



COMMUNITY IMPACT REPORT

FY 2021 | CITY OF ALEXANDRIA DEPARTMENT OF COMMUNITY AND HUMAN SERVICES



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Vision

The Department of Community and Human Services envisions a community in which residents enjoy a sense of well-being, safety and self-sufficiency.

Mission

The Department provides effective and essential safety net services that measurably improve or maintain the quality of life for Alexandrians.

Values & Principles

EQUAL ACCESS

Our services are available to all people regardless of economic status, language, race, sex, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity and expression.

DIGNITY AND RESPECT

We promote self-determination and honor the dignity and rights of the people we serve.

CULTURAL COMPETENCY

We honor the cultural backgrounds, values and preferences of the people we serve.

ETHICS AND ACCOUNTABILITY

We are ethical stewards of the resources entrusted to us and are accountable for our actions.

COLLABORATION

We partner with individuals, families, service providers and the community to ensure that our services promote responsive, efficient and innovative solutions to current and emergent challenges.

COMPETENCY

We employ a qualified, empathetic and diverse staff recognized for creativity and professional achievement.

INTEGRITY

We communicate consistently, honestly and openly and demonstrate integrity in all aspects of our work.

CONTINUOUS IMPROVEMENT

We employ innovative best practices, and we strive to continuously improve our programs and services based on outcomes.

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PROGRAM HIGHLIGHT

Through Facebook, Twitter, a Spanish text line and DCHS Connect, the Department's online news platform, DCHS provides regular updates of resources available for those impacted by COVID-19.



MESSAGE FROM THE DIRECTOR

In our last report I said that the year had been like no other in recent history. The pandemic, the devastating racial violence and the economic hardships, all felt unprecedented. Our ability to respond and maintain our focus on these daunting challenges also felt peerless. And yet, here we are again reflecting on all that we have worked through and the incredible fortitude of our community. The difference a year makes is the cumulative impact this strain has had on families and on our staff and our growing ability to find solutions.

The astounding part is that we will report on the following pages more remarkable efforts to respond to critical demands presented by the pandemic, as well as the commitment of our staff and our community to ensure that those we serve were fully supported and engaged as they worked toward achieving their goals and dreams.

This report provides data and stories that illustrate the work that has been done across the Department and across our City. You will see a continued commitment to collaborative approaches, innovation and best practices. You will also see the resiliency that makes it possible for us to progress.

Many thanks to all of our staff, volunteers, partners and City leadership for their remarkable efforts and support. Together you have continued to ensure the safety, economic security and well-being of our residents. We hope for a new year filled with opportunities and fewer challenges, and yet we know that we will be able to face all that comes our way as we all work together.

Kate Mac





WORKING TOGETHER FOR ALL ALEXANDRIANS

DCHS organizes its programs and services into the Office of the Director and four centers. Below are highlights of the work staff has been doing over Fiscal Year 2021 (July 2020 - June 2021) to provide high quality services to maintain, improve and sustain the well-being, safety and self-sufficiency of individuals and families in Alexandria.

OFFICE OF THE DIRECTOR

COVID-19 ARPA FUNDING

The American Rescue Plan Act of 2021 (ARPA) funding resulted in a \$59.4 million allocation to the City of Alexandria in two equal parts; the first in May 2021 and the second to be allotted in May 2022. The first part supported businesses, basic needs for families, recovery efforts and long-term community investment. DCHS programs and staff will be supporting a wide range of projects and programs over the next two+ years, including:

- Working with ACT for Alexandria and other partners to ensure that individuals and families access federal and state assistance programs and that ongoing needs are met.
- Implementing a project to continue building inclusive and equitable services to meet the needs of LGBTQ+ and BIPOC communities, who have been disproportionately impacted during the pandemic.
- Working with ALIVE! and other partners on next steps in providing food security using the lessons learned during the earlier stages of the pandemic, including creating food centers closer to communities, providing families with greater variety and culturally appropriate options.
- Leading the development of the Guaranteed Income Pilot with key partners, which will provide cash payments of \$500/month, with no strings attached and no use restrictions, to 150+ low income families for two years.
- Scaling up a workforce development pilot funded by the CARES Act to get people back

to work and increase skill levels and wages through work-based learning, vocation-based English for speakers of other languages, digital literacy for employment and access to supportive services critical for work.

- Working with the Emergency Child Care Coalition to implement an initiative that will support hundreds of childcare providers and early childhood educators in providing safe and healthy learning environments for children and help parents—especially women—get back to work.

