



COMMONWEALTH of VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

Kevin Erskine
Commissioner

October 30, 2025

MEMORANDUM

TO: The Honorable Glenn Youngkin
Governor of Virginia

The Honorable Luke E. Torian
Chair, House Appropriations Committee

The Honorable L. Louise Lucas
Senate Finance and Appropriations Committee

Michael Maul
Director, Department of Planning and Budget

FROM: Kevin Erskine 

SUBJECT: Annual Report on Services for Low-Income Families with United Community

This report is submitted in compliance with Item 331.S. of the 2025 Appropriation Act, which states:

T. Out of this appropriation, \$1,200,000 the first year and \$1,200,000 the second year from the Temporary Assistance for Needy Families (TANF) block grant shall be provided to United Community to offer wrap-around services for low-income families. United Community shall report on annual program performance and outcome measures contained in the memorandum of understanding with the Department of Social Services. The department shall report on any performance and outcome data collected through the memorandum of understanding by September 1 of each year. This report shall be provided to the Governor, Director of the Department of Planning and Budget, and the Chairmen of the House Appropriations and Senate Finance committees.

Please feel free to contact me with any questions at (804) 726-7011.

KE:kc

Enclosure

cc: The Honorable Janet V. Kelly, Secretary of Health and Human Resources



United Community Services for Families with Low-Income

Table of Contents

Report Mandate.....	v
Executive Summary	v
Definitions	vi
Program Overview.....	vi
Contacts.....	vi
Author	vi
United Community’s Services for Families with Low-Income	1
Section 1 Background	1
Section 2 Fiscal Year 2025 Results	2
Section 3 Conclusion.....	3
Appendix A Item 331.S. of the 2025 Appropriation Act.....	4

UNITED COMMUNITY'S SERVICES FOR FAMILIES WITH LOW-INCOME

A Report for the Virginia General Assembly

September 01, 2025

REPORT MANDATE

Item 331, S. of 2025 Appropriation Act:

Out of this appropriation, \$1,200,000 the first year and \$1,200,000 the second year from the Temporary Assistance for Needy Families (TANF) block grant shall be provided to United Community to offer wrap-around services for families with low-income. United Community shall report on annual program performance and outcome measures contained in the memorandum of understanding with the Department of Social Services. The department shall report on any performance and outcome data collected through the memorandum of understanding by July 1 of each year. This report shall be provided to the Governor, Director of the Department of Planning and Budget, and the Chairmen of the House Appropriations and Senate Finance committees, by September 1 each year.

EXECUTIVE SUMMARY

Funding was appropriated by the General Assembly to United Community for services to families with low-income. United Community, a human services non-profit agency in Fairfax County, designed the Family Achievement Program (FAP) to assist families in reaching their goals of self-sufficiency and independence.

This program offers personalized support through a dedicated coach who helps families set and achieve financial, educational, and professional goals. Each family undergoes an assessment to identify strengths and needs, leading to a customized plan that addresses barriers and provides essential services. Services include food security efforts, rental and childcare assistance, financial literacy, advocacy, and employment support, all managed through comprehensive case management.

United Community's FAP, in its fifth year of implementation, is consistently reaching their projected outputs and outcomes each year. During the past 5 years, 409 households consisting of 519 adults and 618 children participated in one or more FAP services leading them closer to self-sufficiency and independence.

About VDSS and United Community

The Virginia Department of Social Services (VDSS) partners with local departments of social services and community organizations, to promote the well-being of children and families across the Commonwealth. We proudly serve alongside nearly 13,000 state and local human services professionals throughout the Social Services System, who ensure that thousands of Virginia's most vulnerable citizens have access to the best services and benefits available to them.

Together, we work each day to serve, empower, and create opportunities for brighter futures.

United Community designed the Family Achievement Program to provide comprehensive support to families. The program creates a supportive environment where families can thrive and achieve their long-term goals as they navigate unique challenges.

DEFINITIONS

Temporary Assistance for Needy Families (TANF)

Provides monetary assistance to families.

Family Achievement Program (FAP)

Program to assist families in reaching their goals of self-sufficiency and independence.

PROGRAM OVERVIEW

Families are provided with a FAP Coach who works one-on-one with families to identify and achieve their personal financial, educational, and professional goals. Participants are assessed to determine strengths and family needs. A case manager works with participants to secure public benefits, if needed, and an individualized plan is developed that includes barrier reduction and service provisions. Activities include wraparound case management services to address basic family needs, to include food security efforts, rental assistance, child-care assistance, financial literacy, advocacy, and employment assistance.

