

**FY 2022 PERFORMANCE PLAN**

<b>General Relief</b>		<b>EID/PAB</b>	Maria Diaz x1033, LaTonya Harris x1329, Lara Meeker x1337 and Rosario Matthews x1333
Program Purpose	<ul style="list-style-type: none"> <li>• Fill the financial gap for low-to-no income individuals who are disabled and seeking Supplemental Security Income.</li> </ul>		
Program Information	<ul style="list-style-type: none"> <li>• General Relief (GR) provides financial maintenance assistance to individuals who are awaiting an eligibility determination for federal Supplemental Security Income (SSI).</li> <li>• Eligible recipients must have a pending SSI application, medical documentation confirming inability to work, and be a U.S. citizen or permanent resident. Monthly income must be less than \$300, and assets cannot exceed \$1,000.</li> <li>• Effective July 1, 2019, the only program component is a monthly maximum cash payment of \$300 for an individual/\$350 for a household. All household income will be considered toward the maximum amount. Previously, the program provided coverage for medical expenses as well, however this support is no longer needed due to the expansion of Medicaid in Virginia.</li> <li>• While the program was originally supported by a combination of state and local funds, since July 2011 the program has been financed through local funding to meet community needs. Arlington receives reimbursement from the Social Security Administration (SSA) when recipients' SSI claims are approved by SSA.</li> <li>• During the COVID pandemic, the bureau adopted the policy of other public assistance programs and exempted the stimulus payment from income consideration and resources for up to 12 months in the General Relief Program due to the public health emergency.</li> <li>• Although GR clients are termed 'disabled' to receive benefits, some of them also have a work history. As a result, some applicants and recipients received Unemployment Benefits during the pandemic and were not eligible for a GR payment.</li> </ul>		
Service Delivery Model	<ul style="list-style-type: none"> <li>• The GR program was delivered in a hybrid format in SFY 2022. The Public Assistance Bureau staff provided customer services in the office one day per week.</li> <li>• Since the SNAP and TANF interview waivers have been extended, service delivery in FY 2023 should remain the same. Service delivery will be reevaluated should the waivers end, and the Virginia Department of Social Services (VDSS) makes other adjustments to policies.</li> <li>• In SFY 2022, staff sent applications to all homeless outlets to ensure the GR population had access and interviews were conducted over the phone when convenient for GR applicants. Verification requests documents were both mailed and emailed as needed. This process will be repeated in SFY 2023.</li> </ul>		
<b>PM1: How much did we do?</b>			
Staff	<p>Total 1.0 FTEs:</p> <ul style="list-style-type: none"> <li>• 0.25 FTE Intake &amp; Ongoing Eligibility Supervisor (12.5% of 2 FTEs)</li> <li>• 0.5 FTE Intake Benefit Programs Specialists (12.5% of 4 FTEs)</li> <li>• 0.25 FTE Ongoing Benefit Programs Specialist (25% of 1 FTE)</li> </ul> <p>Contractors should be addressed separately from County staff.</p>		

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Customers and Service Data		<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
	Applications	164	113	85	122
	Unduplicated Recipients per Year	107	89	72	119
	Average Recipients per month	52	51	36*	28

\*The decrease in the number of average monthly recipients may be due to recipients receiving Unemployment benefits, increased cost of living, and reduced demand due to Medicaid expansion. During the pandemic, many recipients received GR for shorter periods of time, resulting in a decreased average recipients per month.