MORE OFFICE OF THE DIRECTOR HIGHLIGHTS

The Director continued weekly virtual roundtables with non-profit human service partners to plan collaborative efforts in response to the pandemic, such as food and supply distribution, eviction prevention, emerging needs, ways to address gaps and to share information and resources across the city. The Director continued to serve as a member of the Unified Command of the COVID-19 Emergency Operations Center.

The Alexandria Fund for Human Services (AFHS), administered a competitive grants process through which 39 non-profit organizations were selected to partner with DCHS in the provision of vital safety net and human services. The partner agencies served 40,246 residents during the final year of the FY 2019-2021 grant cycle -- while adjusting service delivery models to comply with COVID-19 health and safety requirements-- and supporting residents in achieving the five Alexandria City Council-approved outcomes: 1-Children and youth are school and

career ready (1,010 served), 2-Children and youth are socially connected, emotionally secure and culturally competent (1,208 served), 3- Individuals, families and seniors are economically secure (657 served) and 4- have access to health and mental health resources (107 served) and 5-have assistance in preventing and remedying crises (37,264 served due to additional City and federal CARES Act funding for emergency assistance and food security).

Organizational Development and Equity (ODE) led the City's first Racial Equity Core Team (RECT) in advancing race and social equity for employees and clients. ODE held regular Black, Indigenous, People of Color (BIPOC) and White Allies for Racial Equity (WARE) caucus groups for employees and instituted required employee trainings on systemic racism and how government can affect change. ODE worked with the Leadership Team to implement action steps identified in the Racial Equity Commitment Statement and partnered with the City's Race and Social Equity Office on multiple objectives to achieve the goals of the ALL Alexandria City Resolution. The ALL Alexandria resolution strives for a city where all employees and residents are embraced for who they are and can thrive to reach their highest potential.

143
RESIDENTS ASSISTED
by Friends of the Alexandria Mental Health Center, who provided financial assistance with education, rent, utilities, medication and more.

Quality Assurance (QA) led a digitally enabled accreditation process with CARF, the international accreditor of health and human services. Programs surveyed included Youth Development, the Parent Infant Education Program, Developmental Disability Child Case Management, Developmental Disability and Mental Health Supported Employment, Developmental Disability Day Support and Opioid Treatment. CARF awarded three-year re-accreditations to all programs. QA also guided the behavioral health programs to a successful recertification audit with Optum/United Healthcare. Regionally, QA collaborated in the development of a resource directory for peer providers seeking service sites to obtain practice for their certification.

The Communications Team continued collaboration with other City departments in the strategic delivery of COVID-19-related information to all Alexandrians about health, housing and human services. The team provided outreach for 53 initiatives through such platforms as DCHS Facebook, YouTube and Twitter, the website, the Spanish text line, eNews and news releases and flyers. Bi-weekly on-line issues of Connect were developed for distribution to employees, faith-based groups, non-profits and the public.

Friends of the Alexandria Mental Health Center, a non-profit group of volunteers that provides financial assistance to DCHS clients with mental illness, substance use and intellectual disabilities, managed \$64,093 in general fund contributions and responded to 143 requests for assistance with education, rent, utilities, medication and more. Friends also funded wellness activities for DCHS employees to support their self-care while serving others through the pandemic.

CENTER FOR ECONOMIC SUPPORT (CES)

The Public Benefits Programs successfully provided services to clients throughout the COVID-driven increase in applications. The Supplemental Nutrition Assistance Program (SNAP) served 9,238 household members and achieved target application processing rates in 9 out of 12 months. 7,302 city residents enrolled in Medicaid expansion, and the number of appeals in SNAP and Medicaid decreased. Public Benefits also developed a Quality and Performance Improvement Team, led Benefit Programs Cohort training and initiated a Supervisory Racial Equity Work Group.

The PATH program (Projects for Assistance in Transition from Homelessness) supported 19 single

adults who were experiencing street homelessness and diagnosed with a serious mental illness (SMI) in obtaining permanent housing.

In the FY2021 Annual Point in Time Count, 106 persons experiencing homelessness were identified in the City. This 49% decrease from FY2020 is attributed to the increased resources for eviction prevention and rental assistance that were available in response to COVID-19.

The Office of Community Services (OCS) and the Partnership to Prevent and End Homelessness, partnered with local hotels and the Department of Recreation, Parks and Cultural Activities to establish safe emergency shelter services during the height of the pandemic. OCS convened an Eviction Prevention Task Force, a collaboration among the City, state government agencies, businesses, non-

3,445

ASSISTED WITH FINANCIAL STABILIZATION AND RENTAL ASSISTANCE

providing households with financial assistance for such needs as security deposits and housing stability, as well as offering case management and homeless prevention services.



