

**JAMES CITY COUNTY**

# Community Services FY09 Annual Report



**Colonial Community Corrections**

**Housing & Community  
Development**

**Neighborhood Connections**

**Parks & Recreation**

**Purchase of Development Rights**

**Social Services**

**Virginia Cooperative Extension**

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September 2009

## James City County Strategic Management Plan

James City County is chartered by the Strategic Management Plan, which recognizes our responsibilities in five areas - the economy, community, planning, heritage and services as well as our award-winning programs, partnerships and grants. As a community, our accomplishments in FY09, which spanned July 1, 2008 through June 30, 2009, are detailed in this report.



The Department of Community Services is responsible for the human service operations in the County. In FY09, the department included Colonial Community Corrections, Housing & Community Development, Neighborhood Connections, Parks & Recreation, Purchase of Development Rights, Social Services and Virginia Cooperative Extension.

For more information, see **About Us** on page 15.

## Improve the lives of citizens and foster a sense of community

Over \$4 million in low interest, first mortgage loans and down payment and closing cost financing was committed to twenty-seven moderate income first time homebuyers through the **Affordable Housing Incentive Program**. Eight of these families bought homes in the Ironbound Subdivision which is part of the Ironbound Square Revitalization Project. Others closed on purchases or were awaiting completion of new homes in developments with **Affordable Housing Proffers such as New Town, Liberty Crossing in Lightfoot and Michelle's Point** in Toano.

Families trying to meet their goals of financial independence were assisted with more than \$1.1 million in Section 8 **Housing Assistance Payment** funds from the Office of Housing Urban Development. Administered by the Office of Housing and Community Development, the funds assisted an average of 176 families each month with Section 8 Housing Choice Vouchers. Those assisted included 28 additional families who were issued vouchers in FY09. Twelve families participated in the Section 8 Family Self-Sufficiency program and made progress towards completing their long range self-sufficiency plans.

Sixty-seven families who were homeless or in danger of losing their housing due to an unavoidable crisis, benefitted from \$163,154 in funding from the Virginia Department of Housing and Community Development. As part of the **Homeless Intervention Program**, these families received limited-term rental, security, and deposit and mortgage assistance. The Office of Housing and Community Development also provided foreclosure counseling, assisting homeowners who had fallen behind in their mortgage payments by working with the mortgage companies to develop forbearance or payment agreements.

To help 25 low-to-moderate income families, \$97,477 in Virginia Department of Housing and Community Development grant and loan funding was used by the Office of Housing Community Development to complete emergency repairs and major home rehabilitation or replacement projects. Local contractors were used as well as matching funds and volunteer labor from community organizations.

Low-to-moderate income homebuyers moved into 11 new homes in the Ironbound Square Revitalization Project Area. Eight new energy efficient EarthCraft Certified homes were built by private builders and sold by the Office of Housing and Community Development through Affordable Housing Incentive Program. Additionally, three homes were built and sold to qualifying families by Habitat for Humanity.



**New family homes** (right) and the Parker View Apartments, a 67-unit independent living complex for lower-income senior residents, were completed in 2009 in the Ironbound Square Revitalization Project area.



Left: Congressman Rob Whitman (far right), Board of Supervisors 2009 Chairman Jim Kennedy (left) along with residents and participants join in the ribbon-cutting for Parker View Apartments.

*Improve the lives of citizens and foster a sense of community, can't*

Participation increased by 36% in Social Services' **Food Assistance/Supplemental Nutrition Assistance Program** as more County households sought help to feed their families. To meet the increased demand, the Benefits staff met State compliance for timely processing through use of volunteers, process streamlining and teamwork.

To help qualifying families with child care cost, \$754,000 in assistance was provided to 193 families, benefitting 367 children in the **Child Care Program**. 97% of the child care assistance payments were from federal/state grants to help qualifying parents who were working or in school.

The **Child Protective Services** (CPS) Unit responded to 342 reports of child abuse and neglect involving 601 children under the age of 18. Of the total number of referrals that were responded to by CPS workers, 55 were for taken for Investigations. Of those, 32 were founded and 23 were unfounded.

