
**DEPARTMENT OF HUMAN SERVICES
ECONOMIC INDEPENDENCE DIVISION**

PUBLIC ASSISTANCE

PROGRAM MISSION: To provide basic supports through the efficient administration of financial, medical, food and housing assistance services while encouraging economic independence and self-sufficiency for Arlington residents.

Residents served by these programs are low-income families, adults and elderly, and people with a disability, all of whom must meet the requirements of the various federal, state and local programs.

Administration of the Public Assistance programs is organized into four functional units serving:

- ❖ Residents who are elderly or disabled.
- ❖ Families with children who are recipients of food stamps, and/or medical assistance.
- ❖ Families who receive Temporary Assistance to Needy Families (TANF) and energy assistance.
- ❖ Residents receiving Housing Grants and Real Estate Tax Relief, as well as recipients of short term public assistance.

The Public Assistance programs administered by the Bureau have three separate funding sources: County funding, a combination of state and County funding, and state and federal funding.

COUNTY FUNDED PROGRAMS:

- ❖ **The Housing Grants Program** provides rental assistance to low income County residents to maintain stable housing in Arlington. A monthly check is issued payable to both the tenant and landlord with the subsidy amount based on the household size, income, and rent. The program helps clients that are 62 years of age and over, permanently disabled, or working families, based on the availability of funding. Priority categories have been established primarily to help those in transitional and supportive housing, with assistance also provided to DHS clients, DHS contract agency clients, and to households that will be displaced because of County supported renovation projects.

Maximum Income Level FY 2005*

Family size of 1	\$25,882
Family size of 2	\$29,580
Family size of 3	\$33,277

Average Monthly Grants**

FY 2004	\$407
FY 2005	\$413
FY 2006	\$445

* Income level may be adjusted annually to reflect 42.5 percent of area median income.

** Projected benefits for FY 2005 and 2006.

- ❖ **The Prescription Medication Program (PMP)** enables low income residents who are 55 years or older or who are disabled to obtain prescription medications. Coverage is also provided to Arlington residents who are patients of Virginia Hospital Center clinics, and clients of Arlington County's mental health system. PMP serves residents who are not covered by Medicaid or other prescription services. The program pays for covered medications through a vendor, with a co-payment of \$7. New recipients receive coverage for generic medications only, which results in a lower cost per client. For brand medications, clients are referred to "Pharmacy Connect" staff for assistance in applying for programs administered by the pharmaceutical companies providing free brand name medications for people in need. A waiting list is maintained for newly applying individuals. These clients receive Pharmacy Connect services and the County's negotiated discount for medications. Changes to the federal Medicare program are expected to reduce expenditures and demand for PMP in FY 2005 and FY 2006.
- ❖ **The Pharmacy Connect Program** links clients who receive medications through the Prescription Medication Program (PMP), in addition to those on the waiting list, with brand name pharmaceutical medications that are not available through PMP. Medications received are at no cost or have a small co-payment that is established by the manufacturer's pharmacy assistance programs.

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- ❖ **The Real Estate Tax Relief Program** provides an exemption from and/or deferral of real estate taxes for low and moderate income homeowners who are 65 or older, or who are disabled. Residents eligible for a deferral may defer payment on all or a portion of their taxes until the property changes hands. This program operates on a calendar year basis.
- ❖ **Ambulance Relief** assists recipients of Real Estate Tax Relief or Housing Grants with the cost of Arlington County ambulance services. Coverage is limited to participants in these programs, and pays that portion of ambulance charges not covered by insurance.

STATE AND COUNTY FUNDED PROGRAMS:

