



Department of Human Services

Arlington, VA

January 2021

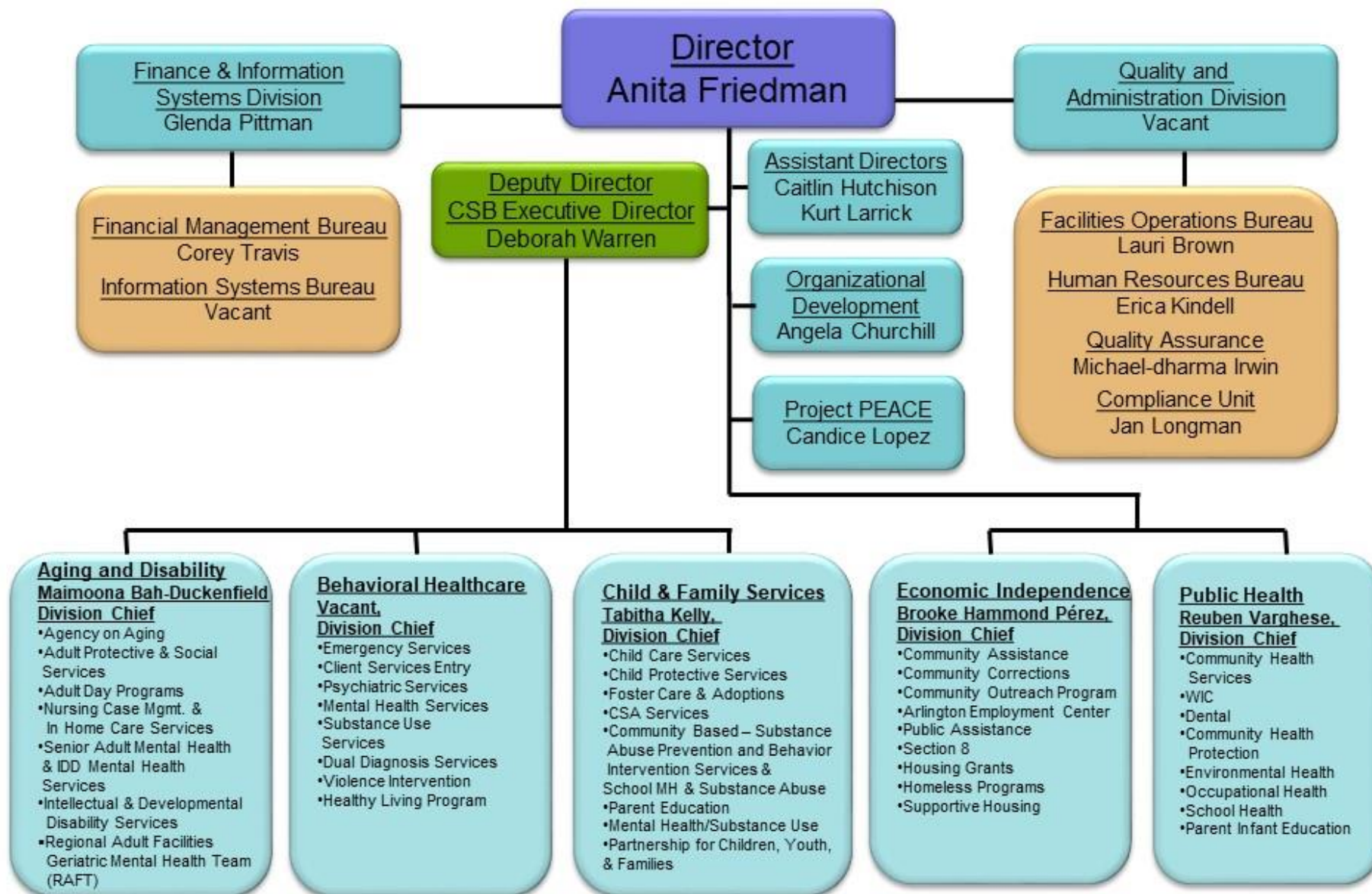




Overview: Integrated Human Services

- Aging and Disability Services
 - Behavioral Healthcare
 - Child and Family Services
 - Economic Independence
 - Public Health
-
- 145 programs serving babies to older adults
 - More than 50,000 residents served a year
 - 700+ staff throughout the community
 - \$150 million budget; 63% local funds; balance from federal/state grants
 - **NEVER "CLOSED" DURING COVID**