The **Foster Care Program** initiated an aggressive recruitment campaign to secure additional resource parents. As a result, five new resource families were approved, giving the agency a total of 40 approved for the year. In FY09, there were 25 children in foster care, of which four were adopted.

Because of an increase in youth ages 14-21 in foster care, **UNITY**, a support group that teaches independent living skills, was revitalized. Eight youth participated in the program, receiving employment skills training and educational services. Half of these youth were enrolled in an undergraduate or vocational program with hopes of pursuing their career interests.

167 attended the **Candlelight Vigil**, an annual event that highlights child abuse and its prevention through community education. The Vigil was sponsored by Child Protective Services and other local child serving agencies.

Social Services hired its first **Comprehensive Services Act Coordinator** to run the community-wide program that serves at-risk youth and their families. In FY09, 40 youth were served. The Coordinator also provided regional training on the Child and Adolescent Needs Assessment tool, certifying approximately 24 professionals from various public agencies in the use of the instrument.

To better respond to client needs, the **Adult Services Unit** sponsored quarterly Multi Discipline Team meetings where community professionals met to discuss and collaborate on difficult adult service cases. The **Employment Services** staff joined with Williamsburg Social Services to sponsor four workshops to educate and encourage positive employment practices.



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## Improve the lives of citizens and foster a sense of community, can't

To serve citizens aged 60 and older and those over 18 who are physically or mentally **incapacitated, Social Services' Adult Services** investigated 178 reports of abuse and neglect. 118 of the complaints were from the community and 68 were reported to have occurred within facilities. Of these reports, 92 cases needed services and accepted them, 12 needed services and refused them, and 74 concerns were either unfounded or for various reasons, the need for protective services no longer existed.

To assist citizens and support the Social Services staff, the **Social Services Advisory Board** chaperoned a Youth Advisory Conference, toured the new geriatric units at Eastern State Hospital, and attended special events such as the Foster Parent Recognition luncheon and various training sessions. Board members also served as members of the James City County Allocation Review Team and the Family Assessment and Planning Team.

The **2008 Historic Triangle Neighborhoods Conference**, led by Neighborhood



Connections with the hosting support of York County and the City of Williamsburg (*left*), aspired to foster new partnerships and collaborations among local governments, community organizations, neighborhoods and local businesses. Participants had the opportunity to network with community exhibitors, attend neighborhood building workshops on asset mapping, decision-making, communications and emergency planning. Youth participated in civic engagement and public comment workshops while K-4 graders created and displayed the best neighborhood park.

Sixteen citizens graduated from the **2009 Citizen Leadership Academy**, a seven-week training course conducted by Neighborhood Connections with a focus on citizen engagement.

*Graduates I-r: Charles Brewster, Lake Powell Forest; William Druschel, The Association of Stonehouse; Terry Bossieux, Scott's Pond; Hugo Reyes, Westmoreland; Paul Salvione, Ford's Colony; Tom Derrickson, Rolling Woods; Ella Bartlett, Ironbound Square; Andrea Sarina, Heritage Landing; Deborah Kratter, Ford's Colony; and Philip Neubia, Bradshaw Ordinary. Not pictured: Karen Killian, Longhill Gate; Robert Marin, Villages of Westminster; William McCabe, Ford's Colony; Selene Pinkett, Ford's Colony; Brian Shortell, Colonial Heritage; and Angela Whitehead, Windsor Forest.*



## Improve the lives of citizens and foster a sense of community, con't

**James City County 101** was offered as part of the 2009 Citizen Leadership Academy. Twenty-nine citizens participated in this day-long informative and educational program which included exhibitors representing a variety of County departments such as Police, Fire, Community Services, Financial Management Services, Voter Registration, the James City Service Authority and Development Management. The session also featured an overview of County services by the County Administrator and a tour of County facilities.