PROGRAM HIGHLIGHT
Center for Economic Support and partners worked to reduce the impact of the eviction crisis and developed long-term strategies to prevent and end homelessness.

profits, landlords, tenants, faith-based community organizations and community advocates. The Task Force is focused on reducing the impact of the eviction crisis and developing long-term prevention strategies.

The Customer Relations Division assisted 28,193 callers through the Call Center and served 7,418 walk-in customers by providing multi-lingual support in the completion of applications, resolution of case inquiries, assessment and referral for urgent needs to community resources, and a warm hand-off to DCHS human service programs for housing, food, Medicaid and other assistance.

The Free Income Tax Preparation Program served 348 low-income taxpayers who received

\$448,899 in net federal returns and \$40,161 in net state refunds. These refunds included \$163,057 in federal Earned Income Credit and \$81,957 in Child Tax Credits. This program was supported by 17 tax preparation volunteers who served more than 500 hours.

The Dental Care Program served 155 Alexandrians providing them with dental services in more than 300 appointments.

The Vocational English for Speakers of Other Languages program served 65 participants, exceeding the target of 50. Eighteen clients graduated from English class and enrolled in the work-based learning program; two continued their education at NOVA Community College, and nine motivated young Alexandrians completed their

classes and moved onto job coaching and career pathway instruction. As a result, 20 have become employed full time, earning an average wage of \$11.39 per hour. Staff will continue to support them to achieve a living wage as they continue to improve their language and essential workplace skills. The clients represent 12 different countries and speak ten different languages. Participants accessed the remote English learning through such places as NOVA, the Literacy Council of Northern Virginia and the Campagna Center.

The Summer Youth Program hosted 186 city youth in the six-week work experience. There were 122 youth who worked in-person and 54 youth who worked virtually at 47 City government agencies, nonprofits and private companies where they gained exposure to job readiness skills.

The Workforce Development Center (WDC) served 5,407 individuals with unemployment insurance claims, finding employment and upskilling. The WDC Benefit Team managed an ongoing caseload of 1,698 cases, including 303 TANF, 527 SNAP and 868 Medicaid cases.

Additional **Workforce Development Center highlights** include:

- placing 281 with an average full-time wage of \$21.45/hour and employment retention of 99%;
- hosting 141 employment workshops and 16 hiring events;
- 184,195 Job board hits with 320 jobs posted.

76

SERVED THROUGH RENT SUBSIDIES TO SENIORS AND PERSONS WITH DISABILITIES
which helps those living with fixed incomes reduce financial strains.

151

SHELTERED IN THE ALEXANDRIA COMMUNITY SHELTER
which shelters individuals and families, providing screening and linking to case managers, job specialists, housing locators and other support

213

SHELTERED IN THE WINTER SHELTER
which offers easily accessible nightly shelter during hypothermia season at Carpenter's Shelter where a meal and bed space are provided. HSAC screenings were also offered for those seeking longer term shelter.

27,061

ASSISTED WITH ACCESSING MEDICAID
a federal system of health care for those requiring financial assistance.

CENTER FOR CHILDREN AND FAMILIES (CCF)

The 2025 Children and Youth Community Plan was approved by City Council and endorsed by the Alexandria City School Board. Since its adoption, the Plan has a new name (formerly Master Plan) and a common system of measurement to track progress, measure performance, monitor fulfillment of goals, and improve the delivery and coordination of services.

The Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Task Force worked with community partners to host 12 workshops, which

were attended by 272 people with the goal of centering BIPOC and Transgender people within the broader LGBTQ+ communities. In partnership with the Alexandria Library, the Task Force held the first Drag Queen Story Hour, which seeks to teach children to be inclusive and accepting of themselves and others.

Alexandria's Family Support Partnership became fully staffed with a coordinator and two family support partners (FSPs), all with lived experience in child-serving systems. The Alexandria Community Services Board contracted with the University of Maryland to train 12 FSPs from Alexandria and across the state in PEARLS Parent Support Coaching Model. The contract included

568

SERVED IN CHILD AND FAMILY BEHAVIORAL HEALTH

which provides assessment, care coordination, case management, peer family support and treatment services in schools, the juvenile detention center, DCHS offices, the Center for Alexandria's Children and the community to ensure streamlined services, which continued via telehealth during the pandemic; 99% of youth and families surveyed got the help they wanted, 92% percent were satisfied and 98% said they were treated with respect.

