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HOUSE JOINT RESOLUTION NO. 193
AMENDMENT IN THE NATURE OF A SUBSTITUTE

(Proposed by the House Committee on Rules
on February 14, 2004)

(Patron Prior to Substitute—Delegate Landes)

Directing the Joint Legislative Audit and Review Commission to study the operation and performance of the Commonwealth's social services system. Report.

WHEREAS, vital social services are delivered to citizens of the Commonwealth through a system that includes the Department of Social Services, local departments of social services, and community action agencies; and

WHEREAS, the social services system's strategic plan for State Fiscal Years 2004-2006 states the system's mission as "People helping people triumph over poverty, abuse and neglect to shape strong futures for themselves, their families, and communities," and its vision as "A Commonwealth in which individuals and families have access to adequate, affordable, high quality human/social services that enable them to be the best they can"; and

WHEREAS, having available adequate resources is important to the social services system's ability to ensure that quality services are delivered in a timely manner and to fulfill the system's mission and vision; and

WHEREAS, the Department of Social Services and local departments of social services utilize a number of complex information systems to deliver services to customers, and the need for appropriate interfacing through these systems with other agencies is critical to comprehensive service delivery; now, therefore, be it

RESOLVED by the House of Delegates, the Senate concurring, That the Joint Legislative Audit and Review Commission be directed to study the operation and performance of the Commonwealth's social services system.

In conducting its study, the Joint Legislative Audit and Review Commission shall assess the effectiveness of the social services system as measured by (i) changes in customer self-sufficiency; (ii) the delivery of effective prevention and early intervention services; (iii) the availability of necessary resources to ensure the delivery of quality services in a timely manner; and (iv) the adequacy and effectiveness of information systems, such as the Application Benefit Delivery Automation Project (ADAPT), including the effective coordination of services by the Departments of Social Services, Medical Assistance Services, and Juvenile Justice. The Joint Legislative Audit and Review Commission shall make recommendations based upon the findings of the study to improve the Department's performance for each of these measures.

All agencies of the Commonwealth shall provide assistance to the Joint Legislative Audit and Review Commission for this study, upon request.

The Joint Legislative Audit and Review Commission shall report concerning State Fiscal Year 2005. The Chairman shall report the Commission's findings and recommendations to the Governor, the General Assembly, and the Commissioner of the Department of Social Services by December 31, 2005, and shall submit to the Division of Legislative Automated Systems an executive summary of its findings and recommendations no later than the first day of the 2006 Regular Session of the General Assembly. The executive summaries and the documents shall be submitted as provided in the procedures of the Division of Legislative Automated Systems for the processing of legislative documents and reports and shall be posted on the General Assembly's website.