Eighty citizens attended **Neighborhood Day**, an event which included presentation of the Robert L. Moore Community Patriot Awards. Philip Smead, Powhatan Community Services Association, received the Moore Award. Community Patriot recipients were Joan Bender, Colonial Heritage; Dave Lehnertz, The Association at Stonehouse; Rick Meyer, The Mews; and Jere Long, Wexford Hills. The award program recognizes neighborhood leaders and their roles in fostering and participating in community building initiatives.

*Neighborhood Day, l-r: Florence Moore, Jamestown District Board of Supervisor John J. McGlennon, Jere Long, Joan Bender, Rick Meyer, Philip Smead, Vice Chairman and Berkeley District Board of Supervisor Mary K. Jones,; Dave Lehnertz, County Administrator Sandy Wanner and Gwen Marshall.*



County residents took advantage of a variety of **training and learning opportunities** offered by Neighborhood Connections. More than 65 citizens attended the Basic Legal Aspects and Legislative Review for Homeowner Associations seminars conducted in partnership with LeClair Ryan and Spirn, Tarley, Robinson & Tarley. Eight neighborhoods participated in training to resolve board and neighborhood related issues.

More than 200 James City County/Williamsburg **Master Gardeners** volunteered over 18,410 hours of service in FY09, serving some 34,907 citizens. Working through the County Office of the Virginia Cooperative Extension, the volunteers received training and passed it on to others by teaching environmentally sound horticultural practices through such programs as **Therapeutic Gardening in nursing homes, the Farmer's Market, the Waterwise Garden at the Human Services Center and the Horticulture Helpline.**

A series of **Caregiver Workshops** was offered by Virginia Cooperative Extension in partnership with Williamsburg Landing Inc. More than 130 attendees benefitted from the sessions which included discussions on Changing Relationships, Healthy Living, Housing and Safety, and Financial and Legal Planning.



## Improve the lives of citizens and foster a sense of community, con't

Ninety families as well as many center-based childcare providers attended the annual **"Caring For Our Children"** childcare conference. The conference, which focused on outdoor learning environments, was sponsored by Virginia Cooperative Extension and a local agency and church. As a result of attendance, 56% of participants noted they would use a new physical activity in their setting and 53% learned a new activity to help children explore the world around them.

To help families save and get out of debt, the Virginia Cooperative Extension participated in **Peninsula Saves**, part of the America Saves national campaign. Along with their partners, Extension collectively reached 1,197 people and encouraged 169 people to open new saving accounts.



To encourage, develop and support future community leaders, Virginia Cooperative Extension offered **"Life in the State of Poverty"** to 29 participants in the Historic Triangle Leadership Program (*left*). The training was an opportunity for participants to live the life of a person in poverty for one hour. Eighty-five percent of participants indicated an increase in their awareness and understanding of the financial pressures faced by many in meeting basic needs.

James City County 4-H partnered with Parks and Recreation to host the **Reality Store** (*right*), an opportunity for middle and high school students to develop financial management skills. As a result of training, 45% of the participants increased their knowledge of the need for planning before you spend money; 35% better understand the cost of housing, insurance and property taxes for a family to live; 28% know the education needs for different career levels; and 26% increased their knowledge of the cost of communications like cell phones and cable TV.



**Extension's James City County Fair** Committee recruited more than 20 volunteers who donated over 3,000 hours to successfully plan and implement the 2009 Fair. During the three - day event, more than 150 youth and adults (*left*), entered the fruits and vegetables, agricultural crops and produce, flower and plant, canned foods, arts and crafts,



clothing and baked goods competitions. More than 20 educational, 15 business and 12 food exhibitors participated. New attractions included camel rides (*above right*) and expanded inflatable rides as well as the Rise-and-Shine Baking Contest with a local chef serving as judge.



*Improve the lives of citizens and foster a sense of community, con't*

32 youth attended the **first-generation college and minority high school student workshop**, cosponsored by 4-H and Virginia Tech's Center for Academic Enrichment and



Excellence. The workshop was designed to increase youth knowledge in selecting a college and a major, the admission process and the importance of attendance and graduation. At the conclusion of the workshop, 86% of participants reported an increase in understanding the importance of college; 100% increased their knowledge of the college admission process; and 88% reported an increased understanding in how to develop a personal resume.