416

FAMILY ASSESSMENTS AND INVESTIGATIONS BY CHILD PROTECTIVE SERVICES

about concerns of abused or neglected children and working to ensure their safety. 99% of children receiving services had not previously been identified as abused or neglected within the past two years.

PROGRAM HIGHLIGHT

The Fund for Alexandria's Child helped foster children and those at risk for out of home placement to participate in activities that help to normalize their lives.



ongoing coaching for two FSP supervisors to become trainers.

The Georgetown Center for Juvenile Justice Reform (CJJR) recognized the City of Alexandria as a national model in elevating authentic family voice and leadership in the Crossover Youth Practice Model (CYPM), a cross system initiative in collaboration with CJJR that works to improve outcomes for youth in child welfare and juvenile justice and influenced the passing of legislation in support of early best practice information-sharing for these youth.

The Fund for Alexandria's Child, supported by an advisory council of 10 volunteers, raised \$95,000 for foster children and those at risk for

out of home placement to participate in activities that help to normalize their lives, such as athletic teams, dance classes, holiday gift sharing, prom, graduation celebrations, and transportation to jobs and medical appointments.

In the Holiday Sharing Program, 460 individuals and groups sponsored 410 families with a total of 989 children, 75 seniors or adults with disabilities, and 96 foster children by providing them with gift cards for the holiday season.

Resilience Alexandria: Inform. Support. Elevate (RAISE- the Alexandria Trauma-informed Community Network) continued to promote mental health and wellbeing in response to the pandemic. In May, 141 people attended

the Alexandria Trauma and Resiliency Summit, a virtual event with 15 workshops focused on race and social justice, navigating environments, and building resilience through wellness.

The Youth Development Program hosted 90 high school students in the seventh annual Alexandria Youth Leadership Conference, which trains young leaders and connects them with civic engagement opportunities. Adult and teen peer advocate presenters covered topics including youth activism and racial equity. To facilitate youth-adult partnerships, the conference featured a networking session with 30 community leaders.

During Domestic Violence Prevention Month, the Commission for Women and the Friends of the

Commission lit City Hall purple in recognition of Domestic Violence Awareness Day (Wear Purple Day). The Domestic Violence Program partnered with agencies across Northern Virginia to promote #PowerUpNOVA, a campaign to encourage people to consider their power as individuals and as part of a larger community devoted to reducing and eliminating domestic and intimate partner violence.

295

SERVICE REVIEWS BY THE CHILDREN'S SERVICES ACT UNIT

which facilitates Family Assessment and Planning Team (FAPT) meetings to conduct service reviews and receive funding requests for services to support families in the behavioral health and social service system.

17, 249

YOUTH ENGAGED BY COUNSELORS

from Youth Development, the Alexandria Campaign on Adolescent Pregnancy and the Substance Abuse Prevention Coalition of Alexandria who delivered evidence-based programs, support services and leadership and educational programs to youth and parents. In surveys, 99 percent reported positive change.

1,467

SERVED BY THE 24-HOUR SEXUAL ASSAULT HOTLINE

which provides multi-lingual crisis intervention to victims and others affected by intimate partner violence and sexual assault. Services include information on safety and referrals to legal and social services, housing, and childcare providers.

75

SHELTERED BY THE DOMESTIC VIOLENCE SAFE HOUSE

which shelters individuals escaping domestic violence. Additionally, the hotline received 2,012 calls and served 720 victims.

CENTER FOR ADULT SERVICES (CAS)

The Alexandria Opioid Work Group launched an Opioid Overdose Recovery Bag Program in partnership with paramedics in the Alexandria Fire Department. Through the initiative, every paramedic unit became equipped with backpacks containing Narcan, a nasal-spray that can reverse the effects of an opioid overdose, along with recovery and treatment information for overdose victims and their loved ones.

The City of Alexandria and Arlington County contracted with National Capital Treatment & Recovery (NCTR) to provide treatment for

addiction to alcohol and other drugs through recovery services and withdrawal support in a residential setting, traditionally known as detox. Services are available for two levels: 1) assistance for individuals with acute withdrawal symptoms who may require a 24-hour clinically managed residential setting and 2) assistance for individuals seeking admission to obtain support in maintaining sobriety due to interpersonal or environmental challenges.

Emergency Services conducted more than 350 mental health commitment hearings using telecourt protocols established in response to COVID. As a result, the legal rights of the most in-need community members were protected and maintained, COVID transmission risk was limited,

356

SERVED BY ADULT PROTECTIVE SERVICES

which receives and investigates reports of suspected adult abuse, neglect and/or financial exploitation. Of these, 241 cases were founded (32 abuse, 113 neglect, 96 exploitation). 94% of individuals with founded cases did not experience recurrence of maltreatment within 12 months of APS involvement.