Arlington Department of Human Services



Key Safety Net Services in Arlington

If you are an Arlington resident, call 703-228-1300 Monday through Friday, 8 a.m. to 5 p.m. for food and financial assistance, including rent and eviction prevention.

Food

- SNAP
- AFAC
- Meals on Wheels
- APS Meals Program
- Community Food Pantries
- PTA Food Programs

Housing

- Housing Choice Voucher Program
- Housing Grants
- Permanent Supportive Housing
- Community Assistance Bureau
- Eviction Prevention
- Shelter & Street Outreach Services

Other

- Public Health Clinics (Immunization, Maternity, Dental, WIC, TB, etc.); Arlington Free Clinic; Neighborhood Health; VHC; Arlington Pediatric Center
- Medicaid, TANF, CPS, APS
- Arlington Employment Center
- Behavioral Healthcare (separate mental health and substance use programs for children, adults, and older adults)
 - Available via Same Day Access

DHS played a leading role in many COVID-related services including health and safety consultation to the County, COVID testing, contact tracing, quarantine/isolation hotel operations, and long-term care facility support.

Working with Community Partners

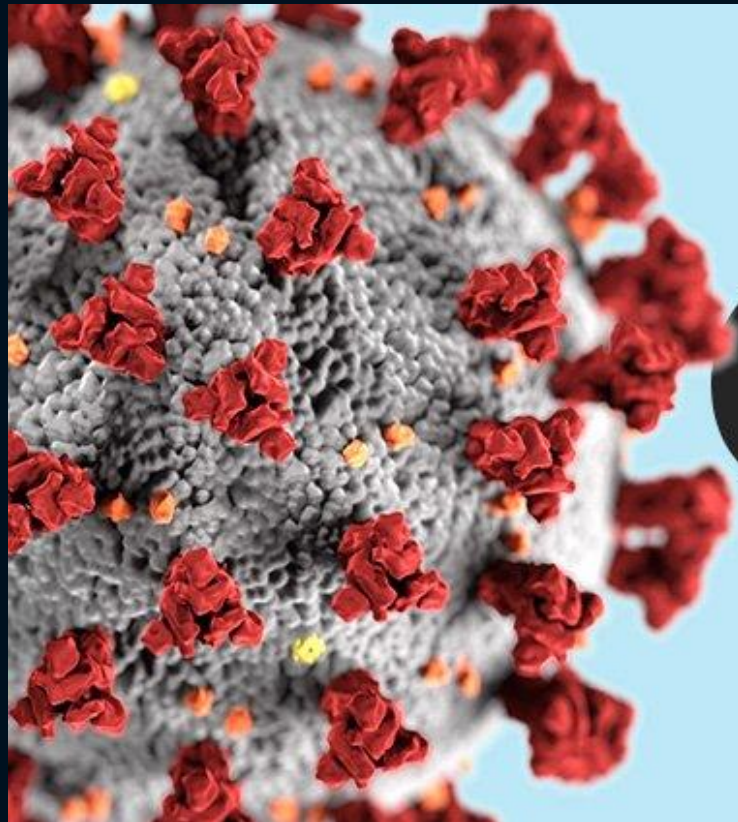
- Non-profits and community-based organizations are a critical part of Arlington's Safety Net



Arlington Partnership
For Affordable Housing



DHS/Safety Net Response to COVID



COVID-19
CORONAVIRUS PANDEMIC

DHS PANDEMIC RESPONSE

Assistance from a
Distance

Public Health

Emergency Financial
Assistance

Department Operations

- Assistance from a Distance Model – WE NEVER CLOSED!
- ❖ APS, CPS, Emergency Services still 24/7/365