More than 380 youth participated in **4-H camping** programs, provided in partnership with Parks and Recreation. Four new specialty day camps (*below right*) and two outdoor junior 4-H



day camps were conducted, offering more than 60 participants with an opportunity to increase their physical activity through

fishing, model rocketry, outdoor living skills, archery, canoeing, kayaking and outdoor cookery. Survey results indicate success in assisting participants in learning more about science and technology. 68% reported participating in archery



(*left*) for the first time and 97% reported feeling comfortable enough to camp overnight. A partnership was also formed

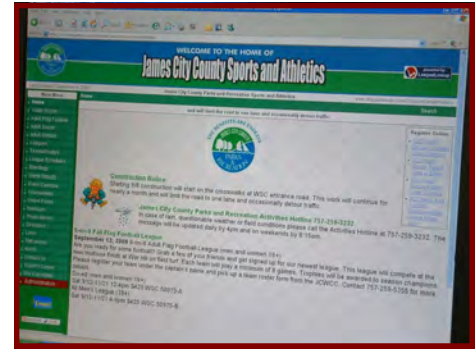
with the SpiritWorks Foundation to develop a residential-camping program for children of alcoholics. The purpose of the camp is to build youth resiliency and teach the significance of addiction, treatment, and recovery.

To address the childhood obesity epidemic and show kids that physical fitness can be fun, **Circus Camp, Kids Extreme PE Camp, Trailblazin' Kids Camp and Run For Fun Camp** were implemented. These **fitness camps** were created in response to community requests, recommendations from the master plan process and programming consultants.

To improve the wellness of children in Parks and Recreation's Rec Connect programs, the **Fitness for Life** curriculum was introduced to the students in the James River Beyond the Bell program, with over 10 students completing the program. The **Healthy Weights for Healthy Kids**, a Virginia Cooperative Extension program, was conducted with 10 children completing the program.

## Improve the lives of citizens and foster a sense of community, can't

The **Sports and Athletics website** (*right*) was introduced, allowing Parks and Recreation athletic program participants 24-hour access to schedules, league rules, weather updates, team information, league standings, tournament updates and surveys. Coaches and participants noted the site at [www.leaguelineup.com/jccsportsandathletics](http://www.leaguelineup.com/jccsportsandathletics) as both a convenient and great communication tool.



Participation in **youth league soccer** was the largest to date, with 1,173 youth participating on 91 teams. In the fall, there were 519 participants on 41 teams and in the spring, more than 654 children on 50 teams. Parks and Recreation partnered with the **Community Soccer Program** in the spring to enroll 210 at-risk youth, youth who otherwise would not have the opportunity to participate in the league. The Community Soccer Program provided 13 school-based teams in the 1<sup>st</sup>- 4<sup>th</sup> grade divisions participation in the league.

Parks and Recreation continued support and coordination of more than 20 **community partnerships** which provided citizens use of County athletic areas and cultural and environmental programs that included boating, biking and botanical garden initiatives.

Nearly 400 visitors took advantage of the convenient, one-day, one-stop opportunity to learn about all Parks and Recreation and its partner services during the first annual **Destination Recreation Expo** in February. The event combined three previous expos - the Sports, Summer Camp and Inclusion expos, allowing participants onsite, one-on-one access to community athletic representatives, vendor-staffed booths plus early registration for Parks and Recreation and partner camps, classes and programs.



More than 10,000 visitors participated in Parks and Recreation **Special Events**. In FY09, 24 special events were offered including the Haunted Forest, Family Fun Fest (*left*), the Destination Recreation Expo, Breakfast with Santa, Santa Calling, Splash-in Movies, the Park to Park Bicycle Tour, the Senior Health Fair and several concert series. The Division strives to work with local businesses and community groups to secure volunteer support and financial and in-kind sponsorships for events.