- ❖ **General Relief** provides short-term financial or medical assistance to people who do not qualify for help in federal programs. The targeted populations are served in the following components:
 1. *Unemployables* – for those with a short-term disability, assistance is limited to six months per year (\$123,000 budgeted in FY 2006);
 2. *Interim Assistance* – for longer term and permanently disabled persons who have applied for Supplemental Security Income and are awaiting an initial or appeal decision (\$93,840);
 3. *Unattached Minors* – for children who are in the custody of non-relatives, whose parents are unable to support them and who do not meet the familial relationship requirement to be eligible for Temporary Assistance to Needy Families (\$19,360);
 4. *Burial* – for indigent burial costs, not to exceed \$1,500 (\$25,000);
 5. *Emergency Assistance* – for shelter, medical or clothing needs, limited to a \$500 maximum, twice in a six-month period for all but clothing, which is once in 12 months (\$190,404);
 6. *Medical Assistance* – provided to recipients under the Unemployable and Interim Assistance components who are in need of medical and/or prescription assistance, in addition to the monthly benefit check. Medical care is provided by Virginia Hospital Center – Arlington and private practitioners (\$127,000);
 7. *Medical only* - a medical component for people who are unable to work but do not qualify for General Relief financial assistance, in particular, people in County supported residential drug and alcohol treatment facilities (\$3,000).
- ❖ **State and Local Hospitalization** reimburses hospitals for inpatient and outpatient care for low-income County residents who are not eligible for Medicaid. Funding for the program varies, generally averaging 75 percent state and 25 percent County, with only the local share appearing in the County budget. The state allocates the amount of funding annually with the local share changing based on availability of state funds.
- ❖ **Auxiliary Grants** provides payment for the custodial care of low income aged, disabled, or blind adults living in licensed adult care homes. Clients are County residents who now reside in licensed homes throughout the state. Grants are paid monthly to cover the costs above the client's income. Recipients also receive Medicaid. The funding ratio is 80 percent state and 20 percent County.

STATE AND FEDERAL FUNDED PROGRAMS:

- ❖ **The Refugee Assistance Program** assists refugees with their expenses for eight months while they resettle in the United States and work towards becoming self-sufficient. The program provides a basic grant for newly arrived refugees, mostly single adults, who do not qualify for assistance through Temporary Assistance for Needy Families. Medicaid benefits are automatically provided to persons included in the grant. This program is 100% federally funded.
- ❖ **Temporary Assistance for Needy Families (TANF)** provides financial support to families where minor children live in the home of a parent(s) or relative who is unable to provide adequately for their needs. Assistance can be provided for children up to age 18 and to their parents or other needy related caretakers in the home. As part of the Virginia Initiative for Employment not Welfare (VIEW), parents of children are required to actively participate in employment activities unless they meet strictly defined exemption criteria. There is a two-year time limit to receive assistance for those not exempt from the work

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requirement, followed by a two year disqualification period. Other families are encouraged to obtain Arlington Employment Center services that promote self-sufficiency. TANF provides a monthly grant. Families are generally eligible for Medicaid. Caseloads and applications are expected to remain stable. Total state and federal expenditures are estimated at \$1,225,887 and are paid directly by the state to the clients. Funding is state and federal.

Maximum Monthly Income Limits:

<u>Number of Persons Receiving the Grant</u>	<u>Non-VIEW</u>	<u>VIEW Single- Parent Families</u>	<u>VIEW Two- Parent Families</u>	<u>Maximum Monthly Benefit</u>
1 person	\$450	\$739	\$1,108	\$242
2 persons	\$605	\$995	\$1,493	\$323
3 persons	\$727	\$1,252	\$1,878	\$389

- ❖ The **Food Stamp Program** provides additional food purchasing power to low income County residents. Benefits are provided through the Electronic Benefit Transfer (EBT) statewide issuance method. Each household receives a debit card which is credited monthly with their food stamp benefit. The income levels and the deductions given are adjusted annually based on the Consumer Price Index. In FY 2004, a total of \$3,630,802 in Food Stamp benefits were issued to County residents. Benefits are 100% federal.

<u>Maximum Gross Monthly Income</u>		<u>Maximum Monthly Benefit</u>
1 person	\$1,009	\$149
2 persons	\$1,354	\$274

- ❖ **Medicaid** provides medical insurance for low-income residents who are aged, blind, disabled, pregnant, and for children up to 19 years old. The program covers prescription drugs, physician's visits, in-patient and outpatient hospital care, nursing home, transportation, and preventive care. Medicaid also pays for part B Medicare premiums, co-payments and deductibles. Medicaid income and resource guidelines, as well as services covered vary with the category of Medicaid received. Medicaid expenditures on behalf of County residents in FY 2004 were \$52,832,157. Medicaid expenditures do not flow through the County budget.
- ❖ **The Family Access to Medical Insurance Security Plan (FAMIS)** This program provides medical coverage for low-income children without health benefits, with income less than 200% of Federal Poverty Level. Intake for this program may be handled by the local agencies, with the continuing case management handled by the state vendor.
- ❖ **The Energy Assistance Program** pays a portion of primary fuel and cooling costs for eligible households. Payments are made directly to the vendor by the state and are based on family income and size. The program paid \$79,547 for Arlington County residents in FY 2004. This funding does not flow through the County budget. Funding is 100% federal.