**PM2: How well did we do it?**

2.1	Applications processed on time
2.2	SSI Reimbursement for GR payments

**PM3: Is anyone better off?**

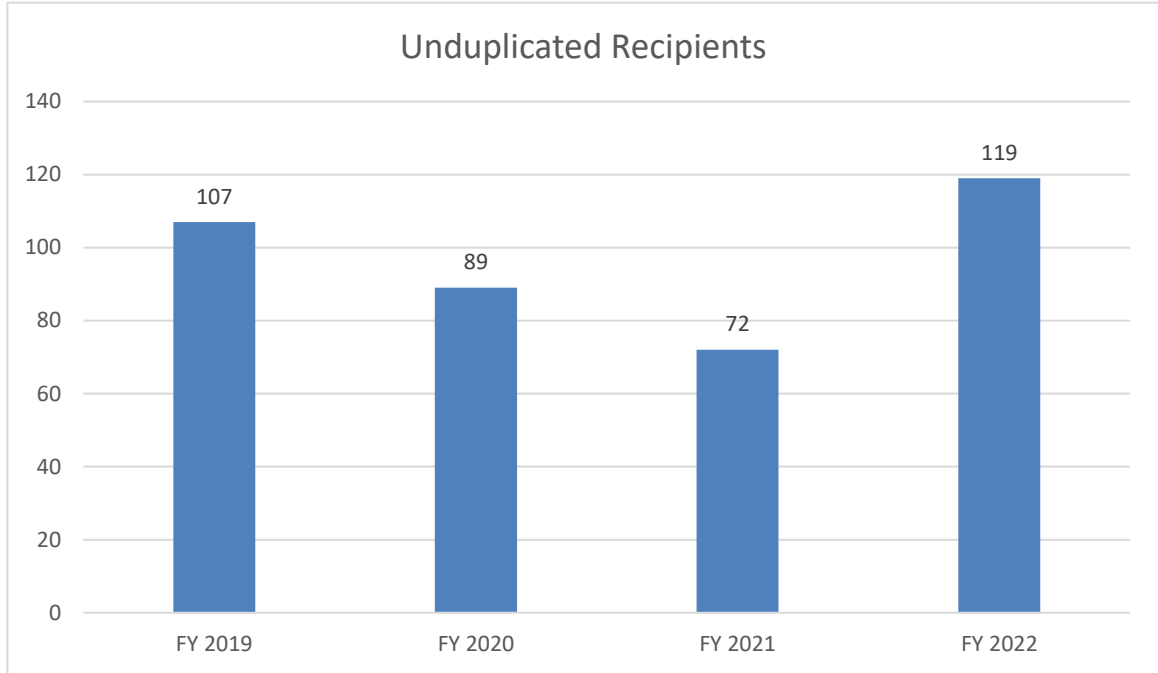
3.1	Impact of program on client living situation
3.2	GR recipients receiving SNAP and/or Medicaid

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**General Relief**

**Measure 1** Unduplicated recipients

**Data**



**Data Summary**

- Between FY 2019 and FY 2022, unduplicated recipients increased 11%.
- Although there was an increase in unduplicated recipients, the average number of recipients per month decreased, indicating most recipients did not receive GR for an extended period.

**What is the story behind the data?**

- Arlington is one of few localities in Virginia to continue the General Relief program which was formerly administered state-wide.
- While program participation decreased in FY 2020 and FY 2021, it increased in FY 2022 to exceed pre-pandemic levels.
- The GR program works closely with probation and parole to assist newly released inmates with financial assistance.
- Extended pandemic unemployment benefits have been exhausted in FY 2022 and employment for GR recipients has been limited during the pandemic, so potentially more applicants were eligible.

**Recommendations**

- Continue to work with Offenders Aid and Restoration (OAR) to provide assistance to former inmates.
- Continue to work with the homeless shelters and BHD to provide benefits to those in need.