## Manage finances wisely and encourage a balanced economy

Colonial Community Corrections clients completed 15,384 hours of court ordered **community service**. Clients performed community service picking up litter around the County, assisting staff at the County landfill and solid waste operations, and maintaining the grounds at the James City County/Williamsburg Courthouse. In FY09, 1,167 adults were placed on local probation. 1,379 probation cases were closed with 69% successfully completing their terms of probation. In addition, 513 defendants were placed on pretrial supervision with 522 cases closed and 92% successfully adhering to their bond terms.

More than \$37,583 in revenue was saved though Colonial Community Criminal Justice Board **internships and volunteer opportunities** offered to those in the criminal justice and related fields. In FY09, interns provided 368 hours and Board members and volunteers provided 593 hours of volunteer time for Justice Board activities and meetings.

In FY09, 2,708 **volunteers** donated more than 46,332 hours worth \$938,223 in support of Parks of Recreation programs, events and activities. Volunteers working in a variety of venues supported the community through mentorship programs, youth sports, camps, special events, at the community centers and parks and as Inclusion companions and Youth Advisory Council members.

To improve security, reduce vandalism and protect County assets, four existing Parks and Recreation park staff members were sworn in as **"Special Conservators of the Peace."** As Conservators, they can enforce County ordinances during their routine patrol of County parks. In addition, fencing and lighting were added to control access to County facilities and increase the safety of park visitors.

To protect the environment, reduce waste and manage cost within **County parks**, staff and volunteers replaced existing towel and toilet paper devices with automatic dispensers, added pet and regular recycle bins, and most innovatively, flipped splintered deck boards at Little Creek Reservoir Park using their undersides instead of replacing the old boards with new ones.

## Plan responsibly for the needs of a growing community

More than 1,300 James City County citizens shared their comments on the future of park and recreation programs and facilities during the **Parks and Recreation Master Plan Update** process. The citizen input process, which spanned almost two years, included citizen forums, youth (*right*) and community partner input sessions, telephone and online surveys and public outreach events and publications. Citizen comments solicited during the process were compiled and analyzed. The Plan was approved by the County Board of Supervisors in June, and now **becomes a component of the County's Comprehensive Plan**, currently under review. The Master Plan provides staff, elected officials and citizens with a valuable planning tool to guide the development of new facilities and programs over the next 10-15 years.



## Plan responsibly for the needs of a growing community, don't

Park improvements continue to reflect the needs of citizens. The renovation and expansion of **Ironbound Park** included a new picnic shelter, tables, grill, multiuse trail, basketball court and relocation of playground to better serve the Ironbound community. A Mountain Bike Trail at **Freedom Park** (*right*) was completed which features 20 different technical elements for advanced mountain bikers. A new playground was added at the **Warhill Sports Complex** to serve children in the multiuse field area of the park. Customer requests for increased signage, benches, restroom facilities, additional grills and trashcans and the creation of trail maps for several parks were completed.



**Social Services' Benefits Program** staff continues to restructure and redefine processes to keep up with the needs of the community. Program forms and applications were made available in both English and Spanish, and new job postings encourage bilingual skills. Staff attends regular training to ensure State policy changes are implemented accurately.

**The Social Services' Foster Care Unit** partnered with surrounding jurisdictions to expand and share common resources to include joint training, recruitment of resource families, and regional policy development. The unit plans to focus on developing a regional therapeutic program.

Funded through private donations and grants, Colonial Community Corrections provided **Pre-Release and Post-Incarceration Services** to community members who were in the process of being released from the Virginia Peninsula Regional Jail. While incarcerated, 136 inmates received job readiness services and life skills training. 59 clients received Post-incarceration emergency services which included temporary housing assistance, clothing and food assistance.

The Colonial Community Corrections Justice Board was one of 10 localities statewide chosen to participate in **Cross-Systems Mapping**, a 2-day workshop held in May. The group of more than 30 professionals from Poquoson, James City County, York County and Williamsburg participated in the development of the cross systems map that identifies the resources and gaps within our communities.