Public Health

- Public Health response non-stop since February
- Guidance to County leadership, coordinates with regional, state, federal authorities
- Contact Tracing, Long-Term Care Guidance
- ❖ Leading efforts for community testing and vaccine

Emergency Assistance

- Huge surge in call volume for food, rent, eviction prevention assistance – up 300% from pre-COVID
- Call Center switched to remote model, added staffing to meet demand
- ❖ Provided \$5.9 million in eviction prevention/housing funding
- Operating key rent assistance programs: Housing Grants, Housing Choice Vouchers, Permanent Supportive Housing
- SNAP applications up 400%; AFAC serving 3,000+ households/week
- Providing grocery store cards to households in need
- Quarantine/Isolation Hotel Operations
- ❖ Recently created first-ever Food Coordinator position

DHS PANDEMIC RESPONSE

Employment Services

Behavioral Healthcare

Emergency Management

Arlington Employment Center

- Assisting residents with state filings for Unemployment Insurance
- New programming – JOB-Tober, Airport Layoff Aversion, Virtual Job Fairs, skills development programs

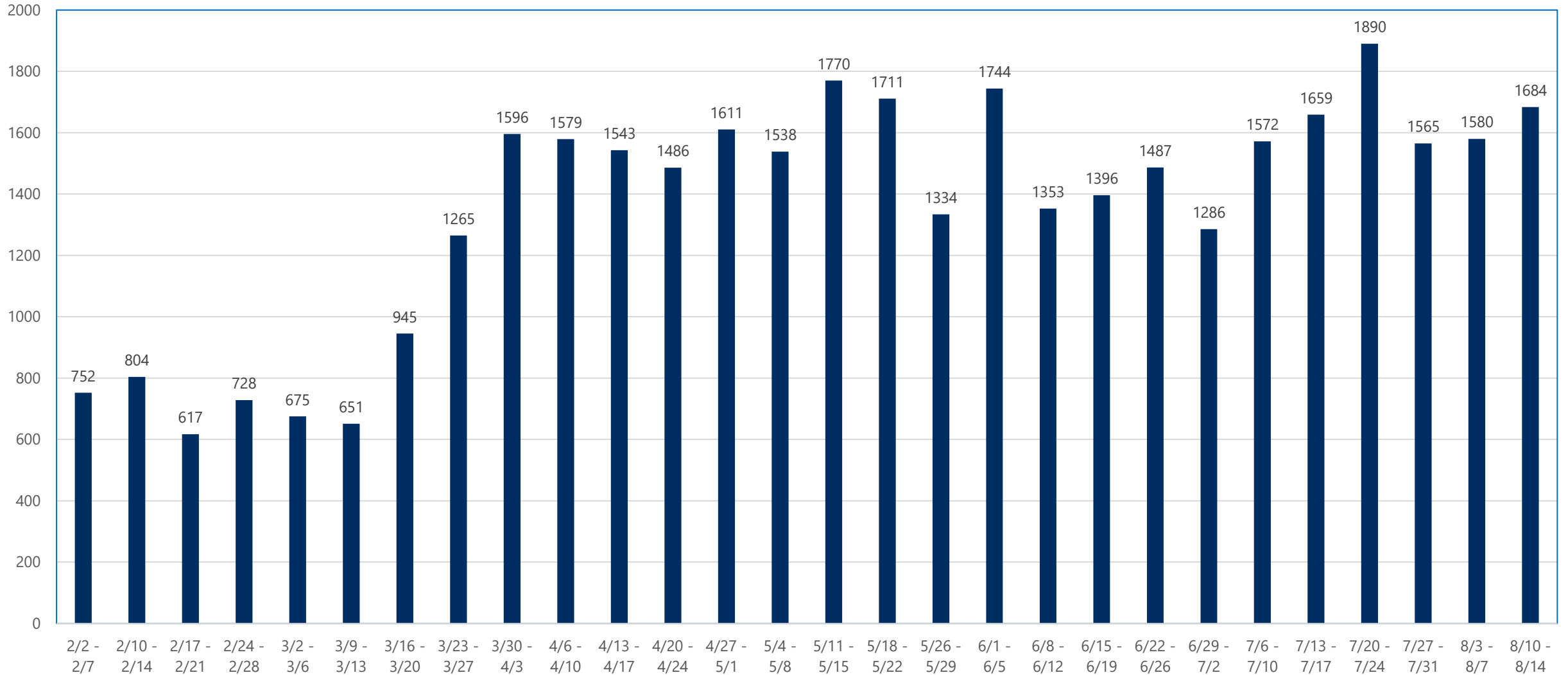
Behavioral Healthcare

- ❖ Programs serving children, adults, and seniors all shifted to TeleHealth model
- More virtual programming added
- Continue to support people living in the community with MH needs – PACT, Homeless Outreach