CONTACTS

AUTHOR

Mark Golden, TANF Program Manager

Mark.Golden@dss.virginia.gov, 804.726.7385

United Community's Services for Families with Low-Income

SECTION 1 BACKGROUND

In 2022, the General Assembly, in Item 347.T. of the Appropriations Act, appropriated \$1,200,000 in each year of the biennium to United Community for services to low-income families. United Community, a human services non-profit agency in Fairfax County, designed the FAP to assist families in reaching their goals of self-sufficiency and independence. Families are provided with a FAP Coach who works one-on-one with families to identify and achieve their personal financial, education, and professional goals. Together with a network of local community-based organizations and county agencies, FAP connects families with the resources and opportunities they need to accomplish those goals.

Under FAP, clients are referred from Fairfax County Coordinated Services Planning or from other partner agencies. Participants are assessed to determine strengths and family needs. A case manager works with participants to secure public benefits, if needed, and an individualized plan is developed that includes barrier reduction and service provisions. Activities include wraparound case management services to address basic family needs, to include food security efforts, rental assistance, childcare assistance, financial literacy, and advocacy, and employment assistance. Participants are measured using the Arizona Self-Sufficiency Assessment Scale to determine their current and post-service ability to achieve economic independence. The Arizona Self-Sufficiency Assessment Scale is an evidence-based tool that assesses 18 different domains to include such things as income, employment, shelter, food security, childcare, education, health care, and life skills. The tool provides the ability to measure the progress of families striving for self-sufficiency as they move through five stages: in crisis, vulnerable, safe, building capacity, and empowered.

The contract for services with United Community was executed on November 23, 2020, to implement FAP. After the initial phase, which focused on program planning and design, hiring staff, and outreach to community partners, the program was implemented and began serving participants in May 2021. United Community has continued to receive funding each year for FAP.

SECTION 2 FISCAL YEAR 2025 RESULTS

Program expenditures totaled \$1,183,969 during the 2025 fiscal year. The following information is for fiscal year (FY) 2025 for the period of July 1, 2024, through June 30, 2025:

**Data is collected on an ongoing basis over the course of a program cycle.*

- 87 households were served through FAP and received wrap around services. All families were provided with a coach; together they developed a service plan. This is an increase from FY 2024 when 70 households were served.
- On average, 84% of all heads of households showed progress in two or more domains using the Arizona Self-Sufficiency Matrix tool. This is a slight improvement from FY 2024, when 83% showed progress.
- 74 participants (87%) are either working full time or part time. This figure was not reported in FY 2024.
- 22 out of 63 active families reaching their two-year mark in the program have increased their income by 60%.
- Two participants engaged in paid On-the-Job-Training Apprenticeships during the year; both FAP Apprentices are now gainfully employed in the community. In FY 2024, nine participants engaged in apprenticeships.
- Fifty participants (down from 79 in FY 2024) have completed or are currently enrolled in the Pathways to Self Sufficiency workforce development program. Participants are completing certification courses in one of the following:
 - English as a Second Language (ESL),
 - General Educational Development (GED),
 - Nursing Assistant,
 - Home Improvement,
 - Cosmetology,
 - Billing and Coding,
 - Contractor's License,
 - Commercial Driver's License.

SECTION 3 CONCLUSION

FAP, in its fifth year of implementation, is consistently reaching their projected outputs and outcomes each year. During the past five years, 409 households consisting of 519 adults and 618 children participated in one or more FAP services leading them closer to self-sufficiency and independence.

FAP continues to maintain and expand upon referral sources as well as critical community partnerships, such as Virginia Career Works and Adult Education for no-cost employment and training programs; and the local departments of social services for access to additional benefits such as childcare subsidies, Supplemental Nutrition Assistance Program, TANF, and Medicaid.

APPENDIX A ITEM 331.S. OF THE 2025 APPROPRIATION ACT

Out of this appropriation, \$1,200,000 the first year and \$1,200,000 the second year from the Temporary Assistance for Needy Families (TANF) block grant shall be provided to United Community to offer wrap-around services for families with low-income. United Community shall report on annual program performance and outcome measures contained in the memorandum of understanding with the Department of Social Services. The department shall report on any performance and outcome data collected through the memorandum of understanding by July 1 of each year. This report shall be provided to the Governor, Director of the Department of Planning and Budget, and the Chairmen of the House Appropriations and Senate Finance committees, by September 1 each year.