Throughout FY09, the Colonial Community Criminal Justice Boards' Juvenile Sub-Committee was instrumental in organizing, implementing and evaluating **GANG Trainings** and



orchestrating the piloting of Restorative Justice Practices. Gang trainings (*left*) were developed for school faculty, police officers, community members and human services agencies. These trainings offered Career Development Hours accredited by the Department of Criminal Justice Services. The most significant training event occurred in February in Williamsburg that provided 182 attendees with more than 1,450 hours of accredited training. WAVY-TV Channel 10

produced an exclusive feature story in March detailing these critical issues.

## Plan responsibly for the needs of a growing community, don't

The Colonial Community Criminal Justice Board localities criminal justice agencies, Colonial Community Corrections and District 34 State Probation and Parole continue to work towards piloting Evidence-Based Practices and Evidence-Based Principles. In FY09, work focused on risk reduction by conducting tests and using tools to predict flight risk and danger, to determine the best method of offender intervention, to increase defendant and offender engagement and motivation, and to help support meaningful and long-term community and family involvement with the offender.

## Steward the natural environment and historical heritage

Seven County landowners applied for **Purchase of Development Rights** Conservation easements to protect ten parcels, totaling 631 acres, from future development, ensuring that the parcels continue to provide scenic qualities, help the County retain its rural character, keep the land available for the production of agricultural and forest crops and continue to provide wildlife habitat and help improve the quality of water in adjoining streams.

The PDR Program closed a **perpetual conservation easement** on a 103 acre parcel on Diascund Road to protect the parcel from future development. This mostly forested property provides important wildlife habitat and includes important farmland, wetlands and marsh. Collaboration with the Virginia Department of Agriculture & Consumer Services Office of Farmland Protection in the acquisition of this easement resulted in a partial reimbursement of easement costs to the County by the Virginia Farmland Protection Program which is designed to assist qualifying local governments in protecting important rural land.



A chicken house, barn and stable (*far left and far right*) were installed at **Freedom Park**, the final project for the 19<sup>th</sup>-century reproduction home site. The three home sites at Freedom Park are a new educational and historic venue **to learn about one of the nation's first free black settlements.**

The **Turf Love Program**, which seeks to mitigate the **damage to the County's watershed through public** education, issued 166 nutrient management plans to citizens and businesses. 52% of the properties lie near or within Resource Protection Areas. Program staff also sponsored two educational programs (*right*) for citizens with an attendance of 120 citizens at the Turf Love University and 150 citizens at the Super Turf Saturday program.



## Provide outstanding customer service

97% of clients rated their customer satisfaction as excellent to very good, according to the 2009 **Social Services Customer Service Survey**. Benefit Program customers averaged less than 15 minutes of lobby wait time for scheduled appointments. The self service lobby area promotes self sufficiency and includes a complimentary computer with internet and printing capabilities. Online self-screening for Benefit programs are also available.

To enhance skills training of staff and foster parents, the **Foster Care** staff hosted 16 educational and training events for the community. The Unit also recruited two Spanish speaking families to serve as resource families.

To provide clients timely and accurate information, the Adult Services staff provided **training** to three assisted living facilities on reporting requirements for Adult Protective Services. Staff also updated unit brochures on local nursing homes, assisted living facilities, and home health care agencies to better serve the needs of our growing elderly population.

To help citizens make healthy lifestyle choices, the Human Services Center serves as the host site for **Passport to Healthier Lifestyle Choices**. Participants, at their own pace, may experience a series of learning modules and observe demonstrations. The project is offered in partnership with the Food Bank of the Virginia Peninsula, Virginia Cooperative Extension and Harvesting Hope.

## Grants, Private Donations & Other Outside Funding

Through **Williamsburg Community Health Foundation** funding, six Juvenile Justice Sub-Committee members were able to attend the Annual Virginia Restorative Justice Conference in Charlottesville last October. The attendees and other Sub-Committee members created a focus group titled Restorative Justice Working Committee, and they met with the Jamestown High School administration, counselors, security officers, 9th grade teachers and School Resource Officers to create training curriculums for the school.