**Target Dates**

- Ongoing
- Ongoing

**Forecast**

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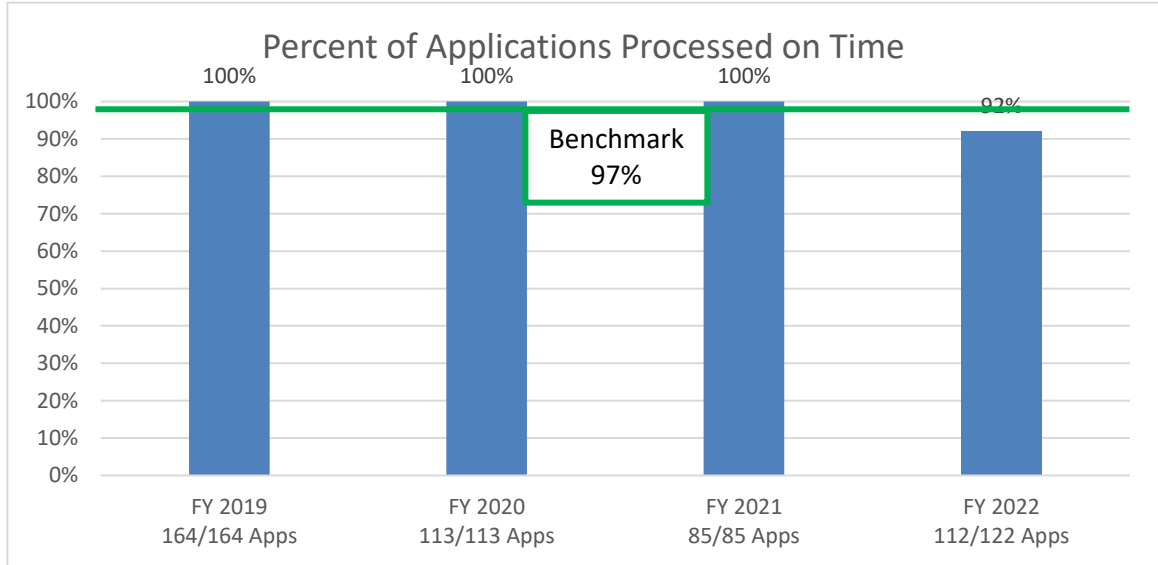
- In FY 2023, the GR program should stabilize at approximately 119 clients based on outreach and customer need.

**FY 2022 PERFORMANCE PLAN**

**General Relief**

**Measure**      2.1      Applications processed on time

**Data**



**Data Summary**

- In FY 2021 and over the past few years, 100% of applications were processed in a timely manner. The target timeframe for processing applications is within 45 days of receipt. In FY 2022, 92% of applications were processed on time.
- Monthly data is obtained from the GR cost analysis spreadsheet compiled by program staff. Data is also retrieved from Yardi reports.
- Program staff failed to meet the 97% timeliness standard, which is the local target.

**What is the story behind the data?**

- Arlington is one of few localities in Virginia to continue the General Relief program which was formerly administered state-wide.
- General Relief applicants usually have little to no income. As a result, the local agency aspires to provide services as quickly as possible to meet an immediate customer need.
- Applications decreased in FY 2020 and FY 2021. In FY 2021, we received and processed about 52% less GR applications than in FY 2018. However, in FY 2022 applications increased 20%, due in part to increased collaborations with shelter providers to assist homeless individuals and with OAR to assist newly released inmates.
- During the COVID pandemic applications were made available to homeless shelters to ensure access, and applicants were interviewed via the telephone. Some past applicants were previous Maryland and District of Columbia residents, and speculation is that they may have returned to these jurisdictions during the pandemic.
- Part of the reason for the decrease in GR applications in FY 2021 during the COVID pandemic may have been the difficulty in contacting the Social Security Administration, which closed in-office services during the pandemic. In FY 2022, SSA offices have re-established in-office services with appointments only. In addition, unemployment benefits were enhanced during the pandemic, and recipients of Unemployment benefits are typically over income for GR.

**Recommendations**

**Target Dates**

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<ul style="list-style-type: none"><li>• Continue to prioritize customer needs to ensure timely processing of GR applications.</li><li>• Continue to ensure applications are accessible.</li></ul>	<ul style="list-style-type: none"><li>• Ongoing</li></ul>
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**Forecast**