PROGRAM HIGHLIGHT

Division of Aging and Adult Services maintained the tablet program for seniors, allowing them access to the internet for appointments, social interaction and activities.

law enforcement staffing requirements were reduced, and the need for patient transportation between hospitals was eliminated.

The West End Wellness Center instituted outdoor meetings and activities while working to return to in-person services to meet the clients' needs for social interaction. Hybrid models of in-person and virtual services were implemented. Members of the Center noted that their connection to the Center helped them through the pandemic, prevented hospitalizations, and supported their mental and physical health. Staff also assisted three clients living in housing programs with obtaining vouchers for permanent supportive housing where they will live independently in their own apartments.

TRAILS, the First Episode Psychosis program had eight graduates, all of whom had significant reductions in hospitalizations, increased participation in school and employment, as well as improvements in overall functioning. The program also helped four families maintain housing during the COVID-19 pandemic despite losses of employment.

The Intensive Community Residential Treatment (ICRT) program was successfully implemented to provide intensive support in group homes to clients with high state hospital utilization and jail recidivism. The ICRT programs exemplify recovery principles in helping individuals overcome complex clinical needs with person-centered interventions. Through the coordinated

and intensive efforts of discharge planners, state hospital staff, ACT program, and ICRT staff, the clients have broken the cycle of institutionalization and found a more hopeful future.

Sheltered Homes of Alexandria, Alexandria Housing Development Corporation and Developmental Disabilities Residential Services celebrated the re-opening of the beautifully renovated Bellefonte Residential Program. The group home and apartment community serves residents with disabilities and helps them lead independent lives in the heart of Del Ray, Alexandria.

The Division of Aging and Adult Services (DAAS) assessed 299 Alexandrians age 60 and

over for a COVID-related home delivered meals program through Senior Services of Alexandria. This program was in addition to the regular Meals on Wheels program that serves more than 100 older Alexandrians each year. DAAS paid for the delivery of 76,856 meals during the fiscal year, delivering meals seven days per week to recipients. DAAS also maintained the tablet program for seniors, allowing them access to the internet for appointments, social interaction and activities.

63

SERVED BY GROUP HOMES

which provides permanent or transitional living arrangements, supported living, supervision and training to promote personal growth for persons with severe mental illness including those with co-occurring substance use disorders and those with developmental disabilities.

350

SERVED BY MENTAL HEALTH THERAPY SERVICES

which provides individual adult and group mental health therapy; 28% were served via telehealth.

1,317

SERVED BY PSYCHIATRY

which provides medical diagnosis, treatment and prevention of behavioral health and substance use disorders including medication management services.

4,046

SERVED BY BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITIES

which supports self-determination, recovery and resiliency for Alexandrians with mental illness, developmental disabilities and substance use disorders; 87% met treatment goals.

CENTER FOR OPERATIONS

Human Resources supported the implementation of a pilot program for Multilingual Pay to compensate employees for use of their language skills when working with clients. HR also supported diversity and inclusion with their contribution to the Leadership Team/RECT Racial Equity Statement and served on City task forces to review and update personnel guidelines to address the dynamics of staff working in the COVID pandemic.