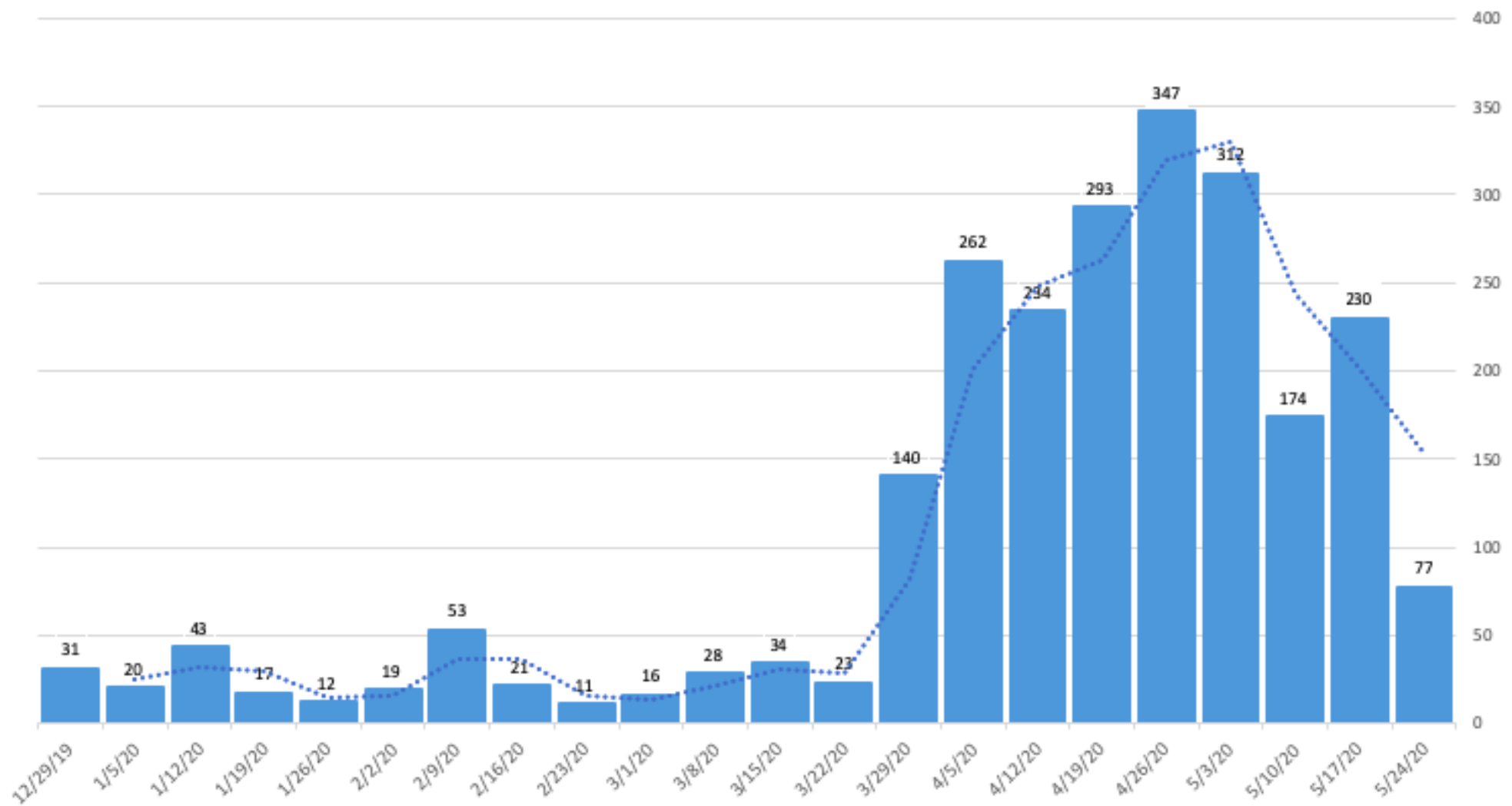
Emergency Management

- DHS has the lead for three of the County's Emergency Support Functions
 - Mass Care and Human Services