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Public Assistance				
	FY 2004	FY 2005	FY 2006	% Change:
	<u>Actual</u>	<u>Adopted</u>	<u>Proposed</u>	<u>'05 to '06</u>
Personnel	\$3,428,030	\$3,505,338	\$3,539,435	1%
Non-Personnel	706,422	718,461	735,332	2%
Public Assistance	4,506,012	4,745,542	4,517,243	-5%
Total Expenditures	8,640,464	8,969,341	8,792,010	-2%
State Share	2,190,563	2,075,243	2,143,641	3%
Other Grants	127,753	133,379	131,917	-1%
Public Assistance Rev	557,879	678,896	630,971	-7%
Total Revenues	2,876,195	2,887,518	2,906,529	1%
Net Tax Support	\$5,764,269	\$6,081,823	\$5,885,481	-3%
Authorized FTEs	57.3	57.8	57.8	
Funded FTEs	57.3	57.8	57.8	

SIGNIFICANT BUDGET HIGHLIGHTS:

- ↓ Public Assistance Expenditures and Revenues decrease due to reductions in Prescription Medication Program (\$147,000) and General Relief (\$94,016), partially offset by increases in Auxiliary Grants (\$9,605) and State and Local Hospitalization (\$3,112).
- ↑ State Share revenue reimbursement from the Virginia Department of Social Services increases based on the departmental allocation of projected funds.

PERFORMANCE MEASURES:

	FY 2002	FY 2003	FY 2004	FY 2005	FY 2005	FY 2006
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Budgeted</u>	<u>Projected</u>	<u>Proposed</u>
<i>Mission Outcome Measures</i>						
Percent of financial (TANF, General Relief) applications processed on time/accuracy of cases	98%/97%	99%/98%	98%/95%	95%/97%	95%/97%	95%/97%

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	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
Percent of medical (Medicaid, PMP) applications processed on time/accuracy of cases	87%/97%	88%/97%	91%/98%	90%/95%	90%/95%	90%/95%
Percent of food stamp applications processed on time/accuracy of cases	99%/94%	99%/95%	99%/93%	97%/95%	97%/95%	97%/95%
Percent of housing grants program applications processed on time/accuracy of cases	100%/99%	100%/99%	100%/99%	100%/99%	100%/99%	100%/99%

Customer Measures

Percent of clients responding to outreach information of possible Food Stamp eligibility	N/A	N/A	5%	20%	10%	10%
Percent of clients surveyed who were satisfied with the agency contact	N/A	N/A	N/A	90%	90%	90%

- ❖ Internal standards for timely application processing are 90% for all programs except for the Food Stamp Program, which is state-mandated at 97%.
- ❖ Customer Survey begins January, 2005.

COUNTY FUNDED PROGRAMS:

Housing Grants Program

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
<u>Workload Measures</u>						
Housing Grants expense:						
Working families	\$376,537	\$417,556	\$577,751	\$672,743	\$672,743	\$672,743
Elderly/disabled	\$1,953,149	\$2,077,317	\$2,700,889	\$2,690,973	\$2,690,973	\$2,690,973
Total	\$2,329,686	\$2,494,873	\$3,278,640	\$3,363,717	\$3,363,717	\$3,363,717
Average households assisted per month	620	585	671	678	678	630
Number of applications	612	760	439	1,056	617	604
Percent processed within 60 days	100%	100%	100%	100%	100%	100%

- ❖ In FY 2004 the program began serving priority populations only with emphasis on households with transitional and supportive housing needs which lowered the number of Housing Grant applications.
- ❖ In FY 2006 20% of the budget remains targeted to Working Families.
- ❖ The number of clients who can be served within the FY 2006 budget decreases because the cost of serving each household increases as rents rise.