\$4.2 million in Virginia Housing Development Authority SPARC low interest mortgages and HUD HOME grants from the **Hampton Roads Regional Loan Fund** were obtained to assist first time homebuyers.

\$1.2 million in **Housing Urban Development** funding supported the Housing Choice Voucher Program (Section 8), the Family Self-Sufficiency Program and Disaster Housing Assistance Program.

\$163,154 in funding from the **Virginia Department of Housing and Community Development** assisted families in the Homeless Intervention Program.

\$97,477 in funding from the **Virginia Department of Housing and Community Development** assisted families with emergency home repairs and housing rehabilitation grants.

## Grants, Private Donations & Other Outside Funding, con't

A \$45,000 Farmland Protection Cost Share Grant from the Virginia Department of Agriculture and Consumer Services was awarded the **Purchase of Development Rights Program** for acquisition of conservation easements to protect farmland in the County.

\$500 from the **After School Archery Program** was awarded Parks and Recreation in conjunction with the National Recreation and Parks Association. The grant was used to purchase archery equipment including bows, arrows and targets. Beginning/ intermediate **archery classes have been added to the Division's outdoor programs. Archery teaches youth responsibility, patience, hand-eye coordination and self-confidence.**

## Award Winning Programs

### **Food and Nutrition Services' Hunger Champions Honorable Mentor 2009 Award United States Department of Agriculture (USDA)**

James City County Social Services was one of only eight agencies nationwide to receive the award which recognizes local offices that use innovative strategies to enroll citizens in the Food Stamps program, increase program participation and ensure those in need have access to nutrition information and benefits. USDA selected the Hunger Champions from 81 nominations by state and local offices and advocacy organizations serving communities across the country.

### **Best New Greenway, Blueway or Trail: Freedom Park, Loop C Virginia Recreation and Park Society 2008 Achievement Award**

The Freedom Park Loop C Mountain Bike Trail system, designed with avoidable features for bikers of all abilities, boasts some 20 technical trail features *(left and middle)* to challenge even the most experienced riders. Local members of the Eastern Virginia Mountain Bike Association *(below)* constructed the 3.22- mile Loop C, donating more than 950 volunteer hours for the layout, design and construction of the project. Park attendance increased by 16% between 2006 to 2008, due in large part to the premier mountain bike trail system.



## About Us

### **Our Mission**

Community Services also partners with a variety of community organizations and nonprofit agencies that support our mission: To help our customers seek self reliance, meet basic human needs, prevent child abuse and neglect and promote healthy lifestyles.

### **COLONIAL COMMUNITY CORRECTIONS (CCC)**

...to enhance public safety, empower our clients and improve the quality of our community by providing judicial alternatives to adult incarceration, transitional services, and criminal justice planning to the localities we serve.

### **HOUSING & COMMUNITY DEVELOPMENT (OHCD)**

...provides counseling and financial assistance for first-time homebuyers as well as rental assistance, emergency home repair assistance, housing rehabilitation, homeless prevention services and Community Development Block Grants.

### **NEIGHBORHOOD CONNECTIONS**

...a citizen-focused partnership that engages community resources to allow all citizens to enjoy the highest quality of life where we live, work and play. The division also serves as a conduit for public participation to ensure the highest quality governance and positive legacy of James City County.

### **PARKS & RECREATION**

...to work in partnership with citizens to ensure responsive programs, facilities, and open space which promote personal growth, social development, and healthy lifestyles.

### **SOCIAL SERVICES**

...to help people help themselves by temporarily helping residents to meet their basic needs including food, shelter, utilities and medical care; by protecting children, the disabled and the elderly from abuse, neglect and exploitation; and by promoting self-sufficiency through employment.

### **VIRGINIA COOPERATIVE EXTENSION**

...to respond to the needs of individuals, families, groups and organizations with educational programs in the four broad areas of agriculture and natural resources, family and consumer sciences, 4-H youth development and community viability.

## Contact Us!

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