 - Public Health
 - Volunteer and Donation Management

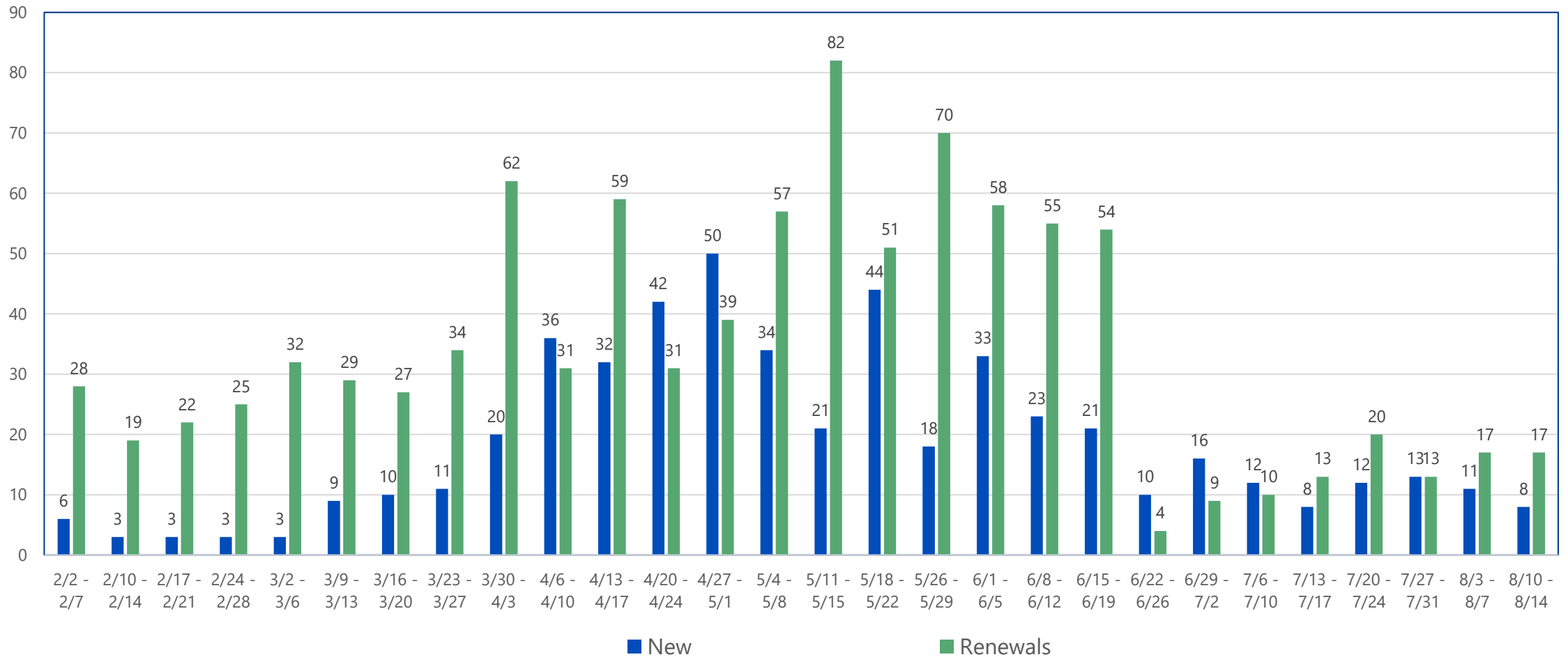
DHS Weekly Call Center Volume February 2020 - Present



