



Union County

Department of Social Services

ANNUAL REPORT 2006

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The Union County Department of Social Services is pleased to share its 2006 Annual Report. Programs administered by Social Services affect the lives of many of our citizens either directly or indirectly. Our department strives to help families support themselves and to provide care for children, the disabled, and the elderly when it is needed. In 2006, we continued our efforts to serve a growing number of low income families affected by job loss or high energy costs. New initiatives helped to protect and place children in permanent homes. An increased number of older adults were assisted to remain in their own homes. Staff training and automation efforts were directed at improving our services to the public.

Issues on the horizon for 2007 that will impact our services include implementing the recent changes in federal welfare reform and citizenship verification of Medicaid recipients. Plans will address clinical services for families and children, providing in-home care for citizens, prosecuting benefit fraud, and developing more efficient and customer friendly practices. Our agency will continue to be a facilitator for positive changes in our community and to offer a humane response to human need. We look forward to the coming year's challenges.

MISSION STATEMENT

To partner with families in achieving economic well-being, safety, and permanence within our community.

HIGHLIGHTS FOR 2006

- Led a multidisciplinary team in Union County to develop a response protocol for children, elderly and disabled adults living in clandestine methamphetamine drug lab situations.
- Union County Department of Social Services is ranked sixth in North Carolina for Medicaid overpayment (fraud) collections.
- Received a TANF grant of \$15,600 from state for Work First program to increase participation rate in work and educational activities.
- Number of children in foster care decreased by 18 percent.
- The CAP In-Home Services program for elderly and disabled adults and children served 26 percent more persons over the past year.
- Children's Services met all the federal outcome goals for protecting and establishing permanent homes for children.
- Piloted electronic record storage process and completed 3 program areas.
- Initiated new training program for supervisors.
- Drafted county's first protocol for safe surrender of infants.
- Implemented the use of new Adult Protective Services delivery tools.
- Number of families served by DSS volunteer programs increased from 5,916 in 2005 to 6,808 in 2006.

GOALS FOR 2007

- To increase fraud overpayment collections by 30% over 2006.
- To complete new identify and citizenship verification requirements for all (15,000) Medicaid recipients/applicants.
- To implement new Work First Program requirements that resulted from federal Deficit Reduction Act.
- To reduce customer service complaints and client wait times to see a worker by 20%.
- To expand number of elderly persons served through In-Home Services by 10%.
- To increase number of foster homes by 20%.
- To establish and implement clinical services for families with children.
- To meet all Title VI Civil Rights compliance standards for serving limited-English proficient clients.
- To meet federal and state standards for timely and accurate processing of public assistance applications.

MEDICAID

Provides medical services for many types of families. Individuals may be eligible if disabled, aged, blind, pregnant and/or indigent. Enrolled providers render services.

DSS determines eligibility based on assets and reserve for all groups except SSI recipients. These are determined by the Social Security Office.

Total Cost: \$95,810,208
County Cost: \$4,990,114
Average Monthly Cases: 14,902

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

Helps low-income families cope with the rising cost of heating their homes.

County Department of Social Services processes applications for LIEAP during October and November, and checks are mailed in February.

Recipients: 5,632
Total Grants: \$160,796
Average Payments: \$78.00

FOOD STAMPS

Supplements the food purchasing power of low-income families. The amount of Food Stamps a family receives depends on:
---household size
---monthly income
---allowable deductions

Employable Food Stamps recipients must participate in employment and training activities to help improve their chances for permanent independence from public assistance. Working households are required to report income monthly to retain eligibility status.

Amount Issued: \$10,604,526
Average Monthly Cases: 4,041

STATE / COUNTY SPECIAL ASSISTANCE:

Provides a cash supplement and medical assistance to help with expenses of low-income individuals residing in Adult Care Homes (such as rest homes).

Adult Care Homes are unlike nursing homes in that staff do not provide medical care. Designated staff may, however, give medications and provide personal care services (such as assistance with bathing, eating and dressing).

Aged, disabled, or blind adults in Adult Care Homes receive their cash supplement from State/County Special Assistance.

Total Cost: \$1,695,698
County Cost: \$84,949
Average Monthly Cases: 320

IN-HOME AIDE SERVICES

Assists individuals and their families with attaining and maintaining self-sufficiency and improving quality of life.