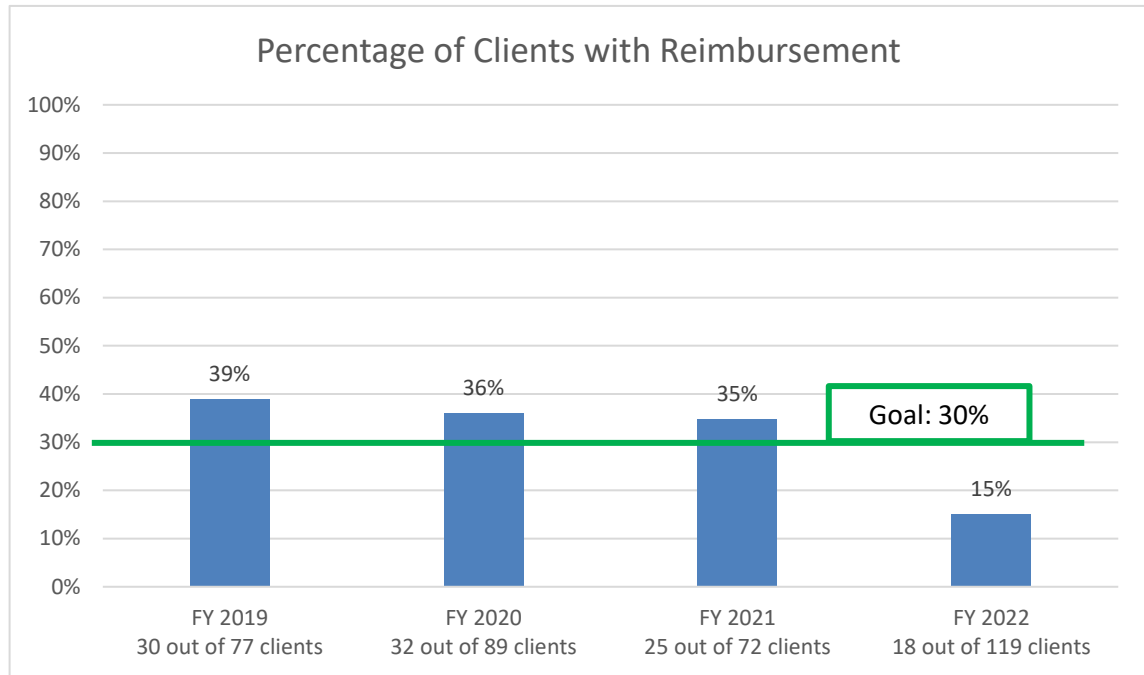
<ul style="list-style-type: none"><li>• In FY 2023, General Relief application timeliness is projected to be 100%.</li></ul>
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**FY 2022 PERFORMANCE PLAN**

**General Relief**

**Measure**      2.2      SSI Reimbursement for GR payments

**Data**



	FY 2019	FY 2020	FY 2021	FY 2022
Total SSI Reimbursements	\$73,848	\$90,376	\$95,200	\$39,256

**Data Summary**

- In FY 2022, 119 clients were served by the General Relief program. In FY 2022, the program received reimbursement from the Social Security Administration (SSA) for 18 clients. Client reimbursements are counted in the fiscal year in which they are received, rather than the fiscal year in which the client closed.
- In FY 2022, SSI reimbursements to Arlington from the Social Security Administration (SSA) totaled \$39,256, a 59% decrease.
- Data is maintained on a spreadsheet by program staff.

**What is the story behind the data?**

- To receive General Relief payments, customers must be disabled and must apply for Supplemental Security Income (SSI). Arlington receives reimbursements when General Relief customers are approved for SSI when SSA performs a data update in their system.
- Reimbursements are not received for clients who close due to denial of SSI benefits, moving out of county, etc.
- Reimbursements have declined following the loss of a local Social Security Administration office and a reduction in SSA staff availability to enter SSI reimbursement agreements into an electronic system.
- Arlington County’s goal is to collect as much reimbursement monies as possible to refund the locally funded GR funding source.
- Staff have cultivated a working relationship with the regional SSA office to get approvals and reimbursement information in a timely manner.

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- In FY 2022, reduced length of stay in the program and delays in SSA processing resulted in a decrease in reimbursements.

**Recommendations**

**Target Dates**

- Continue to get support and county reimbursement code to the regional Social Security Administration offices to update our pending SSI application data into their system.
- Foster the relationship developed with the regional SSA office and ensure they continue to be helpful and receptive to our needs and requests for data/information.

- Ongoing

**Forecast**

- In FY 2023, Arlington expects to receive SSI reimbursements for 35% of clients.