Requests for Eviction Prevention Assistance by Week, January-May 2020

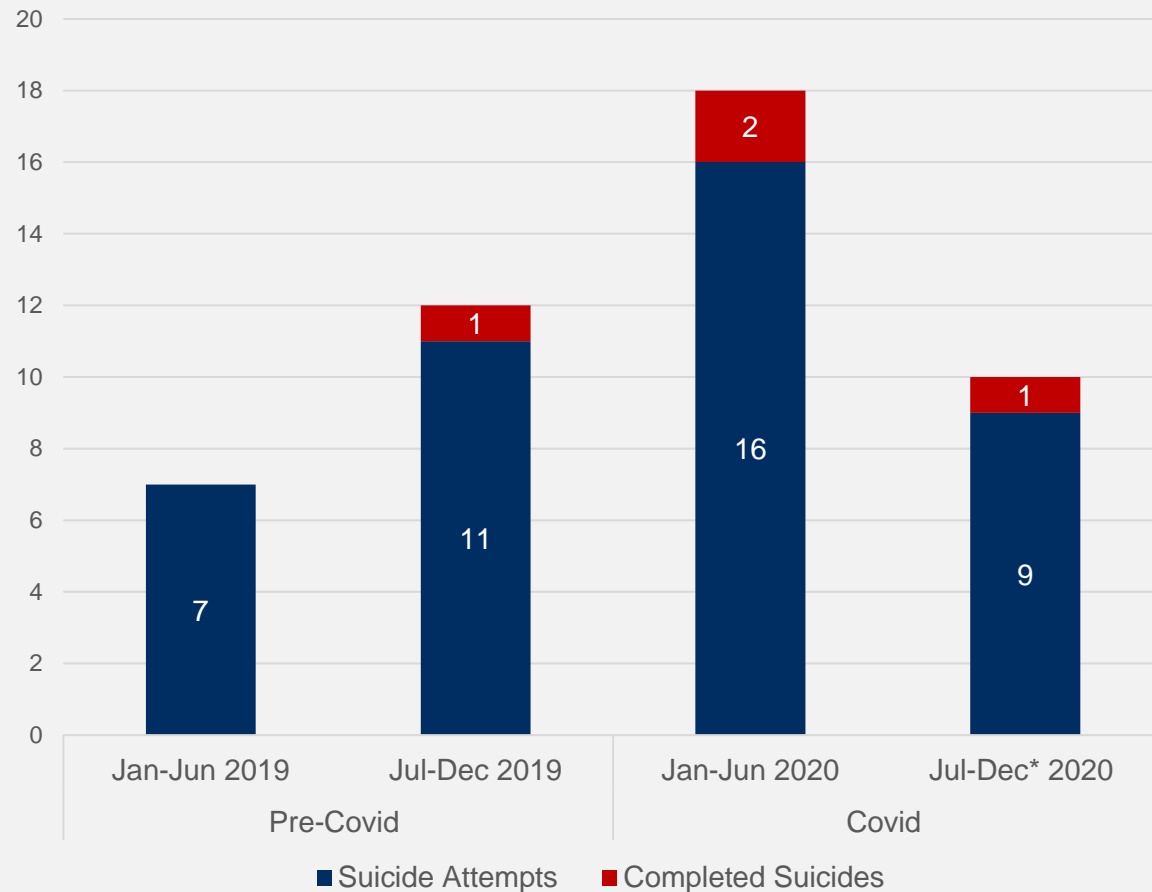


AFAC Weekly Volume February 2020 - Present