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Prescription Medication Program (PMP)

	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Actual</u>	FY 2005 <u>Budgeted</u>	FY 2005 <u>Projected</u>	FY 2006 <u>Proposed</u>
<i>Workload Measures</i>						
Prescription Medication Program expense	\$384,933	\$322,562	\$351,618	\$322,000	\$265,626	\$175,000
Average number of ongoing participants assisted per month	293	250	312	403	250	122
Percentage of need met	69%	65%	75%	85%	80%	95%
Number of applications	110	153	123	195	100	75
Percent processed within 45 days	100%	100%	100%	100%	100%	100%

- ❖ Effects of the new Medicare drug benefit are anticipated to lower the need for PMP starting in mid-FY 2005.
- ❖ The percentage of need met is equal to the number of clients served divided by the number of clients served in addition to those on the waiting list.

Real Estate Tax Relief Program

	CY 2002 <u>Actual</u>	CY 2003 <u>Actual</u>	CY 2004 <u>Actual</u>	CY 2005 <u>Budgeted</u>	CY 2005 <u>Projected</u>
<i>Workload Measures</i>					
Real Estate Tax Relief deferred/exempted revenues	\$1,088,084	\$1,671,946	\$2,038,444	\$2,645,760	\$2,756,520
Annual number of households	482	668	721	780	780
Number of applications	563	756	808	873	873
Percent processed within established deadlines	100%	100%	100%	100%	100%

Ambulance Relief

	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Actual</u>	FY 2005 <u>Budgeted</u>	FY 2005 <u>Projected</u>	FY 2006 <u>Proposed</u>
<i>Workload Measures</i>						
Ambulance Relief expense	-	-	-	\$200	\$200	\$200
Number of people served annually	-	-	-	2	2	2

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STATE AND COUNTY FUNDED PROGRAMS:

General Relief

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
<i>Workload Measures</i>						
General Relief expense	\$551,612	\$534,796	\$512,428	\$675,620	\$577,604	\$581,604
Average number of households assisted per month	182	157	171	187	187	187
Number of applications	937	899	706	1,070	772	772
Percent processed within 45 days	99%	95%	99%	95%	95%	95%

- ❖ In FY 2006 the cost of the medical components are expected to cause expenditures to rise slightly.
- ❖ The General Relief emergency component is projected to have a lower cost per client than in the FY 2005 budget.

State and Local Hospitalization

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
<i>Workload Measures</i>						
State and Local Hospitalization expense	\$49,010	\$66,516	\$61,329	\$60,775	\$63,887	\$63,887
Number of applications	336	325	293	325	295	295
Percent processed within 45 days	99%	95%	99%	95%	95%	95%

Auxiliary Grants

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Budgeted</u>
<i>Workload Measures</i>						
Auxiliary Grant expense	\$271,264	\$251,655	\$247,584	\$279,230	\$267,424	\$288,835
Average number of persons assisted per month	68	67	61	70	61	61
Number of applications	15	13	9	14	10	10
Percent processed within 45 days	99%	99%	99%	95%	95%	95%

- ❖ Auxiliary Grant numbers fluctuate annually as use of adult care homes changes for Arlington residents.

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STATE AND FEDERAL FUNDED PROGRAMS:

Refugee Assistance Program

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
<i>Workload Measures</i>						
Refugee Assistance expense	\$33,784	\$33,195	\$51,205	\$44,000	\$44,000	\$44,000
Average monthly households assisted	13	13	20	17	17	17
Number of applications	61	97	116	125	100	100
Percent processed within 45 days	100%	100%	100%	95%	95%	95%

Temporary Assistance for Needy Families (TANF)

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
<i>Workload Measures</i>						
Average number of families assisted per month	338	325	350	329	350	350
Total persons served (children and adults)	642	585	700	592	700	700
Number of applications	623	547	564	555	564	564
Percent processed within 30 days	95%	95%	96%	90%	90%	90%

Food Stamp Program

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Budgeted</u>	<u>FY 2005 Projected</u>	<u>FY 2006 Proposed</u>
<i>Workload Measures</i>						
Average number of households participating per month	2,169	2,313	2,484	2,649	2,668	2,697
Number of applications	2,498	2,682	2,479	3,098	2,690	2,932
Percent processed within timeframe	99%	99%	99%	97%	97%	97%