Clients served: 79

THE COMMUNITY ALTERNATIVE PROGRAM FOR DISABLED ADULTS (CAP-DA)

Provides an alternative to nursing home placement for adults who are:

- Nursing home level of care
- Medicaid eligible
- In a safe home environment
- Have reliable informal support from family and friends

Clients served: 108

COMMUNITY ALTERNATIVES PROGRAM FOR CHILDREN (CAP-C)

Offered for clients under 19 years of age desiring an alternative to institutional care.

Clients served: 19

ADULT CARE HOMES

Monitors licensed care facilities providing care for adults to assure compliance with state requirements.

Adult Care Homes: 14
Beds: 524
Adult Day Care Center: 2

ADULT PLACEMENT

Assists families or others with placement of elderly/disabled adults.

Assisted Placement:
Adult Care Homes: 400
Nursing Homes: 344

ADULT SERVICES

Provides evaluative and assessment services for disabled/elderly adults who either request the service themselves or a family member requests it.

Cases Referred During the Year: 121

PROTECTIVE SERVICES FOR ADULTS

Provides services to eliminate abuse, neglect, or exploitation of disabled individuals over 18 years of age who are unable to manage or protect their own interest or without able, responsible and willing persons to access/obtain essential services for them.

Reports: 88
Substantiated: 7
Confirmed Mistreatment: 1

TRANSPORTATION

Arranges and provides transportation to enable persons to have access to medical and health facilities, grocery shopping, bill paying, etc. This service is purchased from Union County Transportation.

Medical (Medicaid) Trips: 13,508
Other Trips: 849

ADOLESCENT PARENTING PROGRAM

Provides support services to first time parents age 17 years and under to help them cope with the responsibilities of parenthood.

Clients Served: 25
Successfully Maintained Goals: 25

CHILD CARE SERVICES

Provides a service that will allow the parent to become self-sufficient by providing care for his/her children.

Average Monthly Number of Children Served through Subsidized Childcare: 1,853

NC HEALTH CHOICE

Provides health insurance for children who are not eligible for Medicaid and whose countable income does not exceed 200% of poverty income level.

Average Children Receiving: 1,907
Total Fees Collected: \$24,650

WORK FIRST PROGRAM

Provides services built upon the premise that all people have a responsibility to their families and community to work and provide for their children.

Average Work First Cases: 315
Total Participants Employed: 162

PROGRAM INTEGRITY

Investigates and collects assistance received in error in Public Assistance programs.

Total Collections: \$78,738

INDEPENDENT LIVING PROGRAM (LINKS)

Provides services for youth that are or have been in foster care at the age of 13 through 21 in order to help prepare them for independent living.

Average number of youth served per month: 30

FAMILY AND CHILDREN'S SERVICES INTAKE

Portal of entry for all Family and Children's Services including Child Protective Services and emergency financial assistance. Emergency financial assistance is primarily provided through AFDC-AE (Aid for Dependent Children – Emergency Assistance), CIP (Crisis Intervention Program), GA (General Assistance), 200%, MUAP (Monroe Utility Assistance Program, and Share the Warmth.

The purpose of this unit is to partner with families in achieving economic well being, safety, and permanence for family units.

Total number of families served with emergency financial services: 1,066

Total number of Child Protective Services reports received: 1,656

CHILD PLACEMENT

Arranges temporary care of a child outside his own home. Services also include the recruitment, licensing, and training of foster parents. Supervision of placement back in the home of the parent(s) or that of relative(s) to ensure stability and proper care before recommending to the Court the return of legal custody.

Foster Homes: 34
Average number of children cared for in paid placement: 45
Average number of children in custody: 64
Permanency achieved in less than 12 months: 30
Permanency achieved in more than 12 months: 8

VOLUNTEER INCOME TAX

Taxpayers served: 155
EIC refunds: \$53,925
Federal refunds: \$141,164

ADOPTION SERVICES

Recruits, studies, and selects homes for children who have been released for adoption. Also seeks homes for children cleared for adoption and prepares them for agency, relative, and independent placement.

Homes Approved: 26
Children Placed: 14
Adoptions Finalized: 23

(Agency, relative, independent)

COMMODITY PROGRAM

Distributes North Carolina Department of Agriculture Emergency Food.
Households Served (duplicated): 4,038
Individuals Served (duplicated): 7,424

CHRISTMAS BUREAU

Households Served: 1,798
Individuals Served: 8,221

VOLUNTEER SERVICES

Performs activities for the benefit of the client and agency by individuals or groups who contribute their time and skills to the agency.

