%
Totals	515,638	537,362	96.0%





GoochlandCares supports the County's Strategic Goals:

1. Efficient, effective and transparent government; emphasis on customer service excellence
3. Excellence in Financial Management
4. High quality core services including Education, Public Safety, and Community Health

MISSION

The mission of GoochlandCares is to provide health care and basic human services to Goochland residents in need.

Our programs provide assistance with:

- Food
- Medical Care
- Medical Transportation
- Mental Health Care
- Dental Care
- Clothes and Household Goods
- Case Management
- Financial Assistance
- Critical Home Repair
- Emergency Housing
- Domestic & Sexual Violence
- GED/ESL education

Who We Serve

DEMOGRAPHICS

▶ Income

58% live at or under 100 FPL

42% live between 101 and 200% FPL

▶ Race

40% Black (16% Goochland County)

14% Hispanic (2.8% Goochland County)

46% White (80% Goochland County)

▶ Age

Average age 52 years old

Who We Serve

ELIGIBILITY:

- ▶ All programs-
 - ▶ Goochland resident
 - ▶ Income < 200FPL
- ▶ Medical Clinic only- Uninsured
 - ▶ Income <300% FPL
 - ▶ Resident Goochland, Louisa, Cumberland, Fluvanna

2018-2019 Impact

The first half of the year:

- Food pantry- 116,169 meals provided to 1617 individuals of which 455 were children
- Clothes Closet- 918 Clients/361 children
- Financial Assistance 46 households (105 individuals /31 children)
- Home Repair- 30 homes repaired (66 residents)
- Case Management- 183 individuals
- Domestic Violence- 46 individuals
- Emergency Housing- 1741 days occupied
- Medical Transportation- 21,287 miles driven/88 riders
- Medical Clinic- 1107 medical visits
- Dental Clinic- 457 dental visits
- Mental Health- 113 visits
- Pharmacy- 1224 prescriptions valued at \$580,950



Access



Program Integration

2019 Program Successes

- ▶ Programs benefitted ~1800 Goochland residents
- ▶ 40% + Increase in Food Pantry and Clothes Closet visits
- ▶ Tripled number of families on Home Repair wait list
- ▶ Additional after-hour volunteer opportunities
- ▶ Graduated 6 adults with GED
- ▶ VITA volunteers completed tax returns for 146 families
- ▶ 50% + increase in number of families housed in emergency housing.
- ▶ More visibility = more volunteers and clients

OUR IMPACT IN THE COMMUNITY

- ▶ Provided volunteer opportunities for 500+ community members
- ▶ Learning site for K-12 GS, VCU, U. of R. and Goochland School students
- ▶ Employ 38 staff
- ▶ Intern site for Partnership for the Future and U. of R. Bonner Scholars
- ▶ DV/SA staff present classes on healthy relationships to GHS 9th and 10th grades
- ▶ Job training site for Pro Train, dental assistants, retail, Senior Connections

GOOCHLAND CARES

Free Clinic and Family Services

Questions?