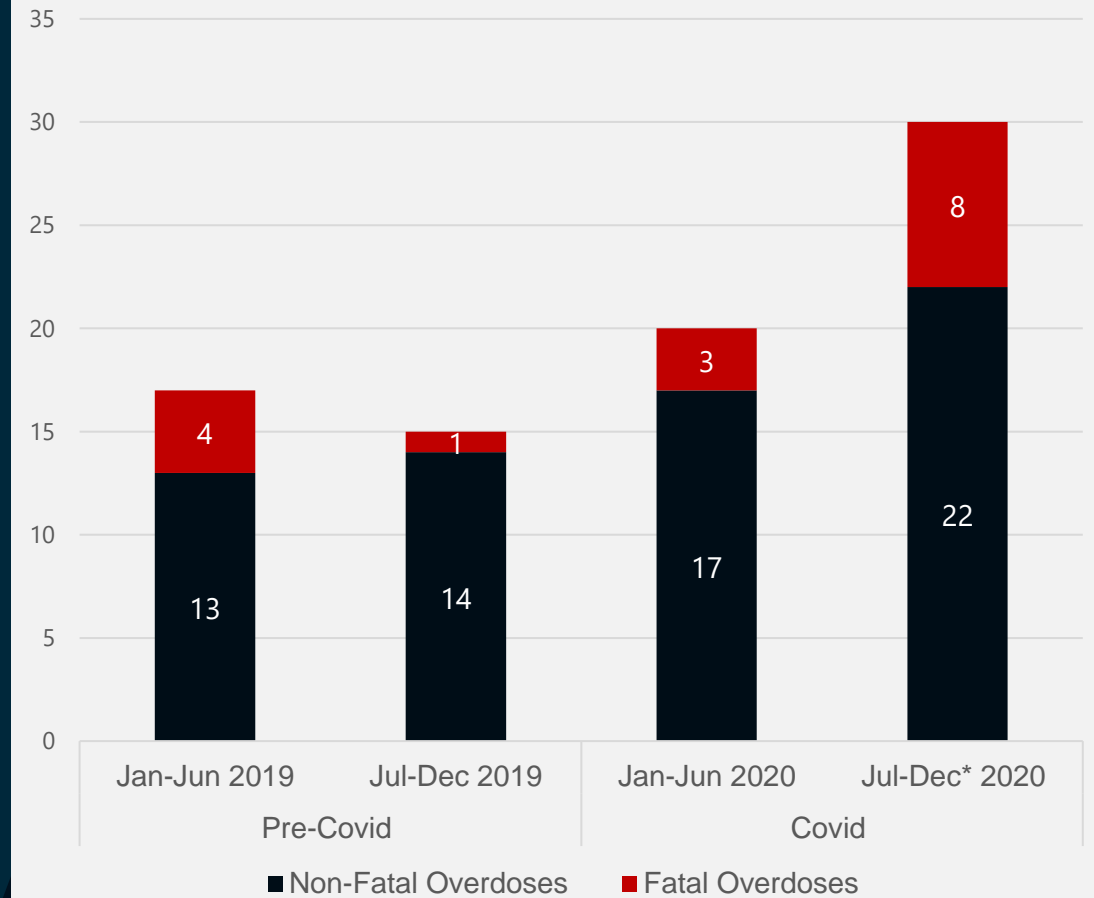


Suicide and Overdose Data Pre- and Post-COVID

Suicide Data for CSB Clients



Overdose Data for Arlington Residents



What's next?