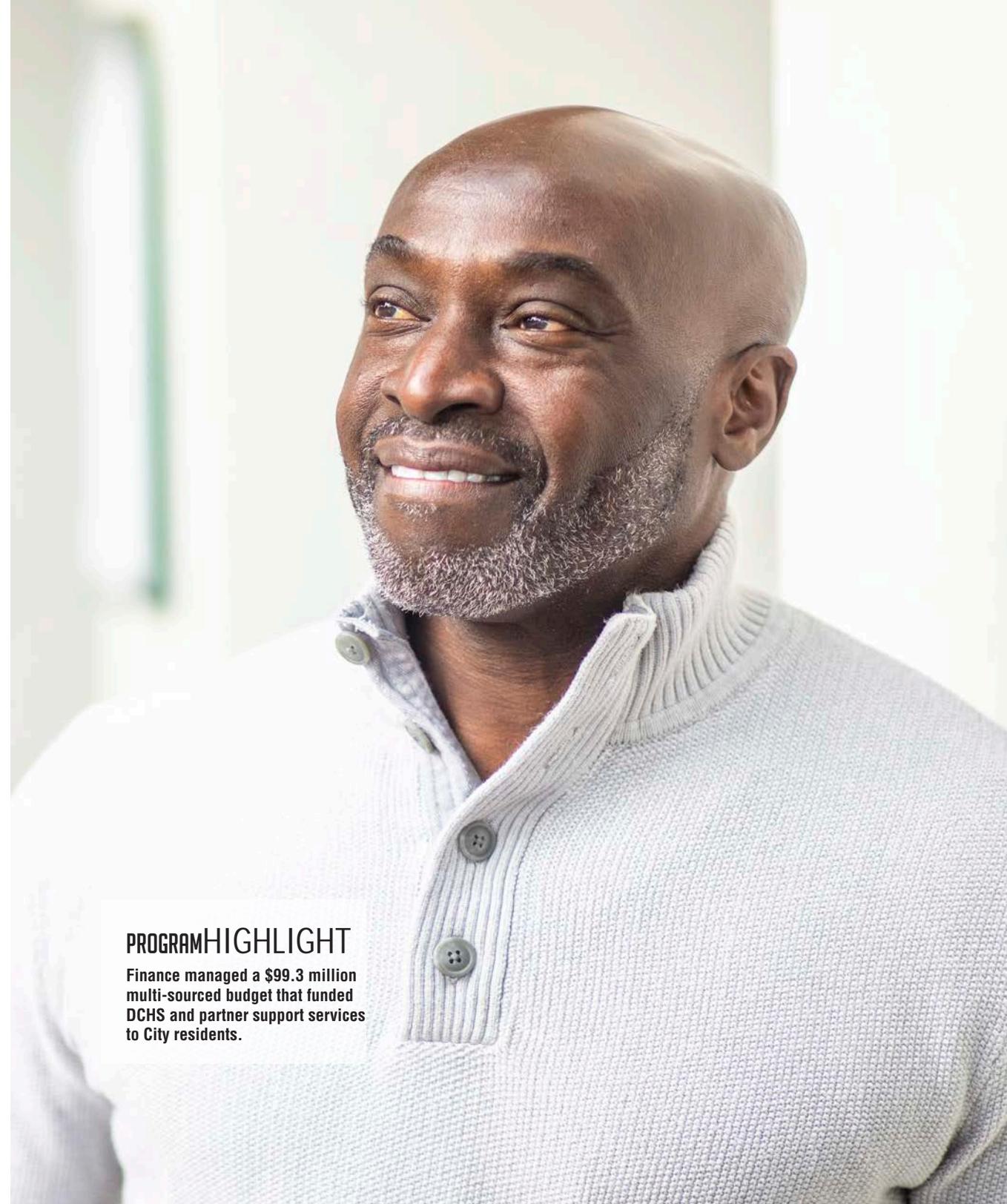
Finance employees provided in-person services on-site throughout the pandemic to ensure that residents could obtain enough food for their families through the Supplemental Nutrition Assistance Program, for which Finance issued electronic benefit transfer cards to clients. Finance also ensured payment to foster care families and contractors who support the work of the Department. Finance managed a \$99.3 million multi-sourced budget that funded DCHS and partner support services to City residents (see the chart for details) and managed the Federal CARES Act funding for DCHS as well as supporting allocation and disbursement of the American Rescue Plan Act funding.

Contracts worked with the City Manager's Office in the testing and execution of the electronic signature approval process and also worked with the City Attorney's Office to establish a

grant application process for exclusive on-line submission.

Tech Services provided laptops for employees to support increased telework; added cloud-based telehealth services; launched a Customer Call Center text line to support overflow from phone calls; provided support through a range of online collaboration and presentation tools; and expanded the use of electronic signatures to allow DCHS to continue providing services throughout the pandemic.

The Facilities Team managed improvements for six employee buildings to increase quality of work life. In collaboration with the Department of General Services, the DCHS building interiors were painted. The Team maintained safety mitigation measures in all DCHS facilities throughout the pandemic to continue service delivery in a safe environment. Team members maintained onsite staffing to provide uninterrupted service and support. Additionally, the Team led DCHS efforts in the planning, assessment, design and equipment identification for the new DCHS consolidated location, currently scheduled for move-in in FY2023.



PROGRAM HIGHLIGHT

Finance managed a \$99.3 million multi-sourced budget that funded DCHS and partner support services to City residents.



FINANCIAL & LEADERSHIP INFORMATION

The following pages give a brief overview of the expenditures and revenues for the fiscal year as well as a list of individuals who provide guidance and oversight of DCHS programs and services.