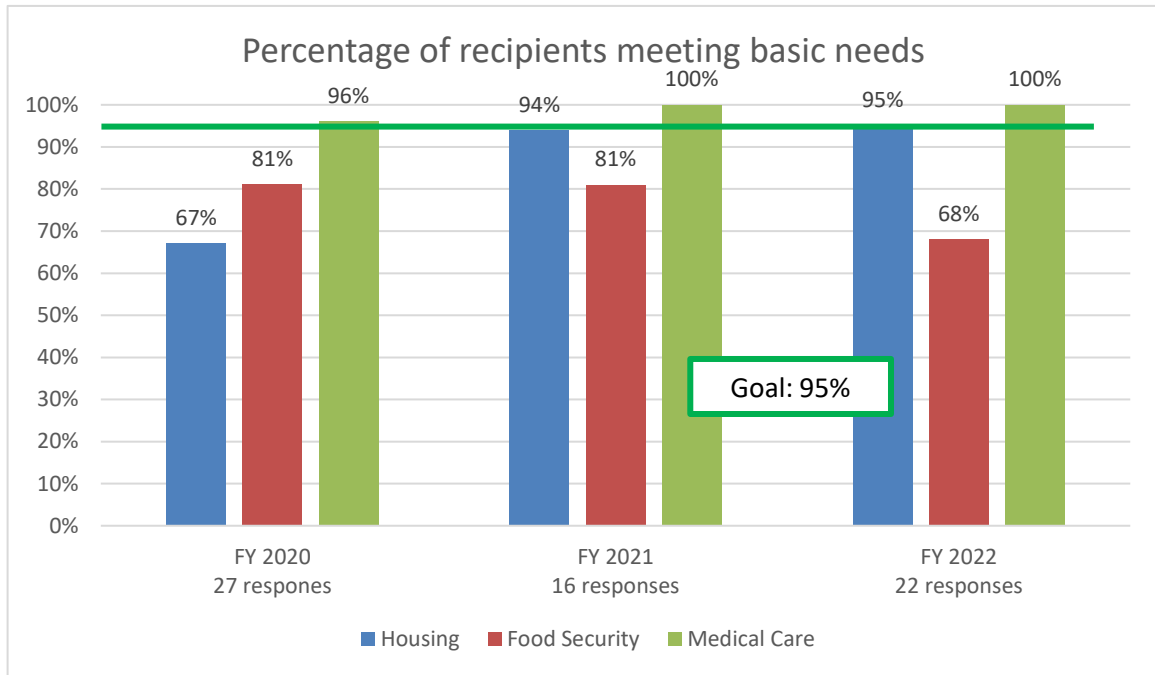


FY 2022 PERFORMANCE PLAN

General Relief

Measure 3.1 Impact of program on client living situation

Data



Data Summary

- Program staff surveyed customers when they picked up their GR checks and via U.S. mail, if they reported an address. The survey addressed basic needs like food and shelter and how these needs were being met prior to receiving GR as well as how their living situation has changed since receipt of GR.
- In FY 2022, 95% of respondents reported stable housing, 68% reported never skipping meals because they received food assistance programs (only 12 out of the 122 applicants who applied for GR did not apply nor have SNAP benefits at that time), and 100% reported having access to medical care.
- In April, all 34 GR recipients were sent the impact survey; 22 recipients responded (response rate 65%).

What is the story behind the data?

- Most GR recipients used their payment to cover phone/utility and rent payments, transportation, toiletries, and medicine. They felt the payments had helped them tremendously.
- Most recipients reported hearing about GR program through other DHS programs, in particular behavioral health programs. If GR were not available, 50% of the recipients would be unsure of what they would do to meet basic needs. When asked about alternative financial options, 50% identified receiving assistance from family/friends.
- Per the survey, most GR recipients were housed through Permanent Supportive Housing (13) or with family/friends (5); only one recipient reported being homeless or in a shelter. More GR recipients were likely housed in FY 2022 because of the moratorium on evictions during the pandemic.
- Of the 22 respondents, seven lived in a different locality/state prior to moving to Arlington and three reported getting assistance in that locality/state.