Individual Volunteers: 301
Volunteer Groups: 438
Hours Individuals Contributed: 7,321
Donors: 535

UNION COUNTY GROUP HOME FOR CHILDREN

Serves neglected, abused, delinquent, undisciplined, and dependent children. Children receive shelter care and intensive counseling services for a period of up to 90 days.

Children Served: 40

PROTECTIVE SERVICES FOR CHILDREN (CHILD ABUSE AND NEGLECT)

Provides services to children and their families through the Multiple Response System (MRS) using the dual track of Forensic Investigations or Family Assessments in response to instances of actual or suspected child abuse, neglect, or dependency.

Total number of reports: 1,263
 Total percentage of reports substantiated: 22%
 Total percentage of reports found in need of services: 9%

Children served in In-Home Services: 291
 Families served in In-Home Services: 135

PREVENTION AND AFTERCARE SERVICES

Provides outreach services to children and families to prevent child protective services involvement. Aftercare services are provided on In-Home Services cases and foster care cases. Services are provided on a voluntary basis.

Children / Families served for Prevention services: 126/54
 Children / Families served for Aftercare services: 12/4

PREGNANCY SERVICES

Provides counseling and secures resources upon request for assistance to persons involved with an undesired pregnancy.

Clients Served: 5

INTERPRETING SERVICES

Provides services to clients with limited English proficiency.

Total Clients Served: 4,495

CENTRAL SUPPORT

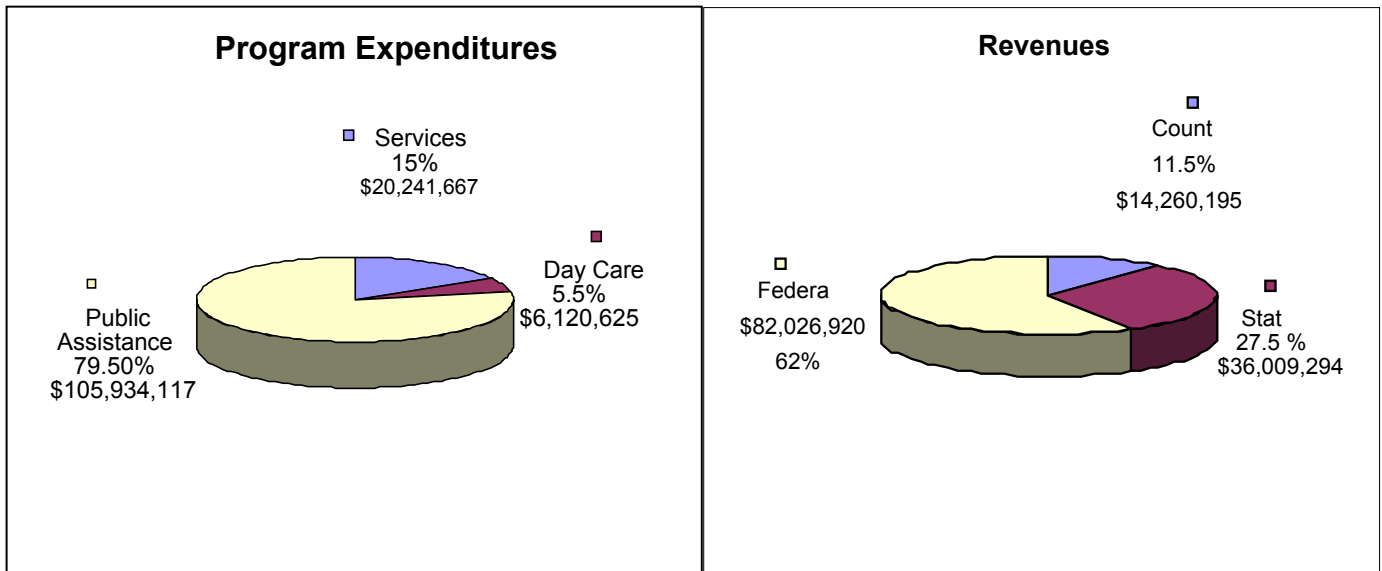
Provides reception and clerical support to the total agency.

Client Visits

Income Maintenance: 19,970
 Children Services: 5,931
 Adult Services: 3,032
 Family Support Services: 6,779
 Total Client Visits: 34,452
 Work Permits Issued: 1,307

Mail: 21,886
 Switchboard Assistance: 93,207
 Total Clients Assisted: 152,112

**REVENUES AND PROGRAM EXPENDITURES
 CALENDAR YEAR 2006
 UNION COUNTY DSS**



TOTAL BUDGET 2006 - \$132,296,409

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