FINANCIAL INFORMATION

CENTER FOR ADULT SERVICES

ID Services for Adults	\$7,192,369
Residential & Comm Supp Srvc	\$8,817,737
Clinical & Emergency Srvc	\$11,904,223
Aging & Adult Services	\$6,538,403
Adult Services Ldrsp & Mgt	\$1,547,447

Total **\$36,000,179**

CENTER FOR ECONOMIC SUPPORT

Community Services	\$4,757,841
Workforce Development Center	\$4,156,513
Benefit Programs	\$5,872,322
Econ Leadership & Mgt	\$495,556

Total **\$15,282,232**

CENTER FOR CHILDREN & FAMILIES

Child Welfare	\$11,943,300
Children's Services Act	\$8,454,914
Early Childhood	\$8,416,440
Youth Development	\$1,777,779
Child & Family Treatment	\$3,331,757
Dom Viol & Sex Assault	\$2,114,683
Children Ldrshp & Mgt	\$750,485

Total **\$36,789,358**

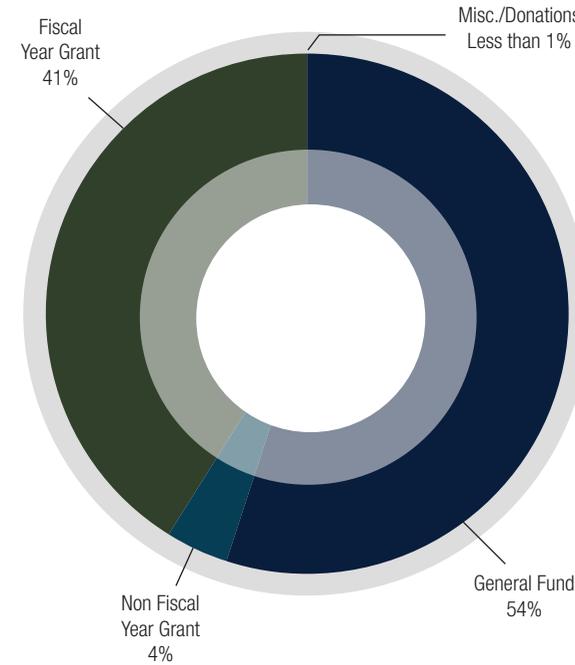
ADMINISTRATIVE SERVICES

DCHS Admin Ldrshp & Mgt	\$9,235,135
Alex Fund For Human Srvc	\$1,996,430

Total **\$11,231,565**

GRAND TOTAL

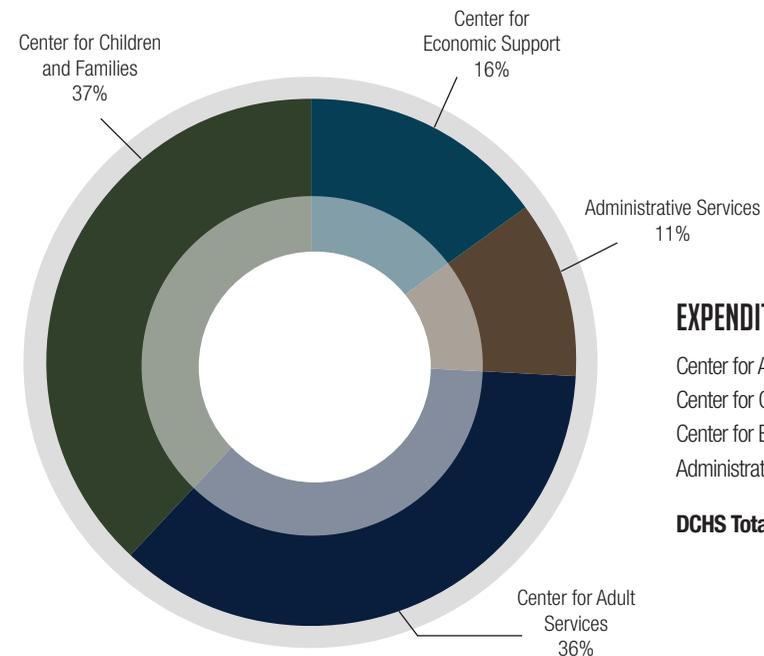
\$99,303,334



REVENUES BY SOURCE

General Fund	\$53,542,218
Non Fiscal Year Grant	\$3,839,960
Fiscal Year Grant	\$41,122,585
Donations	\$287,471
Miscellaneous	\$511,100

DCHS Total **\$ 99,303,334**



EXPENDITURES BY CENTER/OFFICE

Center for Adult Services	\$36,000,179
Center for Children & Families	\$36,789,358
Center for Economic Support	\$15,282,232
Administrative Services	\$11,231,565