- Vaccine distribution
- Fiscal challenges for County, DHS, and safety net providers
- Back debt crisis for households when eviction moratoriums end
- Pandemic-related behavioral health issues – overdoses, suicides, drug use are on the rise
- Defining the “new normal”
 - Workforce changes – Telework, TeleHealth, Zoom, Teams, commissions and advisory groups, public engagement

How You Can Help

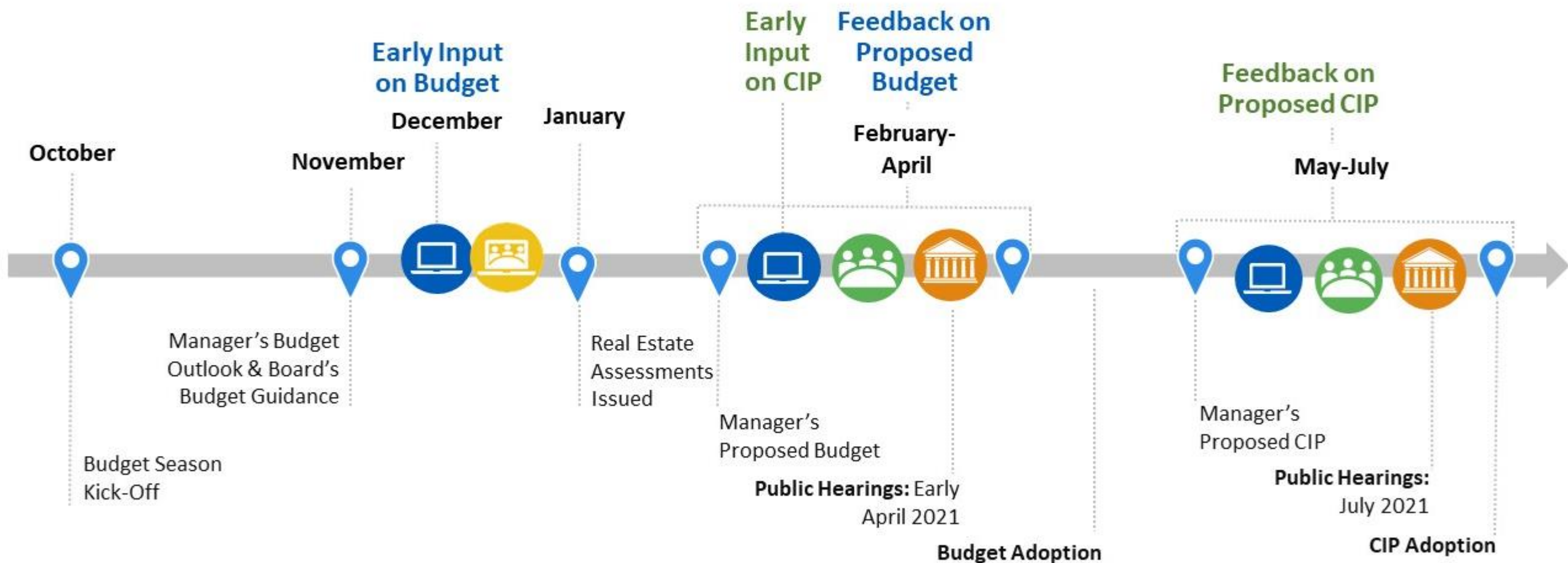
- Advocate to elected officials – local, state, and federal – for strong human services programs
- Serve on a commission or advisory group – DHS has Community Services Board, Commission on Aging, Destination 2027, WIB...
- Engage with DHS programs that need support – Foster Care, Guardianship, Friendly Caller, Secret Santa
- Medical Reserve Corps (MRC) and Community Emergency Response Team (CERT)
- Support Safety Net non-profits – they rely on volunteers and donations to fulfill their missions
- Connect with non-profits directly or visit Volunteer Arlington to find opportunities

A photograph of a man with curly hair and a beard, wearing a striped shirt, smiling as he looks at a young girl with curly hair. They are sitting at a desk with a laptop and some papers. The man is pointing at a paper, and the girl is looking at it. The image is framed by dark blue diagonal lines.

THANK YOU

<https://departments.arlingtonva.us/dhs/>

Getting Involved in Budget Season in Arlington



Key Milestones

Important points in the budget development process.



Online Feedback

Share your opinions with the Manager or the Board.



Virtual Town Hall

Tune in to ask questions and share your thoughts.



Board Work Sessions

Watch for a detailed look at each department's budget proposal.



Public Hearings

Share your thoughts with the County Board.