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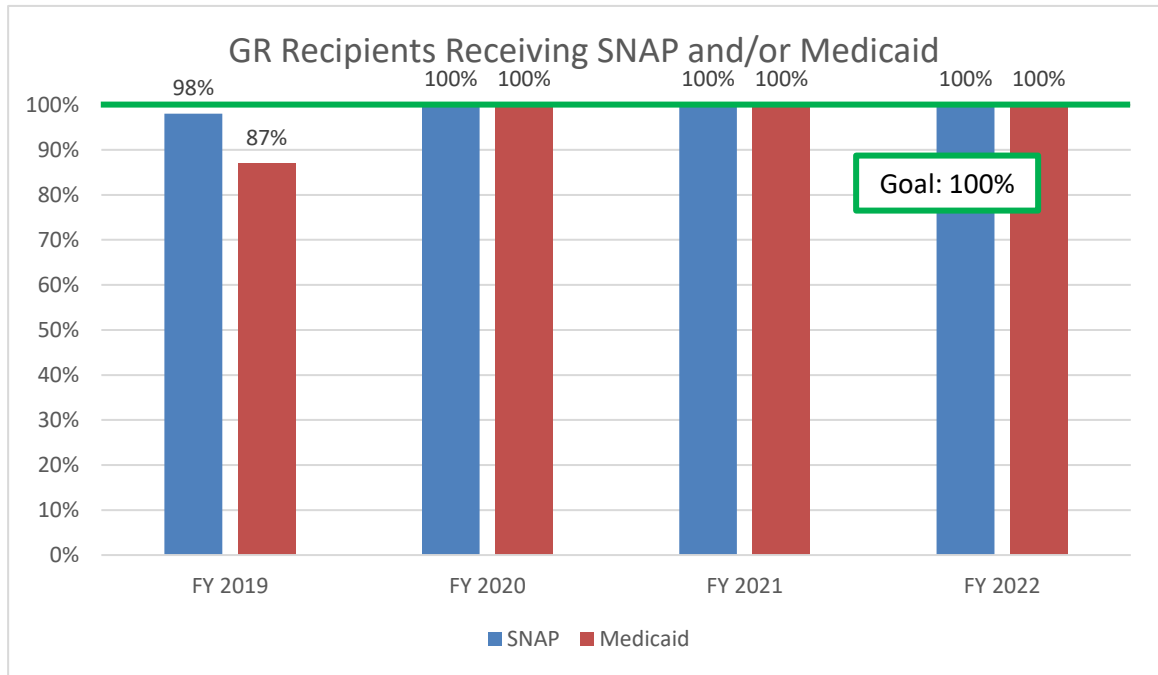
<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"><li>Administer the survey each year in March. Provide surveys via mail, with check pick-ups and via phone calls.</li></ul>	<ul style="list-style-type: none"><li>March 2023</li></ul>
<b>Forecast</b>	
<ul style="list-style-type: none"><li>In FY 2023, we anticipate all clients will report access to medical care, and at least 80% will report stable housing and food security. Our goal is 95%, but the economy and policy changes may affect the outcome.</li></ul>	

**FY 2022 PERFORMANCE PLAN**

**General Relief**

**Measure**      3.2      GR recipients receiving SNAP and/or Medicaid

**Data**



**Data Summary**

- In June 2022, all 30 recipients received SNAP and Medicaid.
- Every GR recipient qualified for SNAP and Medicaid, and all were enrolled.
- Enrollment data is gathered each month from program staff.

**What is the story behind the data?**

- At the time of application, GR customers not currently receiving SNAP or Medicaid are informed of the programs and given applications for each program.
- At the end of FY 2022, 24 of the 122 applicants (20%) did not have Medicaid; and 36 applicants (30%) did not have SNAP when applying for GR.
- Based on income and assets, all GR recipients should qualify for SNAP and Medicaid. However, clients who were convicted of drug distribution did not qualify for SNAP benefits in SFY 2020. This policy was changed during the pandemic, effective July 2020, to allow those convicted of drug felonies to qualify for SNAP benefits.
- Currently, all eligible GR recipients are receiving both SNAP and Medicaid.

**Recommendations**

- Continue to review GR recipients' eligibility for SNAP and Medicaid during each GR review.
- Continue to ensure that GR recipients are aware that they potentially qualify for SNAP and Medicaid at each contact including application, review and when reporting changes.

**Target Dates**

- Ongoing

**Forecast**

- In FY 2023, we anticipate enrolling all qualifying GR recipients in both SNAP and Medicaid.