DCHS Total **\$99,303,334**

CITY & DCHS LEADERSHIP

City Leadership

MAYOR

Justin M. Wilson

VICE MAYOR

Elizabeth B. Bennett-Parker

CITY MANAGER

Mark B. Jinks

DEPUTY CITY MANAGER FOR PUBLIC SAFETY AND HUMAN SERVICES

Debra R. Collins

CITY COUNCIL

Canek Aguirre

John Taylor Chapman

Amy B. Jackson

Redella S. Pepper

Mohamed E. Seifeldin

DCHS Leadership Team

DEPARTMENT DIRECTOR

Kate Garvey

DIRECTOR, CENTER FOR ADULT SERVICES

Carol Layer

DIRECTOR, CENTER FOR CHILDREN AND FAMILIES

Stacey Hardy-Chandler

DIRECTOR, CENTER FOR ECONOMIC SUPPORT

Lesa Gilbert

DIRECTOR, CENTER FOR OPERATIONS

Sharon Vaughan-Roach

CHIEF FISCAL OFFICER

Raphael Obenwa

HUMAN RESOURCES MANAGER

Jeff Bollen

DIRECTOR, TECHNOLOGY SERVICES

Paul Kim

Boards & Commissions

The following Alexandria boards and commissions provide oversight and guidance to DCHS programs.

THE ALEXANDRIA COMMUNITY POLICY MANAGEMENT TEAM

Sets policy for and administers the Children's Services Act.

THE ALEXANDRIA COMMUNITY SERVICES BOARD (CSB)

Sets policy for and administers Alexandria's publicly funded mental health, intellectual disability and substance abuse services.

THE CHILDREN, YOUTH & FAMILIES COLLABORATIVE COMMISSION

Advocates for children and youth, aged prenatal to 21 years, and their families by advising on policies, promoting the City-wide coordination of services and promoting research and best practices.

THE COMMISSION ON AGING

Advocates for issues related to aging and promotes the implementation of the Older Americans Act. The Commission advances services that address the needs of older Alexandrians.

THE COMMISSION ON EMPLOYMENT

Responsible for developing the City-wide plan for employment services that reflects the goals of linking existing City employment and training programs with those of the school system and the Alexandria Chamber of Commerce's economic development program.

THE COMMISSION FOR WOMEN

Provides consultation to City Council on issues concerning women, with focus on human rights, legislation, HIV/AIDS, the economic and health status of women, breast cancer and domestic violence.

THE ECONOMIC OPPORTUNITIES COMMISSION

Advocates for the interests of the City of Alexandria's most vulnerable residents. The EOC serves as the commission to Alexandria's Community Action Agency and advises City Council, the Virginia State Legislature, and the Virginia Congressional Delegation about legislative matters and issues affecting low-income households.

THE SOCIAL SERVICES ADVISORY BOARD

Monitors the formulation and implementation of social welfare programs and advises City officials on all public welfare matters.

THE WORKFORCE INVESTMENT BOARD

Supports the employment and training needs of the City of Alexandria and Arlington County. They aim to build a workforce development system that prepares the local labor force for the 21st century.

PROGRAM DIRECTORY

1900 NORTH BEAUREGARD STREET

Center for Alexandria's Children
703.746.6008

Child Behavioral Health
571.213.7963

Child Welfare
703.746.5757

Early Childhood Division
703.746.5437

Workforce Development Center
703.746.5940

2525 MT. VERNON AVENUE

Child Welfare
703.746.5757

Office of Community Services
703.746.5700

Benefits Programs
703.746.5801

Homeless Services Assessment Center
703.746.5700

123 NORTH PITT STREET, SUITE 225

Domestic Violence Program
703.746.4911

Sexual Assault Center
703.683.7273

Youth Development
703.746.3436

720 NORTH SAINT ASAPH STREET

Administrative Offices, CSB
703.746.3400

Emergency Services
703.746.3401

MH/DD/SA Intake
703.746.3535

Outpatient Mental Health Services
703.746.3400

4480 KING STREET

Parent Infant Education Program
703.746.3350

Residential Services Administrative Offices
703.746.3500

West End Wellness Center
703.746.3456

2355 MILL ROAD

Substance Use Residential Treatment
703.746.3636

Substance Use Treatment Services
703.746.3600

6101 STEVENSON AVENUE

Aging and Adult Services
703.746.5999

daas@alexandriava.gov

Alexandria Vocational Services
703.746.3333

Developmental Disability Case Management
703.746.3333

